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# WELCOME

Welcome to the 21<sup>st</sup> edition of the Memory Services National Accreditation Programme (MSNAP) newsletter! We are pleased to be able to share with you some fantastic articles in this edition. This newsletter covers important topics such as Lewy body dementia, a fascinating play written to reflect the experiences of living with dementia, delivering remote assessments and updates at the Macclesfield Memory Service. Thank you to all contributors to this edition of the newsletter; we hope you all enjoy reading these articles.

Also in this edition of the newsletter you will also find some exciting initiatives coming up on MSNAP. This includes our upcoming event of equality of access to memory services, as well as additional peer reviewer training and signing up to Knowledge Hub.

MSNAP hosted its 12<sup>th</sup> National Forum for Memory Services on 5<sup>th</sup> October 2021. We are thankful for our great chairs and speakers who ensured the day was such a success and we have included some highlights from the presentations within this newsletter.

As we reach the end of what has been a very turbulent year, the MSNAP team would like to wish all our members and stakeholders, patients and carers a wonderful festive season and a Happy New Year!

**Jemini Jethwa,**  
Programme Manager



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## Introducing The Lewy Body Society

**Douglas Pattison**, MSNAP Carer  
Representative and Lewy Body Society Trustee

Lewy bodies, clumps of proteins that can develop in the brain, were discovered by neurologist Friedrich Lewy in 1912. Yet more than a century later we are still trying to understand what causes them, and how we might lessen or reverse their impact on the cognitive and motor abilities of people living with them.

Lewy body dementia is the second most common type of dementia in older people, yet it is much less well known than other forms of dementia. While Alzheimer's disease affects the brain's ability to store new information in the form of memories, Lewy body dementia (LBD) targets a different set of cognitive functions, specifically problem solving and reasoning. Hallucinations, sleep problems, and the motor symptoms often associated with Parkinson's disease are also common symptoms.

Founded in 2006, The Lewy Body Society aims to raise awareness of the disease, to fund research to improve its diagnosis and treatment, and to support people living with LBD and their carers. It was the first charity in Europe exclusively concerned with this form of dementia and its establishment has led to the development of similar charities internationally.

Since 2008 we have funded over £1.8 million in research aimed at improving the diagnosis, treatment and care for LBD. Examples of research projects funded, as well as the process for submitting a grant application, can be found on our website, and the next round will open in 2022.

We share findings from this research, as well as information sessions with clinicians, via regular online events. Recordings of many of these can be found on our [YouTube channel](#), and are advertised via our newsletter and social media channels. We offer support to individuals through a partnership with the Admiral Nurse Dementia Helpline, and publish a guide book and range of information materials to support families faced with a Lewy body dementia diagnosis.

Whilst most of us are familiar with Alzheimer's disease, Lewy body dementia is less well known. We are seeking to change this, and ultimately seeking a cure for this devastating disease.

For more information, please click [here](#).

## Theatre of Wandering Reflections

**Dr Julie Heaton**, Clinical Psychologist, Memory Assessment and Community Dementia Service

Since May 2021, alongside my colleague Dr Claire Pavlou, Clinical Psychologist, I have been involved in supporting the development of a Coventry theatre production reflecting the experiences of what it is like to live with dementia and support someone living with dementia. This ultimately culminated in the production of a play called Theatre of Wandering.

Theatre of Wandering is a play that tells the story of an older man who is wandering the streets of Coventry city centre looking for his wife who is living with dementia. The play has been created out of a series of conversations and creative workshops with many people who live and work in Coventry. These include older people, including people who are living with dementia, local shop keepers, health professionals, school children, the police and many others. The audience are invited to follow the older man's wanderings through the city in a journey that uncovers and shares many hidden stories and experiences of people who are living with dementia and those who support and care for them. Meanwhile, in another area of the



city, we meet Annie, his wife, who sets out on a journey only to find herself lost in the city centre confused and not how she remembers the centre to be.

Theatre of Wandering is a Coventry City of Culture Trust and Entelechy Arts co-production, in association with the Japanese theatre company OiBokkeShi, the Belgrade Theatre Coventry and Belgrade Arts Cym group.



The opportunity to bring the topic and experience of dementia into Coventry's City of Culture limelight was one that we just couldn't miss and we were honored to be able to be a small but hopefully valuable part of its production.

As the play developed, we as NHS professionals, were able to be "technical advisors" and bring to life a true reflection on the experiences of dementia. We were able to share our knowledge and passion with an incredibly sensitive and caring theatre production team and we were able to bring on board more of our team including Anne Patterson (Team Leader) and Smita Grey (Occupational Therapist) and seek involvement and views from the rest of the dementia assessment team in Coventry in a meeting with the writers of the production.

Ultimately, the hard work and creativity of so many people from different walks of life, culminated in a weekend of four shows over two days (18<sup>th</sup> and 19<sup>th</sup> September), which we took part in. Unusually, this was a production that didn't happen on a stage. Instead, the stage was

Coventry city centre and the audience walked through the city with the actors. As NHS professionals we supported Annie (the missing wife) in the shopping precinct, who wandered into the centre with her shopping trolley and doll whom she thought was her baby. This part was not ticketed and took place in front of people as they shopped. Our role was to observe from a far and offer advice, support and an explanation if any of the public took notice (or perhaps didn't take notice) of Annie and expressed interest or concern.

What surprised us most was just how many people either didn't notice Annie at all, or just walked past with little or no concern whatsoever. A few did notice however and some were understandably concerned. For some it triggered personal worries and memories which we were able to listen to, support and advise on where to go for more information and support and to really let people know that there are services out there and people do not have to go through this alone. This has been an incredibly thought provoking experience and raised that question of what to do if someone sees someone who is vulnerable in the streets and how this can be addressed. The production hopefully has made a step towards raising awareness of what it is to live with dementia and will lead onto more opportunities for co-working and co-production with community services, shopkeepers, schools and the Police and to be able to create a really thriving dementia friendly city and how we can build more caring communities in general. It has been such a positive and exciting experience and we look forward to building on this in the future.



To find out more about the production and how it was made, and to watch the show (release date 1<sup>st</sup> October) please click [here](#).

# Delivering Remote Memory Assessments

**Dr Gosia Raczek**, Academic Consultant in Old Age Psychiatry, North West Sussex Dementia Assessment Service

Following the COVID-19 outbreak, many Memory Assessment Services (MAS) suspended all service provision until face-to-face services could resume.

The clinical team at West Sussex MAS have developed a remote assessment pathway in order to re-start clinical activity following its initial closure. A research study, funded by NIHR Applied Research Collaboration in Kent, Surrey and Sussex (ARC KSS), was set up to evaluate patient, carer and clinician experiences of remote memory assessment during the pandemic in three memory services in Sussex, Surrey and South London. The research team recruited 81 patient and carer participants, who completed quantitative satisfaction and experience survey. 15 patient and carer participants and 15 clinicians across all 3 services were invited to participate in qualitative study of their experience.

In summary, our study found that patients, carers and clinicians were satisfied with the remote memory assessment when conducted via video conferencing. Good communication and engagement between clinicians and patient/carers were centrally important, and this was enhanced by being able to see one another (e.g. through video conferencing). Some assessment tools, such as ACE-III, were preferable to use during a remote consultation because they were considered more adaptable to this format.

This remote memory assessment pathway can be entirely remote or form part of a hybrid model, which includes both face-to-face and remote options. Different components can be interchangeable dependent on clinical need and patient choice, providing flexible services that empower patients and support the management of complexity.

The study team in Sussex were awarded a Higher Education Innovation Fund grant from the University of Sussex to develop a toolkit for clinicians and managers who aim to develop a remote pathway locally. The toolkit, accompanied

by a patient information leaflet and a short animated video has been co-produced with MAS clinicians, researchers from Brighton and Sussex Medical School, Lived Experience Advisory Panel, and ARC KSS implementation team and will be launched in December 2021.

# Updates at Macclesfield Memory Service

**Dr Faria Zafar**, Old Age Psychiatrist, Macclesfield Memory Service

**Josephine Worthington**, Team Manager, Macclesfield Memory Service

## Young Onset Dementia:

We had a meeting with Integrated Commissioning Manager, Cheshire East Council. We discussed:

- The current local provision of Young Onset Dementia Services.
- The survey findings of a recent survey completed by Together in Dementia Everyday (TIDE). The survey aimed to identify the issues encountered by the carers of people living with Young Onset Dementia. It was identified that so much more needs to be done to address the needs of carers and families of those diagnosed with Young Onset Dementia.

We then had a meeting with team manager of our local Involvement, Recovery and Wellness Centre. We discussed how they could help in provision of YOD specific groups. We are currently working on designing an informative app for YOD service users.

We have completed a local Young Onset Dementia project.

- We shared the information with our partner GPs and CCG about Young Dementia UK, Young Dementia Network, and Angela Project.
- We completed an audit locally to improve patient care by identifying what causes delay in diagnosis and to effectively work on those factors.
- We have agreed Young Onset Dementia Pathway with our partner GPs.
- We have started using Young Dementia

Network resources to support our service users.

#### **Links with Local Palliative Care Network:**

- We have agreed collaborative working with local palliative care teams.
- A teaching session was offered to them on common mental health difficulties towards end of life.
- We use Community Dementia Companion Service and Dementia Carer Wellbeing Service, run by East Cheshire Hospice.

#### **Joint Training Post:**

- We have agreed on a combined trainee post in GP, Frailty, Old Age medicine and Community Old Age Psychiatry.
- The post will deliver the competencies in frailty community medicine including old age psychiatry assessments and secondary care frailty assessments that are relevant to primary care and will enable them to provide better quality care for their patients.

#### **Dementia Care - Train the Trainer:**

- One of our team's band 6 nurse practitioner has successfully completed Dementia Care Train the Trainer programme, developed by the End of Life Partnership and the Advanced Dementia Support Team.
- This was a six-day course improving skills in dementia care and course enables the team member to deliver this training both in-house and externally.

#### **Piloting Project with a Care Community Team:**

- A senior practitioner has started working with one of our partner care community team, 2 days a week, for 3 months.
- This aims to enable triaging service to appropriately signpost the mental health referrals and provides opportunity to the care community team for any urgent patient care discussion.

#### **Role of Neuroimaging in Dementia Diagnosis:**

- This audit project aims to improve patient care by identifying if appropriate use of neuroimaging is made in dementia assessment and diagnosis.
- We identified that neuroimaging reports did not specify Medial Temporal Atrophy

and Fazekas scoring for white matter lesions.

- We are in liaison with our local radiologists on this.

#### **MSNAP Accreditation of our Memory Service:**

We are proud to be accredited, for the very first time, in these exceptional circumstances, effectively working through COVID-19 pandemic challenges.

#### **Issues that we have come across**

- Difficulty in completing audio and video consultations, including cognitive assessments.
- Delayed response from other services.
- Inappropriate and incomplete referrals.
- Shortage of staff due to being COVID-19 positive or in isolation due to contact with someone affected by COVID-19, and deployment of staff to other services.
- Increased social care issues due to shortage of care staff and lack of provision of day care groups.
- Inappropriate care home placements due to deficits in assessments by the social care staff.
- Issues with COVID-19 funding placements, especially out of area placements within our area.
- Difficulty in running cognitive stimulation groups virtually, and other wellness and recovery groups for the service users.

#### **Ways Our Service Has Adapted During the Pandemic**

- We assessed our patients in three different ways based on their needs and preferences i.e. face to face, telephone, and video consultations.
- Working from home wherever clinically indicated.
- We have made good use of different electronic systems to gather necessary information related to patient care.
- We have actively helped our patients and families in keeping them safe by assisting them with COVID-19 testing.
- This also facilitated safe and timely transfer to the appropriate care setting.

# MSNAP 'You Said, We Did'

## *Findings and actions from the 2021 CCQI membership survey*

In summer 2021, we sent out a membership survey to members of MSNAP to identify how satisfied teams are with the programme and whether there are any areas for improvement for us. We also looked at how teams would like peer reviews, events and training to take place in the future and we are pleased to share the results below.

### **You said: A majority of respondents requested for our events and training to have a 'mix of both' online and virtual facilitation.**

We did: We are pleased to announce that our Annual Forums will resume face-to-face in 2022 onwards. Special interest days, training and other events will continue to be delivered online. This will either be as full day events, or 1-2 hour long webinars.

### **You said: A majority of respondents requested for accreditation peer review visits to take place face-to-face.**

We did: We will be resuming face-to-face reviews in 2022 when it is safe to do so. The College will provide guidance around the safety of staff and services during these visits and we endeavor to work closely with services receiving a peer review to ensure suitable measures are in place to protect against COVID-19. All teams can opt out of a face-to-face review if they would prefer a virtual one.

## How can MSNAP be improved?

### **You said: It would be nice if MSNAP accredited services will have an opportunity to contribute to the annual forums.**

We did: We always welcome member services to submit presentation proposals for our upcoming Annual Forums and will provide space on the event programme for members to share good practice and areas of innovation as much as possible. If you have a topic in mind that you would like to present at our next Annual Forum, please get in touch!

### **You said: Provide more online opportunities.**

We did: We are pleased to have recently run our 12th National Forum for Memory Services, which took place virtually in October this year. We also

have another online event taking place in December, more information on this is found on [page 6](#). We hope to introduce a series of 1-hour webinars in the new year. If there is a topic you would like to present on for a webinar, please let us know.

### **You said: More networking opportunities and sharing of good practice and ideas. Some topics include; increased waiting lists and information on advance care planning.**

We did: We have recently launched [Knowledge Hub](#), an online platform exclusively for members to access. This is an opportunity to network directly with one another by asking and responding to queries. There is also the opportunity to share documents, policies and guidance to support one another.

### **You said: Keep us updated on staff changes and key contact personnel, so we have a point of contact.**

We did: We included a 'Meet the Team' section in our previous edition of the newsletter. You can access it [here](#).

## What did we do well?

- Free online events, training and webinars
- Access to standards and guidance
- Access content virtually without worrying about travel
- The timeliness and quality of emails and being kept informed of upcoming service developments/events
- Regular online email updates
- Lessening of isolation and maintenance of corporate awareness
- The up-to-date information and facilitation of webinars and communication between memory services.
- MSNAP memory chat for hearing how other services are tackling issues and for learning from each other
- Chat service and understanding that other services are in the same position. Sharing information across services
- The support, webinars and information provided has been excellent
- Being able to share the experience and learn how other services have adapted
- Being able to peer review and learn about other services without having to travel

# Highlights from the 12th National Forum for Memory Services

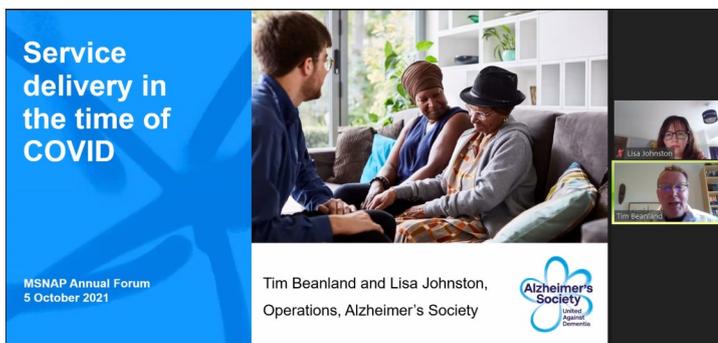
## 05 October 2021

We were delighted to host our 12<sup>th</sup> Annual Forum for the Memory Services National Accreditation Programme on 5<sup>th</sup> October 2021 on Zoom. We had just under 200 attendees sign up and a fantastic line up of speakers on the day.

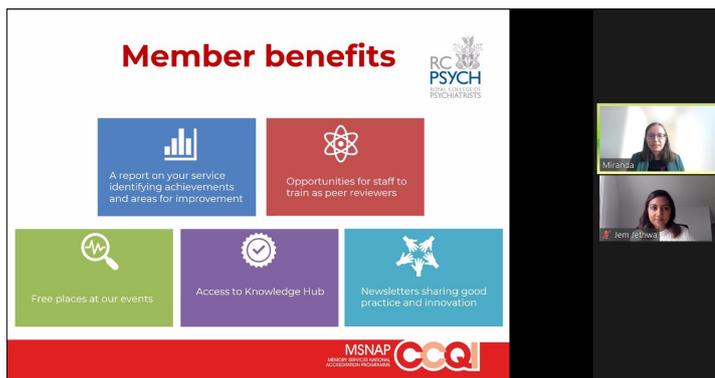
Below are just some of the highlights from the day, but you can access a full recording of the event on [Knowledge Hub](#).

The event was excellently chaired by Professor Martin Orrell, Director, Institute of Mental Health and Chair of the MSNAP Accreditation Committee and Sarah Ghani, Consultant Clinical Psychologist and Psychology Lead for Cognitive Impairment and Dementia at West London Mental Health NHS Trust and Chair of the MSNAP Advisory Group.

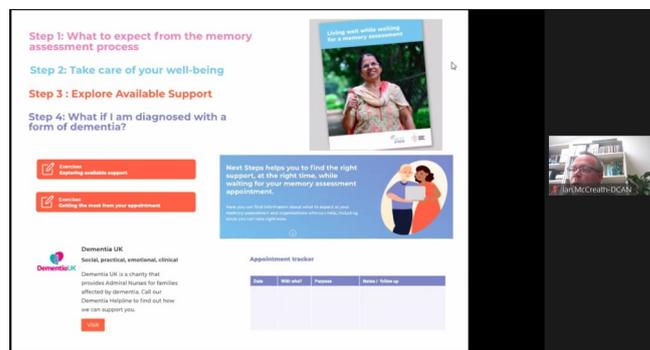
Our first presentation of the day was by Tim Beanland and Lisa Johnston from Alzheimer's Society discussing the impact of COVID-19 on the delivery of memory services.



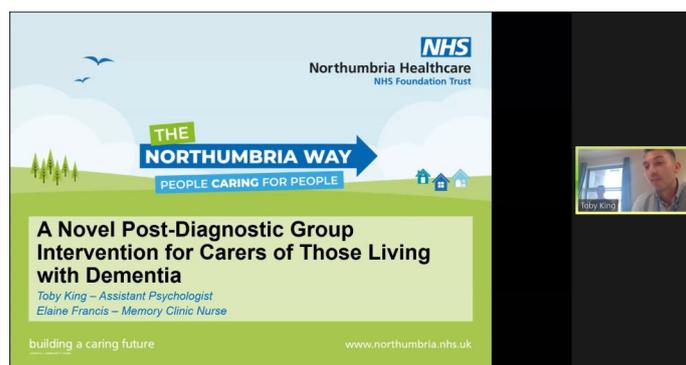
This was followed by Jem and Miranda from the MSNAP team presenting on some exciting new updates and developments coming up in 2022.



Next, we had Ian McCreath from the Dementia Change Action Network discussing how to support people while they are waiting for a memory assessment.



Toby King and Elaine Francis from Northumbria Healthcare NHS Foundation Trust then presented on an interesting post-diagnostic group intervention for carers of those living with dementia.



We also had a great session presented by Dr Arun Jha and Francesca Payne from Hertfordshire Partnership University NHS Foundation Trust on Mild Cognitive Impairment (MCI). This presentation was looking at an innovative group training for people with mild cognitive impairment and their families.



# Highlights from the 12th National Forum for Memory Services

## 05 October 2021

We were pleased to hear a presentation from Alex Dobson from Essex Partnership University Trust on setting up the Living Well with Dementia Group in Dementia Services North East Essex.

### PHILOSOPHY BEHIND LWWD COURSE

- PROVIDES A FORUM FOR DISCUSSION OF THE EMOTIONAL IMPACT OF DEMENTIA.
- ADJUSTMENT TO DIAGNOSIS IS OFTEN IGNORED/OVERLOOKED.
- COMING TO TERMS WITH A DIAGNOSIS SHOULD BE EXPLORED IN DETAIL.
- MEETING OTHERS WHO ARE ON A SIMILAR JOURNEY IS SEEN AS BENEFICIAL.
- ACKNOWLEDGING STIGMA ATTACHED TO DEMENTIA.

Professor Claire Surr from the Centre for Dementia Research at Leeds Beckett University also presented at the event and looked at good practice and innovation in memory assessment services.

### Practice development guide

- Aim is to encourage ongoing practice development and innovation
- Does not set standards or expectations for what MAS can or should achieve
- Written as a guide to promote aspiration ideas
- Designed to be applied flexibly to be relevant to the variety of commissioned service models



Judith Kimber from Betsi Cadwaladr University Health Board presented an interesting session on developing occupational therapy-led intervention in a memory clinic during a pandemic.

NEXT STEPS...

MSNAP action point "there is scope for development of input from this role (OT) to the team."

- Work to best practice standards
- Utilise existing skills in the team
- Targeted, time limited interventions
- Active offer to all

Finally, Rebecca Higgins, Melanie Barlow and Weidong Wei from West London Mental Health NHS Trust were our final presenters on the day and did a great session on innovations within Ealing Memory Services using music therapy.

Innovations in Ealing Memory Services:  
Music Therapy

### Watch a recording of the full event!

A recording of the full event can be accessed by logging into [Knowledge Hub](#), our online discussion platform for members.

If you are not a member of Knowledge Hub and would like to join, please email us at [MSNAP@rcpsych.ac.uk](mailto:MSNAP@rcpsych.ac.uk) so that we can send you an invitation.

## Upcoming MSNAP Initiatives

We have some exciting initiatives coming up on the Memory Services National Accreditation Programme! Please see below for details.

### MSNAP Special Interest Day: Equality of Access to Memory Services

 Tuesday 07 December 2021

 10:00—16:00

 Online (Zoom)

We are looking forward to welcoming delegates to our last event of the year, which is a special interest day focusing on equality of access to memory services. We have a great line up of speakers, which you can see on our programme.

#### Book your place:

To register your attendance, please complete this [online booking form](#).

### MSNAP Peer Reviewer Training

 Wednesday 16 February 2022

 09:30—11:30

 Online (MS Teams)

Peer-reviewer training is a free event for staff that are from an MSNAP member service. The training is a great learning experience for those who are interested in participating in peer-reviews.

We strongly encourage individuals organising and reviewing other services to attend this training.

**To register your place, or to find out about future peer reviewer training dates, please [email us](#).**

## Have you signed up to Knowledge Hub?

MSNAP has launched an online discussion platform for it's members, in place of the current Memory Chat.

Knowledge Hub allows members to:

- Ask questions, have conversations, discuss solutions to problems and share experiences
- Network with one another independently
- Upload, share and comment on documents
- Promote forthcoming events and access MSNAP events and booking forms

Knowledgehub



**If you would like to sign up, please [email us](#) so we can send you an invitation.**

## Useful links

### Discussion group:

[Memory-CHAT@rcpsych.ac.uk](mailto:Memory-CHAT@rcpsych.ac.uk)

### General queries:

[MSNAP@rcpsych.ac.uk](mailto:MSNAP@rcpsych.ac.uk)

### The Royal College of Psychiatrists:

[www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)

### MSNAP page:

[www.rcpsych.ac.uk/msnap](http://www.rcpsych.ac.uk/msnap)

### MSNAP standards—7th edition

[Access the standards here](#)

### Resources for people with dementia and carers

[Access information here](#)

### Twitter

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And use [#MSNAP](https://twitter.com/hashtag/MSNAP) for up-to-date information

### Royal College of Psychiatrists' Centre for Quality for Improvement

21 Prescott Street, London, E1 8BB



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