Partnership working in Wirral: sharing learning from NHS and Public Library collaboration

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Wirral University Teaching Hospital NHS Foundation Trust

Peter Aspinall
Strategic Library Manager
Wirral Council
“Bringing people together in memories”
NHS and public libraries partner to support dementia care

“Makes a change that elderly people, especially those with dementia, have a chance to shine.”

– Activities Coordinator from Wirral care home
Movers and Shakers: Wirral Council

Laura Pringle
Strategic Librarian

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Strategic Library Manager

Teresa Ashton
Customer Services Development Officer
Movers and Shakers: Wirral University Teaching Hospital

Victoria Treadway, Library & Knowledge Service Lead

Margie Davies, Matron for Dementia
Library Assistants, Beccy & Jen
Carlton Players

Graham Breckon, Librarian

Jill Breckon (Graham’s mum)
Strategic alignment: Wirral

Older People’s Parliament,
Age UK Wirral,
Community Action Wirral,
Churches Together,
Irish Community Care,
Merseytravel,
Citizens Advice Wirral,
Wirral Chamber of Commerce,
Wirral Change,
Wirral Clinical Commissioning Group,
Wirral University Hospital Trust,
Health Watch Wirral,
Wirral Community Trust,
Magenta Housing,
Merseyside Fire and Rescue Service,
Cheshire and Wirral Partnership Trust
Wirral Council.
Strategic alignment: NHS Trust

Making a difference in dementia
Our dementia strategy

#PROUD TO CARE FOR YOU

wuth.nhs.uk
@wuthnhs
Strategic alignment: Wirral Council

WIRRAL COUNCIL PLAN: A 2020 VISION

Taking Wirral Forward

OUR PRIORITIES

PEOPLE

OLDER PEOPLE LIVE WELL

Our ambition is to achieve the following outcomes:

Case Study: 'Stay Safe, Warm and Well'

Among many innovative, successful campaigns delivered through our constituency programmes was a targeted project to improve the lives of older people. In October 2015, focused in Wirral West, we delivered the 'Stay Safe, Warm and Well' project.

This programme built on existing initiatives and used staff and volunteers from partners such as Merseyside Fire and Rescue Service, Age UK Wirral and Macmillan. Working to reach out to vulnerable, often isolated, older people to supply warm clothing, blankets, health checks and information on staying safe and warm throughout the winter.

Elsewhere, Age UK has also been promoting its Friends in Action Service for people aged 60 and over, which offers a combination of practical support and uses local volunteers to befriend elderly residents.
Reminiscence boxes for dementia: a literature review

Search completed by: Victoria Treadway
Date search completed: 20.3.15

Comments about the results:
A range of databases were searched in order to identify journal articles that examine the value of reminiscence therapy for people with dementia, as well as to identify examples of reminiscence box projects. A Google search was undertaken to identify any community or library projects.

This search found that there is a body of literature that demonstrates some benefits of reminiscence therapy for people with dementia in terms of improving mood, cognitive function, eating behaviours, reduced carer strain, functional ability and behaviour symptoms. However, the overall quality of studies is poor and further high quality research in this area is recommended.

There are many examples of public library services delivering reminiscence box services across the UK. However, I was only able to find one example (Reading Museum example below) where boxes were loaned to the local hospital, though it is not clear whether they worked in partnership from the outset of the scheme. The case studies and examples identified offer some useful insights into how the resources are loaned and utilised by local communities.

Search strategy:

Google Search for: reminiscence box dementia librar*

Database search history:
1. CINAHL; *DEMENTIA/TH [TH=Therapy]; 2385 results.
2. CINAHL; (reminiscence OR "memory box").ti,ab; 471 results.
3. CINAHL; 1 AND 2; 46 results.
Funding

• Health Education North West (HENW)
• £4,000
  – £3,000 reminiscence boxes X 30
  – £1,000 for administrative and promotional activities
Themed boxes

- Baby memories
- Man’s world
- Household memories
- Holidays
- Celebrations
- 1950s
- 1960s
- 1970s
- Music & entertainment
- Health & beauty
- Handicrafts
- Schooldays
- Local memories
1950s launch event

“The people of Wirral will benefit greatly from the ready accessibility of these boxes... It seems to have the effect of bringing people together in memories (even strangers)!”
– Hospital member of staff

“As an aged person I find that nostalgia and reminiscing a large point of my life...This is why this event and what the hospital are doing is so important.”
– Older People’s Parliament member
“Superb idea. Seeing five of our ladies faces light up and their mood changing while singing, talking about past memories from things found in the boxes.”

– Activities Coordinator
That monkey!
Community engagement

Local community events
Wirral Globe
Press releases
Local parish blog
Wirral Carers e-news
Social media
Working with local care homes

“The boxes also got residents chatting amongst themselves – usually a lot of them sit in silence.”
- Activities Coordinator

“It created discussions about childhood such as going to the corner chippy and looking at all the sweets in the old glass jars.”
- Activities Coordinator
Memories afternoons

“We all had a lovely afternoon singing and dancing and remembering.”
- Care home staff member

“The residents love to reminisce!”
- Care home staff member

“Good to hear the old songs.”
- Carer
Activity

Events:

- West Kirby Library, September 2015
- St Hildeburgh’s Church, Hoylake Oct 2015
- Wallasey Central Library, March 2016
- Rock Ferry Library, June 2016
- West Kirby Library, September 2016
- Wallasey Village Library, November 2016
- Bebington Library, January 2017
- Wallasey Central Library, April 2017
- Birkenhead Central Library, June 2017

- Engaged with 33 local care homes
  - events and borrowing boxes
- 31 box loans to nursing homes (April 2016 – March 2017)
- 14 box loans March 2017 – to date
- 2 loans to a memory group that meets monthly at Upton Library
- Box and individual item loans on the wards at Arrowe Park Hospital
- 21 boxes in circulation
Working with hospital volunteers and staff

“We use the reminiscence boxes in conjunction with the ‘This Is Me’ document – this highlights ‘no-go’ areas that might be distressing for the individual.”
- Hospital volunteer

“Reminiscing with patients helps us to step into their world.”
- Hospital volunteer
Helpful items
Margaret Davies, Matron for Dementia

“The reminiscence boxes have added positively to the reminiscence work carried out by staff and volunteers at the Trust.

Our befriending volunteers particularly enjoy them; they often select a box or a specific item they have identified through the use of the ‘This is Me’ document (which describes activities or pastimes the patient used to enjoy or likes to talk about).

Often, once an individual is engaged, the other patients or visitors will join in, generating lots of conversation and enjoyment on the ward."
PROUD Employee of the Year 2016
Reminiscence pods:
• Café
• Pub
• Hairdressing salon
• Cinema

Coming soon:
• Kitchen / dining room
• Garden
Challenges (or opportunities to shine!)

- Funding
- Sustainability
- Procurement
- Sourcing
- Staffing
- Storage, circulation & checking contents
- Nursing Homes or Individuals
- Health & Safety
- Uncertainties about events
  - Weather
  - Numbers
What has been great!

- Working in partnership
- Charity shops and donations
- Events
- Feedback
- Joined up thinking
- Publicity
- Music
- Singing and cake
- Seeing smiles 😊
Next steps

- More events
- More ideas
- More boxes
- More themes
- More happy patients, customers and activity co-ordinators
- More memories and reminiscing
We were awarded the Gold LIHNN Quality Improvement Award for our partnership work with Wirral Public Libraries to support people living with dementia.

Nick Poole Chief Executive of CILIP presenting the 2016 LIHNN Gold Quality Improvement Award to Victoria Treadway, Library & Knowledge Service Lead, Wirral University Teaching Hospital
What next?
More working together:
Literacy Initiatives

Quick Reads
• Arrowe Park Hospital loaned and then circulated to staff some “Quick Reads” material from Wirral Council
• Supports Trust staff literacy agenda
• Read on breaks, on the bus etc.

Reading Ahead
• Apprentices
Health Information Roadshow

- Bebington Central Library
- Birkenhead Central Library
- Wallasey Central Library
- West Kirby Central Library
Health Information Week session for the Public at West Kirby Library

Becoming an informed and empowered patient

Being well-informed and empowered about your health is easier if you can find reliable and accurate information about health conditions and treatments.

We highlight some of the key websites you need to know about when you are making decisions about you and your family’s health.

We also consider the challenge for doctors and nurses in making sure that decisions are based on reliable research evidence.
Any Questions?