



“Evidencing quality of life matters”

Measuring people’s lived experience – an evaluation tool

Qualitative observation really matters

“Audits that focus on policies, procedures and systems fail to take account of the real need to measure people’s quality of life - a model of care and people’s experience of this is, in the end, only as good as people’s actual lived experience

*Dr David Sheard
Founder/CEO Dementia Care Matters*

Benefits of qualitative observational audits:

- Assesses the current culture of care
- Measures the quality of people’s interactions
- Captures a day in the life of people
- Provides indicators to improve quality of life
- Focuses on individual people’s needs
- Reinforces the success of matching people together
- Evidences to regulators, inspectors and commissioners how safe, effective, caring, responsive and well-led the service is

Dementia Care Matters has pioneered the use of its observational evaluation tool – “Enabling: quality of life” undertaking over 700 audits of care services in the UK, Ireland and globally.

We believe this approach is the starting point for any care service wanting to adopt culture change and improve its model of care

“David’s beliefs, values, boundless energy and passion have driven changes that to many were only a dream. His herculean effort has revolutionised the culture of care nationally and internationally.”

Care Personality of the Year 2014

(Judging panel 16th National Care Awards 2014)



Dementia Care Matters works with the School of Health & Social Care, University of Surrey

Elements of QUIS (The Quality of Interactions Schedule)

- Summarises evidence of the current positive experiences, support and care being provided
- Measures the balance in a day between 5 types of care
- Collates 5 to 6 hours in a day of the quality of interactions
- Rates every 5 minutes the particular method of care
- Provides a written 5 to 6 hour script per day of people's comments on their quality of life
- Considers how effective group living, task orientation and being person centred is all being achieved together
- Determines the 'level' at which the care service is currently operating
- Rates the care service alongside other norms in evaluated services
- Identifies ways in which care teams can improve and build on their current skills

"Opening up a service to be observed is brave. Recording a day in the life of people experiencing 'care' is powerful. Measuring this is the crux of being person-centred"



<https://twitter.com/@dcmatters>



<https://twitter.com/@SheardDavid@DCMatters>



www.facebook.com/pages/Dementia-Care-Matters/117878838302255?ref=ts&fref=ts



www.youtube.com/results?search_query=david+sheard

Implementing this approach

" This approach highlights that an emphasis alone on the quality of a service without placing quality of life centre stage is meaningless. The real benefits of this approach are it teaches care teams a simple methodology. QUIS is easily understandable to all groups of staff. It helps them to understand the difference between positive social interactions, positive personal care, neutral care, controlling care and restrictive abusive care – this is the beginning of proving that people really matter. "

Dr David Sheard

Options

- Book a one or two-day qualitative observation (depending on the size of your service) with an experienced Dementia Care Matters team member and receive an extensive 24 page analysis report with detailed recommendations and action plan from which to baseline your future culture change
- Commission a two-day course which will train and enable the care team on-site within the care service to undertake their own qualitative observations
- Attend a Qualitative Observational Skills course on Dementia Care Matters National Training Programme
- Purchase a copy of "Experiencing: the truth in dementia care" (DVD) and the book "Enabling: quality of life – an evaluation tool"

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