



**House of
Memories®**

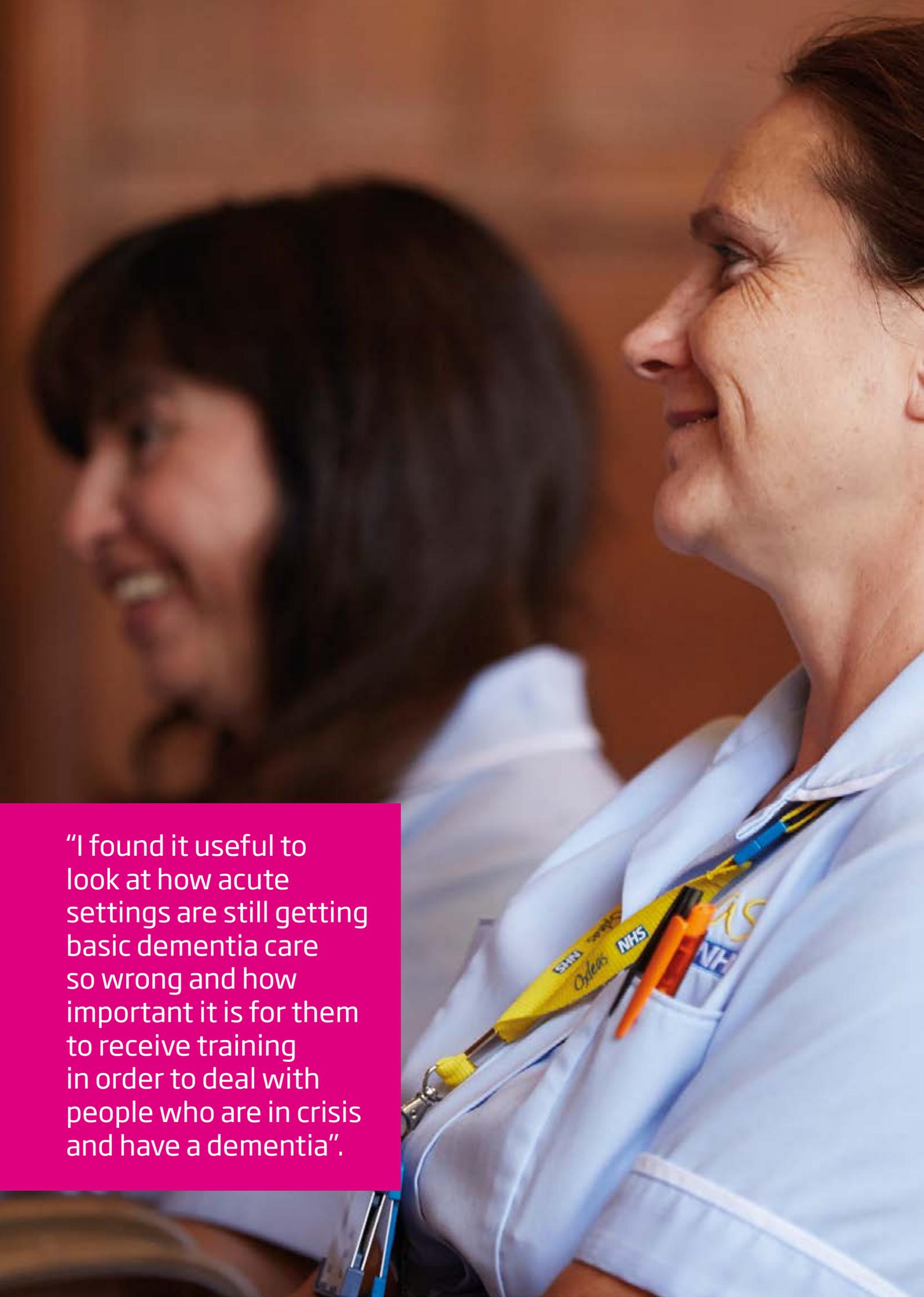
Developing Tier 2 skills for good dementia care

An evaluation of *House of Memories* pilot
Train the Trainer Programme, 2016

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Health Education England



"I found it useful to look at how acute settings are still getting basic dementia care so wrong and how important it is for them to receive training in order to deal with people who are in crisis and have a dementia".

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For more information on the availability of training, contact us:

- **Email learning@liverpoolmuseums.org.uk**
- **Telephone 0151 478 4240**

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Health care partners:

- **Countess of Chester NHS Foundation Trust**
- **Wirral University Teaching Hospital NHS Foundation Trust**
- **The Christie NHS Foundation Trust, Manchester**
- **PSS (Person Shaped Support), Liverpool**

Full version of the report prepared by:

Kerry Wilson and Gayle Whelan

Institute of Cultural Capital on behalf of National Museums Liverpool



Foreword

At National Museums Liverpool we are committed to the continued development of *House of Memories*, our award-winning dementia care project. The new Tier 2 training programme is the next exciting step in our journey.

Within this new model we have provided practical tools, techniques and learning outcomes to enable health and social care providers to confidently engage, support and communicate with people living with dementia. We are most grateful to our partners who offered valuable guidance and support.

Our aim is to cascade *House of Memories Tier 2* across the UK to ensure that National Museums Liverpool continues to deliver innovative and relevant museum-led training and resources for health care professionals.

Carol Rogers MBE

Executive Director Education and Visitors

National Museums Liverpool

I first became aware of *House of Memories* a number of years ago as my interest in dementia and older people's services grew. I was introduced to the work of the National Museums Liverpool in the form of a short drama production, which was extremely emotive. Since then, with the enthusiasm and vision of the team, the programme has grown, providing thought provoking and innovative facilities and resources.

With the support of colleagues, it has been my pleasure to lead on dementia for Health Education England in the North West and to have worked with the *House of Memories* team to further develop the *House of Memories* package.

As part of Health Education England's mandate on dementia awareness, the project aligned to the 'Dementia Core Skills, Education and Training Framework' Tier 2 learning outcomes - enhancing the knowledge and skills of those in daily contact with people living with dementia and providing an adaptable and more sustainable package of training through a Train the Trainer approach.

Macaila Finch

Programme Manager - Education Commissioning

Health Education England working across the North West

In an aging population, we are all being increasingly touched by a growing awareness of dementia - that feared condition where we assume that memories fade to the point where we lose sense of what it means to be ourselves. Innovative programmes such as *House of Memories* are changing perceptions, helping to illustrate that people living with dementia can reconnect with their past, and enjoy and share their memories.

I have felt privileged to see how *House of Memories* facilitates understanding and challenges the misconceptions about dementia - if we are seen as 'the sum of our memories' then stimulating conversation about those memories helps us connect and communicate with each other, and helps us to see the person rather than 'the dementia'.

Dr Andrew Ellis

Consultant Psychiatrist

Wirral Memory Assessment Service

Executive Summary

The pilot *House of Memories* Train the Trainer programme, led by National Museums Liverpool (NML) and commissioned by Health Education England working across the North West, has been designed to meet Tier 2 objectives as defined by the national Dementia Core Skills Education and Training Framework. The programme was delivered in partnership with four NHS Trust and community health service partners across the North West between November 2015 and April 2016, to more than 100 health care professionals via a cascaded train the trainer model. The pilot has provided NML with an opportunity to gauge the effectiveness of the programme, and to identify any operational and delivery issues.

The evaluation of the pilot has shown positive outcomes and strategic strengths in the delivery of training in person-centred dementia care, which forms a central tenet of the Dementia Core Skills Education and Training Framework. More specifically, the evaluation shows that the programme has strengths in achieving learning in many of the key Tier 2 areas, including:

- **Improved dementia awareness;**
- **Communication, behaviour and interaction with people with dementia;**
- **Understanding of the principles of person-centred dementia care;**
- **Understanding of the role of families and carers;**
- **The health and wellbeing of people with dementia; and**
- **Living well with dementia.**

An analysis of social value and return on investment (SROI) of the pilot programme was undertaken as part of the evaluation. Through a combination of qualitative, quantitative and financial information, the economic value that is created has been estimated. The SROI ratio identified through this process is: **£1:£19.06**.

The training material used for the delivery of the programme (*House of Memories* resources including character based documentary films, and the *My House of Memories* app) are identified in the evaluation as key to the successful delivery of Tier 2 dementia care strengths, including communication, behaviour and interaction.

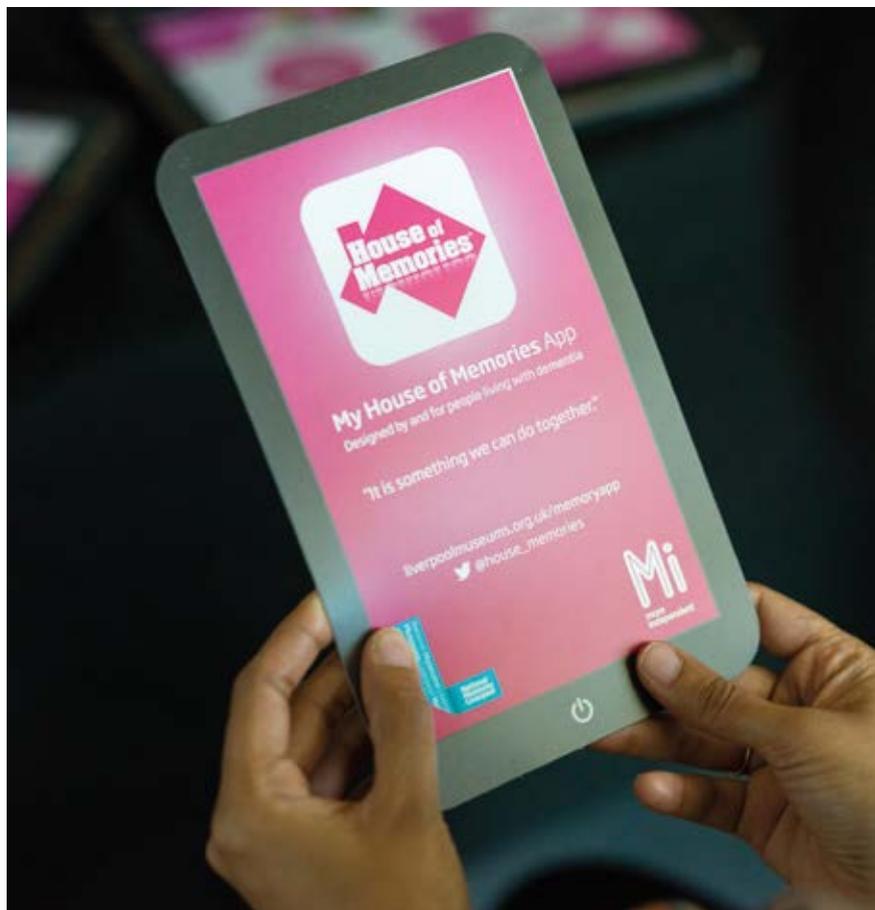
The evaluation also reflects the value of the collaborative network that underpins the programme and its relative success. There has been strong partnership working between providers, commissioners and partner health services, developed over a period of time preceding delivery of the programme. This has enabled an extra layer of confidence and trust in the pilot as a museums-led health care training intervention, especially for those health care staff being trained to deliver the programme and to continue to use relevant museum resources in their own professional settings.

The evaluation identifies operational characteristics as crucial to the success of the programme. The flexibility of the programme (where content can be adapted by different facilitators in different professional environments) and the delivery on-site with health partners (enabling more staff to participate, including ward nurses who would struggle to attend off-site development and training), were both identified as key operational strengths. In the longer term, it was felt that the physical presence of museum resources (such as the *My House of Memories* app) in acute care settings would help to improve the organisational culture of participating health services, creating an ethos of responsive dementia care.



Recommendations:

- 1 The core Tier 2 strengths relating to quality person-centred dementia care should be emphasised and more actively promoted;
- 2 The SROI could be even higher as a regional roll-out of the programme continues. It is recommended that more research be undertaken to map ongoing use and impact of the training materials, including extending the sample to include people living with dementia, their families and carers.





“The whole concept of the films...although we know they’re actors, they did it so well and based on real-life cases... if you see something visually it’s more powerful.”

■ Introduction

House of Memories was developed in 2012 as a means to support people to live well with dementia, and reflects National Museums Liverpool's commitment to being a socially inclusive cultural organisation. Museums are particularly good at looking after memories, and *House of Memories* is an imaginative resource which provides family carers and the health and social care sector with new practical skills and resources.

Since 2012, *House of Memories* has developed into an award-winning programme, with more than 10,000 family and professional carers trained across the UK. The training programme provides awareness-raising in person-centred dementia care, and, crucially, how to support people with dementia to live well. Through the use of drama and other resources, the programme powerfully resonates with family and professional carers alike. Cited in the Prime Minister's Challenge on Dementia 2020, the *House of Memories* programme has grown to become an important example of the added value that cultural organisations can bring to public services.

Health Education England working across the North West has shown progressive leadership in commissioning National Museums Liverpool to deliver Tier 2 dementia care training, and the pilot *House of Memories* Train the Trainer Programme has created significant knowledge exchange opportunities for both the cultural and public sector.

Programme and partners

The pilot *House of Memories* Train the Trainer Programme

The pilot *House of Memories* Train the Trainer programme was developed by National Museums Liverpool, in partnership with health care partners across the North West. In order to cascade the learning from the *House of Memories* programme, Health Education England working across the North West commissioned a scalable model of the *House of Memories* programme.

The pilot Train the Trainer model was developed with the following key characteristics:

- Meeting key Tier 2 dementia care training objectives as defined by the **Dementia Core Skills Education and Training Framework¹**, developed by Skills for Health, Skills for Care and Health Education England in October 2015;
- Facilitating cascaded training opportunities for the North West primary care workforce via an adaptable Train the Trainer model;
- Promoting dementia awareness via digitally-curated museum collections and dementia care tools using the *My House of Memories* app².



¹ <http://www.skillsforhealth.org.uk/news/latest-news/item/335-new-dementia-core-skills-education-and-training-framework>

² App available for free download: <http://www.liverpoolmuseums.org.uk/learning/projects/house-of-memories/my-house-of-memories-app.aspx>

The pilot Train the Trainer programme was delivered from November 2015 to April 2016, and consisted of an initial half day (three hours) facilitated workshop, delivered by a National Museums Liverpool facilitator across all four partner organisation sites. Participants from these sessions were then invited to volunteer to deliver repeat sessions within their host partner organisation, with training resources and in-person support provided by NML.

The workshops use documentary-style films to explore the journeys of two people, their families and their different experiences of living with dementia. Although played by actors, the films and personal stories were informed by real-life testimonies collected during the development phase of the programme. Facilitated discussions following the films, guide workshop participants through a number of dementia care issues, challenges and problem solving techniques. Key themes include the importance of early diagnosis, the complexity of dementia symptoms and the impact upon families and carers. There is also reflection on different standards of care practice in a range of settings, including emergency hospital admittance and residential care homes.

Training resources for volunteer facilitators include a set of PowerPoint slides to use throughout the workshop, which complement the creative content. The slides include supporting, contextual information on the *House of Memories* programme, and references to the Dementia Core Skills Education and Training Framework including Tier 2 outcomes. Facilitators are provided with an accompanying manual providing step-by-step advice on delivering the workshop, including prompts for discussion and room to signpost to additional resources (e.g. local services and organisational policies, relevant to their individual settings).

Workshop participants are also introduced to the *My House of Memories* app, a digital resource designed in collaboration with people living with dementia and their carers, to encourage meaningful engagement and personal connections. Participants are guided through app content, dementia-friendly features and functions using PowerPoint slides and an accompanying film, before being invited to try out the app themselves. The emphasis is on using museum resources to connect with the individual behind the diagnosis and on living well with dementia.

Partners

The Pilot of *House of Memories* Train the Trainer programme was developed in collaboration with four health and social care partners across the North West:

- [Countess of Chester NHS Foundation Trust³](#)
- [Wirral University Teaching Hospital NHS Foundation Trust⁴](#)
- [The Christie NHS Foundation Trust⁵](#)
- [PSS Community Health \(Person Shaped Support\), Liverpool⁶](#)

During the programme 112 people attended the workshops, from across the partner organisations.

³ <http://www.coch.nhs.uk/>

⁴ <http://www.wuth.nhs.uk/patients-and-visitors/hospitals/arrowe-park-hospital/>

⁵ <http://www.christie.nhs.uk/>

⁶ <http://www.psspeople.com/>



Evaluation research methodology

Researchers at the Institute of Cultural Capital⁷ were commissioned by NML to evaluate the programme in November 2015, building upon previous evaluation studies of regional *House of Memories* programmes⁸, demonstrating strong outcomes in relation to professional development in dementia care practice.

The specific aims and objectives of the pilot *House of Memories* Train the Trainer programme evaluation were:

- 1 To evidence how the training programme meets key Tier 2 competencies for staff working in health care settings that have daily contact with people living with dementia and their carers;**
- 2 To design and test the use of a standardised measure that maps learning outcomes of the pilot *House of Memories* Train the Trainer Programme against the Dementia Core Skills Education and Training Framework;**
- 3 To evidence the impact of the pilot *House of Memories* Train the Trainer programme on participants' own sense of wellbeing as health professionals working in the context of dementia care;**
- 4 To develop the evidence-base on the wider impact and social value of the pilot *House of Memories* Train the Trainer programme across the whole health economy - both health and social care settings - with a particular emphasis upon the effectiveness and impact of the Train the Trainer model.**

Specific research methods used throughout the evaluation include:

- Participant observation of workshops, including one delivered by NML and two by volunteer facilitators;**
- A standardised, quantitative measure of Tier 2 learning outcomes;**
- Qualitative research interviews with facilitators;**
- Social return on investment (SROI) analysis.**

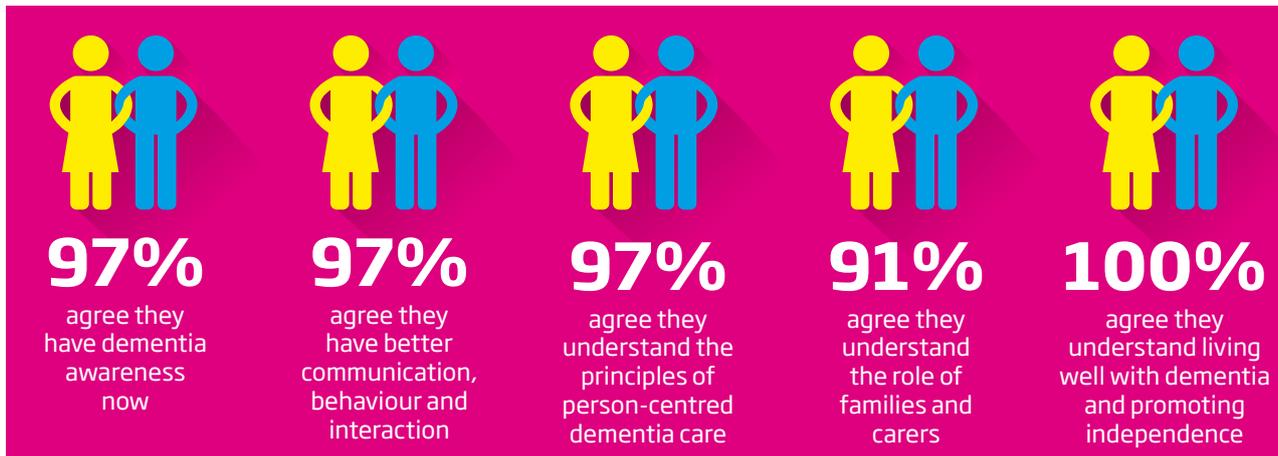
⁷ www.iccliverpool.ac.uk

⁸ <http://iccliverpool.ac.uk/?research=house-of-memories>

Summary of findings

Dementia Core Skills Education and Training Framework: Tier 2 outcomes

The evaluation shows that there are very strong results against the Tier 2 outcomes, in particular:



These findings resonate with evaluation outcomes of other *House of Memories* models, including enhanced compassion and professional empathy, which are integral elements of person-centred dementia care strategies and practices.

Tier 2 outcomes were discussed with interviewees, including their perceptions of the extent that outcomes had been met. It was acknowledged that the programme would not necessarily completely meet all 13 defined Tier 2 outcomes, however the evaluation shows that for the majority of participants 12 of the 13 outcomes had been met, with 9 of the outcomes being strongly met. Specific Tier 2 strengths relating to person-centred care, such as communication, behaviour and interaction were directly attributed to the quality of training materials including the *My House of Memories* app:

“We work with a lot of volunteer befrienders and the first thing we’re asked is how do you start to make conversation, and I just thought the app was fantastic... I love the way people with dementia have designed it themselves... older people are not scared by it in the way that they are with other new technologies.” (Volunteer facilitator 3)

“Very intense...brought the individual to the fore... every individual with dementia [has] their own history, thoughts, memories... [this is] vital to give proper care and meaning to their lives. Excellent training tool.” (Survey respondent)

All interviewees commented on the flexibility of the programme being its key strength, including the extent to which it can be adapted appropriately by different facilitators for different professional environments, while staying true to its core Tier 2 objectives:

“the way it was set out I thought it was excellent... I was able to relate what was in the training to instances in our own organisation, which really helped the people participating.” (Volunteer facilitator 1)

■ Subjective wellbeing

A key challenge and point of interest in delivering *House of Memories*, as a museums-led initiative in primary health settings, is the extent to which this would be embraced by health professionals in their own working environments. Alongside Tier 2 outcomes, the subjective wellbeing scale used as part of the evaluation gives further insights on participants' responses to and feelings on the programme.

Key results include:



100%

are interested in new approaches to dementia care following the programme



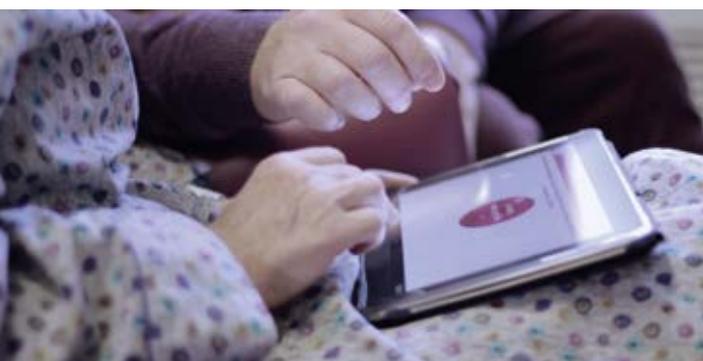
94%

feel optimistic about dementia care in their professional settings

Interviewees were able to attribute wellbeing outcomes to the quality and resonance of the creative content of the pilot *House of Memories* Train the Trainer programme, with particular reference to the character-based documentary films (pictured below), and the *My House of Memories* app. This was strongly evidenced throughout observation of all sessions, including the extent to which instinctive, personal connections were made and discussed in response to the films, and high levels of enthusiastic, conversational engagement with the app.



“Excellent afternoon, videos valuable and provide a lot of thought about future practice... also ways to improve education, knowledge of dementia in ward environment.” (Survey respondent)



“The training’s visual aids had a great impact on me, emotional and thought provoking. I think the app is fantastic.” (Survey respondent)



National dementia strategy

The evaluation also considered the programme's contribution to other strategic dementia care policy developments and objectives. The Prime Minister's Challenge on Dementia 2020 (Implementation Plan⁹, March 2016) references *House of Memories* in its objective to ensure that people with dementia receive "meaningful care" (pp. 32). The document also references Health Education England commissions under the 'Training well' strategy, including work with NHS Trusts to fulfil requirements of the Dementia Core Skills Education and Training Framework (pp. 45).

Outcomes within this scale include:



94%

have feelings of compassion towards people with dementia



94%

are open to creative activities in dementia care



84%

believe they have the ability to reduce the stigma associated with dementia



81%

feel that there is peer support available in providing dementia care



88%

understand their own role in improving dementia care standards



97%

are committed to ongoing dementia care training and development



91%

are committed to improving surrounding health care environment

"For the volunteers it was an opportunity for them in terms of their personal professional development... the initial train the trainer sessions helped them see the value of it... and people are already saying to us that they want to continue to roll it out with more sessions... they're motivated by seeing that they can create positive change." (NML facilitator)

⁹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/507981/PM_Dementia-main_acc.pdf

Social value

The final stage of the evaluation was to assess the social value of the programme using a social return on investment (SROI) analysis. SROI measures the value of social benefits created by an organisation, in relation to the relative cost of achieving those benefits, taking into consideration both the positive, negative and any unintended impacts in order to assess the overall value created.

SROI is usually expressed in a monetary term, but is a process that can take into consideration the story of change for the participants. SROI can provide key insights into areas of a project or service where additional social value could be created. As a result of attending the pilot *House of Memories* Train the Trainer programme, participants reported a number of changes, which broadly covered both personal and professional development. These included: greater understanding and confidence in dealing with dementia; person-centred dementia care; living well with dementia and promoting independence; equality, diversity and inclusion in dementia care; capacity to develop techniques presented within individual sessions and apply them in own work settings; and enhanced understanding of the benefits of a holistic approach to dementia care.

For the pilot of the Train the Trainer programme the social return on investment has been calculated as

£1: £19.06

However, the SROI could be higher as a regional roll-out of the programme continues. It is recommended that more research be undertaken to map ongoing use and impact of the training materials, including extending the sample to include people living with dementia and their families and carers.



Learning from the Pilot

The analysis of evaluation data indicates that there are some lessons to be learned from the pilot delivery of the Train the Trainer programme. However, the cultural value, quality of training materials, and location of the training were all identified as key strengths.

The learning outcomes from the pilot delivery of the Train the Trainer programme are:

Access and participation

Interviewees expressed high levels of appreciation for the fact that NML had committed to physically delivering the programme within health care settings - and this enabled higher levels of access and participation.

"The half-day model makes it more realistic for staff to get off the wards."
(Volunteer facilitator 2)

Practical and operational issues

The training manual advises facilitators to signpost participants to relevant policy documents for their specific setting, but this was not practical within the workshops and relied on advance preparation. It was felt that some kind of 'further reading' handout would be more useful.

Cultural value

The delivery of a museums-led dementia care training programme in a primary health care setting has a lot to contribute to current debates on the impact and value of arts and cultural interventions. Responses from participants were mostly very positive, although it is important to remember that creative approaches in primary health settings will not be to everyone's taste.

"I found the videos very powerful... discussions follow well and the reality hits home... I thoroughly enjoyed the afternoon and cannot wait to use this [app] in the very near future." (Survey respondent)

House of Memories reputation and trust

The positive reputation of *House of Memories* and the subsequent trust placed in NML has been a key driver in the success of the programme. This was often referenced during workshops, especially by participants who had themselves already participated in the original full-day model at the Museum of Liverpool. Volunteer facilitators also felt inspired to deliver the programme on the grounds of its established professional credibility:

"I was inspired to become a trainer myself through knowledge of the programme and wanted to be more involved... it's such a great piece of work that the museums are doing." (Volunteer facilitator 2)

Collaborative value

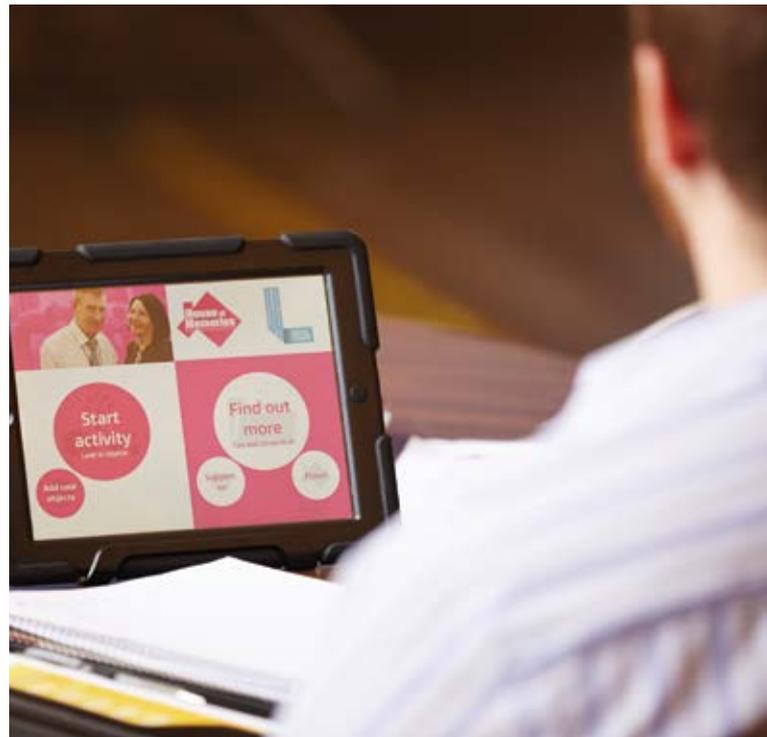
The programme's success is also underpinned by the quality of the collaborative network behind it. Health Education England working across the North West has shown progressive leadership in the commissioning of a museums-led Tier 2 programme. Matched with the quality and professional calibre of *House of Memories*, this has encouraged effective partnership working with health service partners.

"I'm really pleased that we've had the opportunity to be in this partnership... for it to continue on a cascaded basis, it's about recognising the right people to do that, with the right skills and the right position... to the right audience."
(Volunteer facilitator 2)

Overall

The response from participants and volunteer facilitators has been very positive overall. There are some lessons to learn regarding the achievement of Tier 2 outcomes - it is important to acknowledge that while the programme referenced all aspects of dementia care, outcomes such as pharmacological intervention or end of life could not be given the same weighting as those focused on person-centred care and naturally aligned to *House of Memories*.

"Very good idea to combine museum facilities with the health care setting. I went to the House of Memories workshop in Liverpool last year and it was nice to get a refresher in my workplace. It is nice to know other institutions out there care about our patients' experiences in the hospital." (Survey respondent)





■ *House of Memories* - reflections on findings

The pilot programme and the subsequent ICC evaluation report have been invaluable in informing the future direction of the *House of Memories* Train the Trainer programme. It is rewarding to have clearly established that the key fundamental aims of the programme have been realised in the pilot phase and can now be built upon to make the programme even more relevant to our diverse target audiences.

We were immensely proud that *House of Memories* was chosen to be the first organisation to be commissioned by Health Education England working across the North West to incorporate Tier 2 learning outcomes in their training. We recognised this as a testament to the value and success of the already established *House of Memories* 'live' training delivery incorporating the use of professional actors to 'bring to life' the stories of real people living with dementia and their professional and family carers.

In developing the pilot Train the Trainer programme, we were mindful that the use of filmed resources may not elicit the same powerful emotional connection for participants. Reassuringly responses from participants and this evaluation indicate that the use of filmed resources clearly do still have the power to move, engage and motivate participants to think about dementia care approaches; and to demonstrate the skills and techniques of a person-centred approach.

Following the pilot programme, we can refine the delivery of the Train the Trainer model and this will coincide with an exciting phase of development for *House of Memories*.

During 2016 we will:

- **Create a new purpose built *House of Memories* website - a portal to the extensive *House of Memories* resources, including the Train the Trainer programme;**
- **Add new filmed resources to ensure that they are suitable for family, social and health care audiences;**
- **Review our mapping to the Tier 2 learning outcomes, to ensure our training remains relevant to health and social care professionals; and**
- **Explore new audiences, including Higher Education providers.**

“The session that [NML] delivered was really inspiring in terms of dementia awareness. I think the videos really made people think... it offered a more realistic perspective than just standing there delivering more didactic teaching methods... it engaged the staff and got them to think about their own practice and views on dementia.” (Volunteer facilitator 2)

Appendix 1

Interview Questions; Lead Facilitator (National Museums Liverpool)

Based on your experience of delivering the initial training sessions in November 2015:

- What would you say are the main benefits of delivering *House of Memories* in primary care settings?
- What do you think are the main challenges of delivering *House of Memories* in primary care settings?

Thinking about the core Tier 2 objectives of the programme:

- Do you think the programme has consistently met all Tier 2 objectives? If not, can you point to any particular strengths and weaknesses?
- How do you think participants responded to the creative/cultural elements of the programme, including:
 - Documentary-style character based films
 - *My House of Memories* app
 - Reminiscence objects
 - The concept and value of museums in dementia care

Based on your experience of training the trainers to run subsequent sessions in January, February and April 2016:

- What were the main incentives and motivations for trainers to take part?
- How would you rate the adaptability and effectiveness of *House of Memories* materials in training the trainer, for example films, app, slides and accompanying facilitation guidelines?
- Following on from your reflections on meeting Tier 2 objectives in the initial training sessions, what are your observations of this element of the programme in the roll out process?
- Do you think the value of museums in dementia care has been successfully understood and communicated by trainers as health professionals?
- Have you noticed any differences in adaptability and delivery of the programme within and across participating health services?

Are there any other comments you would like to make about your experiences of facilitating the programme?

Interview Questions: Volunteer Facilitators in Partner Organisations

Based on your **experience of participating in the initial training sessions** in November 2015, facilitated by NML:

- **What would you say are the main benefits of participating in *House of Memories* in primary care settings?**
- **What inspired you to volunteer to become a *House of Memories* trainer?**

Based on your **experience of delivering the training**:

- **What do you think are the main benefits and challenges of delivering *House of Memories* in primary care settings?**
- **How would you rate the adaptability and effectiveness of *House of Memories* materials in delivering the training, for example films, app, slides and accompanying facilitation guidelines?**
- **How confident did you feel in using the museums-based content and creative tools (designed and developed by NML) when delivering the training?**
- **How do you think participants in your session responded to the creative/ cultural elements of the programme, including:**
 - **Documentary-style character based films**
 - ***My House of Memories* app**
 - **Reminiscence objects**
 - **The concept and value of museums in dementia care**

Thinking about the core **Tier 2 objectives** of the programme:

- **How conscious were you as a trainer of the advanced Tier 2 elements of the programme?**
- **Do you think the programme has consistently met all Tier 2 objectives? If not, can you point to any particular strengths and weaknesses?**

Do you think the **value of museums in dementia care** has been successfully communicated through the programme to participating health professionals?

Are there any **other comments** you would like to make about your experiences of participating in the programme and delivering the training?



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Find out how to download the *My House of Memories* app on our website



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 [@house_memories](https://twitter.com/house_memories)