

The Malteser Dementia Strategy

At its meeting of May 16th, 2011 the Cooperation Council of the Malteser Network (Executive Directorate of *MHD e.V.* and Management of *Malteser Deutschland gemeinnützige GmbH*) adopted the following strategy with reference to persons suffering from dementia. The aim of this strategy is to develop a unique kind of approach to and care for individuals afflicted with dementia, an approach that meets the standard set by the Maltesers: to recognise the Lord Himself, particularly in these very needy people. Dementia is understood as a strategically important cross-cutting theme that affects nearly all organisational units of the Malteser Network. The Dementia FSD (*Fachstelle Demenz, FSD* in the following) has been tasked with co-ordinating the implementation of the strategy and co-developing a distinctive profile.

Background

Already in her strategy adopted in 2002, the former *MTG* (nowadays *Medizin und Pflege*) identified the issue of dementia as a strategic focus for its senior care facilities. In 2006, contact was established to the *Silviahemmet* Foundation. Initiated by the Queen of Sweden, this project was created to serve as a model for dealing with dementia wherever the Maltesers come in contact with elderly people. Since then, numerous multipliers from different segments of the Malteser Network have been trained under the *Silviahemmet* philosophy, the core of which takes its guidance from the needs of dementia sufferers themselves. In order to meet the needs of dementia patients in a hospital setting, the interdisciplinary *Station Silvia* was set up at the Malteser St. Hildegardis Hospital in Cologne in 2009. In March 2012 the first Malteser day care for dementia sufferers in an early stage was established in Bottrop.

Objectives

- By the end of the year 2014, the Maltesers have a system for dealing with dementia, globally applied throughout the organisation. This system is consistent with the conviction that particularly a person suffering from dementia is poor and in need of care.
- By the end of 2015, all full-time employees and 80 % of our volunteer helpers with regular contact with people suffering from dementia, will have received an appropriate training. A long-term objective is to develop an impact that goes beyond the internal area to affect society as a whole and to offer special trainings.
- This profile should be so clear that by mid-2015 at least 50 % of respondents in surveys among patients, residents and employees will reflect it.
- This system is accompanied by a marketing strategy that will systematically be implemented in both our in-house and external communication.

Strategy

- To meet these objectives a Dementia FSD (FSD) was established in 2011 in the Malteser Head Office.
- The *FSD* is organisationally connected to the Chairman of the Board of Directors of Malteser Deutschland. Within the framework of resolutions to be drawn up by the Board of Directors the *FSD* has the authority to issue directives of a substantive nature to all of the institutions and organisations of the Maltesers.
- The mission of the *FSD* is to see to this strategy being implemented, to organise and conduct central training and to serve as a point of contact, both in-house and beyond. The *FSD* furthermore advises the Board of Directors on the topic of dementia and it assists the Board of Directors in the effort to obtain private and public funding for the work with dementia patients. The Board of Directors will be supported by an Advisory Committee consisting of experts.
- As of 2013, all of the elements of the Silviahemmet-concept will be completely instituted in a senior care facility. At the same time, drawing upon this facility, a training centre will be established on the model of the Swedish Silviahemmet in which central training is provided on a regular basis. Furthermore, by the end of 2015, all Malteser facilities for senior care – as far as still required – will be structurally renewed according to these principles in the course of ongoing maintenance.
- Apart from the central training by the *FSD*, training on dementia will also be provided on a local basis in those areas where expertise exists already (such as voluntary social positions etc.); responsible for this local training are the divisions themselves. The requirements for these training courses are drawn up by the *FSD* together with the Training Department at *MHD*. For this purpose, all materials on quality management and on training in the relevant services will be revised in cooperation with the *FSD* in respect to the fundamental aspects in dealing with dementia patients.
- By June 2014, in all operating companies of *Medizin und Pflege* and in every region of *MHD* at least two multipliers will be trained on the Silviahemmet philosophy.
- The organisations of *MHD* will be supported by the *FSD* in introducing and developing a special service which is to inform, assist and provide relief to caregiver family members of dementia sufferers.
- Along with the dementia strategy the pastoral section of *Medizin und Pflege* will develop a spiritual concept how to deal with people suffering from dementia.
- The pilot of dementia ward – *Station Silvia* at St. Hildegardis Hospital in Cologne - will be evaluated in order to derive a recommendation for all Malteser hospitals.