

## Admiral Nurse Standards

### Foreword

The last few years have seen many new government directives and policy initiatives. Plans for enhancing the quality of care in the NHS have been built around national standards originally set out in the NHS Improvement Plan (DH 2004a), National Service Frameworks (DH 2001, DH 1999), and the Standards for Better Health (DH 2004b). However alongside this we have seen the development of more dementia specific drivers for improving care for people affected by dementia and their family carers. Leading this new wave of policy and guidance was the NICE clinical guideline No 42; Dementia: Supporting people with dementia and their carers in health and social care. This was closely followed by the National Dementia Strategy (2009) with its implementation supported by the NICE Quality Standards for Dementia (2010). The quality of delivery will be ensured and monitored locally by means of the clinical governance agenda, supported by professional self-regulation, continuous professional development and feedback from those who received Admiral Nurse support. These Admiral Nurse Standards help to underpin the evidence base for Admiral Nursing and inform the wider quality agenda.

Government Directive and policy are continuously being refined and developed in light of experience, Admiral Nurses clearly need to respond to and embrace change. Indeed they need to be at the forefront of practice development and innovation, which informs such change. It is therefore appropriate that the Standards, to which Admiral Nurses deliver their clinical activity and local development and consultancy, should be reviewed in order to reflect these changes. This [document](#) represents the results of such a review process and replaces the original Admiral Nurse Service Standards (for dementia, 2003).

Admiral Nurses strengthen existing primary and secondary care services for people with dementia and their families, and practice under the guidance and protocol of a competency framework. Admiral Nurses work with families of people with dementia. The client for Admiral Nurses can be best defined as the carers/supporters of people with dementia and people with dementia themselves. The client may also be individual teams or organisations with whom they are carrying out a practice development and/or supportive educational role.

In the context of the new standards the use of the word “health” is intended to be inclusive of both physical and psychological wellbeing linked to an individual’s social and cultural norm.

It is intended that these standards will provide a framework for continuous improvement in the overall care that people will receive. They should be tailored according to local requirements and evaluated on a regular basis in relation to the Care Quality Commission standards (CQC 2011).

## Admiral Nurse standards

### Standard 1: Access

**Outcome:**

Admiral Nurses provide clear, local guidelines on access to their services, which follow the principles of choice, equity and responsiveness.

Core Standards	Assessing Standards
1. Admiral Nurses use locally agreed guidance or protocols for admission, referral and discharge that accord with the latest national expectations of access to services	<ul style="list-style-type: none"> <li>• Local Admiral Nurse Operational Policy</li> <li>• Access to data on admission, referrals, and discharge</li> <li>• Admiral Nurse Information Leaflets</li> </ul>
2. Admiral Nurses enable all members of the population to access services equally by: <ol style="list-style-type: none"> <li>a. Promoting Admiral Nursing widely within the population served</li> <li>b. enabling access to community languages where possible</li> <li>c. promoting equality and choice</li> </ol>	<ul style="list-style-type: none"> <li>• Access to data on referrals</li> <li>• Availability of information leaflets in appropriate local settings</li> <li>• Availability of information leaflets in alternative languages appropriate to local community</li> </ul>
3. The views of carers, people with dementia and others are sought and taken into account in designing, planning, delivering and improving access to Admiral Nursing.	<ul style="list-style-type: none"> <li>• Carer Satisfaction questionnaire</li> <li>• Involvement of carers and people with dementia in local Admiral Nurse steering groups</li> <li>• Involvement of carers and people with dementia in local practice development projects</li> </ul>
4. Admiral Nurses support clients with emergency health care needs in accessing appropriate emergency care promptly by: <ol style="list-style-type: none"> <li>a. ensuring clients understand when the service is available</li> <li>b. providing information that outlines how to access emergency services</li> </ol>	<ul style="list-style-type: none"> <li>• Availability of local information leaflets about contacting and accessing local emergency services</li> </ul>

## Standard 2: Referral

### Outcome:

Referrals to Admiral Nurses are responded to in accordance with locally agreed referral criteria which are targeted to promote, protect and improve the health and well being of the population served.

Core Standards	Assessing Standards
1. Admiral Nurses use locally agreed criteria for referral, informed by collaboration with local stakeholders and <b>Dementia UK</b>	Local Admiral Nurse Operational Policy Local Admiral Nurse Steering Group
2. A clear process/pathway will be made explicit to referrers.	Availability of a clear and published pathway for AN referral and/or identified within a local dementia care pathway · Local Admiral Nurse Operational Policy
3. Referral to Admiral Nurses will be responded to as promptly as possible, using locally agreed criteria and in accordance with national expectations. Where appropriate, onward referral is made to other services.	Access to documentation and data on referral activity Local audit Monitoring waiting lists
4. Admiral Nurses have a planned and prepared response to situations that could affect the provision of normal service, as agreed by local stakeholders and enshrined in operational policy.	Local Admiral Nurse Operational Policy

### Standard 3: Assessment

#### Outcome:

Carers and/or people with dementia, who meet the locally agreed criteria for referral, receive assessment of their psychological, physical, spiritual, cultural and social care needs.

Core Standards	Assessing Standards
1. Admiral Nurses offer assessment within a locally agreed timescale and in collaboration with the carer and /or person with dementia	Local audit of data
2. Admiral Nurses utilise a person- centred approach to assessment that is appropriate to need and considers the significance of family and others	Carer Satisfaction Questionnaire Local audit of data
3. Admiral Nurses demonstrate advanced assessment skills using validated assessment tools, as agreed locally	Audit against Admiral Nurse competency framework Audit of data re use of valid and reliable assessment tools
4. Admiral Nurses take into account nationally agreed guidance when assessing need and planning delivery of treatment and care	Local audit of data
5. Admiral Nurses work in partnership with all relevant stakeholders during assessment	Local audit of data
6. Admiral Nurses demonstrate competency and continually update their skills and techniques relevant to assessment	Admiral Nurse competency portfolio development
7. Admiral Nurses undertake systematic risk assessment of carers and people with dementia, in informing collaborative decisions about risk management, promotion of safety and positive risk taking	Use of agreed risk assessment protocols

<p>8. Assessments are carried out in an environment that promotes the safety of staff, respect for client needs and preferences in promoting and optimising effective health outcomes</p>	<p>Carer Satisfaction Questionnaire Local audit of data</p>
---	---

## Standard 4: Interventions

### Outcome:

Carers and/or people with dementia are offered evidence based interventions that provide health care benefits and meet their individual needs.

Core Standards:	Assessing Standards
1. Admiral Nurses offer therapeutic nursing interventions that are based on evidence and upon the outcome of the assessment process. This takes into account individual preferences and psychological, physical, spiritual, cultural and social care needs.	Carers Satisfaction Questionnaire · Audit against Admiral Nurse competency framework · Specific research using outcome measures to evaluate care
2. Admiral Nurses work towards balancing the needs of the person with dementia and their carer(s) and demonstrate skills in managing conflicts in their needs.	· Audit against Admiral Nurse competency framework
3. Admiral Nurses work collaboratively with others in promoting best practice in dementia care, through the delivery and facilitation of ethical and person-centred approaches.	· Audit of involvement in local dementia care pathway · Participation in local and national practice development projects
4. Admiral Nurses offer health promotion strategies that improve client health and will refer on to other services where appropriate	Local audit of data · Specific research using outcome measures to evaluate care
5. Admiral Nurses seek to share knowledge about dementia care and carer issues with all relevant stakeholders, which is appropriate to need, based on best evidence and reflects national priorities	· Local audit of data · Evidence of supportive educational work and practice development projects
6. Admiral Nurses promote best practice for carers, people with dementia and other professionals, through the provision of advice,	· Local audit of data relating to supportive educational work and practice development projects

<p>educational support, research endeavour and training where appropriate</p>	<ul style="list-style-type: none"><li>· Representation on National Steering networks</li><li>· Presentations at local, national and/or international forums</li></ul> <p>Publications / articles</p>
---	--

## Standard 5: Working in Partnership

### Outcome:

Care is provided in partnership with carers, stakeholders and /or people with dementia, respecting their diverse needs, preferences and choices.

Core Standard	Assessing Standards
1. Admiral Nurses act towards carers and people with dementia with dignity and respect, ensuring their experience and expertise is recognised, valued and acted upon.	<ul style="list-style-type: none"> <li>• Carers Satisfaction Questionnaire</li> <li>• Audit of compliments and complaints</li> </ul>
2. Admiral Nurses will ensure that appropriate consent is obtained, when required, for all contacts with carers and people with dementia. They will treat information confidentially, except where authorised by legislation to the contrary.	<ul style="list-style-type: none"> <li>• Local audit of data</li> </ul>
3. Admiral Nurses collaborate with health, social care and voluntary sector organisations, to ensure that individual needs of carers and people with dementia are properly managed and met.	<ul style="list-style-type: none"> <li>• Representation of key stakeholders on local Admiral Nurse Steering groups</li> <li>• Involvement in local dementia care pathways</li> </ul>
4. Admiral Nurses make information available about their services to the public	<ul style="list-style-type: none"> <li>• Availability of Admiral Nurse Information leaflets</li> </ul>
5. Clients receive timely and suitable information, when they need it and want it, on treatment, care, services, prevention and health promotion. They are encouraged to express preferences and supported to make choices and shared decisions, about their own health care.	<ul style="list-style-type: none"> <li>• Carers Satisfaction Questionnaire</li> <li>• Availability of Admiral Nurse Information leaflets</li> </ul>
6. Admiral Nurses have locally agreed policies in place to ensure that	<ul style="list-style-type: none"> <li>• Local Admiral Nurse Operational Policy</li> </ul>

carers and people with dementia have suitable and accessible information about complaints procedures.	· Admiral Nurse Information leaflet
7. Admiral Nurses will seek to involve and include carers/ people with dementia in the development of Admiral Nurse practice.	· Involvement of carers and people with dementia in local practice development projects, local steering groups, national forums

## Standard 6: Governance

### Outcome:

Admiral Nurse practice is governed by systems, which ensure that; probity, quality assurance, quality improvement and client safety are central components to all activities.

Core Standards	Assessing Standards
<p>1. Admiral Nurses are accountable for their practice through local managerial leadership and work within local governance arrangements.</p>	<ul style="list-style-type: none"> <li>• Local Admiral Nurse Steering groups</li> <li>• Involvement in local managerial and clinical supervision</li> <li>• Audit against Admiral Nurse competency framework</li> </ul>
<p>2. Admiral Nurse practice is guided by codes of professional nursing practice, local policy, national directives and in accordance with <b>Dementia UK's</b> governance arrangements.</p>	<ul style="list-style-type: none"> <li>• NMC Code of Professional Conduct</li> <li>• Local Admiral Nurse Steering groups</li> <li>• Use of Admiral Nurse competency framework</li> </ul>
<p>3. Admiral Nurses have a systematic and planned approach to the management of records which accords with local policy. They ensure that it serves the purpose it was collected for, respects confidentiality and makes use of the effective and integrated information technology and systems that are available, including the local database.</p>	<ul style="list-style-type: none"> <li>• Local Audit of Data</li> </ul>
<p>4. Admiral Nurses will participate in clinical supervision both arranged at an individual level and through attending group supervision, provided by <b>Dementia UK</b>.</p>	<ul style="list-style-type: none"> <li>• Involvement in local clinical supervision</li> <li>• Attendance at monthly clinical group supervision</li> </ul>
<p>5. Practice development is an integral part of Admiral Nurse practice, which is facilitated by <b>Dementia UK</b> and includes:</p> <p style="padding-left: 20px;">a. Participation in relevant monthly practice development events/ sessions</p>	<ul style="list-style-type: none"> <li>• Attendance at local Practice development days and Admiral Nurse Forums</li> <li>• Development of individual competency portfolios</li> <li>• Evidence of competency development within supervision,</li> </ul>

<p>b. Completion of individual personal and professional development plans.</p> <p>c. Attendance at monthly clinical group supervision,</p> <p>d. Attendance at twice yearly Admiral Nurse forum, and</p> <p>e. Use of the Admiral Nurse Competency Framework</p>	<p>documentation and practice development projects</p>
<p>6. Admiral Nurses are involved in promoting an evidence base for Admiral Nurse practice and contribute to the Admiral Nursing research strategy where possible.</p>	<ul style="list-style-type: none"> <li>· Involvement in local and national practice development projects Development of Admiral Nurse practice via specialist interest groups etc.</li> <li>· Contribution to publications / articles</li> </ul>
<p>7. All aspects of Admiral Nursing will be supported by governance arrangements within <b>Dementia UK</b>.</p>	<ul style="list-style-type: none"> <li>· Participation in governance structures provided by <b>Dementia UK</b> e.g. Local Steering groups, Admiral Nurse Governance Group (ANGG), Admiral Nurses Advisory Committee (ANSAC), Trustees meetings</li> </ul>

## References

Care Quality Commission (2011) <http://www.cqc.org.uk/>

Care Quality Commission quality standards for health and social care <http://www.cqc.org.uk/usingcareservices/>

Dementia UK (2003) **Admiral Nurse Service Standards**. Dementia UK (*unpublished document*)

Department of Health (1999) **National Service Framework for Mental Health**. The Stationery Office, London Department of Health

(2001) **National Service Framework for Older People**. Department of Health, London

Department of Health (2004a) **NHS Improvement Plan: Putting People at the heart of Public Services**. Department of Health, London

Department of Health (2004b) **National Standards, Local Action. Health and Social Care Standards and Planning Framework**. . Department of Health, London

Department of Health (2009) **Living well with dementia: a national dementia strategy**. Department of Health, London

Healthcare Commission (2005) **Assessment for Improvement: The annual health check; Criteria for assessing core standards**. Commission for Healthcare and Audit Inspection, London.

National institute for Health and Clinical Excellence (NICE) (2007) **Clinical Guideline No 42. Dementia: Supporting people with dementia and their carers in health and social care**. NICE, London