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Spreading the word: enablers and challenges to implementing a nature-based intervention for people living with dementia

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SCHOLARONE™ Manuscripts Spreading the word: enablers and challenges to implementing a nature-based intervention for people living with dementia

Abstract

Purpose

When new interventions are piloted the implementation process often takes a back seat but can be key to ensuring that an intervention is successful. This article highlights the enablers and challenges encountered when implementing a nature-based intervention for people living with dementia.

Methodology

The evaluation adopted a mixed methods approach including case studies, telephone interviews with delegates, and interviews with participants. Thematic analysis was employed to identify overarching themes relating to the enablers and challenges of implementing the intervention.

Findings

Challenges related to understanding how the intervention fitted with existing work and practicalities of what an organisation can offer to support the implementation process. A stable underlying support structure for delegates is required, along with suitable advertising, transport and facilities to support participants. While there is no 'one size fits all' approach to implementing an intervention, these findings will help organisations to consider where to focus their support.

Originality

The implementation of interventions is often poorly understood, but is important when supporting the wider roll out of an intervention. While this article reports on a nature-based

intervention, the learning will be relevant and applicable more broadly for organisations aiming to implement a new intervention and complements previous work relating to the challenges of implementing arts activities.

Introduction

Whether consciously or not, people tend to consider 'loss' when working with people living with dementia, focusing on what they are no longer able to do rather than making the most of the skills and knowledge that they still have. One organisation keen to change this approach is Dementia Adventure in the UK, whose focus "is on the individual and not on the illness. We look at what people can do, not what they can't. We concentrate on 'the possible'" (Dementia Adventure, 2019). Dementia Adventure is a registered charity with a mission to enable people living with dementia to be active, get outdoors, connect with nature and enjoy a sense of adventure in their lives with the support of confident, trained Dementia Adventure leaders. Access to and engagement with the natural environment has previously been shown to have a positive effect on people living with dementia (Clark et al., 2013), highlighting the importance of such work. Dementia Adventure has explored the concept of broadening their reach through a 'social license' scheme referred to as 'Dementia Adventure in a Box' (DAiAB) to encourage organisations to implement their own nature-based activities. Social licensing enables an organisation to scale-up their service delivery by working with licensed partner organisations to replicate the core approach in their own localities. It sits between the dissemination of an idea and a more formal approach of owning local or regional branches. Partner organisations use their expertise to initiate local activities as part of an intervention that adds value to their own service delivery, whilst harnessing local resources for the benefit of people living with dementia.

Following a successful pilot within one locality, Dementia Adventure received funding from the National Lottery Community Fund to extend the pilot across the UK for three years and evaluate it. Four partner organisations with diverse structures and operating practices were recruited by Dementia Adventure: one operating over 500 care homes mainly in the UK; a UK care home provider who also operates a network of over 70 schemes nationwide to support people, including those living with dementia, to live independently in their own homes; a network who organises a range of volunteer-led activities across the UK, aiming to get disadvantaged people outdoors in order to improve their health and wellbeing, re-engage with the community and learn new skills; and a charity that supports a national network of care farms and community growing projects to provide health, social or educational care services for individuals from a range of vulnerable groups.

As part of DAiAB, each partner organisation benefitted from access to a five-day face-to-face training program for staff 'delegates', training days for volunteers, course materials, specialist online resources, branded materials and regular reviews. In return, each partner organisation committed to identify at least eight delegates who would implement and establish a programme of regular outdoor, nature-based activities to support people living with dementia. The organisations also agreed to engage with evaluation activities to collate evidence to support a sustainable intervention implementation model. Each partner organisation identified a 'provider lead' to oversee delivery of the activities and act as intermediary between the delegates and the evaluation team.

Often the impact of an intervention is the main focus of a study (Adams and Morgan, 2016), and an evaluation covering the delegate training and impact of the activities on people living with dementia and their families was carried out and is reported elsewhere (XXX-1, In press). However, the evaluation also considered elements that specifically relate to the implementation of the nature-based intervention and delivery of the activities. These elements

of service innovation are often poorly understood, but are important factors to identify and address in order to support such an intervention being rolled out more widely (Clemson *et al.*, 2018; Gitlin *et al.*, 2015; Bach-Mortensen *et al.*, 2018). While this paper focuses on DAiAB with its social license approach, the learning from the implementation process will be relevant for organisations and individuals looking to implement similar interventions more generally. This paper complements the work of Evans *et al* (2019), which explored the challenges and enablers relating to the implementation of arts activities and acknowledged the "limited research focusing on the way in which arts activities are implemented, and on the experience of artists in delivering arts practice".

Materials and methods

The evaluation adopted a mixed methods approach to explore the process of implementation with partner organisations and individual delegates. In-depth case study work was carried out by the evaluation team across a sample of partner organisations to analyse the enablers and challenges associated with implementation and activity delivery. A substantial amount of data were collected through telephone interviews with four delegates and two provider leads, capturing detailed information about their experiences. Research interviews were also used to explore the experiences of people living with dementia and their family members who took part in activities, including enablers or challenges to their participation. All interviews were subject to informed consent, recorded with appropriate permissions, transcribed and anonymized to allow for analysis.

Although beyond the scope of this article, issues relating to the wider evaluation affected engagement. Some delegates felt that the amount of paperwork and time required was prohibitive, while others expressed concerns about the suitability of some validated measures for people living with dementia. Despite attempts to address these issues, several delegates

found it challenging to engage with the full evaluation, requiring additional methods to be instigated to ensure valuable insights were not lost. This included developing a short online feedback survey inviting reflections on the nature-based activity sessions. Thematic analysis was employed to review the qualitative interview transcripts and additional evidence to identify overarching themes relating to the enablers and challenges of implementing the nature-based intervention and delivering activities in accordance with a social license model. Ethical approval for the evaluation was granted by a research ethics committee at the XXX-2.

Results

When conducting the analysis, it became clear that there was no distinct division between enablers and challenges for DAiAB, with delegates having different experiences depending on their own circumstances, organisations and approaches. Certain aspects were considered a challenge by some delegates but an opportunity by others. Each theme is therefore presented with examples showing how they posed challenges to implementation and the approaches used to address and overcome those challenges. Some themes overlap, reflecting the complex interactions observed during this pilot.

Delegate turnover

During the three-year pilot, the evaluation team knew of 64 participating delegates across 44 locations. Of those delegates, five left their organisation and were replaced, five left and were not replaced, and 15 ended their involvement in the pilot for unspecified reasons. This disruption and lack of consistency often impacted on communication and engagement between delegates and the evaluation team. The level of turnover also had an impact on implementation, initially in terms of the training. Overall, 68 delegates and provider leads attended at least one day of the 5-day DAiAB training programme, but only 11 attended all five days. This was unsurprising as training delivery took place over a 20-month period, with

a 6-month break between days 4 and 5. In addition, 64 further delegates and volunteers attended one-off training days, but the format, detail and content of this training was necessarily substantially different from the full training programme.

Consequently, the training across the total pool of 132 delegates, provider leads and volunteers was inconsistent, especially when some delegates attended the early training days and their successors only attended the final day or a one-day session. Some delegates who began in post after the start of the pilot felt that they missed out by not receiving the full training and would have appreciated attending catch-up sessions. These were offered by Dementia Adventure as both in-person and online sessions to limit the impact of staff turnover.

The training itself was reported to be valuable, with delegates learning more about working with people living with dementia, managing risks when accessing the outdoors, and building confidence to deliver activities. Attending training sessions alongside delegates from other organisations was also an important way of sharing ideas and learning from each other:

It's been really good to get together with people running either very similar projects or different projects because it's got them to think about different ways of delivering activities. (Delegate)

However, inconsistent training attendance resulted in some delegates not having a complete or clear understanding of the DAiAB project and its purpose, or what they were expected to implement in their own practice. Additionally, some delegates were nominated to attend by their organisation with no prior knowledge of the project. Consequently, several activities reported by delegates were not within the remit of nature-based outdoor activities, such as cinema sessions, memory groups and pub lunches. This was compounded by delegate

turnover, as it was not always clear whether new delegates received a comprehensive handover from their predecessors or other colleagues.

Staff turnover was not limited to delegates, with some of the provider leads also changing during the pilot. This had an impact not just on the provider leads themselves, but also on delegates who relied on them for guidance. One delegate reported that when their provider lead left, "we were a bit sort of not really sure what to do". Similarly, one provider lead started in their role a long time after the previous lead had left, and this gap made it more difficult to understand and engage with the project straight away:

I felt a little bit like scrabbling round at the beginning 'cause there wasn't any handover. It was fine, but that was little bit of a challenge to begin with, following somebody else's notes. (Provider lead)

Conversely, staff turnover was used as an opportunity in some circumstances. Instead of being seen as an extra aspect of a delegate's existing role, delivering activities could be built into job descriptions for new delegates, setting the expectation that they should be engaging in the intervention and allocating appropriate time to support this.

When delegates were not affected by staff turnover, the stability of their situation offered an opportunity to plan activities and build delivery over time. One delegate reported that in the first year of participation their DAiAB activities had been fairly sporadic, but by having time to build their confidence and get new ideas, they could take a more structured approach the following year and plan a series of monthly outings.

Delegate roles and attitudes

Implementation of the intervention and being able to successfully deliver activities often depended on individual delegates, both in terms of how the work fitted with their existing role and how they responded when faced with challenges.

Most delegates had a positive attitude and delivered activities that they considered appropriate for the intervention and the participants. However, their views of outdoor activities differed slightly, especially when weather was a factor. Weather was mentioned by several delegates as one of the main challenges to delivering DAiAB activities in line with the intervention, particularly when it was cold and wet. In some cases, delegates reverted to indoor activities as an alternative, saying "it's just getting too cold and, you know, too difficult weather for people to come out to us."

Other delegates were more imaginative when dealing with the weather, with one delegate reporting that they were providing fleece-lined covers for wheelchairs and giving residents the option to still go out if they wanted to. For delegates working on care farms, their approach was pragmatic. From their perspective, looking after animals and plants still needed to happen regardless of the weather, so as long as appropriate risk assessments and necessary adjustments were carried out, there was no reason to cancel a session. When one delegate suggested stopping sessions over winter, participants chose to continue coming along and helping out.

This reflects the difference between delegates who could incorporate activities into their existing role rather than the intervention being an extra part of their workload. For example, one delegate was able to recruit participants through their wider role within their organisation:

I am also responsible for assessing all new members for the [location] scheme. This essentially means that I meet our members living with dementia and their carers firsthand, so I get to explain the project to them as well as all of our other groups and activities. (Delegate)

The delegates' ability to implement DAiAB appeared to be related to the level of autonomy within their roles. Those in managerial or leadership roles with control over their own work were more likely to get activities up and running as they could make decisions and had more authority to involve other staff members if necessary. Conversely, delegates working in roles such as a care home Activity Coordinator tended to have less support to implement DAiAB, and often had little buy-in from colleagues who had not received the DAiAB training and could not appreciate the benefit of the activities. It should also be noted that for most of the pilot project no additional funding was available to support activities, so delegates with less authority were again at a disadvantage of having to try and plan and deliver activities with limited resources.

The role of the provider lead was also an important factor in implementation. Some provider leads had complex, multi-stranded roles with DAiAB being one of those strands, while others were employed part-time with a sole focus on supporting the project. Provider leads were often responsible for delegates in diverse locations across the UK. Travel was time-consuming, but telephone and email contact was less effective, especially as the outdoor nature of DAiAB activities made contact more difficult. The provider leads and delegates both highlighted communication challenges. For provider leads, this largely concerned difficulties in getting hold of some delegates and keeping track of what was going on, while for the delegates it was a feeling that there was insufficient contact with, and support from, their provider lead. While some delegates were content and confident to get on with their own plans and activities, others required more encouragement to engage with the project.

How the intervention fits with existing activities

The diversity of the four partner organisations meant that each approached the DAiAB intervention from a different starting position. This had an impact on implementation due to

how it fitted with activities that each organisation was already undertaking, and its vision for the future.

Care farms have an outdoor, nature-based focus, helping to support vulnerable people through engagement with hands-on farming activities. Expanding existing provision to include people living with dementia was not necessarily a significant change. One delegate had already been looking at similar work before becoming involved in the project. They were able to offer one day a week specifically for people living with dementia and their carers to take part in farming-related activities. The main adjustment was to adapt the pace of farm life to the ability and mobility of the participants, and conclude every session with refreshments, putting the focus more on nature and the social aspect than on being productive. The main benefit of the project for such organisations was receiving training around dementia to enable delegates to support a new client group. The underlying ethos of supporting and enabling people to participate in nature-based activities is already embedded within these organisations, closely aligning with the aims of Dementia Adventure.

Conversely, other partner organisations were more used to working with people living with dementia, whether in a care home or own home setting, but less likely to engage with nature and the outdoor environment. The challenge for these organisations was to think differently about activities and take a more positive approach to risk to get people outdoors, which was covered by the DAiAB training. In some cases this resulted in new 'in-house' activities, while others supported people living with dementia to attend activities hosted by external organisations. However, existing activity provision often limited access to additional activities as they had to fit with established schedules or complement what was already on offer, either within an organisation or the wider community. For example, competing activities offered elsewhere could have an impact on attendance, especially if they were easier and cheaper to access.

When it comes to the craft it is easier to go down to their local community centre, and do the craft. (Delegate)

Other delegates suggested that a lack of alternative activities meant their DAiAB activities were actually filling a gap in the local area, "providing something really important locally that was missing".

One challenge identified during the evaluation was that for some delegates there was little distinction between a DAiAB activity and their existing activities. When delegates were asked to explain DAiAB activities there was an overriding understanding about "getting people into nature" and "engaging with nature", so it was interesting to note that in practice several activities did not include nature. Many of these were existing activities that became part of an organisation's DAiAB offer. This was compounded by some delegates feeling that 'we do that anyway' in terms of providing suitable activities, and not seeing the need to develop specific activities for the DAiAB intervention.

Making the activities accessible

Due to the very nature of the DAiAB intervention, activities were likely to create challenges in terms of accessibility. Rather than taking place in a care home lounge, village hall or similar venue, nature-based activities can take place in a variety of outdoor and rural locations. For some delegates, getting residents out of a care home was challenging as just going for a walk required support from staff or family members, and this was not always available. One delegate highlighted the difficulty of finding enough volunteers or staff to support people in wheelchairs to get outside. For those trying to go further afield for a visit or trip, transport was often an issue. Where it was available, capacity could be limited especially when including people in wheelchairs.

Transport was also an issue when people were living in their own homes, particularly when accessing activities in more rural areas, which affected attendance.

There are people I know that would quite like to come to [Name of activity] but they have issues with getting here. We just don't have enough volunteers who are willing to drive, that can run around, pick them up and get them here. It tends to be an ongoing issue, and with [Name of activity] we have to sort of say no, unfortunately we can't provide transport. (Delegate)

One delegate responded by setting up a carpool system to support people to attend, while some organisations had sufficient resources to collect participants from their home and take them back afterwards. An alternative approach was to encourage carers to bring the person living with dementia and join in the activity by making it more appealing to them as well.

This is why we've made it quite open for the, the carer can stay, and join in or they can stay and have a cup of tea, or they can drop them off and leave. We try and leave it as, open to everyone. (Delegate)

Delegates felt that carers were often key to accessing activities, especially if the person living with dementia required additional support to attend and participate.

It's partially getting the carers or the relatives to buy into the idea, more than getting the person themselves. (Delegate)

Facilities and infrastructure at some of the more rural locations also presented their own challenges. Uneven ground posed a problem for people with mobility issues, making access to farms and woodland environments an additional concern for delegates to take into consideration when carrying out risk assessments. Toilets were also an issue, with some locations having temporary facilities that were not ideal for the target audience.

Raising awareness of activities

Related to making the activities accessible is making people aware of them in the first place, as people cannot attend something that they do not know about. Although promotion of activities was covered in the training, delegates encountered different challenges depending on their roles as these affected their ability to reach potential audiences.

For delegates already working with people living with dementia, they essentially had a ready-made pool of potential participants for their new activities. They tended to already have regular newsletters or similar ways to advertise their DAiAB activities, or could promote them during their existing interactions with people. However, this did not always guarantee uptake from participants. As one delegate reflected, a more proactive approach may be required:

It's unfortunate that we haven't had more people living with dementia sort of coming forward and wanting to do that. I think perhaps going forward maybe we need to target them a bit more, make it more obvious that there's support for them, and actually, you know, identify individuals who we think might benefit, and sort of target them more directly, because at the moment we advertise the trips and the groups and people sign up to come. (Delegate)

Conversely, when delegates were trying to reach people living with dementia for the first time, challenges related more to finding participants in the first place. While posters, handouts and leaflets were used, the onus was much more on the delegates being proactive to contact community groups or potential referrers to pass on information. One successful strategy was collaboration with other organisations and groups that already worked with people living with dementia.

And there are lots of places that could do it in partnership; you know there's, memory cafes there's lots of places that we could approach and say 'right, you run a dementia group, would you like to come and take part in our activity?' (Delegate)

However, one delegate felt that there was a "real weakness in the system" which was a barrier to them being able to recruit people.

We were going to the GPs and we were going to social services and saying 'we've got some funding, if you've got someone with an early diagnosis of dementia send them along to us, we can take them for 20 weeks', erm, no-one was coming. We had to keep phoning up weekly and saying 'have you got anyone? We haven't had any referrals'. And no-one had a referral because no-one was getting them early. (Delegate)

It was also difficult for some delegates to actively recruit participants when working alone or in a small team, often with no additional funding or resources, as it was "time consuming to make local contacts and find service users." This was frustrating for delegates who felt that people were missing out by not knowing about activities.

I bet there is people out there that would, really want to do—and like whose whole family and network would be, keen on them doing it but it's just, getting them to find that—it's a difficult thing to market. (Delegate)

Social media appeared to be a popular and widely used means of reaching people, and delegates felt that they had been resourceful in terms of trying to raise awareness of their activities.

Attitude towards dementia when marketing and delivering activities

An important aspect related to marketing was the delegates' attitude towards dementia, which also linked to how the activities fitted within the provider organisations. For example, when activities were open to all residents or clients rather than specifically being DAiAB activities, there was no clear focus. This made it difficult to market activities to particular audiences. Organisations were encouraged to use the Dementia Adventure logo on their materials and clothing, but some delegates felt that highlighting activities as being aimed at people living with dementia might affect attendance; firstly that it might put off people living with dementia, and secondly that people without dementia might avoid the activities thinking they were not appropriate. One delegate had planned to refer to 'Dementia Adventure' activities, but feedback from some people living with dementia and family members said it felt like they were being labelled.

As a result of these concerns about stigma, some delegates were reluctant to include the word 'dementia' in any information or promotional materials.

We have avoided branding the activities as Dementia Adventure so as not exclude those without memory problems or to dissuade those with memory problems from taking part. (Delegate)

This was a particular concern when participants were unwilling to acknowledge their dementia diagnosis.

Two of our regular attendees do not acknowledge that they are living with dementia, one lady in particular is quite offended by the mention of the word dementia, therefore it was agreed that the logo would be inappropriate at this time. (Delegate)

One delegate found a balance that worked for them and their participants. They used the Dementia Adventure logo on their leaflets and polo shirts when running activities, but did not actively refer to dementia during the activities as it was not considered relevant. This meant

that while dementia was acknowledged and activities were adapted accordingly, it was not the focus of the activities.

I think being around animals and doing practical tasks automatically does that for you because you're focusing on what you're doing or the animal in front of you. There's no need to talk about yourself or dementia or anything horrible that's going on. You can just focus on what's in front of you. (Delegate)

Making activities meaningful for people

While people enjoyed many of the activities, regardless of whether they met the definition of a DAiAB activity, there was a strong feeling that relaxed and informal activities taking place outdoors were valued by the participants with dementia. The outdoor aspect and variety of activities, such as farming and walking, helped people to reconnect with past lives and identities and made the activities meaningful. On care farms participants joined in with regular activities including feeding animals, collecting eggs, planting seeds and harvesting vegetables. These activities were not created for the participants, instead they reflected what needed to happen on a daily basis to ensure smooth running of the farms.

While undertaking 'real' tasks was fulfilling for participants, the importance of not asking too much of those living with dementia was also stressed.

What we have found works best is that we treat every person as an individual and we work with them. We don't ask them to do things they are not interested in and we always work alongside. The work is a really important aspect of what we do but the breaks (coffee time and lunchtime) are highly important as well and make the day complete and rounded. (Delegate)

Offering meaningful activities may be easier for delegates working on care farms or similar, but for those in other settings the challenge was to change their way of thinking and try new things. In some cases, being involved with DAiAB gave delegates more freedom, possibly permission, to be adventurous and go out of their comfort zone. Even when delegates were already organising outings and trips, the key was to do something different instead of going to the same places each time.

They do have some funding to take groups out to places and they do fundraising, erm but I think it's breaking their usual trips really, so they've got the places that they go to, so...breaking habits. (Delegate)

Discussion

Using a social license approach provides a formal way of implementing a new intervention within an organisation. Consequently, it might be expected that the implementation of DAiAB would be straightforward, but this was not necessarily the case. One potential reason could be that the social license was free during the pilot project, so organisations may not have been committed to implementing an intervention that they were not financially invested in.

Many factors influenced the ability to implement the DAiAB intervention within an organisation. While this article reports on a nature-based intervention, the learning will be relevant and applicable more broadly for organisations aiming to implement a new intervention and complements previous work relating to the challenges of implementing arts activities (Evans *et al.*, 2019).

Training was an important and valued aspect of the implementation process, but timescales meant that consistent attendance was not always possible for delegates due to staff turnover. Condensing training delivery to a shorter period should help to ensure consistency across delegates and build a strong foundation to support implementation of the intervention. To

further minimise the impact of staff turnover, organisations should ensure a suitable handover process for new delegates.

Delegates generally had a good understanding of the intention of the DAiAB nature-based intervention but were not always able to translate that into practice. In some cases, organisational factors such as structure and culture were seen to help delegates, for example providing access to potential participants. In other cases, they limited what delegates were able to achieve due to a lack of staff or by requiring DAiAB to fit around existing work. Considerable differences in implementation were identified between organisations who had experience of offering outdoor activities but not of including people living with dementia, and those who were already working with people living with dementia but lacked expertise in terms of nature-based activities. This indicates that there is no 'one size fits all' approach to implementing an intervention such as DAiAB. It is therefore important that before attempting to implement a new intervention an organisation should consider a range of factors. These include understanding how the intervention fits with what is already going on, both within organisations and the wider community, and practicalities of what the organisation can and cannot offer to support the implementation process. A good underlying support structure for delegates is required, both in terms of management and colleagues, along with suitable funding, advertising, transport and facilities.

From a social license perspective, and more generally, provider organisations might benefit from more structured support to implement an intervention. This could include role descriptors for provider leads and delegates, and templates for delegates to use when approaching potential partnership organisations. More clarity concerning the resources required to implement the intervention, including funding for setting up, promoting and delivering new activities, could also be helpful to provider organisations in order to set realistic expectations and enable them to factor in appropriate support for delegates. If an

evaluation element is to be included, work should be done to ensure that the process is accessible to both the delegates and the participants.

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