

Dementia Care Strategy

Aims and Objectives

The aim of this Herefordshire Public Services Dementia Project is to provide a holistic response to Dementia services so that individuals are able to access universal and preventative services to maximise their independence; keeping people in their local communities for as long as possible and to ensure that a person with dementia receives high-quality care whenever they access care and support in primary, community and secondary health, social care and housing services.

Priorities for improvement will be for local determination with particular attention on:

- early diagnosis and intervention
- maximising independence
- workforce development
- Improving care and support in specialist services such as care homes

To achieve this it will be necessary to:

- carry out a capacity and demand baseline mapping study
- identify gaps in current service provision
- undertake a scoping exercise examining the skill mix and competencies of the workforce
- make recommendations for the preferred models and approaches required to deliver a high-quality Dementia service based on the 17 objectives contained within the National Dementia Strategy

Regional West Midlands Vision

By 2012 all people with a suspected or confirmed diagnosis of dementia will access an integrated, seamless, proactive and high quality locality based service that encompasses all the expertise to meet needs of the people with dementia and those of their carers.

Regional West Midlands Aim – *to ensure that significant improvements are made to dementia services across the 3 areas (Raising awareness; Early diagnosis & support; Living well with dementia). The Dementia Strategy should be a catalyst for a change in the way that people with dementia are viewed and cared for in England*

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Regional West Midlands Implementation Plan Priority

A key regional Implementation plan is the:

- Appointment of **named Commissioners** for the whole Dementia pathway in every PCT and advisory groups

Priorities

Both the National and Regional Dementia Strategies identify the following as priorities in implementation:

- Early Diagnosis and Intervention
- Improving the quality of care in general hospitals
- Improving the quality of care in care homes
- Implementation of the New Deal for carers
- Informed and effective workforce
- Joint commissioning strategy for dementia

Vulnerable Groups

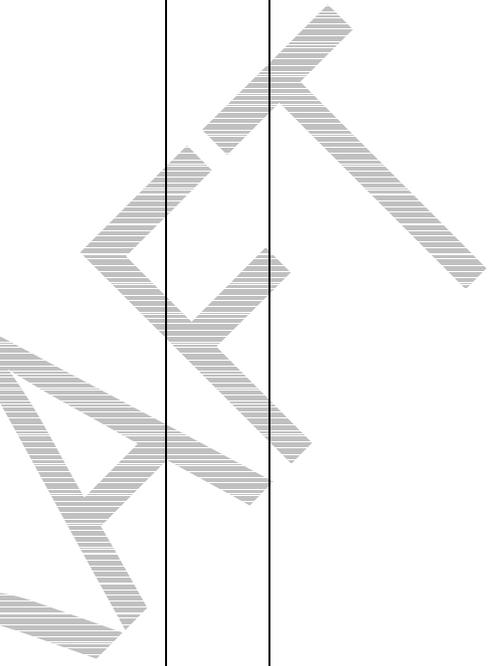
The following are identified as vulnerable local groups that need specific leadership to link into Dementia Care Pathways:

- Young Onset Dementia
- Alcohol Related Brain Damage
- Learning Disability
- Carers with significant depression
- Inpatients on Cantilupe Ward
- Antipsychotic prescribing

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Key Project Objective Milestones					
	Objective	Action Plan	Update November 2009	Lead	Timescale
1	Clinical Governance & Project Planning	<ul style="list-style-type: none"> Project scope, budget and management arrangements Draft Project Plan Project Board meet and agree Project Plan Identify Stakeholders and agree a consultation plan Establish Support teams and arrange meetings 	<p>Project Board established</p> <p>Completed and circulated</p> <p>Plan Agreed</p> <p>Dementia Strategy Clinical Reference Group established</p> <ul style="list-style-type: none"> Dr Pam Jaques (Chair) Sue Pope (Carers Rep) Dr Andrew Watts (GP Rep) Dr Mike Frost (Clinical Psychology rep) Kumbi Mandinyenya (Alzheimer's Society) Tim Wallin (Nurse Prescriber) Diane Jones (Non-Executive Director) Amanda Edwards (Dementia Lead, Integrated Commissioning) Leads for Objectives 10-13 Group to meet quarterly; each NDS Objective Working Group to provide 	<p>Wendy Fabbro</p> <p>Amanda Edwards</p> <p>Amanda Edwards Amanda Edwards</p> <p>Pam Jaques</p>	<p>Sep 2009</p> <p>Sep 2009.</p> <p>Sept 2009.</p> <p>Sept 2009.</p> <p>Sept 2009</p>

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			<p>Objective Working Group to provide written synopsis prior to Clinical Reference Group meetings; if lead unable to make meeting a deputy to be identified</p> <p>Strategy Objective Working Groups established</p> <ul style="list-style-type: none"> • Public & Awareness (no lead) • Early Diagnosis & Intervention (Dr Richard Eggar lead) • Quality Information (no lead) • Easy Access to Care, Support and Advice (Sarah Bennion lead) • Peer Support and Learning Networks (Kumbi Mandinyenya lead) • Community Personal Support (no lead) • Carers Strategy (Sarah Bennion lead) • Quality of Care in General hospitals (Dr Kit Byatt lead) • Intermediate Care (Jodie Thomas lead) • Housing Support, Housing Related Services & Telecare (no lead) • Living Well with Dementia in Care Homes (Caroline Alexander lead) • End of Life Care (Dr Sandra Salter) • Informed and effective Workforce (Cheryl Poole lead) 		
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2	Capacity & Demand Baseline Mapping Study	<ul style="list-style-type: none"> • Undertake Capacity and Demand Baseline Mapping and produce first cut to SHA by 31st Oct • Update Capacity and Demand template to produce 2nd cut by Jan 2010 	<p>Each working groups to have involvement of service user</p> <p>Other Working Groups</p> <ul style="list-style-type: none"> • Alcohol Related Brain Damage (Dr Pam Jaques lead) • Antipsychotic Prescribing in Care Homes (Tim Wallin lead) • Young Onset Dementia (Sarah Bennion lead) • Learning Disability (no lead) • Carers with significant depression (no lead) • Cantilupe Ward inpatients (no lead) <p>Some baseline mapping work undertaken but after discussion with SHA only headlines submitted.</p> <p>Gaps analysis undertaken in 2007 but needs to be updated.</p> <p>Work undertaken to link with dementia care pathway</p>	<p>Amanda Edwards</p> <p>Amanda Edwards</p> <p>Amanda Edwards</p>	<p>31st Oct 09</p> <p>Jan 2010</p> <p>Dec 2009.</p>
3	Gaps Analysis in current service provision	<ul style="list-style-type: none"> • Undertake a gaps analysis in current service provision 			

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4	Workforce Planning & Skills Mix	<ul style="list-style-type: none"> Undertake a scoring exercise examining the skills mix and competencies of the workforce dedicated to providing services for people with dementia Develop a workforce profile, skills mix, recruitment and retention strategies and competencies framework that need to be in place to provide future services. 		Andrew Hasler	Oct 2009.
4	Make recommendations for the preferred models and approaches required to deliver a high quality dementia service	<ul style="list-style-type: none"> Determine local priorities against the National Dementia Strategy, Regional Care Pathway and the local Future Care Model for dementia. Develop the preferred models and approaches for a high quality dementia service based upon current best practice. Develop Business Case for operating plan (LDP) process Report to Project Board giving indication of preliminary findings and possible recommendations Preliminary findings and proposals shared with key stakeholder groups Final report produced (following consultation) and presented to range of interested parties. 		Andrew Hasler Amanda Edwards Amanda Edwards Amanda Edwards Amanda Edwards Amanda Edwards	Jan 2010 Dec 2009. Jan 2010 Jan 2010 Jan 2010 Feb 2010 Feb 2010

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Theme 1 – Improving Public and Professional Awareness and Understanding of Dementia					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Awareness raising programme on NDS and govt prioritisation of dementia National anti-stigma campaign Improved awareness programme for senior NHS decision makers and frontline clinicians Develop a communication strategy to engage patient groups, health and social care professionals, the Third Sector, health & social care regulators and all key stakeholders 	<ul style="list-style-type: none"> Objective 1 Working Group to be established Overarching Communication and Engagement Strategy to be developed Developing and delivering a general public information campaign Consultation & Engagement Events (strong prevention message – what's good for the heart is good for your head') Specific complementary local campaigns Targeted campaigns for other specific groups (e.g. utilities, public facing service employees, schools, cultural and religious organisations) 	<p>Working Group still to be established</p> <p>Overarching Strategy required</p> <p>A range of 'Listening Events' are planned over the next 12 months targeted at service users and carers with information & feedback fed into the Clinical Reference Group</p> <p>First Listening Day event on the 4th Dec 2009 at the Kindle Centre 10 – 3.30pm (topics based around the NDS Objectives)</p> <p>Mental Health Promotion Training</p> <ol style="list-style-type: none"> E-source (on-line training facility) purchased Professor Dawn Brooker (Worcester University) commissioned to provide training on research based Mental Health promotion – this will form basis of new training programme and conference next year (dates tbc) 	<p>No identified Lead</p> <p>(requires Sub Group with Lead)</p> <p>Mary Ann Thomas (Service User Involvement rep)</p> <p>Mary Ann Thomas</p> <p>Cheryl Poole / Caroline Alexander</p>	

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Theme 2 – Good Quality Early Diagnosis and Intervention for All (* Priority Theme)					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Senior Professional Advisor in OPMH to convene an expert group to inform commissioners and practitioners on development of good quality services for early diagnosis and intervention To support and promote the quality improvement scheme for memory services via the Royal College of Psychiatrists 	<ul style="list-style-type: none"> Objective 2 Working Group to be established Evaluation of current Diagnosis service to be undertaken Models and Best Practice To evaluate local dementia services with reference to age appropriate support 	<ul style="list-style-type: none"> Working Group established Current Memory Assessment services evaluated Memory & Cognitive Assessment Service Care Pathway identified Proposed Enhanced Memory Service produced Proposed Young Onset Dementia Service produced to provide improved support to meet the different needs of younger people with dementia enabling early detection and intervention and preventative strategies to reduce or delay the impact of dementia and appropriately plan for future <p>(awaiting confirmation of funding)</p>	Dr Richard Eggar	

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Theme 3 – Good Quality Information for those with diagnosed dementia and their carers					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Information Stakeholder Group to be developed (including people with dementia and carers) Gather evidence of the information needs of people with dementia, carers, family and public Measure effectiveness of existing information (content and media) Complete review of existing information sets Submit recommendations for information guidance, tools and packages at national, regional and local levels 	<ul style="list-style-type: none"> Objective 3 Working Group to be established Identification of current Information sets to service user / carers / professionals Work with SHA lead on identification of information needs of people with dementia, carers, family and public Review current information and work with SHA to take forward future recommendations The development and distribution of good-quality information sets on dementia and related services relevant on diagnosis and throughout the course of care 	<ul style="list-style-type: none"> Working Group still to be established Limited evidence of existing information analysis 	No identified Lead	

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Theme 4 – Enabling Easy Access to Care, Support and Advice Following Diagnosis					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> • Dementia Advisors Demonstrator Sites • Develop Prospectus and FAQs on demonstrator sites • Hold briefing sessions • Develop process for inviting bids including timelines, selection criteria and support • Announcement of successful sites • Regional support for demonstrator sites • Development of demonstrator site learning network and forum in collaboration with regional dementia leads • Develop web based resources • Arrange and support national evaluation • Disseminate learning from sites nationally and across regions • Evaluation Report 	<ul style="list-style-type: none"> • Objective 4 Working Group to be established • Development of Dementia Advisor (Navigator) role in line with NDS guidance • Feed into Demonstrator site learning networks and collaborate with regional dementia leads in order to understand this learning to enhance local Dementia Advisor Project Plan 	<ul style="list-style-type: none"> • Working Group established • Comprehensive Dementia Advisor plan established from the demonstrator site application bid 	Sarah Bennion	

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Theme 5 – Development of Structured Peer Support and Learning Networks					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Peer Support Demonstrator Sites Develop Prospectus and FAQs on demonstrator sites Hold briefing sessions Develop process for inviting bids including timelines, selection criteria and support Announcement of successful sites Regional support for demonstrator sites Development of demonstrator site learning network and forum in collaboration with regional dementia leads Develop web based resources Arrange and support national evaluation Disseminate learning from sites nationally and across regions Evaluation Report 	<ul style="list-style-type: none"> Objective 5 Working Group to be established Development of Peer Support and Learning Networks in line with NDS guidance Feed into Demonstrator site learning networks and collaborate with regional dementia leads in order to understand this learning to enhance local Peer Support & Learning Network Project Plan Development of local peer support and learning networks that provides practical and emotional support, reduce social isolation and promote self-care whilst providing information about local need to inform commissioning decisions 	<ul style="list-style-type: none"> Working Group established Some Peer Support networks already established (Al's Café monthly meeting at Riverside Resource Centre, Hereford & South Herefordshire Group recently established in partnership with Alzheimer's Society) Expert Carers programme established 	Kumbi Mandinyenya	

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Theme 6 – Improved Community Personal Support Services					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Stakeholder seminar to focus on what's needed to support accelerated implementation of community personal support services Identify authorities leading on Individual Budgets – extract learning and disseminate Establish evidence base for different interventions to improve community personal support services Explore interface with community health services (such as dementia liaison services) to identify critical dependencies between health and care provision Identify key interface activities that deliver effective outcomes for people with dementia and their carers Support commissioning and provider agencies to accelerate personalised community personal support services 	<ul style="list-style-type: none"> Objective 6 Working Group to be established Assessment of local community services to evaluate if they adequately support people with dementia living at home and their carers Identification of flexible and reliable services (ranging from early intervention to specialist home care) which are responsive to the personal needs and preferences of each individual and take account of their broader circumstances (including age appropriate services) Accessible to people living on their own or with carers, people who pay for their care privately, through personal budgets, or local authority arranged services Link with the personalisation lead for health & social care 	<ul style="list-style-type: none"> Working Group still to be established <p>Proposed Young Onset Dementia Service produced to provide improved support to meet the different needs of younger people with dementia enabling early detection and intervention and preventative strategies to reduce or delay the impact of dementia and appropriately plan for future (awaiting confirmation of funding)</p> <ul style="list-style-type: none"> Personalisation & Individual Budgets Training -Over 40 staff attended a two day training event and can clearly articulate to service users and carers the potential impact of personalisation and IBs specifically in relation to older people with dementia. This has increased confidence and enabled staff to successfully implement IBs with individuals with dementia including PCT funded IBs. 	No identified lead	

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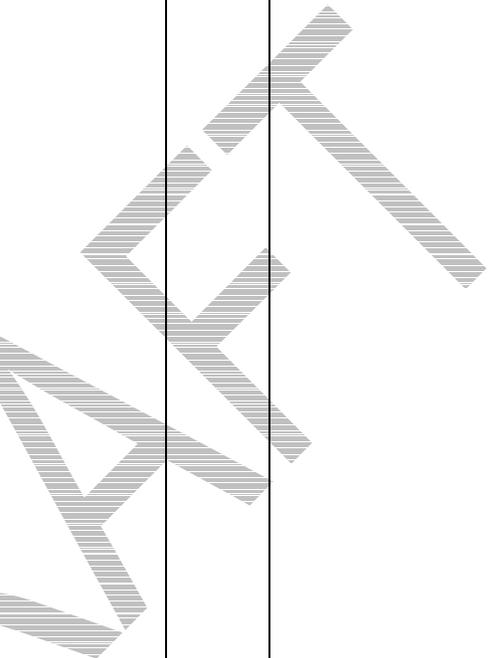
Theme 7 – Implementing the Carers Strategy (*Priority Theme)

Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Work with Carers Strategy leads to ensure needs of carers of people with dementia are included in their programme 	<ul style="list-style-type: none"> Objective 7 Working Group to be established Ensure that the needs of carers for people with dementia are included as the carers strategy is implemented Support the development of carer information and education based upon person centred approaches Promote the development of breaks that benefit both people with dementia and their carers 	<ul style="list-style-type: none"> Working Group established Carer Education groups developed via the Expert Carers programme 	Sarah Bennion	

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Theme 9 – Improved Intermediate Care					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Intermediate Care review of 2001 DH guidance to include dementia Issue for people with dementia will be highlighted at the Intermediate Care launch and in on-going publicity 	<ul style="list-style-type: none"> Objective 9 Working Group to be established Development of Intermediate Care services that are accessible to people with dementia and which meets their needs Exploration of integration into the wider Community Intermediate Care structure 	<ul style="list-style-type: none"> Working Group established (Jodie Thomas lead) Comprehensive Specialist Intermediate Care service established in partnership with Care Agency – countywide therapy based service utilising developments in new technology with integration of person centred training and approach Re-Tendering exercise required for appropriate care provider partner based upon model developed in Specialist Intermediate Care pilot – awaiting capacity Phase Two of Community Intermediate Care Integration plan Comprehensive evaluation 	<p>Jodie Thomas</p> <p>Sarah Bennion / Contracts Team</p> <p>David Roberts / Sarah Bennion</p>	

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		<ul style="list-style-type: none"> • Evaluation of current services and development of evidence base for Specialist Intermediate Care services • Develop innovative Assistive Technology approaches to service provision and evaluate appropriately (Also included in Objective 10) 	<p>report produced</p> <ul style="list-style-type: none"> • Working with Telehealthcare Network JIP and regional partners (South Staffs) to develop an evidence based study concerning the benefits of specialist homecare re-ablement services and Assistive Technologies • A number of Technology projects currently in progress or being developed including: <ol style="list-style-type: none"> 1. Safe Walking Technology (GPS Location Devices) – pilot started July 2009. 2. TANDEM project – 3 year National research project to develop future technologies to support people after diagnosis and upstream interventions 3. CIRCA devices – touch screen memory reminiscence products to improve support in care homes and day opportunities – currently working on business case for targeted pilot 4. Pivotell pilot – working with Telecare Team and Regional JIP on a large scale pilot of an automatic pill dispenser 	<p>Andrew Morris</p> <p>A Morris / J Thomas / H Spencer</p>	
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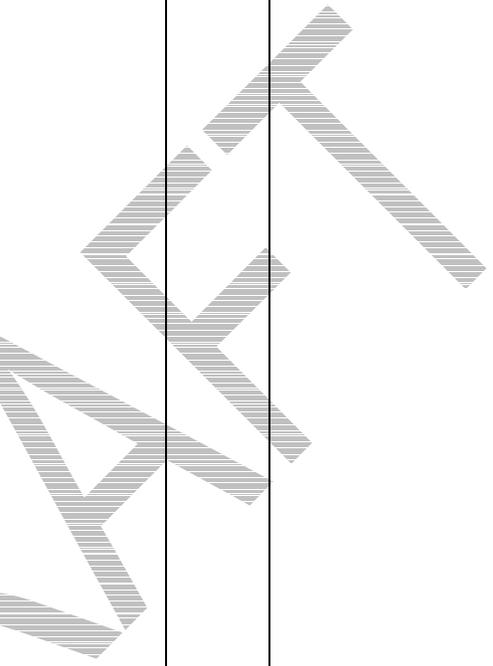
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Theme 10 – Considering the Potential for Housing Support, Housing Related Services and Telecare					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Establish links with key stakeholders nationally and regionally, including links with Housing and Dementia Research Consortium Develop guidance and training materials for staff working in housing and housing-related services Scope current models of housing and ensure research develops the evidence base for future needs Make links with DH Network, and telecare researchers Scope current use of telecare and ensure research develops evidence base for future commissioning 	<ul style="list-style-type: none"> Objective 10 working Group to be established Monitoring the development of models of housing (including extra care housing) to meet the needs of people with dementia and their carers Evaluation of current housing provision and care support structures (including skills mix and competencies) Development of skills set for staff working in housing and housing-related services needed to provide best quality care and support for people with dementia in the roles and setting where they work Exploration of the evidence base on assistive technology and telecare to support the needs of people with dementia and their carers 	<ul style="list-style-type: none"> Working Group still to be established Work already started to evaluate and pilot a range of assistive technologies targeted at dementia (see Objective 9) 	<p>No identified lead</p> <p>Andrew Morris</p>	

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Theme 11 – Living Well with Dementia in Care Homes (* Priority Theme)					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Develop Good Practice resource pack ECCA to host event with providers to scope detail of resource pack and identify future work streams 	<ul style="list-style-type: none"> Objective 11 Working Group to be established Senior staff member in individual care home to take lead for quality improvement in the care of dementia in care home Development of a local strategy for the management and care of people with dementia in the care home, led by senior staff member Anti-psychotic medication care home review so that only appropriate use of medication for people with dementia Readily available guidance and information for care home staff on the best practice dementia care (including the use of assistive technology) Development of specialist in-reach services from older people's mental health teams to work in care homes to support and improve care Development of other in-reach 	<ul style="list-style-type: none"> Working Groups established (Caroline Alexander lead) Anti-psychotic Prescribing in Care Homes Group established with identified lead clinician 	<p>Caroline Alexander</p> <p>Tim Wallin</p>	

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		<p>support services (such as primary care, pharmacy, dentistry etc) to improve care support</p> <ul style="list-style-type: none"> • Comprehensive Training Plan to be established and implemented to improve care staff skills in Nursing & residential settings • Exploration of assistive technologies developments to support care provision and enhance the quality of life of people with dementia 	<ul style="list-style-type: none"> • Dementia training for Res & Nursing Homes <ol style="list-style-type: none"> 1. Nine 2 day courses booked and oversubscribed 2. Four 1 day course running to provide additional training to those previously trained • CIRCA pilot – currently working on the development of a business case to pilot multi-touch screen memory device that improves care planning and person-centred relationship building between carer staff and service users in care home / day care environments • TANDEM – Involved in National bid for research project to develop future dementia technology 	<p>Cheryl Poole / Caroline Alexander</p> <p>Andrew Morris / H Spencer</p>	
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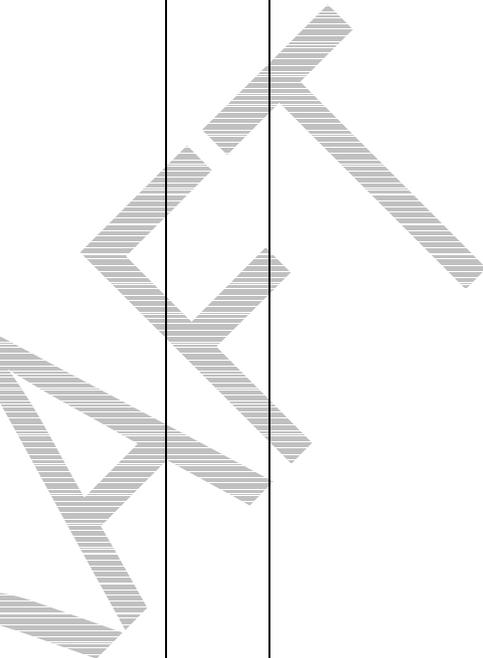
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Theme 12 – Improving End of Life Care					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Establish close links with DH End of Life Care Strategy Team Develop commissioning guidance with end of life teams and NICE Develop dementia and end of life care pathway Collate and publish good practice case examples 	<ul style="list-style-type: none"> Objective 12 Working Group to be established Develop improved end of life care for people with dementia across care settings which reflects their preferences and makes full use of the planning tools in the Mental Capacity Act Develop local end of life care pathways for dementia consistent with the Gold Standard framework as identified by the End of Life Strategy Ensure palliative care networks support the spread of best practice on end of life care in dementia Develop improved pain relief and nursing support for people with dementia at the end of life 	<ul style="list-style-type: none"> Working Group established (Dr Sandra Salter lead) 	Dr Sandra Salter	

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Theme 13 – An Informed and Effective Workforce (*Priority Theme)					
Date	National Milestones	Herefordshire Milestones	Update November 2009	Lead	Timescale
	<ul style="list-style-type: none"> Discussions with Skills for health, Skills for Care, the Social Care Institute for Excellence and the English Community Care Association about action needed Consideration of commissioning mapping exercise Each NDS objective to have core lead Work with key national stakeholders to secure engagement Run conferences and workshops on specific themes Link with other DH or cross government demonstrator programme to ensure integrated approach 	<ul style="list-style-type: none"> Objective 13 Working Group to be established Undertake a scoring exercise examining the skills mix and competencies of the workforce dedicated to providing services for people with dementia Develop a workforce profile, skills mix, recruitment and retention strategies and competencies framework that need to be in place to provide future services. Develop a comprehensive training plan and implement 	<ul style="list-style-type: none"> Working Group established (Cheryl Poole lead) Comprehensive Older Mental Health Peoples Workforce Project established <ol style="list-style-type: none"> Personalisation & Individual Budget training Mental Health Promotion (including functional skills training for 60 clinical staff) Dementia training for Residential and Nursing Homes (in-house training / e-learning resource) Physiotherapist training – Two x two day courses 	<p>Cheryl Poole</p> <p>Andrew Hasler</p> <p>Andrew Hasler</p> <p>Cheryl Poole</p>	

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			<p>tailored to meet specific group needs</p> <ol style="list-style-type: none"> 5. GP – pilot training in south Herefordshire for GPs (improved specialist referral routes and earlier referral) Presentation now being used across other sectors (carers groups / AI's café) 6. Training for Trainers – 10 OPMH clinicians trained and signed up to host on-going training sessions (increasing capacity to meet growing demand for dementia training) 7. Specialist Care Service training – person centred training cornerstone of development of specialist Intermediate Care Service – rolling this training out and looking to increasing provide training and support to other domiciliary care providers 8. Professor Dawn Brooker commissioned to provide twelve half day seminars for 15 staff trainers on a series of topics relating to all aspects of dementia care. 9. Young Onset dementia – professor Brooker commissioned to provide training as part of seminars 10. Primary care teams – new 		
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			<p>training programme being established based upon south Herefordshire model work</p> <p>Strong Links with Worcester University to be further forged through above work with Professor Brooker and her team enabling networking with Worcestershire to avoid repetition while expanding knowledge and skills base</p>		
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