

Health and Wellbeing Board Strategy Priority (Dementia) – Progress Up-date

Kim Grosvenor: Specialist Commissioner, Telford & Wrekin
Council



Telford and Wrekin
Clinical Commissioning Group



Telford & Wrekin
COUNCIL

Issues

- Under diagnosis of dementia remains the norm with only 44% of people in Telford & Wrekin having a formal diagnosis, ***(Dementia Prevalence rates by GP Practice - QOF 2012/13 provisional)***.
- The provision of information and advice and the quality of support for people following a diagnosis, in their own homes and communities is variable.
- Too many people with dementia are not being supported to have early discussions about their wishes and make plans for the end of life care and some care settings are struggling to provide the high quality care needed to meet the needs of people with dementia. ***(Prime Minister's Challenge on Dementia, delivering major improvements in dementia care and research by 2015: Annual Report on Progress, May 2013)***

Priority work-streams

- Public and Professional Awareness of Memory Problems
- Information
- Early Identification and Diagnosis
- End of Life

Commissioning Framework and Action Plan

Progress against Commissioning Framework for Dementia (2010-12)

The Red, Amber, Green ratings correspond with progress against expectations set out in the National Commissioning Framework for Dementia and NICE Quality Standards.

Red Falling short of expectations

Amber Demonstrable concern in fully or partially meeting expectations

Green Meeting expectations

Commissioning Framework Phase	Outcomes/NICE Quality Standard	National Dementia Strategy Objective	What people should expect:
Phase 1 When memory problems have prompted me, and/or my carer/family to approach my GP or other primary care practitioner with concerns.	Outcomes/NICE Quality Standard 1,2,3 <ul style="list-style-type: none"> I am confident that my primary health care worker/GP has taken my concerns seriously. S/he understands the nature and cause of memory problems and will refer me quickly for an appropriate assessment if needed. I can access a range of information and guidance in the community about memory problems, as well as resources to support me and my family. My GP/primary health care worker work with me to help me to stay well and live well. 	Objective 1: Improved public and professional awareness and understanding of dementia	GPs and primary health care teams: <ol style="list-style-type: none"> Have a comprehensive understanding of memory problems and dementia – and appreciate the value of early diagnosis and are aware of the assessment and treatment options as well as the potential for living well with dementia. Know how to promote living well with dementia Understand and recognise the role and support needs of carers. Ensure that there is prompt referral and easy access to a memory service. Has access to an up-to-date directory of community services and support, which is provided in a range of media. Supports dementia awareness which is actively promoted in the local community.
Achievements against outcomes (2010-12)		RAG Rating	Accelerated areas for improvement:
<ul style="list-style-type: none"> Public and professional awareness-raising has been undertaken by multi-agencies and Joint Commissioning, in partnership with Corporate Communications within NHS Telford & Wrekin and Council. This has included a press campaign, linked to World Alzheimer's Day (September, 2010/11), Radio Interviews (January and August 2010), Public Events, (Town Centre and Senior Citizen's Forum) and internal communications, 'Worried about your Memory'. 			<ol style="list-style-type: none"> Promoting local information on dementia services, (Key Commitment 5 of the Prime Minister's Challenge on dementia) <p>Planned activities for 2012 include; launch of the Dementia Passport, (October, 2012) and publication of the Dementia Service Directory (November/December 2012).</p>

Achievements – Public Awareness and Information

Fighting Dementia with Telford Football Club

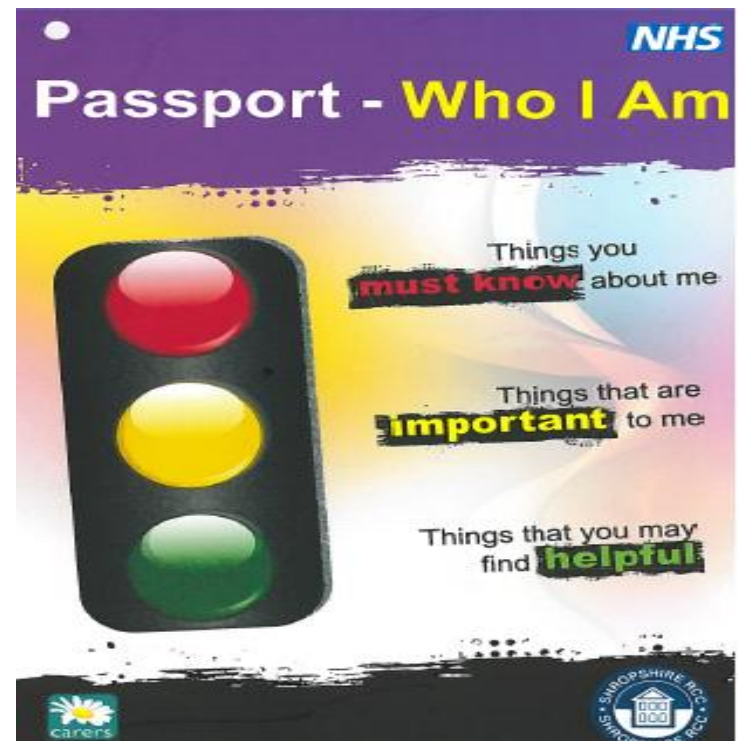
<http://www.youtube.com/watch?v=wS8X0QAOIzA&feature=youtu.be&a>

Achievements – Public Awareness and Information

Dementia Services Directory



Dementia Passport



Achievements – Public Awareness and Information

Dementia Awareness Week

**PRINCESS ROYAL
HOSPITAL
TELFORD**

The Alzheimer's Society Leading the fight against dementia

**The Alzheimer's Society is coming to the Princess Royal Hospital, Telford on Friday
24 May from 10.00am — 3.00pm.**

Please do come and see us and pick up some leaflets & information.

We are open to carers, family and staff.

For more details contact Maureen Heath, Service Administrator on 01743 341800.

Dementia Awareness Week 2013

**WORRYING CHANGES NOTHING
TALKING CHANGES EVERYTHING**

During the week we will be aiming to increase public understanding of dementia and prompt people worried about dementia to find out more information and what local services are available.

Blists Hill Dementia Awareness Day – 10th June



<http://ourhealth.westmidlands.nhs.uk/dementia-care.html>

Dementia Care

For Birmingham

The chance to share my experiences
on the online forum is really important

Ask your question or see
answers to other questions >



What is dementia?



Worried about your memory?
Signs and symptoms of
dementia
Getting help from your GP
Preparing for your GP
appointment

Getting a diagnosis



Getting a diagnosis
How memory services can
help
What you can expect

Living well with dementia



Your personal care plan
Getting help at home
Care while you are in hospital
Care towards the end of life

Support for families & carers



Support for families and
carers
Carers' rights - what you can
expect
Breaks for carers (respite
care)

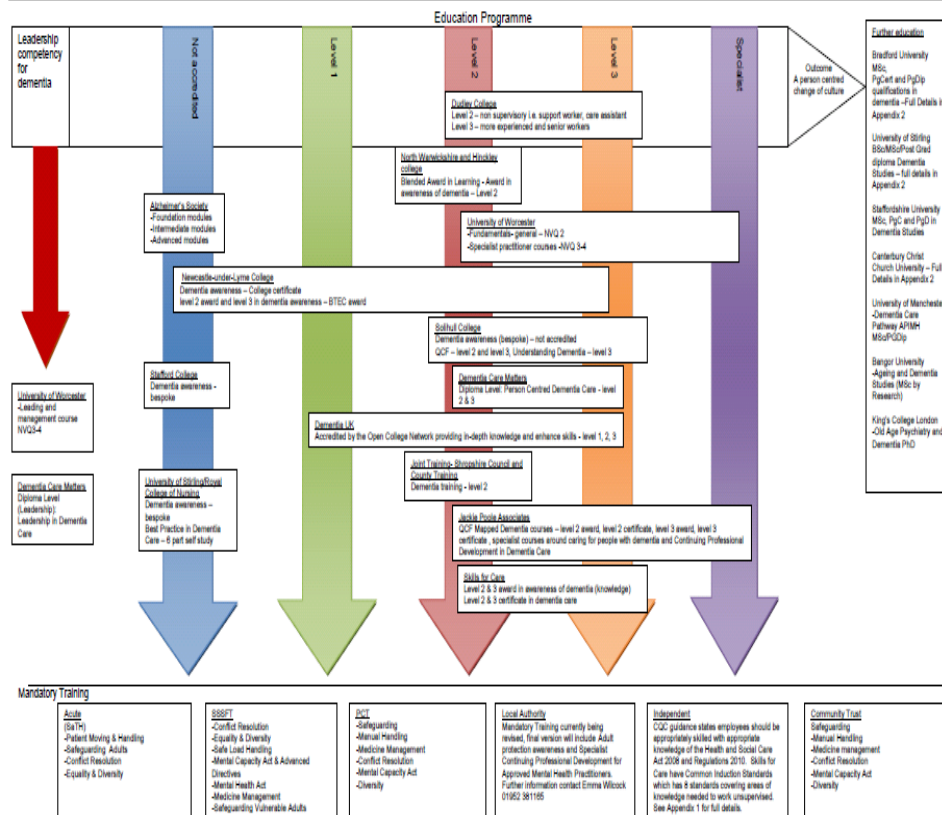
Recently Asked...

- 1
Answers to
Mum has been diagnosed with vascular dementia. She is very confused whenever I am with her or on the telephone. But when she is with others, she seems to be OK? Why is that?
12/01/2013 from cherry in [Dementia Care](#)
- 1
Answers to
can i get help trying to keep mum in her own home finding it hard would like it if i could get help in the evenings.
01/10/2012 from miss nicola floyd in [Dementia Care](#)

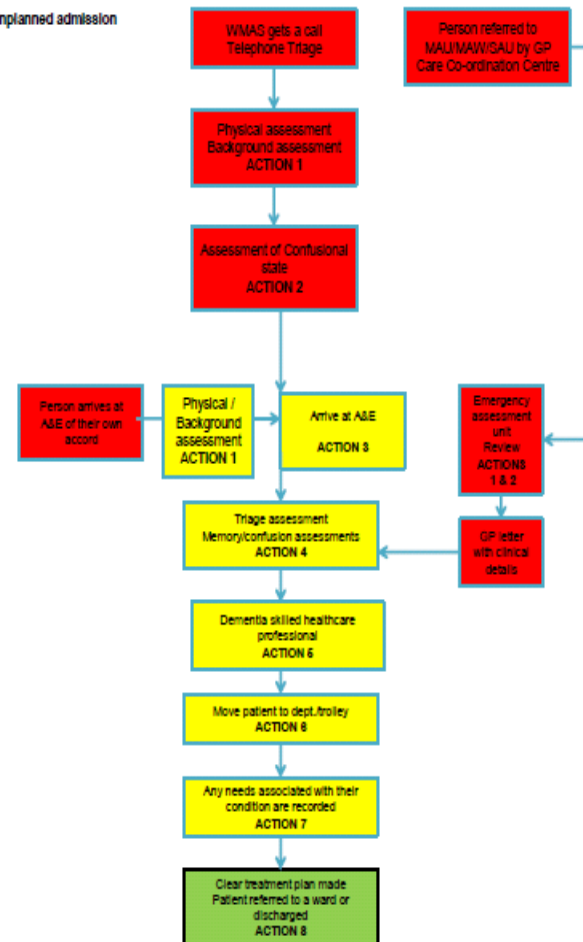
[View All Questions...](#)

Achievements – Professional Awareness

Competences	
1. Staff accept that everyone has a role to play and are accountable for their individual practice	8. Staff know where to go for advice and support
2. Staff in contact with people with dementia see the person, not the dementia and have the skills and understanding to deliver person-centred care	9. Staff are supported by leaders committed to changing malignant attitudes to dementia
3. Staff have an understanding of what dementia is	10. Staff understand the need to support and work with family and friends of the person with dementia and where appropriate, to identify and support the needs of the carer
4. Staff have an understanding of what dementia isn't	11. Staff will recognise what 'good practice' looks like, in caring for people with dementia
5. Staff know what to look for, in terms of signs and symptoms / indicators of a possible dementia	12. Where appropriate, staff will be equipped to offer alternative approaches to care, including therapeutic interventions, which reduces the need for anti-psychotic medication
6. Staff have the skills and tools to deliver good quality care, which is appropriate to someone with dementia, taking into account key indicators around environment, communication, hydration/nutrition and meaningful activity	13. Staff will be committed to a model of care which supports social cohesion, not divisive barriers which isolate people with dementia to the detriment of their well-being
7. Staff are informed about information sharing and reporting which results in an integrated, seamless workforce and not a workforce artificially divided by health and social care	14. Staff will be committed to an enabling culture, which maximises independence and supports well-being
	15. Staff will understand and empathise with the experience of dementia and as a result, improve professional practice.

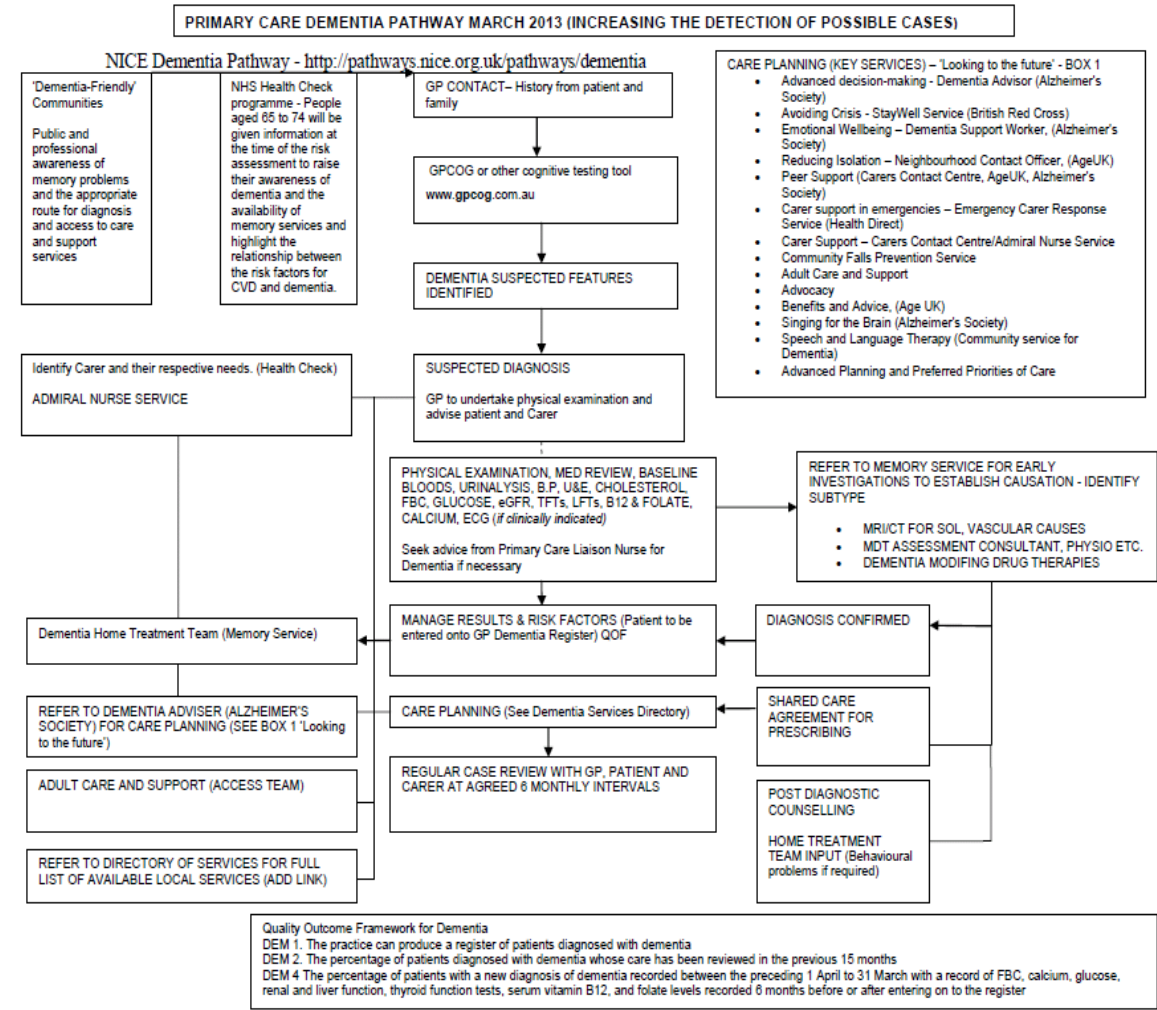


Unplanned admission

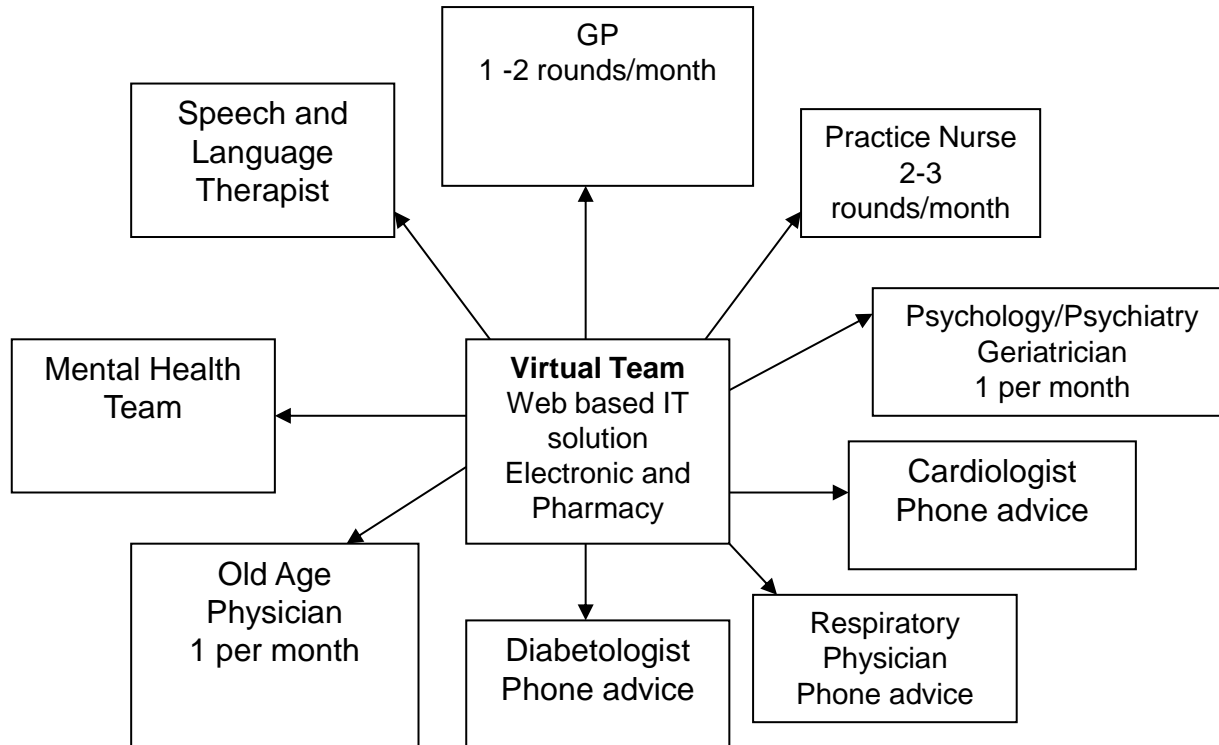


Achievements – Early Identification and Diagnosis

- GP Group for Long Term Conditions - Dementia



Achievements – End of Life



Case Study – Information (Dementia Advisor Service, Alzheimer's Society)

- Mr T lives alone in Telford. He has received a diagnosis of Vascular Dementia and needed information and support about his memory problems, domestic help, financial advice and continence advice.

Actions

- Mr T was given information about Vascular Disease using pictorial representations and used a Memory Handbook to explain how the memory works and explore strategies, which would support his every day living. Discussed the importance of living well and staying active and involved, explored and validated his frustrations.
- With Mr T's agreement made a referral to the Telford & Wrekin Access Team for low level support with domestic tasks, District Nurses for support with his continence and Department for Work and Pensions Home Visiting Scheme for support with an application for Attendance Allowance.

Outcomes

- Mr T has more understanding of how the memory works and has implemented some strategies to support his memory, such as a notice board.
- He has been able to express his frustrations and not feel that he has been patronised as, "there is nothing worse".
- Mr T has been referred for support with domestic tasks and his continence.
- DWP have visited and supported Mr T with an application for Attendance Allowance.

Progress against actions:

- ✓ Launch the dementia patient passport and service directory
- ✓ Increase diagnosis rates through regular checks for the over 65s
- ✓ Embed the primary care pathway for dementia
- ✓ Review early identification and treatment services to meet expected demand
- ✓ Shift the dementia advisor service up-stream
- ✓ Expand model of 'dementia-friendly' communities
- ✓ Develop crisis resolution and home treatment
- ✓ Roll-out programme of training and education
- ✓ Develop the model for primary care support of people with dementia living in care homes
- ✓ Continue to improve the quality of care in general hospital
- ✓ Review end of life services
- ✓ Link accountability of the responsible Steering Group to the Health and Wellbeing Board.

Hearing the story of 'Living with Dementia'

Meet Audrey & Stan with Mike Saddler, Alzheimer's Society Support Worker in Telford & Wrekin