



Adult Social Care Select Committee
23rd November 2010

**Dementia and Older People's Mental Health Strategy
Consultation**

Purpose of the report: Policy Development and Review

This report is going to the Adult Social Care Select Committee to seek approval of the recommendations made as result of the consultation feedback from the Draft Dementia and Older People's Mental Health Strategy public consultation.

Introduction:

- 1 The Draft Dementia and Older People's Mental Health Strategy is a jointly commissioned strategy by Surrey County Council and NHS Surrey (Please see Annexe B for draft strategy)
- 2 The Draft Dementia and Older People's Mental Health Strategy was launched at the Dementia Summit on the July 5th and closed on the 1st October, 2010
- 3 Key messages from the consultation feedback have been set out in this report for information for this committee
- 4 Analysis from the consultation feedback has been used to make recommendations for the strategy which are set out in this report for approval from this committee

**Background information on the Draft Dementia and Older People's
Mental Health Strategy**

- 5 The Dementia and Older People's Mental Health Strategy Group, led jointly by Surrey County Council and NHS Surrey produced the draft joint commissioning strategy for consultation.

- 6 Membership included representation from Surrey and Borders Partnership Foundation Trust, Surrey Community Health, District and Borough councils and voluntary organisations.
- 7 The aim of the strategy is to provide a cohesive five-year vision built around the following themes that emerged from our work with a wide range of people and organisations in Surrey, as well as examining the available evidence. These themes are:

Reducing stigma and improving well-being by:

1. Increasing awareness of mental health problems in older people
2. Providing information on what people can do to help themselves.

Improving the quality of people's lives by:

3. Providing early diagnosis, treatment and support in the community
4. Providing intermediate care for older people with mental illness or dementia
5. Improving the quality and effectiveness of inpatient care for older people with mental illness or dementia in general hospitals
6. Improving the quality of long-term care. We view these themes as our key priorities ensuring we deliver the right services, in the right place at the right time.

Background information on the Consultation

- 8 The Draft Dementia and Older People's Mental Health Strategy was issued for a 12-week public consultation exercise, which ended on 1st October 2010.
- 9 The consultation documents included an easy read summary document and questionnaire, the draft Strategy and two supporting reference documents.
- 10 Partners have consulted at a number of targeted outreach events. An independent communication specialist organisation, ACW was employed to coordinate the consultation which consisted of:
 - a) The production and distribution of 10,000 paper questionnaires
 - b) Distributing a summary document with a questionnaire to Surrey residents, and local health and community organisations

- b) Publishing a consultation website with an online questionnaire
 - c) Gathering views at Surrey Dementia Summit, which was held on the 5th July 2010
 - d) Gathering feedback from targeted outreach events in the local community including day care centres, residential homes, shopping centres, and carer's forums
- 11 There were a total of 135 responses to the consultation questionnaire, of which 94 were paper-based and 41 were submitted online. In addition to this, there were 54 outreach visits; including day care centres, hospitals, shopping centres, and carer's meetings where Surrey residents and health and social care workers were consulted on the Dementia and Older People's Mental Health Strategy.
- 12 For further information on the consultation please see Annexe A.

<h3>Key Messages from the Consultation</h3>

- 13 There were two parts the consultation, responses to the online and paper questionnaires and a variety of feedback from outreach events, which were organised. The key findings from the responses to the questionnaire are described from points 14 to 19.
- 14 From the 135 responses to the questionnaire and the results show that the key proposals in the strategy were supported by the majority of respondents;
- 15 Of the 135 responses 99% agreed with the priorities chosen for Surrey to increase awareness of mental health problems in older people and to provide early diagnosis treatment and support in the community. 98% were in agreement with the priorities of providing information on what people can do to help themselves and providing intermediate care and improving the quality of long-term care, whilst 92% of responses were in agreement with improving the quality of inpatient care.
- 16 When asked about any comments on how Local Health, Social Care and Community Services could be improved over the next 5 years for older people with mental health issues? The most popular responses were:
- **More information, advice and support for care workers, staff and families**
 - **Better partnership between health and social services**
 - **Appropriate, effective dementia workshops / training for front-line healthcare staff**

- **Early diagnosis from GPs and practitioners**
- **Supporting people to live at home with appropriate support**

- 17 When asked about the proposal to put more money into treating people with low and moderate needs. Of the responses from individuals, 95% agreed with the proposals and 5% disagreed.
- 18 When asked about the proposal to release money needed for increased prevention and improved care services in the community by reducing inpatient beds in mental health and general hospitals? 70% of responses said yes to the proposals, with only the remaining 30% saying No.
- 19 Other issues which were important to respondents included:
- “I can see the same member of staff at each appointment”*
“I am given the time need to talk about my healthcare”
“[There is] involvement of / support for families and carers”
“To be accepted in the community and not have the social stigma attached to mental health issues”
- 20 There was also a variety of feedback from the public consultation and 54 outreach events (Please see end of Annexe A for list of events):

Carers

Carers feel there is a general lack of support and advice available, especially in times of acute need, practical training for carers, support networks and day care provision.

Care Pathways

More integration between agencies is needed and clearer lines of communication. There is patchy service provision across the county and GPs can be unsympathetic to patients and their carers around mental health issues.

Funding

There were concerns that the strategy would not be able to be rolled out at once due to staffing and organisational issues, and that there would not be enough money to finance initiatives

Learning Disabilities

Although the initial strategy excluded people with learning disabilities who have developed dementia, it has been expressed that there is a wish to incorporate this into the main strategy. This has been accentuated throughout by the particular concerns raised towards not only people with Learning Disabilities but also those with Early Onset Dementia

Early Onset Dementia

There is little or no mention of people with early onset dementia in the strategy

Medication

There is no mention of medication for people with Dementia in the strategy. There were concerns that Diagnosis must be linked with appropriate medication at the start

Awareness of GPs

Mention was given to GPs and that it was felt not all were sympathetic or had time for those suffering from mental health issues and their carers

- 21 Overall respondents broadly agreed with the principles of the Draft Dementia and Older People's Mental Health Strategy with over 90% of people agreeing with the priorities set out in the strategy. There were concerns about a lack of clarity and detail into some issues e.g. medication, carers, early onset dementia and learning disabilities which have been addressed in part 21 of this report.
- 22 All the feedback we have received from the public consultation has been captured in more detail in Annexe A. Partners will use this feedback throughout the implementation of the strategy to ensure that people's views continue to shape the implementation of the strategy.

Proposed Amendments following consultation analysis

23 The following table sets out the proposed amendments to the Dementia and Older People’s Mental Health Strategy following public consultation:

Consultation feedback	Proposed Amendments to Strategy
Carers	
It was felt that there was not enough detail on how the strategy will effect carers	1) The amended strategy will clarify the needs of carers and how this strategy will meet those needs 2) The amended strategy will include a carers section in the Action Plan identifying the specific actions which will positively impact on carers

<p>There is a lack of support and advice available for carers</p>	<p>3) The amended strategy will give information about the new Surrey Information Point website, a new online directory of information, services and activities to support adults in Surrey to live independently. The website will be launched publicly in January 2011. It has been developed as a partnership between Surrey County Council, Social Information on Disability (SID) and NHS Surrey, with input from a range of community and voluntary sector partners. The website brings together in one place accurate and up to date information on community services, facilities and health conditions. People can search using keywords, locations or topics, then narrow down the results by who the services are for and where they are delivered. There will be specific sections for some health conditions, including dementia.</p> <p>4) The amended strategy action plan will give specific information on how carers will be able to benefit from the new Dementia Advisors</p> <p>5) The amended strategy will give specific information on the Rapid Response community support service to provide more home-based physical, mental health and social care services, including specialist help for people with memory problems and how this will support carers especially in times of acute need</p> <p>6) The amended strategy will give a detailed explanation of how partners plan to support respite care</p>
<p>There is a lack of practical training for carers</p>	<p>7) A Multi agency dementia-training group has been set up and will ensure that future training will include practical training for carers.</p>
<p>Carers feel isolated and need carer support networks to be developed across the county</p>	<p>8) The amended strategy will seek to work with the Voluntary Sector and Districts and Boroughs to support carers in setting up support networks across the county as we realise this important in preventing carer isolation</p>
<p>Carers are concerned about inconsistent day care provision across the county</p>	<p>9) This was a key driver for the Dementia and Older People's Mental Health Strategy, which the strategy aims to improve. Surrey County Council and the District and Boroughs are currently mapping all day care provision in Surrey to ensure that there is more consistency across the county</p>

Care Pathways	
It was viewed that more integration between agencies is needed and clearer lines of communication between them	<p>10) Key agencies pledged to work together at the Dementia Summit in July 2010, which will improve integration and communication.</p> <p>11) A Dementia Partnership Board has been established with key agency representation that will oversee the implementation of the Dementia and Older People's Mental Health Strategy and the priority investment of £4.5m schedule of the transformation bid. Work has already commenced in developing the Older People's Community Mental Health Teams as integrated social care and health teams. The transformation redesign will promote integrated services and a single care pathway ensuring service users and their carers experience a seamless service</p>
There is patchy service provision across the county for Dementia and Mental Health Services	12) This was a key driver for the Dementia and Older People's Mental Health Strategy, which the strategy aims to improve by ensuring there is a cohesive and equitable approach to service access and delivery across the county
Mention was given to GPs and that it was felt not all were sympathetic or had time for those suffering from mental health issues and their carers	13) The new coalition government's health policy initiatives make GP's central to the commissioning process and essential in developing and clarifying the pathways. Responsibility for postgraduate training for general practice is delegated from Postgraduate Deans to Directors of Postgraduate General Practice Education. Work has already commenced within the southeast health deaneries in developing dementia training and support for GPs. It is envisaged that best practice from this approach will be shared and adopted across the region. In addition active dialogue is currently occurring amongst a range of medical clinicians on how best practice might be shared, supported and developed across Surrey
Funding	
There were concerns around staffing and organisational issues which may mean that the strategy cannot be delivered at once	14) The strategy has set out a five-year implementation plan that will be delivered in a staged process. Transformation of the care pathway will be a priority to lay the foundations for the stages of implementing the strategy

<p>There were concerns that there is not enough money to finance initiatives</p>	<p>15) Surrey County Council and NHS Surrey cannot afford not to act as this will become a major issue in the future with the Older People Population set to increase and public spending decreasing. The implementation of this strategy is not dependent on money but requires a transformational change in the way agencies work. Better integration of service delivery and smarter commissioning will produced a better service at no extra cost</p> <p>16) It is anticipated that the recent award to the Surrey Health & Social Care economy of Transformation Strategic Health Authority funding for the dementia pathway (£4.5 million) will pump prime and facilitate development and realignments of a number of core suggested activities of the amended strategy. Other deliverables of the strategy will be delivered though realignment of resources. This information will be included in the amended strategy.</p>
<p>Learning Disabilities</p>	
	<p>17) Advances in medical and social care have led to a significant increase in life expectancy of people with learning disabilities, including the risk of developing dementia. The prevalence of dementia in people with a learning disability is higher than in the general population. The 2003 Surrey Joint Review highlighted a lack of specialist resources for people with learning disabilities and dementia. In response to this situation representatives from Health and Social Care have been developing a joint commissioning strategy. It is our intention to request the completion of this work within the next three months and for this work to become a reference document in informing the strategy implementation plan. This reference strategy reference document will include a map of current provision, gap analysis and agreement of an action-implementation plan that fits within the tiers framework of the Dementia and Older Peoples Mental Health Strategy. This information will be included in the amended strategy</p>
<p>Early onset dementia</p>	
	<p>18) Page 3 of the draft consultation strategy made reference to the strategy’s scope including people and their carers who experience early onset dementia. Although this was not expanded upon within the text of the draft strategy it was an area of designated action in the draft priority implementation plan for the next five years (p33 section 2.d). This section refers to ensuring appropriate services in place to support people with young onset dementia and their carers. The associated action for this is in revising staffing levels and skill mix to work</p>

	<p>with younger onset and to commission specialist staff elements to deliver this pathway. The Draft Young Onset Dementia Service Commissioning Strategy was included in the suite of consultation documents as a draft strategy reference document. This document provides detailed information on younger onset dementia that will inform both the high and low level implementation plans related to each of the tiers and priorities of the final strategy.</p>
Medication	
	<p>The amended strategy will set out details of how appropriate medication is given to people depending on the type of dementia that is diagnosed. The strategy will ensure that medication is prescribed and monitored in accordance with the NICE technology appraisal of Dementia drugs available, which is due to be updated in 2011</p>

Financial and value for money implications

- 24 Adopting a whole systems approach and aligning services to deliver agreed outcomes will give value for money and efficiencies across all agencies
- 25 By supporting people to live in their homes we expect to reduce our dependency on residential care, increasing efficiency savings in this area

Equalities Implications

- 26 The consultation has facilitated groups, for example carers, or people with learning disability or people who care for someone with a learning disability to tell us what they think about the strategy. This has enabled equality implications to be addressed in the strategy. There is also an Equality Impact Assessment for the Dementia and Older People's Mental Health Strategy which is currently being reviewed by the Adult Social Care Diversity and Equalities Group

Risk Management Implications

- 27 There is a risk that Partner agencies may make efficiency savings, which could impact on the Whole Systems Approach to Dementia and Mental Health Services for Older People

Implications for the Council's Priorities or Community Strategy/Local Area Agreement Targets

- 28 The recommendations and implementation of the strategy will contribute towards achieving the priorities set out in National Dementia Strategy (2009), the Council's 2009/2010 Priority to helping adults to live independently and safely.
- 29 The strategy is community focused enabling people with dementia to live at home in the community with the appropriate levels of support

Recommendations:

- 30 To agree the proposed amendments set out in this report to the Dementia and Older People's Mental Health Strategy following public consultation

Next steps:

- 31 NHS Surrey who co-commissioned the Dementia and Older People's Mental Health Strategy are taking the strategy to the NHS Surrey Board

on the 14th January for approval. Following this, implementation of the strategy will begin.

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Sources/background papers:

Dementia & Mental Health Services for Older People
in Surrey, Draft Commissioning Strategy 2010–15

Dementia & Mental Health Services for Older People in Surrey,
Commissioning Strategy Reference Document 2009–14

ACW Fading Memories Consultation Report, October 2010