

## **Annex 1 Dementia Friendly Surrey Champions**

### **Mid Surrey area**

Caremark (Home Care)  
CSH Surrey  
CSH Surrey (Home Care)  
Plus 2 individuals

### **Elmbridge**

Elmbridge Borough Council  
Home Instead Walton  
Carers Support Elmbridge  
Bluebird Care Elmbridge and Runnymede  
Voluntary Action Elmbridge  
Brooklands Museum  
Plus 3 individuals

### **Epsom and Ewell**

Home Instead Epsom  
Age Concern Epsom and Ewell  
Astek Dental Centre  
Epsom and Ewell Wellbeing Centre  
Carers of Epsom  
Plus 1 individual

### **Mole Valley**

Home Counties Carers  
Parish of St Giles and St Georges  
Keswick – Anchor Care Home  
The Beeches – Anchor Care Home  
Plus 1 individual

### **East Surrey area**

East Surrey Older People's Mental Health Team

**Reigate and Banstead**

Massetts Road Dental Practice  
Firtree House nursing home  
Barnfield – Anchor Care Home  
Ridgemount – Anchor Care Home  
Care Homes of Distinction  
Plus 1 individual

**Tandridge**

Tandridge Heights (Care Home)  
Tandridge Voluntary Service Council  
Plus 1 individual

**South West Surrey area**

1 individual

**Surrey Heath**

Home Instead Senior Care Ascot, Camberley and Wokingham  
Arena Leisure Centre  
Camberley Care Trust  
Plus 3 individuals

**Guildford**

Home Counties Carers  
Spirit Health Club  
Right at Home Guildford and Farnham  
Carers Support Guildford  
Communities Engagement Team, Diocese of Guildford  
Jennifer Margrave Solicitors LLP  
Plus 2 individuals

**Waverley**

Service Plus (Heating and plumbing company)  
Eastlake – Anchor Care Home  
Farnham Maltings

Shottermill House Care Home  
Right at Home Guildford and Farnham (Home Care)  
Drop By (online forum)  
Cranleigh Leisure Centre  
Farnham Leisure Centre  
Godalming Leisure Centre  
Herons Leisure Centre, Haslemere  
Informed Choice Ltd (financial advisers)  
Two Counties Care Ltd (Home Care)  
Waverley Borough Council  
Busbridge and Hambledon Church  
Mulberry Living (Home Care)  
Plus 12 individuals

#### **North West Surrey area**

Friends with Dementia  
Plus 1 individual

#### **Runnymede**

Home Instead Egham  
Chertsey Museum  
Runnymede Borough Council  
Birchlands – Anchor Care Home  
Bluebird Care Elmbridge and Runnymede  
Millman Pharmacy  
The Grassroots Project  
Runnymede Borough Council Community Meals  
Runnymede Borough Council Community Transport  
Runnymede Borough Council - social centres  
Runnymede Borough Council - Community Alarm and Telecare  
Runnymede Borough Council - Independent Retirement Living  
Plus 4 individuals

## **Woking**

Home Counties Carers

Woking community transport Bustler

Home Instead Senior Care Ascot, Camberley and Wokingham

Wey Family Practice

Christine Osborne Dental Practice

Parishes Bridge Medical Practice

The Lightbox

Age Concern Woking

Plus 4 individuals

## **Spelthorne**

Hive Pharmacy

Meadowside - Anchor

No individuals

## **Surrey wide**

Worker's Educational Association (WEA) Surrey

Voluntary Association for Surrey Disabled

Surrey Fire and Rescue service

Surrey Association for Visual Impairment

Complete Community Care Opticians

Age UK Surrey

Access21 Care Interiors

Surrey Minority Ethnic Forum

Enviva Care

Surrey Library service

Shared Lives

Trading Standards

Chenash Home Care

Surrey Independent Living Council (SILC)

Action for Carers

## Annex 2 Innovation Fund projects

Organisation responsible	Project title	Project description
<b>Countywide</b>		
Surrey Community Action	Very Mindful Gypsy and Traveller communities	<ul style="list-style-type: none"> <li>• To cascade information about dementia to the Surrey Gypsy and Traveller community</li> <li>• To raise awareness of dementia friendly practices within key groups in the voluntary sector including good neighbour schemes and community buildings.</li> </ul>
Surrey Minority Ethnic Forum	Dementia campaign with BME groups	'The SMEF Dementia Campaign' aims to take the 'Dementia friendly' message into the heart of BME communities, providing opportunities for people to gain a better understanding of the condition. This will increase positive responses to people with Dementia and ultimately support those affected and their Carers to lead more fulfilled lives.
<b>East Surrey</b>		
Tandridge Voluntary Services Council	Dementia friendly reading group	A weekly reading group held in the reading room at Oxted library for people diagnosed with dementia and led by volunteers. To create a more positive attitude within the local community to people suffering from dementia and to encourage activities that are inclusive and sustainable in the future.

<b>Mid-Surrey</b>		
Age Concern Epsom and Ewell	Dementia befrienders	To develop our successful befriender scheme to include those with the first stages of dementia. With trained volunteers and a befriender coordinator we aim to ensure that this scheme is open to all who need it.
Fairfield Centre Leatherhead	Singing for Health	To provide stimulus, recall and pleasure to older people visiting the Fairfield Centre.  The Centre has The Mid-Surrey Dementia Care Trust Conservatory Club attached to us and will become a Wellbeing Centre later this year, this would help to bring all aspects of the Centre's life together
<b>North West Surrey</b>		
CAMHS CYA (Children and Adolescent Mental Health Youth Advisors) Woking	Intergenerational project	To support the young people of CYA to facilitate an interactive series of events for a group of elderly people suffering from dementia. The project is to bring together sufferers of dementia and young people to participate in different activities including a tea party. We hope the project will increase awareness and tackle the stigma surrounding dementia, but also link CYA's mental health stigma campaign with the 'dementia friendly' agenda.
Age UK Runnymede and Spelthorne	CHAT	<ul style="list-style-type: none"> <li>To continue to provide the Cognitive Help and Therapy (CHAT) programme to older people with early to mid stage dementia, living in Runnymede Borough and to extend the programme into the Spelthorne Borough. CHAT provides a community based cognitive stimulation programme supporting people to be less isolated and to continue to</li> </ul>

		<p>live an independent life.</p> <ul style="list-style-type: none"> <li>To provide four programmes throughout the life time of the project. Each programme runs for eight weeks, providing 90 minutes per week of highly tuned person centred training.</li> </ul>
The Lightbox Woking	Art in Mind	To provide art activities for people with early stages of dementia, and their carers, in order to promote stimulation through discussion, art interpretation and the use of artistic skills.
<b>South West Surrey</b>		
Age UK Guildford and Waverley	Care for a cuppa?	The aim is twofold; to provide activity sessions for older people with early stages of dementia whilst enabling carers to attend support and information meetings at the same venue. In addition we will be giving dementia awareness training to our 200 home helpers and our volunteers.
Carers at Home Waverley	Dementia carers support group	The aim is to give carers of those living with Dementia/Alzheimer's somewhere to go with their loved ones at no cost to themselves. Once there to have someone watch over and stimulate their loved ones while they receive a welcome break and can socialise with other carers.
Farnham Maltings	Mindful Maltings	The Mind Full project aims to make a shift in the culture and thinking of Farnham Maltings so that it is informed by and responds to the needs of people with dementia and their carers. Through a programme of training, adjustments and activities the project will establish the venue as a welcoming, safe and responsive set of spaces long past the initial

		investment.
Two Counties Care Ltd	Farnham Alzheimer's Cafe	<ul style="list-style-type: none"> <li>• To establish an Alzheimers Cafe in the Farnham Maltings, where our visitors can also be introduced to the wide variety of arts &amp; craft activities on offer at the Maltings which may be of interest to them.</li> <li>• The café will operate on one evening per month, be run by volunteers and be based on the Bere Miesen model, for which we have been formally trained by Dr. Gemma Jones.</li> </ul>
<b>Location TBC</b>		
Inclusive Intergenerational Dance Consortium	Creative Lunch	Creative Lunch is a proposed project for carers and the people they care for, who have early onset Dementia or who are in the early stages of Dementia. The aim of the project is to add value to existing support groups. Creating lasting memories and creative experiences for the carer and the person with dementia, followed by an opportunity for carers to talk and share their experiences as a group and those who are cared for to take part in a rewarding creative activity in a safe environment.
Bright Shadow Community Performance Company	Experiencing dementia	To produce an interactive, creative experience that enables members of the community to understand some of the experience of having dementia. This in turn will inspire people to think of ways they can contribute to Surrey being a dementia friendly community.



## Annex 3

### Dementia Action Alliance Surrey County Council action plan

#### 1. Host Dementia Friendly Surrey project

We continue to host Dementia Friendly Surrey and work closely with Clinical Commissioning Groups and other partners to implement 5 strands of work including:

- Recruiting local Dementia Friendly Surrey Champions, of which there are now over 120.
- Delivering a training programme for community groups, businesses and other organisations.
- Delivering an Innovation Fund which is supporting 14 projects to improve the lives of people with dementia and carers.
- Delivering a community awareness campaign that was launched in September 2013 to challenge the myths surrounding dementia.
- Exploring and implementing solutions to fill gaps in peer support and to meet carer needs.

This project was funded through the Prime Ministers Dementia Challenge for one year and we are working with partners to sustain the activity needed to build a Dementia Friendly Surrey.

#### 2. Commission a domiciliary care service with a person-centred approach

With the growing prevalence of dementia there is an ambition for all agencies to be competent to support individuals with dementia and carers. The current re-tender of home based care services provides the ideal opportunity to get this right combining quality person centred care with local alliances of support (family, friends and community support).

#### 3. Work with Dementia Local Implementation Groups to develop local directories of dementia-related services

Directories are in place for three of the five areas. Directories are being developed for the other two areas. These directories are available for download on Surrey Information Point.

#### 4. Establish Wellbeing Centres across Surrey

Centres are established in Spelthorne, Runnymede, Elmbridge, Epsom and Ewell and Tandridge. Centres will be opening in Woking, Guildford and Mole Valley in Spring 2014 and Surrey Heath in Summer 2014. Centres will be established in the remaining two Boroughs in 2015.

#### 5. Continue to establish a consistent approach to training for staff working with dementia

The Surrey Dementia Training Consortium was established in September 2012 with the primary aim to meet the training and professional development needs of staff in Surrey in public, private and voluntary organisations, and in health and social care sectors. Core members - drawn from these organisations and sectors, as well as sector skills councils - agree on the benefits of exploiting multi-agency collaboration, maximising resources, and developing training programmes consistent with

achieving the objectives of the Surrey Dementia Strategy. The operation of this Consortium is part of a wider workforce strategy for Adult Social Care and links to the development of the Surrey Academy. A subgroup focuses on the operational issues and has recently produced a mapping of training levels and qualifications and an audit of training opportunities across Surrey.

#### **6. Support the development of care home forums**

The objectives of these forums are to develop best practice person centred care and risk management practices that will reduce avoidable admissions to acute hospitals. A well attended care home forum has been established in the Frimley area. This is attended by over 80 care home staff from Surrey and North East Hampshire. A second forum has recently been established in North West Surrey and plans are underway for a forum in East Surrey. We will work with the Surrey Care Association to support the development of these forums and ensure that their memberships are actively involved in the work at a local level.

#### **7. Share experience of working to improve outcomes for people with dementia**

Surrey County Council hosted the Surrey Dementia Conference in November 2013. Over 100 people attended from health, social care, the voluntary sector and beyond. Delegates were updated on national developments from Professor Alistair Burns, heard from people with dementia and carers about the challenges they face and explored progress and learning from three key partnership projects which aim to tackle some of these challenges: Wellbeing Centres, Dementia Friendly Surrey and Telecare.

Dementia Friendly Surrey has received funding from Skills for Care to gather and share learning from the project.

## Annex 4 Draft evaluation plan

The aim of this evaluation is to:

- 1) Assess the extent to which key deliverables of the Dementia Friendly Surrey project have been delivered,
- 2) Assess the extent to which the Dementia Friendly Surrey project has impacted on key outcomes including those defined at the beginning of the project,
- 3) Identify lessons learned.

Alongside the main project evaluation we will conduct the yearly self-assessment of progress required by the Alzheimer's Society 'Working to become dementia friendly' recognition scheme. We have also been awarded £3500 from Skills for Care to report on outcomes and learning from this project. Timescales for these reports are included in the schedule below.

Milestone	By when?
<b>Short term (1 month post project)</b>	
Data collected and analysis completed	31/03/14
6 month report to Skills for Care due	31/03/14
Draft short term evaluation report and intermediate evaluation plan circulated to Steering Group	18/04/14
Comments received from Steering Group	02/05/14
Final short term evaluation report published on Dementia Friendly Surrey website	16/05/14
Recognition scheme yearly self-assessment due	30/05/14
<b>Intermediate term (6 months post project)</b>	
Data collected and analysis completed	29/08/14
Draft intermediate term evaluation report and long term evaluation plan circulated to Steering Group	19/09/14
12 month report to Skills for Care due	30/09/14
Comments received from Steering Group	03/10/14
Final intermediate term evaluation report published on Dementia Friendly Surrey website	17/10/14
<b>Long term (13 months post project)</b>	
Data collected and analysis completed	27/03/15
Draft long term evaluation report circulated to Steering Group	30/01/15
Comments received from Steering Group	10/04/15
Final long term evaluation report published on Dementia Friendly Surrey website	01/05/15

## Short Term Evaluation

<b>Evaluation Type</b>	<b>Evaluation Area</b>	<b>Target or question</b>	<b>Evaluation activity</b>	<b>Completed by</b>
Outputs/ deliverables	Dementia Friendly Surrey Champions	20 Dementia Champions per CCG area	Measure number of Champions in total and by CCG area	17/03/2014
	Dementia Friendly Surrey Champions	What actions have Champions taken to make their community more dementia friendly?	Collate case studies on the activities of dementia champions	17/03/2014
	Recognition Scheme	50 organisations issued with the Recognition symbol	Measure number of organisations issued with recognition symbol across Surrey	17/03/2014
	Community Awareness	Three public events attended in each CCG area	Record the number of events attended.  Describe the types of event attended.	17/03/2014
	Community Awareness	Dementia awareness information available in key public places including shops, libraries and GP surgeries	Describe the key messages included in public awareness materials.  Record the number and type of public venues to which Dementia	17/03/2014

			Friendly Surrey materials have been distributed.	
	Community Awareness	A minimum of two positive local media features about dementia	Record the level of local media coverage of dementia and Dementia Friendly Surrey.  Describe the range of local media coverage of dementia and Dementia Friendly Surrey.	17/03/2014
	Community Awareness	A minimum of one school or college in each CCG area engaging in dementia friendly communities work	Record number of schools or colleges engaging in dementia friendly communities work.  Collate case studies on the activities of local schools and colleges.	17/03/14
	Innovation Fund	A range of innovative projects delivered across Surrey with demonstrable positive outcomes for people with dementia and/or carers	Record the number and location of projects funded.  Describe the aims and objectives, key timeframes, expected	31/03/14

			outcomes and cost of projects funded.  Describe the current progress and initial learning points from these projects.	
Outcomes	Number of patients presenting to primary care for diagnosis.	10% increase in number of people presenting to primary care for diagnosis.	Collate information on number of people who have <ul style="list-style-type: none"> <li>• been referred (by social services, community health professionals) or</li> <li>• made a self referral to Primary care for a memory assessment since 2012</li> </ul>	17/03/2014
	Number of patients being referred onward to secondary assessment.	10% increase in referrals to secondary assessment.	Collate Surrey-wide data on referrals from Primary care to CMHT(OP) 2012 – 2014	17/03/2014
	Shift to community based support and care	10% reduction in number of people with a diagnosis of dementia being admitted to	Exact measurement process to be explored with relevant partners and Surrey County	17/03/2014

		residential or nursing care	Council Business Intelligence team.	
	Shift to community based support and care	15% increase in the uptake of community support services such as Telecare, Wellbeing centres and Day care	Exact measurement process to be confirmed with partners but could include:  Information on <ul style="list-style-type: none"> <li>• Telecare uptake</li> <li>• Wellbeing centre footfall</li> <li>• Day care service referrals</li> </ul> From 2012 -2014	17/03/2014
	Number of referrals to Dementia Navigators	15% increase in referrals.	Collect and analyse Dementia Navigator referral data for the period 2012 – 2014.	17/03/2014
Lessons learned			Collate lessons learned from project team and key stakeholders including Steering Group.	31/03/2014

## Intermediate Evaluation

This phase will:

- Report on uptake of training and Champion scheme.
- Repeat outcome measures as above.
- Collect any additional lessons learned.
- Repeat the 'Dementia quiz' to measure changes in public awareness (by comparison to data from 2012 quiz).

## Long term evaluation

This phase will:

- Report on final uptake of training and Champion scheme.
- Report on outcomes and lessons learned from Innovation Fund.
- Repeat outcome measures as above and assess whether targets have been reached.
- Explore what changes people with dementia and carers have experienced in their community.
- Consolidate the learning and impact of the Dementia friendly Surrey project to assess whether all the aims and objectives have been delivered.
- Be shared locally and nationally.