

Delivering the Dementia Strategy

1.0 Introduction

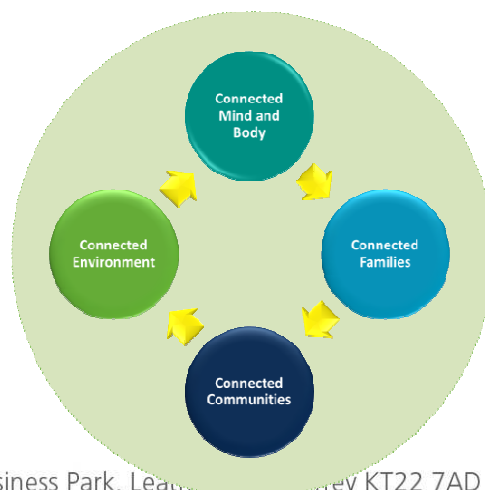
This paper provides the Health Scrutiny Committee with an overview of our work to date to implement, with partners, a targeted work programme to improve the lives of people with dementia and their carers through the local implementation of the national dementia strategy in Surrey.

Since its launch, implementation of the Surrey's Dementia Strategy has been overseen by the Dementia Partnership Board jointly set up by our Chief Executive, Fiona Edwards and Sarah Mitchell, of Surrey County Council.

1.1 Our Mental Health Services for Older People

We are leading the health community in providing accessible and appropriate care for older people with organic and functional mental ill-health, ranging from mild to moderate conditions such as anxiety through to those which are more complex and long term such as dementia and schizophrenia.

We know that you cannot have good health without good mental health and we understand this is particularly important for older people. Our services aim to ensure that older people are enabled to live as independently as possible within our communities through ensuring early diagnosis, assessment and treatment and good support, to them and their carers and families, to enable them to do this.



For a better life

We offer high quality diagnosis, care and support in our community and hospital services in partnership with social services, voluntary organisations and healthcare providers to offer positive support to the people we serve.

1.2 Our Specialist Dementia Services

Our medical, nursing and therapy experts in Older People's mental health diagnose and treat people with dementia and other cognition difficulties, providing support from early stages of long term memory loss through to end of life care. Following referral to our regional Community Mental Health Teams we undertake a full assessment of a person's needs. Subsequent to diagnosis we work with the person to develop a care plan providing the most suitable range of treatment and support, which may include referral to our memory clinics.

Neuro-psychological assessment plays an important part in fully assessing people who have, or are suspected to have, an organic impairment of the brain such as dementia. This specialist service assesses cognitive function to aid with diagnosis and determining the most suitable course of treatment for the person.

Our hospital services are provided in specialist wards in Chertsey, Guildford and Epsom which have been decorated specifically to provide calming environments that minimise anxiety and distress for people with dementia. Expert staff work with people who have complex needs and challenging behaviour to assess, diagnose, treat and rehabilitate them so they are able to return home or on to more suitable longer term care.

2.0 Our work to implement the Strategy

We know we do our best for older people when we work together with our partners to contribute our expertise at the right time and in the right place. We do this through services we directly provide ourselves e.g. our memory services and through those of partners, where our staff can provide expert advice to others working with them in health and social care e.g. our liaison work.

Working together with partners to make a difference for older people with dementia is a top priority for our Older People's services. We have joined together with colleagues in health and social care across the acute and community sectors and the voluntary sector, particularly the Alzheimer's Society, to achieve real change to local services. We have highlighted a number of these in the following section using the targets set out within the Strategy.

2.1 Improving public and professional awareness and understanding of dementia

- We have helped a number of CCGs to develop local proposals to deliver the **Prime Minister's dementia challenge**.

One of these includes a bid to develop **dementia friendly communities** by providing training to key members of the local community (business leaders, senior staff in emergency services and local county council services), who will then be supported to roll out the training to wider members of the community. The aim of this project will be to increase general awareness and understanding about dementia, reduce stigma and encourage the adaptation of environments to make them more accessible to people with dementia and their families and carers.

- We have been working in partnership with Surrey County Council, the borough councils and the Alzheimer's society to contribute our staff and their expertise to **development of Wellbeing Centres** across Surrey. They offer a wide range of information and advice and focus on those people and their carers who are worried about their memory or who have been diagnosed with dementia. Early intervention is essential to help people with dementia and their families manage their condition successfully. Creating opportunities for wellbeing through these centres enables services to reach-out to the community to give advice and support.
- We have helped to organise two **dementia training** events for GP practices and local community health care staff (e.g. community matrons, physiotherapist and Occupational therapists) and care home staff. These events aimed to improve the knowledge and skills of community staff who work with people with dementia but who have had little or no prior training in dementia. The training covered a broad range of topics, including an introduction to dementia and the common different types of dementia. Person-centred model of care, medication use in people with dementia and end of life care issues.
- We have co-designed the creation and implementation of **virtual wards** providing a mental health practitioner and consultant supervision. The mental health practitioner provides teaching and consultation to the multi-disciplinary team, and nursing and residential homes.

2.2 Good quality early diagnosis and intervention for all

- Identifying and developing **outcome measures** to assess dementia care quality.

Our Older People's services are currently identifying and implementing appropriate outcome measures that can be used to assess how well our services are meeting the

needs of people with dementia and their carers/families. All of our dementia wards now utilise three dementia outcome measures; a **Well-being/ill-being** measure, an internally developed '**access to individualised activities**' form and **The Challenging Behaviour Scale**.

- Our **memory services** are constantly evolving to provide more **rapid access** to facilitate early diagnosis and we have significantly enhanced how quickly people who are referred to our services, can access specialist memory services for diagnosis and treatment. Our partnership working with the **Alzheimer's Society** has significantly enhanced this delivery.
- As part of our **continuous programme of quality improvement** and our memory services in Runnymede and West Elmbridge are the first of a series of services that have been accredited as '**excellent**' by the Royal College of Psychiatrists.

2.3 Good quality information for those with diagnosed dementia

- We are engaged with the **Enhancing Quality Programme**, a regional NHS programme for ensuring service improvement is driven by a sound evidence and research base. This is developing a measure in regards to the **quality of information** provided to people diagnosed with dementia and their carers.
- Our services have developed a series of **leaflets** to provide information on dementia in partnership with people who use our services and their carers.

2.4 Enabling easy access to care, support and advice following diagnosis

- **Dementia navigators** run clinics alongside our memory services working in partnership with our specialist dementia care staff, ensuring that people are offered support throughout their journey and sign posted to the right places to receive support and advice.
- We also provide **post diagnostic information and signposting** clinics one month after diagnosis to provide any further specialist clinical care, support and advice

2.5 Improve quality of care for people with dementia in hospitals

- We have been working with the Alzheimer's society and local general hospitals to develop **personal information profiles** in the form of an information booklet that follows the person with dementia on their journey and which will inform all staff, in any organisation/setting, about important personal information. The project has incorporated aspects of the Alzheimer's society's 'This is Me' document and the Hospital Passport used by learning disability services into one new document that focuses on helping care professionals to understand the person and their individual needs, rather than a focus

on disease and symptoms. The leaflet is currently being piloted in a local general hospital

- Our clinical staff are working together with our facilities staff to develop **dementia friendly environments** including the use of standardised dementia signage in our buildings.

Rooms for reminiscence have been created in two of our wards. The rooms make use of decor and objects from the 1950s to stimulate memory and provide a peaceful environment in which people can feel comfortable and at home. We regularly audit the environment of our wards and identify any changes needed to provide a dementia friendly environment.

- We encourage a **learning culture** for staff in our services. Our staff are supported and encouraged to report, discuss and learn from any incidents or complaints received. We work closely with colleagues in social services to learn from any alerts raised under national and local safeguarding policies for us to manage risks in an open and collaborative manner.
- We have had great success in developing **Liaison Psychiatry** teams for Older Adults admitted to general hospitals to ensure that the general hospital staff are better skilled to support patients with Dementia and those requiring a higher level of Dementia-specific expertise have access to the specialist Liaison team.

These teams are working in close partnership with the hospital dementia teams to increase diagnostic rates in the general hospital as part of the national dementia CQUIN.

- We are working closely with social services in Surrey to **facilitate timely discharges** so that people do not have to stay in a hospital bed any longer than is necessary.

2.6 Living well with dementia in care homes

- Our service has developed and piloted a **training program for staff in nursing/care homes** looking after people with dementia. The workshop adopts a whole systems approach by offering training to all staff in a care home. We have received very positive feedback from the those home staff who took part in the pilot training and are keen to see take up of the training encouraged in every nursing and care home across the County.

- Community teams are implementing **new referral forms** to be used by care homes when referring into our service. These forms invite care home staff to identify important information specific to the individual person with dementia, which encourages a person-centred approach to identifying and meeting individual client needs. Examples of headings include 'what are the persons particular interests, hobbies and preferred activities', and 'what are the important/valued relationships for the person with dementia'.
- Our expert therapy staff have developed a **booklet on pain and dementia** this is being distributed by Surrey County Council to care homes and carers

2.7 Improved end of life care for people with dementia

- We have been involved, through joint working with partner organisations, in delivering training on **end of life care for people with dementia** to local GP surgery staff, primary care health professionals and staff working in residential/care homes. The training focused on prognostic indicators for end of life, the importance of advanced planning and other legal issues, hydration and nutrition at end of life and supporting carers.

2.8 An informed and effective workforce for people with dementia

- We have provided all our staff within our Older People's services with a **comprehensive dementia care guideline** on the provision of care to people with dementia and their carers and families.

The guideline provides an overview of dementia in terms of cognitive, functional and emotional demands placed on people with dementia and their family/carers. Importantly, the guide also describes our **person-centred philosophy of care** and how this can be applied to the people who use our services. Other topics covered include communication, meaningful activities, environmental considerations, end of life care issues and understanding challenging behaviour.

- Both our inpatient and community team staff attended **dementia workshops**. These events engaged staff in thinking about how they could ensure that dementia care provided within our wards and community services was person-centred and of consistently high quality. The workshops involved all teams setting **personally identified objectives around improving dementia care**. Follow-up workshops were also provided to support implementation of change.

- Our staff have received **specialist training in dementia** including the highly acclaimed **Stirling model** focusing on developing truly person centred services, with input from David Sheard, a national expert in this area.

2.9 A clear picture of research evidence and needs

- We have set up a **memory research list** which offers every person that uses our service an opportunity to take part in research if they wish.
- A **patient and public involvement (PPI) group** has been established to support and advise on current and future research.
- We have successfully recruited to a **national study** called EVIDEM-E in 2012. This was a randomized control evaluation of exercise on individuals with dementia and their carers, as a therapy for behavioural and psychological symptoms of dementia.
- There are also a number of **Dementia Research proposals** under development, in relation to:
 - South England Interdisciplinary Study of dementia progression (DEMPRO)
 - ThinkingFit
 - Application submitted to The Alzheimer's Society for one year follow up on patients with Alzheimer's disease
 - The relationship between Plasma Fetuin-A and progression of Alzheimer Disease
 - Hearing aid assessment for patient with dementia
- We are closely linked to the **Enhancing Quality Programme**, which is designed to improve the quality of dementia services through areas such as the use of antipsychotic medication, assessment and treatment services and information provided to people who use services and their families and carers.

Alison Armstrong

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