

14 January 2022



Joint health and social care dementia strategy for Surrey (2022-2027)

Purpose of report

This report presents the joint health and social care dementia strategy for Surrey (2022-2027) for the Committee's views and input during the consultation period, which runs until 21 January 2022.

Introduction

1. This joint health and social care dementia strategy has been developed in light of local and national strategies that impact on the wellbeing and independence of people with dementia and their unpaid carers. The Dementia Strategy Action Board in Surrey, which was formed to implement the previous strategy, agreed it was timely to refresh existing dementia strategies and make one Surrey wide direction of travel, with a clear focus on tackling inequality and making sure no-one is left behind.
2. We have listened to people in Surrey who have dementia and their families and carers, to help us understand how Surrey can be a better place to live and how we can deliver better quality services for people with dementia and their carers. We have also listened to the views of staff and organisations that care for them.
3. This strategy sets out the collective ambitions we want to achieve across Surrey to improve the dementia care pathway. In developing this strategy, Adult Social Care in Surrey County Council, Surrey Heartlands Clinical Commissioning Group and Frimley Clinical Commissioning Group have worked with people with dementia and their unpaid carers, organisations that support people with dementia, their staff, the local voluntary sector and other partners.
4. The strategy provides the chance to reaffirm our commitment and determination to help people with dementia and their unpaid carers, to support their health and wellbeing by achieving outcomes they have identified matter most to them. The strategy has been developed in collaboration with [Healthwatch Surrey](#) to provide a baseline of people's experience of living with dementia in Surrey.

Background

5. The Surrey Dementia Strategy Action Board ('the Board') was formed in 2019 to deliver the previous dementia strategy. The Board has a clear vision for every person with dementia, and their unpaid carers and families, to receive high quality, compassionate care along the dementia pathway from pre-diagnosis through to end of life care. This applies to all care settings, whether home, hospital or care home.
6. The Board agreed we must now become more focused on tackling inequality and access to services and making sure no-one is left behind, as we know people with dementia and their unpaid carers and families can face multiple challenges in living and ageing well.
7. To ensure there is parity of esteem across Surrey we have brought together and refreshed the two existing dementia strategies; one covering Surrey Heartlands and East Surrey and one for Surrey Heath. In the new strategy, we have been able to celebrate progress made and outline areas for further development across Surrey.

Developing the strategy and our ambitions

8. The Mental Health Delivery Board and the Health and Wellbeing Board approved the development of one joint dementia strategy for Surrey, welcoming the focus on reducing inequalities and making sure no-one was left behind.
9. The strategy has been developed based on the national and local strategic context, qualitative data and feedback and performance of current services. It is framed around the [well pathway for dementia](#) which is available in Annex 1. The voices of people with dementia, their unpaid carers and families have been central to the development of the strategy.
10. Throughout the consultation period, from 7 December 2021 to 21 January 2022, we are seeking views on whether we have captured the right ambition, and the most important priority areas to be included in the Surrey five-year joint health and social care Dementia Strategy. The draft strategy is available in Annex 2.

Our ambitions

11. Preventing well: our aim is to continue to raise public awareness and activities around dementia and the actions people can take to prevent dementia.
Priorities include:
 - i. Develop consistent public health messages around how to prevent dementia
 - ii. Prioritise a focus on reducing inequalities
 - iii. Ensure we have accessible material for people e.g. Easy Read or a video to enable people to access the information they require
 - iv. Enhance post diagnosis health support for people diagnosed with a mild cognitive impairment
 - v. Increase early identification of carers of people living with dementia.

12. Diagnosing Well: our aim is for people to have equal access to dementia care; understanding where communities may not be accessing dementia diagnosis and post diagnostic support. We will address the inequalities and gaps in service with partners to overcome barriers. Priorities include:
 - i. Make sure dementia navigators are equally available to meet the needs of people across Surrey
 - ii. Support the Dementia Connect service which has a keeping in touch contact service for people and their carers following diagnosis which provides access to the service 7 days a week via telephone and website
 - iii. Increase access and uptake of baseline assessments for people with Down's Syndrome
 - iv. Make sure people in East Surrey have access to a new dementia practitioner who will work with others to improve dementia diagnosis rates in the community
 - v. Ensure adequate immediate post-diagnostic support for individuals and their carers and families is available.

13. Living Well: our aim is to make sure everyone has the opportunity to live life to the full following diagnosis. Priorities include:
 - i. Focus on establishing dementia friendly communities and dementia action groups across all areas of Surrey

- ii. Have more robust and consistent post-diagnostic support for individuals and their carers and families
 - iii. Consider full roll out of the technology integrated health management system (TIHM) and related technologies across Surrey for all people and their families
 - iv. Have dementia day support for those with young onset dementia
 - v. Have a young onset dementia accommodation with support offer.
14. Supporting Well: our aim is to engage with our communities and faith groups to ensure we reach out to people with dementia and their carers. Priorities include:
- i. Include information on the Alzheimer's Society website regarding local resources to ensure people have access to the range of support groups that are available across Surrey
 - ii. Expand crisis support available for people with dementia and their carers and families
 - iii. Routinely identify carers and have regular monitoring of the caring situation so carers have access to carers assessments and reviews
 - iv. Have care within in the home available to enable people with dementia to have personalised care and support, and give carers a break
 - v. Have small scale specialist dementia residential and nursing care available to meet a range of needs.
15. Dying well: our aim is to make sure care is coordinated to enable the person with dementia to live their life as independently as possible until their death. To enable this, we endorse the 6 ambitions from the end of life care strategy. Priorities include:
- i. Everyone is seen as an individual, with care tailored to meet their needs and wishes
 - ii. Everyone has equal access to palliative and end of life care
 - iii. People are made to feel comfortable and their wider wellbeing needs are met
 - iv. Care is coordinated, with different services working together

- v. Staff have the skills and knowledge to provide the best care
- vi. Communities come together to provide help and support.

Initial feedback on the strategy from Adults and Health Select Committee

16. During agenda planning, the Adults and Health Select Committee Chair and vice Chairs reviewed the draft strategy; comments and clarifications are outlined below and will form part of the formal strategy consultation feedback. Page numbers refer to the joint health and social care dementia strategy for Surrey (2022-2027) that is currently out for consultation.
- i. Page 6: The contract variation with Alzheimer’s Society Dementia navigator service is due to be signed shortly. This will enable the provider to flex capacity to meet demand rather than by postcode as was the case historically.
 - ii. Page 6: Continuity of care means a single journey of care for the individual and their carer (s) without hand offs between providers: an integrated approach to care.
 - iii. Page 7: What is being done to level discrepancies between Surrey Heartlands and Surrey Heath/Frimley? This will be included in the strategy action plan. Identifying variations reinforces the importance of taking a strategic overview of Surrey as whole, so differences between integrated care systems can be monitored, and actions progressed to improve performance.
 - iv. Page 13: In East Surrey, the new enhanced practitioner role is currently being advertised and there is interest in the post. This new role will provide parity of esteem with the rest of Surrey for people with dementia and their carers.
 - v. Page 14: What is the methodology for reaching Black and Minority Ethnic (BAME) community? Three South East Asian workshops were held with key stakeholders, service users and carers explaining how to engage with BAME communities. The learning from the South East Asian workshops is being replicated with other BAME groups through different media campaigns with the aim to reduce inequalities of access.
 - vi. Page 14: To provide more information, a learning disability update will be presented to the January 2022 Dementia Strategy Action Board, so more detail will follow after that date. The Learning Disability Partnership Board

is also engaging in the strategy consultation at their meeting in January 2022.

- vii. Page 15: Three delirium educational webinars were delivered to hospitals, care home staff, primary care and community staff to improve the understanding of how delirium can affect a person with Dementia. Evaluations demonstrated that there was an improvement in knowledge for participants.
- viii. Page 17: Qualitative feedback has indicated that there is a gap in specialist provision for people with dementia in the residential and nursing care home market. The new tender opportunity for residential and nursing care, a joint approach with health, has now gone live. These new arrangements will be in place from May 2022 and will mark a significant change in how we work with NHS colleagues, the care home market and how we purchase care and support for Surrey residents. This will provide the opportunity to stimulate the market to develop the provision we need now and into the future.
- ix. Page 20: Partners that would be involved in dementia friendly communities include: Alzheimer's Society, Age UK Surrey, Borough and District councils and all statutory partners support this development. A pilot is to run in Mid Surrey with results being shared across other areas.

Conclusions

- 17. Our draft strategy highlights our progress and achievements over the past 4 years and sets out an ambitious plan for further improvements, with a focus on equality of access, experience and outcomes.
- 18. We welcome the opportunity for the Select Committee to discuss and contribute to the new joint health and social care dementia strategy for Surrey (2022-2027). Individual responses to the [survey](#) are also most welcome.

Recommendations

- 19. Adults and Health Select Committee to review the draft joint health and social care dementia strategy for Surrey (2022-2027)
- 20. Select Committee comments and views to be included in consultation feedback, informing the final version of the strategy.

Next steps

21. Consultation closes on 21 January 2022. Survey feedback will be analysed and inform a revised version of the strategy.
22. The revised strategy will be shared with the Dementia Strategy Action Board, taken to the Mental Health Delivery Board on 25 February 2022 and to the Health and Wellbeing Board in March 2022 for final approval.

Report contact

Jane Bremner, Head of Commissioning Mental Health, Adult Social Care

Marion Heron, Commissioning manager, Surrey Heartlands CCG

Contact details

E: jane.bremner@surreycc.gov.uk M: 07076 201001

E: m.heron1@nhs.net M: 07894 599138

Sources/background papers

[Healthwatch Surrey](#) (2021) How people find advice and support to live well in the early years after dementia diagnosis

Annex 1: Well pathway for dementia

Annex 2: DRAFT joint health and social care dementia strategy for Surrey (2022-2027)

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