

B&NES Health & Well-being Partnership

Local Action Plan – Implementation of the National Dementia Strategy (NDS) – November 2011 Update

Who is involved in our action plan?

Alzheimer's Society
Avon & Wiltshire Mental Health Partnership Trust (AWP)
B&NES Age Concern
Great Western Ambulance NHS Trust (GWAS)
Guideposts Trust
Research Institute for the Care of Older People (RICE)
Royal United Hospital Bath NHS Trust (RUH)
Sirona Care & Health C.I.C
Somerset Community Housing Trust
Support for People with Alzheimer's (Peggy Dodd)
Somerset Care & Repair
The Carers Centre

How the plan is being delivered and overseen:

The Dementia Care Pathway Group oversees the delivery of the plan with the Associate Director for Unplanned Care & Long Term Conditions and the Associate Director for Mental Health having dual commissioning responsibility for the delivery of the NDS. The pathway group meets bimonthly with minutes and key actions agreed. The pathway group reports to the Board via the Partnership's Intervening for Success performance assurance framework.

The Partnership has identified that engagement with people with dementia and their carers is an area of weakness and needs to be strengthened going forward.

What we are doing

Government's key priorities	What we have done & achieved so far	What we plan to achieve in the next 12 months	By When	By Whom	Progress as of October 2011
Improving hospital care	<p>The RUH has:</p> <ul style="list-style-type: none"> established an internal steering group to improve standards of care agreed an internal dementia care pathway. developed charter mark standards for all wards to aspire to achieve. completed an environmental audit leading to improvements in the older people's unit including dementia friendly signage and introduced new crockery and cutlery. completed the Royal College of Physicians general care in hospitals audit including the enhanced audit. established the Discharge & Therapeutic Evaluation Service (DATE) to identify patients at an early stage with complex needs to improve the assessment and discharge process. This commenced in the medical assessment unit in September 2010 and has been rolled out to all wards. RUH received funding from the Alzheimer's Society to develop a befriending scheme. 	<ul style="list-style-type: none"> Complete the self-assessment against the South West Dementia Partnership's hospital standards and develop an action plan. (This action plan will be an addendum to this plan). Implement new CQUIN schemes in the 2011/12 contracts for the RUH, B&NES CHSCS and AWP. Implement dementia care mapping in the community hospitals (St Martin's and Paulton). Working group to be established to review the mental health liaison service provision at the RUH. Appointment of a befriending manager to train and coordinate volunteers to support patients with dementia to help maintain independence, promote involvement and timely discharge. Monitor the impact of the CQUIN schemes through the clinical quality review 	<p>March 2011</p> <p>February 2011</p> <p>March 2011</p> <p>On-going</p> <p>To be determined</p> <p>On-going</p>	<p>RUH & Sirona</p> <p>PCT</p> <p>Sirona</p> <p>PCTs, RUH & AWP</p> <p>RUH & Alzheimer's Society</p> <p>PCT</p>	<p>RUH, RNHRD, Sirona have action plans in place. Peer review visits undertaken at RUH and RNHRD on 13.10.11</p> <p>Specific dementia CQUIN schemes in place in contracts for RUH, Sirona & RNHRD for 2011/12 being monitored via the quality review meeting process.</p> <p>98% of the Older People's Unit staff at the RUH have received dementia training. The RUH has also introduced training for all new staff as part of its induction programme.</p> <p>Sirona have completed dementia care mapping in the community hospitals and have identified a number of actions to take forward.</p> <p>Proposal for mental health liaison has been put forward by NHS</p>

	<ul style="list-style-type: none"> Commissioners included CQUIN dementia schemes within the 2010/11 contracts for the RUH and AWP to improve the quality of care for patients with dementia. New schemes identified for the 2011/12 contracts for the RUH and CHSCS. Somerset Care and Repair working in the RUH discharge team to identify complex clients who need a house safety check and intervention to facilitate early discharge. Many of these clients have dementia. 	<p>process for the RUH and CHSCS.</p> <ul style="list-style-type: none"> To continue and expand the care and repair service within the RUH to reach more clients. 	On-going	Care & Repair/RUH	<p>Wiltshire which is being worked on.</p> <p>Befriending Manager in post at RUH. Pilot is focussing on Combe Ward.</p> <p>Care & Repair has a weekly presence in the DATE service at the RUH and has recently been successful in the Partnership's extended research pilot for re-ablement funding for extending handyperson services as well as a pilot with Age Concern for intensive home from hospital support.</p>
Improving earlier diagnosis	<ul style="list-style-type: none"> Revised memory assessment pathway including referral to specialist memory assessment services circulated to primary care with guidance notes. Monitoring diagnosis rates by practice on a quarterly basis. Monitoring referral and diagnosis rates to the memory assessment service. 	<ul style="list-style-type: none"> Undertake a primary care learning needs assessment to identify issues around early diagnosis to develop a targeted GP learning package for roll out to all practices. Undertake a comprehensive needs analysis to inform memory assessment services capacity planning. Develop a referral pathway 	<p>June 2012</p> <p>April 2011</p> <p>June 2011</p>	<p>RICE & PCT</p> <p>PCT</p> <p>Sirona/</p>	<p>Learning needs analysis survey produced which will be circulated to practices for completed by end of November. GP training event organised for 24.01.12 with a GP Forum Plus session in March 2012.</p> <p>Learning disability pathway drafted, but needs further work</p>

		for people with a learning disability in order ensure early diagnosis in this group.		RICE/AWP	
Improving care in care homes	<ul style="list-style-type: none"> Commissioners have established a care home taskforce group to improve the quality of care, in particular people with dementia and at end of life. Gold Standards Framework (GSF) pilot project in care homes completed in December 2010 with a set of recommendations for improving end of life care. Successful bid for non-recurring funding to implement the Dementia Quality Mark (DQM) for care homes from the South West Dementia Partnership. Therapy work, music therapy, aromatherapy and art therapy has been introduced in the local authority Community Resource Centres (CRCs). A shorter version of dementia care mapping has been implemented in the CRCs. 	<ul style="list-style-type: none"> AWP to identify representative for the care home taskforce group. Commission improved primary care medical support to homes through a local enhanced service. Take forward the recommendations in the GSF report in conjunction with B&NES Community Health & Social Care Services. Progress the implementation of the DQM with the care homes with six providers 'signed up.' Look at opportunities to implement the DQM with domiciliary care providers. Pilot 'colour psychology in dementia care – the use of colour in the environment and staff uniforms' on a small scale in the CRCs for 	<p>Feb 2011 - achieved</p> <p>June 2011</p> <p>On-going</p> <p>April 2011</p> <p>On-going</p> <p>To be confirmed</p>	<p>AWP</p> <p>PCT</p> <p>PCT</p> <p>LA</p> <p>LA</p> <p>Sirona</p>	<p>Care home taskforce group has been disbanded, but specific streams of work on-going.</p> <p>Care home LES agreed for nursing homes with implementation from November 2011.</p> <p>First care home assessed using the DQM in September with the second home going through process shortly after.</p> <p>Sirona started colour psychology pilot project at Cleeve Court at the beginning of October 2011.</p> <p>Mental health primary care liaison service presented to the GP</p>

	<ul style="list-style-type: none"> • First application for DQM has been submitted – May 2011-05-19 • Gold Service framework worker has seven homes interested in implementing the principles into their homes 	<ul style="list-style-type: none"> • six months with a view to rolling out fully including the community hospitals. • AWP to develop care home liaison service 	March 2012	AWP	Forum Plus in October 2011.
Reducing the use of antipsychotics	<ul style="list-style-type: none"> • AWP completed an audit of the use of antipsychotics Trust-wide including in-patient settings, out-patients and community mental health services which demonstrated that the Trust are low users. • RUH charter mark includes a standard that all patients' newly prescribed antipsychotic medication must be in line with NICE guidelines and input will be required from the mental health liaison service before prescribing. • The RUH audit of antipsychotics, as part of the Royal College of Physicians general care in hospitals audit, demonstrated that the Trust was slightly better than the national average across a number of indicators. 	<ul style="list-style-type: none"> • Undertake the South West SHA's audit of primary care prescribing of antipsychotics. 	June 2011	PCT	Results of the audit were submitted to the SHA at the end of September 2011. Awaiting feedback and how the PCT benchmarks against the other PCTs in the South West.
Raising awareness	<ul style="list-style-type: none"> • Initial GP awareness event held. • GWAS has disseminated an information leaflet for GWAS clinicians that provide baseline knowledge of the condition, tips on communication and an 	<ul style="list-style-type: none"> • Marketing of the dementia support services in the community. 	On-going	All	Guideposts Trusts have developed a dementia website for B&NES which has been publicised to all practices and other stakeholders.

	<p>awareness of the medications that people with dementia might take.</p> <ul style="list-style-type: none"> • Dementia raising awareness days for health & social care practitioners held, facilitated by Jeremy Allen from AWP. • B&NES related information on dementia services sent out to all practices. 				
Providing support in the community	<ul style="list-style-type: none"> • Development of a GP resource pack containing information about services available and accessible in the community for people with dementia and their carers. • Commissioned an Older People's Independent Living Service from Somer Community Housing Trust which includes the expansion of telecare which started at the beginning of November 2010 • Somer Community Housing Trust appointed a dementia housing advisor who is providing dementia training to community groups as well as staff working for Somer. • Taken part in the South West Dementia Partnership's review of domiciliary care provision. • Working with the RUH to scope the potential for improving re-ablement capacity in the community to prevent hospital re-admissions 	<ul style="list-style-type: none"> • Improve access to re-ablement services as a result of the funding received by PCTs. • Alzheimer's Society to start weekly 'Singing for the Brain' sessions as a pilot in central Bath with a view to extending to another location. • Continue to work with 3rd sector and voluntary organisations in designing community support through community engagement and project work. • Funding secured to commence a memory café in central Bath on a monthly basis. • Investigate the possibility of running Saturday day care at the Peggy Dodd centre. • Continue to reach out to people with dementia 	<p>March 2012</p> <p>May 2011</p> <p>On-going</p> <p>May 2011</p> <p>Ongoing</p> <p>Ongoing</p>	<p>PCT & LA</p> <p>Alzheimer's Society</p> <p>PCT & LA</p> <p>AWP, Alzheimer's Society</p> <p>Peggy Dodd</p> <p>Somer</p>	<p>Re-ablement funding transferred to the LA under a section 256. Extended research pilots tendering process completed with a number of projects commissioned.</p> <p>Six to eight couples attending Singing for the Brain session in Bath.</p> <p>Peggy Dodd starting Saturday day care session in October 2011 from 10 am to 3 pm.</p> <p>Potting Shed project has developed links with the community mental health team based at the Swallows.</p>

	<p>as well as improve access from the community for people who are referred to social services.</p> <ul style="list-style-type: none"> • Dementia cafes established at Charlton House in Keynsham (Community Resource Centre) and Peggy Dodd Day Centre. • Developed the use of personal budgets to create more flexible and effective support plans for people with dementia. • Somerset Care & Repair developed a horticultural project for people with early stages of dementia. 	<p>through the Older People's Independent Living Service – of the 120 people who have used the service, 10% have dementia.</p> <ul style="list-style-type: none"> • Investigate the possibility of pathway organisations doing more sessions in GP surgeries with the carer centre to promote services – including people with dementia. • Potting Shed project has begun. Early development. Hope to benefit / target 45 people. Potential to roll out across area 	<p>Ongoing</p> <p>Ongoing</p>	<p>All</p> <p>Care and Repair</p>	
Supporting carers	<ul style="list-style-type: none"> • Carers' Strategy agreed for the Partnership • Joint carers commissioning post in place for the Partnership. • A national demonstrator pilot site for carers which has led to the development of the Give Us a Break project enabling carers to take part in leisure, learning opportunities and activities and providing replacement care for the cared for person. • Carers personal budgets developed to help carers take up an activity/opportunity outside of those on offer. • RICE runs integrated carers courses which are 4 week in 	<ul style="list-style-type: none"> • Secure funding to support the on-going provision of the Give Us a Break project. • Marketing of the dementia support services in the community 	<p>April 2011</p> <p>On-going</p>	<p>PCT & LA</p> <p>All</p>	<p>Funding agreed to support an extension to the Give Us a Break Project.</p>

	<p>duration and educative in their focus. Two to three are held per year. Provision made for the person with dementia to be looked after, enabling the carer to attend.</p> <ul style="list-style-type: none"> • RICE runs Cognitive Stimulation Therapy (CST) groups for people with dementia. Carers (usually spouses and adult children) meet informally in a separate room at the same time as the CST group. • Carers Centre established courses for carers of people with dementia. 				
Training our workforce	<ul style="list-style-type: none"> • The RUH has implemented a staff training & awareness programme and developed an intranet website providing additional support and training materials for staff. • AWP has carried out specific dementia training, '<i>Current Thinking in Dementia Care</i>' and '<i>Communicating with People with Dementia</i>' for health and social care practitioners. • GWAS has implemented an on-line dementia training module for paramedics to improve the pre-hospital and urgent care for people with dementia and their carers. • Dorothy House has completed 	<ul style="list-style-type: none"> • RUH to work with the South West Dementia Partnership in rolling out an e-learning tool to improve the care of people with dementia. • Development of a pain management assessment tool for use by GWAS clinicians in the pre-hospital and urgent care situation. • Development of a GP learning package as a result of the primary care learning needs assessment (as set out in the 'improving earlier diagnosis' section above). • AWP to complete a 	<p>On-going</p> <p>April 2011</p> <p>June 2011</p> <p>September</p>	<p>RUH</p> <p>GWAS</p> <p>PCT & RICE</p> <p>AWP</p>	<p>GWAS ambulance clinicians will be using the Abbey pain scale for people they are called to with cognitive impairment.</p> <p>GWAS have signed up to the dementia declaration.</p> <p>AWP have undertaken some initial focus groups with domiciliary care providers.</p> <p>Dorothy House has also been awarded a Burdett Trust for Nursing Grant to develop a project about end of life care and</p>

	<p>a review of training needs of support staff caring for people with dementia..</p> <ul style="list-style-type: none"> • Training programme developed and facilitated by AWP to support staff in the CRCs to enhance dementia care skills and awareness of other mental health problems. Programme has been made available to a wider number of providers including domiciliary care providers. 	<p>training needs analysis of the domiciliary care providers.</p> <ul style="list-style-type: none"> • Dorothy House recommendations following review of are home support staff training needs to be shared with local providers to inform development of provision. 	<p>2011</p> <p>July 2011</p>	<p>Dorothy House</p>	<p>dementia.</p>
<p>Other NDS objectives in our local plan</p>	<ul style="list-style-type: none"> • A draft pathway for people with learning disabilities and dementia has been developed. • The Partnership has a well established end of life care strategy group to oversee the implementation of the National End of Life Care Strategy. This group is overseeing the improvement in end of life care for all care groups and conditions, including dementia. 	<ul style="list-style-type: none"> • Finalise and circulate the learning disabilities pathway to primary care. • Roll out the Living Well with Dementia handbook developed by NHS Gloucestershire and the Alzheimer's Society. • Continue preventative work to reduce the major risk factors, eg roll out of the Health Checks programme. • Develop more robust mechanisms for consulting and engaging with people with dementia and their carers. 	<p>June 2011</p> <p>To be confirmed</p> <p>On-going</p> <p>On-going</p>	<p>Sirona & RICE</p> <p>PCT</p> <p>PCT & LA</p> <p>PCT & LA</p>	<p>Learning disabilities pathway has been drafted, but needs further revision</p>