



**Note of the meeting of the Bath City Forum
held on Monday, 24th July, 2017
in Banqueting Room - Guildhall, Bath**

Meeting Attendance

In Attendance
Councillor Patrick Anketell-Jones
Councillor Rob Appleyard
Councillor Colin Blackburn
Jeremy Boss
Martha Cox
Councillor Fiona Darey
Maggie Depledge
Dave Dixon
Councillor Andrew Furse
Mark Hayward
Michael Hill
Wera Hobhouse
Robin Kerr
Penny McKissock
Councillor Paul Myers
Tim Newark
Ben Palmer
Councillor Lin Patterson
Councillor Christopher Pearce
Timothy Rawlings
Councillor Joe Rayment
Leslie Redwood
Residents
Fran Riches
Councillor Dine Romero
Councillor Richard Samuel
Councillor Shaun Andrew Stephenson-McGall
Councillor Peter Turner
Virginia Williamson
Alan Young

Apologies Received from
Ashley Ayre
Councillor Bob Goodman
Sally Harris
Matt Humberstone
Alaa Al Khourdajie
Gareth Lloyd
Rosie Phillips
Dr Christopher Roche
George Samios
Sarah Williams

1. Welcome from the Chair of the Forum

Councillor Paul Myers explained that before the meeting progressed that the Forum was in the unusual circumstance of having the Chair, Vice Chair and Sponsor all absent. As this situation had occurred 90 minutes before the meeting was due to start a temporary Chair arrangement was needed.

The constitution for these matters would normally ask that another member of the forum would step in, as this situation had happened at short notice Councillor Myers was prepared to Chair the meeting in his position as the Cabinet member for Cabinet Member for Economic and Community Regeneration, unless any other member wised to do so. The forum voted in favour of Councillor Myers chairing this meeting.

Dave Dixon explained that at the process to elect a new Chair for the forum will take place at the next meeting of the forum in September. There will be details sent to forum members before September which will allow for nominations to be submitted.

The position of Chair needs to be filled by a Councillor who is a member of the forum. The Councillor will need to be nominated and seconded by any member of the forum.

At the next forum meeting nominees will be asked to give a 2 minute statement of why they wish to take on the role, this will be followed by a secret ballot where all forum members are entitled to vote.

2. Meet the Provider (Virgincare) with an introduction from the CCG

A presentation was given by Martha Cox and Fran Riches from Virgincare and Tamsin May from CCG B&NES. This presentation looked at the vision for the population of B&NES and introduced the B&NES Citizens' panel concept. A copy of the presentation is included with these minutes and available online.

Questions

1. Councillor Rob Appleyard – What impact on patients have the issues in your IT systems had on patients? And what resilience do you have if one of your centres goes down?
Response – There has been an implementation programme where PC's have been replaced and a new IT desktop package has been introduced. This has seen some impact on Virgincare staff but not had an effect on Patients. We have learnt from the incidents that have taken place and we always put patient care first, our systems are heavily tested and data integration testing is carried out.

2. Councillor Dine Romero – Are the IT issues an unexpected complication? And was the new virtual solution what was proposed in your tender document?
Response – The issues were not expected and an investigation is taking place into why this happened. The solution we have implemented was in the tender.
3. Councillor Dine Romero – Will the citizens panel give patients what they need or could they end up being a ‘knee-jerk’ reactive group?
Response – The panel will be comprehensive, we have seventy contractors/groups that have been asked to input, and existing relationships will be used along with a broader diverse set which represent people with disabilities and ethnic groups. This will be a wide panel that will be broken down to cover tailored areas.
4. Councillor Joe Rayment – What assurance can you give on there being no further IT failures?
Response – An internal incident has been raised which is being strongly scrutinised by four executive directors as part of the governance structure that we maintain. There is a reporting schedule we will be following that links into our programme board.
5. Councillor Joe Rayment – The Virgin contract is set to run over a seven year period, what reassurance can you provide that the quality of services won’t decline in the later years?
Response – We are clear that we will have a constant standard of delivery. The steps we are taking to save money through ways of working and better technology will provide this.
6. Councillor Peter Turner – How will you be monitoring how GP surgeries are organising themselves?
Response – The GP’s are all separate businesses we will be looking to work alongside the practices to integrate but this can be challenging.
7. Councillor Lin Patterson – What will be the maximum number of people that will be on the citizen’s panel? and how often will these meet?
Response – There is no set upper limit to members on the panel, there will be varying regularity for different topics that are covered by a number of groups. Some groups may never hold meetings and others could have regular get-togethers, we will look at IT solutions for online feedback where suitable to do so.
8. Virginia Williamson – How does Virgin fit in with the Health and Wellbeing Board and Select committee? and what will be the criteria that you will be setting out on your performance indicators?
Response – The Health and Well-being Board is attended by different organisations and all have an input, these meetings are publicly webcast. There are over 1,400 performance indicators which Virgincare report on, next year we hope to have a version which reports to the public what they need to know.
9. Michael Hill – Who are the customer for reporting from Virgincare?
Response – B&NES Council and the CCG are the customer who Virgincare is reporting to, KPI’s will be made available.

Councillor Dine Romero asked what the forum is being asked to do with the information that has been shared at this meeting.

Cllr Paul Myers explained that information that comes to this forum is for the local people and representatives present to consider and share with the community. This is not a scrutiny panel, this forum should be looking to be asking issues questions about the impact in Bath and looking to follow up with any further issue that they would like to see addressed on the topic.

3. Local Police Matters

A Police representative was not available for this meeting. A commitment has been made for neighbourhood police representatives to attend future forum meetings.

4. Waste Services Update

Tim Rawlings, Waste Campaigns Manager for Bath and North East Somerset Council provided an overview of the changes that are being made to Waste Service collection in Bath from November 2017; this handout is included with the meeting minutes.

A number of questions and points were raised by the forum:

1. Councillor Peter Turner – What is happening with the trial of 70 litre bags in Alfred Street and will this be tested in flats in the wider area?

Response – We have learnt from the trial and it appears to have been a success.

2. Councillor Lin Patterson – Where residents have asked for smaller containers, there has been an unwillingness to deal with the concerns and this has created ill will. Have all the people that raised concerns had a response?

Response – The allocation of containers has been dealt with using fair methods. These are based on the criteria where the container is appropriate for the property (both the current occupant and any future occupants). If somebody has raised an issue they have had a response. We will of course consider any new issues which residents have which have not been considered previously.

3. Councillor Dine Romero – We are being told that the changes to collections will see increased recycling levels, how will this be achieved as no new materials are going to be collected?

Response – The limitation of how much rubbish residents can put out (contained within their bag or bin), will result in some people having to consider alternative ways to present their waste, which in turn will encourage more recycling. There is no limit on how much recycling can be put out and it is collected every week.

4. Councillor Andrew Furse – Some residents have stated that they do not wish to have a wheelie bin delivered and are being told they have no choice. A further review is needed as there are conservation areas where bins on the edge of properties are not going to work well and weekly sack collections would be a better fit. **(More information was needed on this point)**

Response – When bins are being delivered we will be monitoring that they are not being left on the edge of properties for too long. Residents can opt out of the new service if they do not want a bin but this means they will not be able to put any rubbish out for collection and would have to take their rubbish to one of our recycling centres. If residents wish to opt out they can speak with one of our team by calling 01225 39 40 41. If residents were to change their mind they are likely to be charged for the delivery of the bin. Properties within the heritage area of Bath will have a weekly collection from a 70 litre re-usable rubbish bag to prevent the build-up of rubbish between collections.

5. Councillor Joe Rayment – A policy that aims to reduce the amount of waste going to landfill should be welcomed. Could the projections for the expected savings be shared with this forum?

Response – The service change is preventing a significant increase in costs rather than reducing costs. For example there is a £450k grant from government which has stopped so we have to find a way of continuing the waste service without this funding. I will see if my colleagues are happy to share any further details of projected savings with the forum.

6. Robin Kerr – Nowhere in the literature being given to residents is there instructions on how to reduce the levels of non-recyclable waste. Where too much waste is accumulating issues such as fly tipping and rats nesting start to increase. What can be done to improve this?

Response – We do have an effective enforcement policy on fly-tipping. Residents with a large quantity of waste are being proactively approached. Our literature going out in August and with the new containers shows in detail how to recycle, what to recycle, and how to sort it in boxes.

7. Councillor Rob Appleyard – Out of the total 3,000 requests that were made from residents to have their options changed, who will be re-assessed post the change in policy? How is fly-tipping levels between now and after the changes going to be monitored?

Response – There is a targeted budget that is used to deal with the priorities that we are working towards. Council Connect collects data on fly tipping on the CRM system. Where assessments have been carried out we will give everybody a fair chance to put forward their points. There hasn't been a change in policy and we haven't changed any of the criteria used for decision making. We have been listening to residents' concerns and making assessments based on practicalities of individual properties, where terrain prevents the use of a wheeled bin. We aren't reassessing if there is no reason to.

8. Michael Hill – The residents are being asked to recycle more, how are they going to know that extra boxes are available for them? It has not been clearly set out in the guidance how additional box request work, many residents just will not bother.

Response – Extra boxes simply have to be requested and they are delivered to resident with no extra charge. More information is being provided to residents and being delivered in September and with the bins and bags. Containers are free to be ordered on line, over the telephone or by email. Residents will soon also be able to collect them from our HWRCs if that's easier for them.

9. Councillor Patrick Anketell-Jones – There are many properties that have small petite gardens, the aesthetics of having a bin in the front will be terrible.

Response – We have had mixed reactions from residents, however we are keen for residents to give the new bins a try. We will make further assessments in exceptional cases where the resident comes back to us and says they can't manage.

10. Councillor Richard Samuel – Having trialled a 70 litre sack over a two week period I have seen that it is possible to achieve meeting my needs with this size bag. Council has agreed that 140 litre bags can be changes to 70 litre if requested. Why can we not start with a 70 litre size?

Response - Our policy has not changed. We will be delivering the allocated bag to properties and if resident do not manage with the 140 litre bag we can assess this after the start of the new service. If that is the case they will be able to take the 140l bag to a one stop shop and swap it for a 70 Litre bag.

11. Councillor Colin Blackburn – When will the new collection vehicles be brought into use and how will these reduce waste?

Response – We will see the new vehicle being used from November 2017. The methods for loading the vehicles will see efficiencies made. The vehicles themselves will not reduce waste, it will be the change in behaviours of some residents who will recycle.

12. One additional point that needed further clarification that was about the use of dustbins.

Response: Our position is as follows: Residents that have been allocated a wheeled bin must use it. For residents that have been allocated a re-usable rubbish bag (only) they can use their dustbin instead. But we will only collect rubbish from one container (either the dustbin or re-usable rubbish bag).

5. Notes of the previous meeting and matters arising

The notes of the previous meeting on 29 March 2017 were agreed as an accurate record by Councillor Rob Appleyard and seconded by Jeremy Boss.

6. Dementia Action - Working in Bath

Presentations were provided by Alan Young, Dementia Action Alliance and Maggie Depledge, Dementia Co-ordinator for the RUH. A copy of the presentation is included with these minutes and available online.

Questions:

1. Councillor Rob Appleyard – What additional support is needed to increase the awareness of issues and the profile of dementia?
Response – The RUH does not have designated dementia wards, as patients come through outpatient's services; we identify the patients and carers who require extra support. Although our staff is our biggest asset we do still heavily rely on volunteers assistance.
2. Councillor Dine Romero – Is Bath and North East Somerset Council seen to be a dementia friendly local authority? And what more can be done to help people with issues that can prove problematic, for example help with consultations.
Response – There is good support from the Council although we see this as work in progress. There have been good levels of support from Councillors and its leaders. Time is the challenge in society in general; we all have to become more disciplined in dealing with people.
3. Councillor Shaun Stephenson-McGall – There are forty-five organisations that are signed up to support your cause, what is the position with the Police, Fire and First Bus?
Response – Public services uptake has been positive and open when approached, we have made contacts with the Police, Fire and First Bus. Some organisations are more of a challenge to get on board; we are a developing organisation and are encouraged by the initial overtures.
4. Penny McKissock – Southside is a domestic abuse service that is linked into twenty-four GP surgeries and the RUH A&E. What can refuges do to help?

Response – The service can provide connections and we would be happy to work with you on this.

5. Jeremy Boss – What steps do we need to take in making Bath a dementia friendly city?

Response – The city approach is a reasonable one although North east Somerset also needs to be included. The aim is for organisations to be enlightened and informed and the people within to be enlightened and informed individuals. Dementia Action Alliance wants to assist all sectors and if anyone requires help they simply need to ask.

6. Councillor Fiona Darey – In my life every day I have experienced what care and services are available (as a carer). In Somerset I experienced care provision that lacked in information on dealing with situations. The hospital was also in crisis and advice in dealing with diminishing finance issues was lacking. The difference I have witnessed in care provided in B&NES has been brilliant, additionally the Police in both Somerset and B&NES have provided a brilliant experience.

Response – Families have a great deal to learn and go on an emotional journey; this will include many practical issues that need to be sorted. Having an advanced care plan or a power of attorney in place can help carers. The RUH wards do offer Carers the facilities to be able to stay overnight.

7. Forum Updates

Neighbourhood Portion of CIL – Councillor Fiona Darey

Since the forum workshop took place we have met with a number of other council departments to gain a better understanding of how once the neighbourhood CIL projects have been agreed, what lead times will be required to be able to implement delivery. This is important as we have to have the input for projects that are to be delivered by highways, parks or any form of infrastructure, on how these will fit the extra requests into their programmes. The next steps will be to agree a criteria document and form for expressions of interest. Once these documents are completed we will circulate these to the forum members and publish on the Councils website. This would mean that by the time the forum meets in September we could have the process in place.

Economic Development – Jeremy Boss

Work with Bath Bridge on how the City Identity work could be taken forward Conclusion and recommendations for the BCF:

- That the work to develop the Brand is taken forward accepting the offer of Bath Bridge to co-create the work [A good offer to develop something tangible for the City]
- We should aim to work together to create a united shared vision for the City supporting the likely recommendations of the Destination Management Plan [There is a clear need and opportunity that we can deliver on]
- The BCF should be the client for the work and champion its development
- A strategy group should be formed based on an augmented Economic Development Sub Group [The groups already exists and is willing to take this forward with some further help from other stakeholders]
- Bath Bridge will develop working groups to engage with key groups from across the City, including younger people and underrepresented communities, with the support of BCF members [Working together we can reach a wide audience across the City]

- The first deliverable will be the brand strategy by the end of 2017 [Working at pace to deliver outcomes]

Councillor Dine Romero asked that the working group bring together a united, shared vision with an assurance that, the weight for recommendations will include input from unrepresented communities.

Jeremy Boss put forward the Sub Group requests that the Bath City Forum endorse these conclusions and approves that work on the brand identity working with Bath Bridge should proceed. Councillor Peter Turner seconded this recommendation; all other votes were in favour of endorsing the work to move forward.

Bath City Conference Steering Group – Councillor Colin Blackburn

- “Building a stronger Bath” is the overarching theme for this years
- Housing, Economic Development and Strong Communities are three exhibition areas for participants.
- We are still looking for suggestions for keynote speakers, at least two, the first at 1pm and the second at 4.30pm.
- ‘Ask the panel’ will take place in the evening 5.30-7.00pm.
- Bath Studio School are to produce a film that will show people from Bath giving their views on “what is important to them about the City”. This film will be shown at the start of the ‘ask the panel’ session.
- Visits will take place in September at several Bath schools prior to the conference, where pupils can put forward “what is important to them about the City”. If it is possible that this will be captured on film.
- The Conference takes place on Friday 13th October and the exhibition stands open between 12:30pm-4.30pm.

Forum members are asked that they engage with their networks for participants for the event and Contact Mark Hayward with any further suggestions.

Transport

A request has been made that a forum member to take over chairing the Transport sub group. A forum member needs to chair the group but they can co-opt additional experts who are not forum members to take part in the work of the group.

Councillor Joe Rayment asked that whoever is appointed as Chair of this sub group takes on the role without pre conceived ideas and carries out the role with impartiality.

Fire and Rescue

An operational update providing local information was provided by Gareth Lloyd, Bath Fire Station Manager.

Councillor Dine Romero commented that the Fire Service attendance would be welcomed at future meetings.

Robin Kerr raised the concern around the forty-eight party houses that exist in Bath and would welcome an explanation on how many have had fire safety inspections?

8. Any Other Business

Consultations

- (i) The forum is reminded that there is presently an open consultation that is asking people in Bath to [have their say on restricting the consumption of alcohol in public places in Bath](#).
- (ii) The consultation on the location of a combined Library and One Stop Shop in Bath. There are copies available as well as this being online.

Virginia Williamson asked that a more time realistic agenda for future meeting could be considered. The presentations need to be shorter and the time for discussion broader to allow for better engagement opportunities.

Mike asked if an update on what the future plans are for the South Quays Team development could be brought to the next meeting.

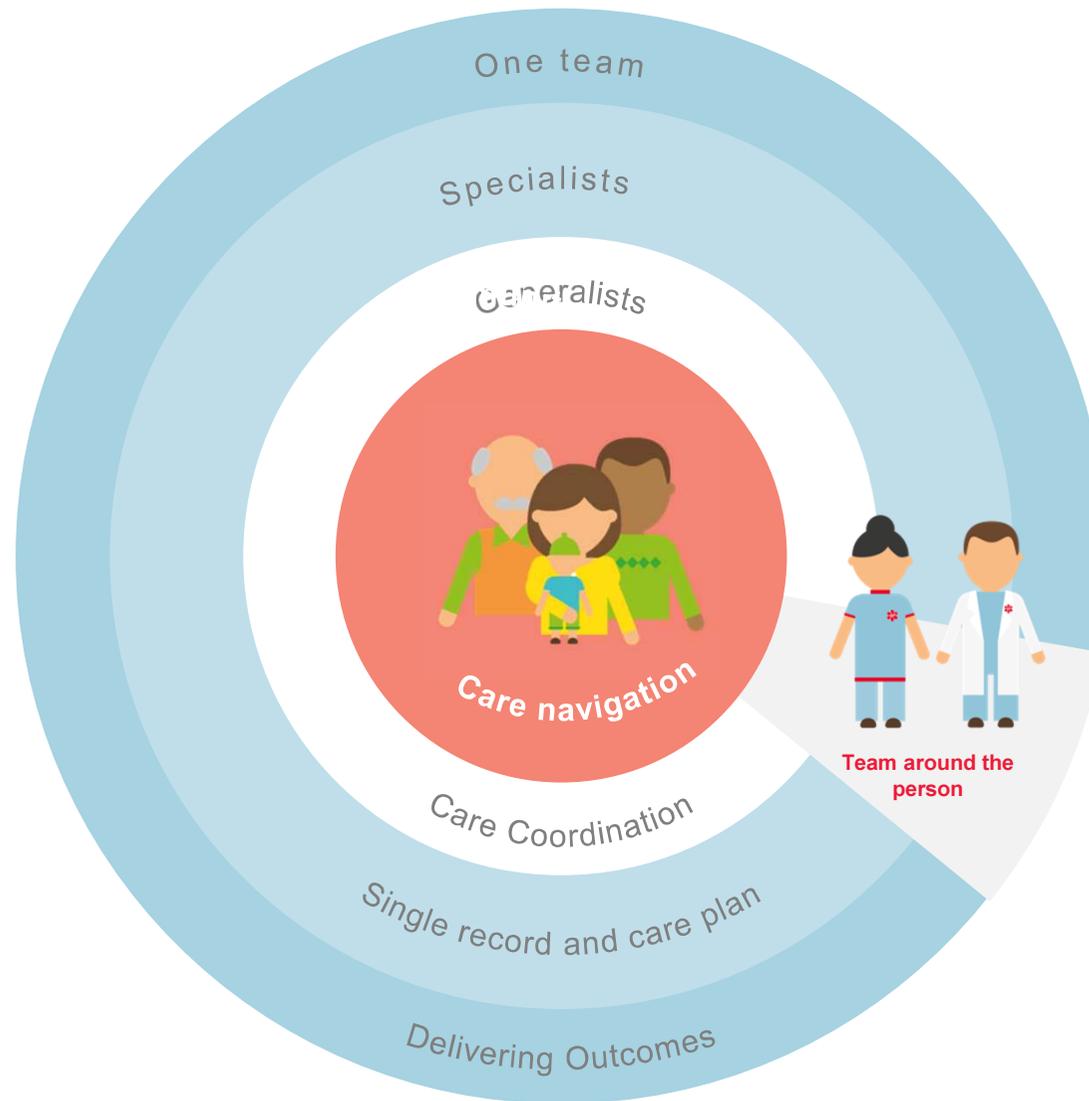
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Virgin Care
Area Forums July 2017

Our vision for the population of B&NES

How this will feel

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Joined Up Care in the Care Coordination Centre

Data Flows:

Primary, secondary and community Care

Document Sharing (incl. electronic Discharge)

Liquid Logic and other social care data

Remote Monitoring (including housing)

Social Care and Mental Health and Ambulance

Voluntary and community services input

Child health information services data

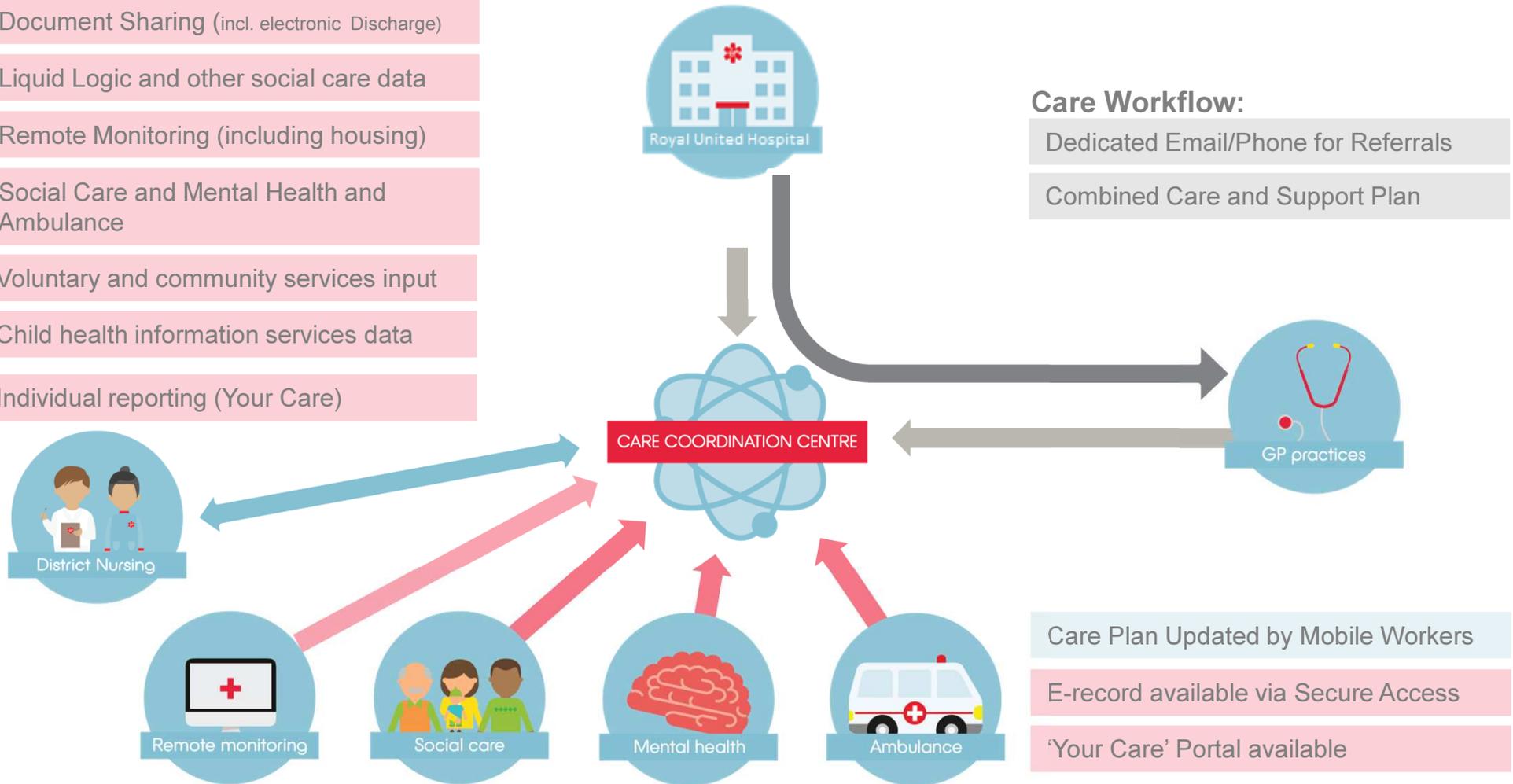
Individual reporting (Your Care)

Care Workflow:

Dedicated Email/Phone for Referrals

Combined Care and Support Plan

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Example of Coordination via GP referral

George – a 75 year old with COPD



During his annual Long Term Condition check up the GP notices George's condition is declining, he is experiencing chest tightness and heavy wheezing. The GP decides to refer him to the community pulmonary rehabilitation team



The GP sends a request directly to the Virgin Care coordination hub



The care coordination team access George's information and care record, identifying the appropriate local nursing team



The care co-ordinator identifies George's health and social needs and support networks. George is confused about his medication and is not having regular period of stability with his health. He is referred to the Case Manager.



The Case Manager assesses George and identifies his case management needs. The care coordination team will arrange an appointment for him with the local pulmonary rehab team.



The coordination hub continue to monitor George's care throughout the 6 weeks and his outcomes are uploaded .



The GP receives a copy of Georges' care plan and the other support George will be requiring. The GP ticks to confirm he agrees with the plan .



The nurse tells George that the coordination hub will contact him to advise of the range of services available and schedule appointments



Georges' care plan is uploaded to the coordination hub through the nurses mobile technology and the coordinators ensure that the appointments are scheduled



The team visit George's house to do a holistic assessment of his condition. The nurse speaks to George about the care he will receive during the following 6 weeks and together they agree a care plan and the outcomes George wishes to achieve.



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BATH AND NORTH EAST SOMERSET

Social care	A person not a condition	A single plan and joining up the information	Invest in the workforce
Focus on prevention	Delivering transformational change	Value for money and affordability	

Introducing the B&NES Citizens' Panel

Our flexible model of engagement

At its core, the Citizens' Panel isn't revolutionary – we define it as:



“A group of residents who help shape services by offering their views and insight about what matters to them, and what their priorities are”

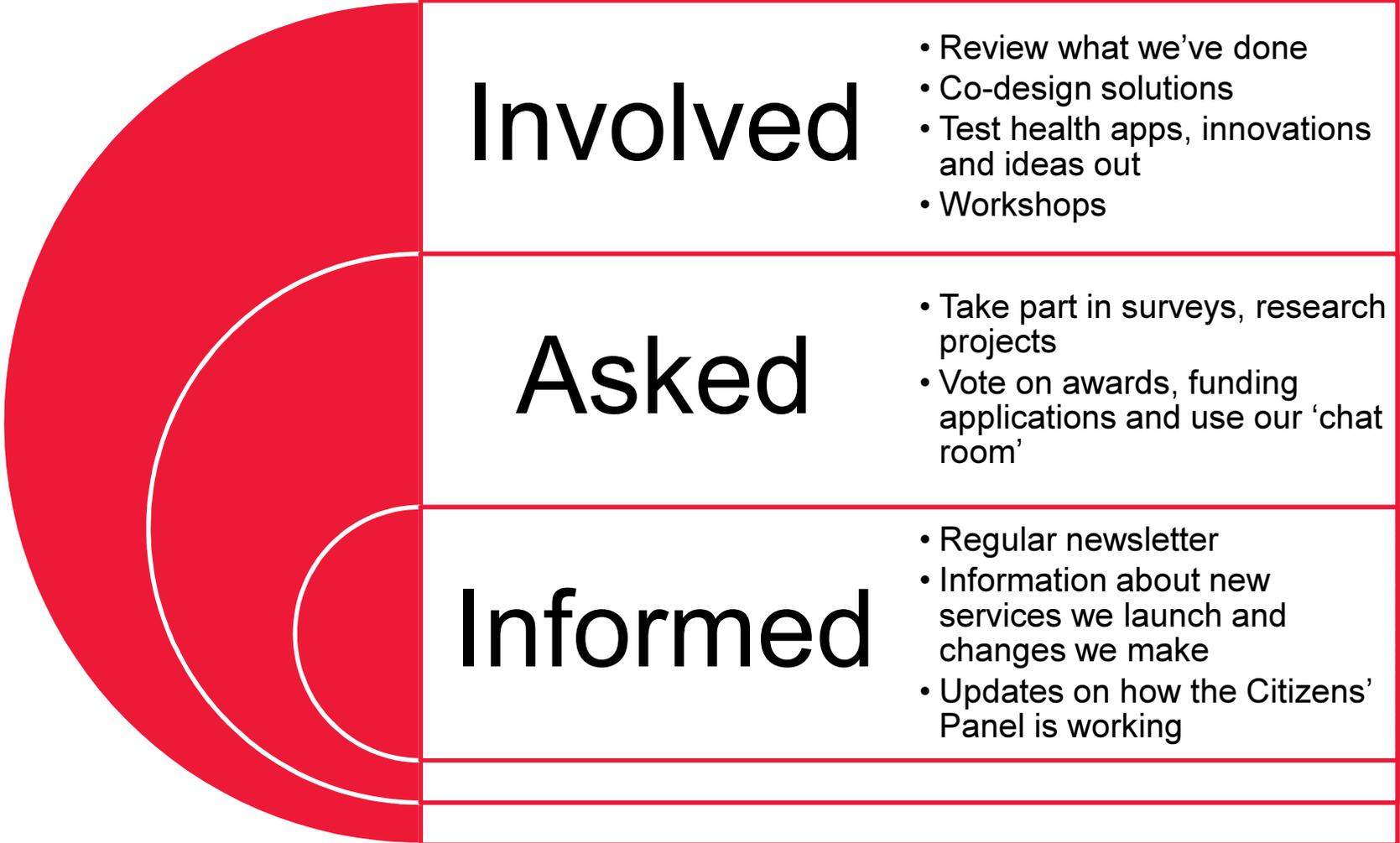
The difference



The Citizens' Panel is part of feeling the difference too, so it's a bit different to traditional NHS and social care engagement models.

- Flexible for members – chop and change, whenever suits you
- No dependence on a physical meetings – we only get panel members together when it's the best way to get results.
- Flexible engagement schedule – a ready-made panel and technology means a quick turnaround
- Open and transparent – projects, results, membership
- Representative of B&NES
- No limit to the number of members

Our 'levels'



Involved

- Review what we've done
- Co-design solutions
- Test health apps, innovations and ideas out
- Workshops

Asked

- Take part in surveys, research projects
- Vote on awards, funding applications and use our 'chat room'

Informed

- Regular newsletter
- Information about new services we launch and changes we make
- Updates on how the Citizens' Panel is working

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Update on changes to rubbish collection services from November 6 2017

Preparations are moving forward for the new service and this briefing gives you the latest updates.

Summary of service change – what is changing and why

From 6 November we will be collecting rubbish every other week in wheeled bins or re-usable bags for the majority of residents. The weekly recycling collections and the chargeable garden waste collections will remain the same. The changes will help to keep the streets cleaner, increase recycling and make the services more affordable.

Find out your allocation

- In March we sent a letter out with the Council tax bill to let residents know what container they had been allocated. If you want to find out what your allocation is, go to www.bathnes.gov.uk/recycle and type in your postcode or contact Council Connect.
- We have reviewed some of these allocations in light of feedback from residents and have extended the deadline. Residents who are concerned about the container they have been allocated and have not already contacted us must contact us before the final deadline of 31 July, so that we can review the allocation in advance of the containers being delivered. Where households have 2 or more children in nappies, 6 or more people in their household or a clear medical need they may be able to apply for a larger bin.

Timetable for the changes

- **31 July** – deadline for residents to request a different container
- **Week commencing 28 August** – you will receive a leaflet, giving you more information about the new service
- **25 September onwards** – we will deliver the bins/bags to households over several weeks. The bins will be delivered to the front edge of the property and the leaflet secured in the lid, whilst the re-useable rubbish bags will be delivered to doorsteps to ensure they are not overlooked. Please do not use your wheeled bin until the collections start from 6 November. Your bin/bag will come with further information about how the service works including:
 - How to use your new bin collection
 - How to make the most of your recycling collections
 - Details of your collection day (some collection days will change – please make sure your recycling and rubbish is out by 7am)
 - Collection calendar for the year (including details of Christmas and New Year changes)
- Stickers to put on your recycling boxes to help you separate your recycling
- **6 November – the new collection service starts.**

Getting ready for the new service

- Please make sure you **recycle all you can** including your food waste. You can order extra free recycling containers at www.bathnes.gov.uk/orderacontainer.
- Please make sure you **sort your recycling** by following these guidelines (two boxes – one for paper, glass and other items, one for plastic and cans)
- **Sign up for our text message service** to remind you when your collection is due. Text your postcode to 07520 631700
- **Check our website** for the latest updates and FAQs www.bathnes.gov.uk/recycle
- We are promoting **re-usable nappies** to help people cut down on their waste. We are selling packs of Bambino Mio re-usable nappies for £150 (£100 less than the retail price)
- **Resident's packs** – we are developing a website with materials you can download for free to help share messages with neighbours to advise them how to set out their waste etc. The website will

explain this further and include a leaflet and tick-card to post to neighbours explaining how to use the service properly.

- **Like our Facebook page** www.facebook.com/recycleforbathnes to receive updates and tips to recycle more. It will also showcase our residents in our campaign this year (see below). We would love to include more residents in our social media campaign so please contact wastecampaigns@bathnes.gov.uk if you would like to get involved.
- Visit one of our **roadshows** to see the new containers and find out more. Go to www.bathnes.gov.uk/roadshows to find out when they are or check on our website to find out where our **display bins** are.
- We are providing **talks** about the changes to community groups throughout Bath and North East Somerset. If you know of a group that might be interested please help put us in touch with them.
- Our **vehicle fleet** is due for renewal and is being updated to meet the requirements of the new collections.
- **Residents in properties with existing communal bulk bins** will have been written to, to tell them that their collection services will stay the same for now. We will be reviewing them in the future.
- To help **publicise the changes**, our waste doctors have been visiting properties to help residents get ready for the new changes and review their bin allocation where necessary. We have been giving talks and roadshows and have bins displayed in 6 locations. As well as updating our website regularly, we have been promoting the new service through social media and in the Council's Together magazine.

Popular frequently asked questions

What if I run out of room in my bin/bag?

Make sure you're recycling all you can. Please let us know if you think you qualify for a larger bin (2 or more children in nappies, 6 or more in the household)

I don't have much rubbish – can I just put out carrier bags?

We still need to contain the rubbish to prevent bags splitting and birds and animals getting into them and to make the collections as efficient as possible. You don't have to put your rubbish out for every collection.

I'm worried that my bin might smell.

We are still collecting food waste every week so if you are using this collection there is very little left that should be making your bin smell. You can contain any waste that you're concerned about in plastic bags. There are also companies who provide a bin cleaning service, if you prefer to take this approach. Details of some of the companies are on our web site (www.bathnes.gov.uk/recycle)

Why can't I choose a bin or bag?

Collecting rubbish in wheeled bins every other week for most households will be more efficient. With a scattered arrangement of re-usable bags and bins across the district, our collections would be significantly slower, and we'd need more staff and collection vehicles, hence it would cost a lot more.

Contact us

To contact us please email wastecampaigns@bathnes.gov.uk

Waste Services June 2017

Empowering people with dementia to have high aspirations, confidence and know they can contribute

Shaping communities around the views of people with dementia and their carers

Empowering people with dementia and recognising their contribution

Ensuring early diagnosis, personalised and integrated care is the norm

Businesses and services that respond to customers with dementia

Maintaining independence by delivering community-based solutions

Ensuring that activities include people with dementia

Appropriate transport

Becoming dementia friendly means:

Easy to navigate physical environments

Challenging stigma and building awareness

Befrienders helping people with dementia engage in community life

DEMENTIA CARE AT OUR HOSPITAL

Bath City Forum meeting



Purpose of the session

- To share the good practice that the Trust employs to improve the care of inpatients with dementia
- Improve the understanding of the affects of hospitalisation for people with dementia

Incidence of dementia (2014)

- Less than half the people living with dementia in UK have a diagnosis
- 850,000 people are diagnosed in UK
- 62% are women and 38% are men
- 1 in 6 people over 80yrs diagnosed
- 40,000 under 65yrs diagnosed
- 44 million worldwide diagnosed with dementia; 75million by 2013; 135m by 2050
- 25% of patients in hospital have either known dementia or cognitive impairment
- We rely on 700,000 family carers (saving £11billion pa)

Cost of dementia in 2014

Dementia costs the UK £26.3 billion a year

That's enough to pay the annual energy bill of every household in the country.



Alzheimer's Society (2014a).
Dementia UK: second edition. London: Alzheimer's Society.

Multiple diagnoses/other illness

No two people with dementia are the same –
services need to reflect the needs of individuals



7 out of **10**

people are living with another medical
condition or disability as well as dementia.

Why is hospital a challenge?

- Starting point is a life event or trauma – being a patient is “psychologically unpleasant, we feel dependent, vulnerable, exposed, often in pain.”
- Lead up to admission may have been very difficult period
- Illness/trauma can cause anxiety about outcome/future
- Onslaught to senses: lights, noise, lack of privacy
- Unfamiliar people asking lots of questions, touching the body and doing painful procedures
- Unfamiliar environment, possibly several moves in a few days
- Family/carers upset and worried, may be exhausted and unwell themselves

What happens at RUH to improve our care of patients with dementia ?

Membership to National Dementia Alliance

Strategic vision

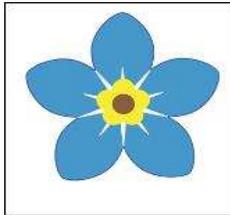
To be the first truly dementia friendly hospital in England by 2020

“an innovative hospital leading cutting edge research and delivering the highest standards of care for people with dementia”

Partnership working

- Consultant research post jointly funded by Avon and Wiltshire partnership and RICE
- Full time Activities Organiser post supported by Alzheimer's society and funded through charitable donations. “Side by side”
- Integrated support planning with community organisations ie Age UK Dementia support, Admiral Nurses, Carers network, GP care co-ordinators , Telecare services. Alzheimer’s support

Tools used with dementia at RUH



- Person centred approach and Reasonable Adjustment
- “This is me” leaflet
- “Forget Me Not” above bed, on white board, on wrist band
- Abbey Pain Score
- Dementia Champions
- Ward dementia charter marks
- Environment: signage, clocks, upgraded ward environments
- Alzheimer’s befrienders
- Art at the heart including live musicians
- PAT dogs
- Carer involvement and support - Carer Hub/ carers association
- Staff training

Dementia Coordinators



Maggie Depledge, Astrid Siddorn and Dee Scruton
Dementia Coordinators for the RUH

Contact us

Monday to Friday, 8.30am-4.30pm

From the 1 May we will be providing a 7-day service to support you in giving the best possible care to elderly patients with dementia and to

What Dementia Coordinators do?



- **Person centred approach - *Reasonable Adjustment***
- Focus on complex cases
- Provide support, advice and information
- Raise knowledge/awareness of dementia
- **Use RUH tools**
- Involve and support family/carers
- Provide training and support to staff
- Audit delivery of care to patients with dementia
- Provide patient experience feedback to the Trust board

Barbara's story

- Guys and St Thomas' NHS Foundation Trust
- **Barbara, the whole story – YouTube**

<http://www.guysandstthomas.nhs.uk/education-and-training/staff-training/barbaras-story.aspx>