

Dementia Vision and Forward Plan

Vision

“It is our vision that all people living with dementia in North East Lincolnshire live well, by:

- Having access to appropriate information, advice and support at the right time
- Receiving a timely diagnosis, in a place appropriate to their needs
- Having a range of on-going support available to them
- Receiving excellent care from diagnosis to end of life
- Receiving support from staff expertly trained in dementia, whether the person is at home, in a care home or in hospital
- Carers and family members being supported to sustain their caring role while having a life outside of caring.
- Having a local community around them aware and supportive of the challenges facing those with dementia and their carers, in particular the service and retail industries

This will all be delivered through integrated partnerships, creating a dementia friendly North East Lincolnshire, where those with dementia and their carers can live safe, healthy and positive lives”

Achievements to Date

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| Well established Dementia Steering Group – working in partnership and progressing the Strategy Action Plan | Achieved an excellent diagnosis rate of 72%, national average is 67.2% | Well established local partnership working | Effectively supporting carers to mitigate/ avert crisis where possible | Promotion of volunteering opportunities |
| Progressed the agenda for NEL to be a Dementia Friendly community and trained a significant number of people to be Dementia Friends | Established the Dementia Portal and an extensive range of information for those with dementia and their carers | A reduction in the use of anti-psychotic medication | An increased range and volume of post diagnosis support - Alzheimer's Society, NAViGO. | Development of a local Dementia Action Alliance |
| Effective awareness raising – ‘spreading the word between agencies & the community about dementia’ | Launched Home from Home | Established Enhanced Dementia units | Ran successful Dementia Awareness Week activities | Examples of excellent dementia care in some local Care Homes– 4 received an overall Gold Standard Award for quality of care |

Gaps/ Areas for Improvement

- ❖ Improved access and reliability of transport support for those with dementia and their carers is required. Suitably trained escorts may also be needed
- ❖ There is a need to ensure appropriate facilities and services for those with dementia and their carers across NEL, as part of dementia friendly communities
- ❖ Further development of the Dementia Action Alliance is required
- ❖ There is a need for advocacy & mediation support – a voice to help support those with dementia and their carers
- ❖ Improvement/ review of the Dementia Pathway, to ensure the role of Primary Care in the management and diagnosis of dementia. In addition, the Alzheimer's Society should be able to refer into services following diagnosis (this will eliminate the need for re-referrals) and signpost people to post diagnostic support
- ❖ We need a greater number of awareness raising campaigns around the signs and symptoms of dementia and in particular more awareness of early onset dementia
- ❖ A reduction in inappropriate anti-psychotic drug prescribing and the issues with these drugs across a variety of care environments (e.g. care homes) is required
- ❖ We should develop a Dementia Directory for NEL to replace the Dementia Portal, managed and updated by the Alzheimer's Society
- ❖ The profile of the Dementia GP toolkit should be raised and we should ensure GP sign up
- ❖ There should be two Dementia newsletters, co-ordinated by the Alzheimer's Society - 1 for service users and 1 for professionals
- ❖ Improve GP, social care and health professionals' (hospital, ambulance, social workers, care homes, domiciliary care staff) awareness and understanding of dementia through training and awareness raising
- ❖ Ensure targeted support for those with early onset dementia is available
- ❖ Improve general awareness of dementia issues within the local community, particularly industries that are likely to interact with people with dementia
- ❖ Ensure a greater range and access to activities/social groups for those with early onset dementia.
- ❖ Ensure those with learning disabilities who develop dementia have access to appropriate targeted support as at the moment this is limited
- ❖ Improve cross boundary working, i.e. between local authorities and services to ensure a more co-ordinated approach.
- ❖ Greater focus on those with dementia/ carers/ family in preparation for end of life and a clear end of life pathway for those with dementia is needed. This includes support for carers and relatives throughout and after the pathway ends
- ❖ We should focus on improving physical health and ensure it is not ignored post diagnosis for those with dementia; we should support carers' wellbeing
- ❖ Hospital admissions should be properly assessed and the needs of those with dementia cared for – effective liaison into general hospital and intermediate tier services
- ❖ More in county specialist nursing care for those with dementia is required
- ❖ Integrated record sharing is needed to ensure consistency of care – health/mental health/social care
- ❖ All organisations/relevant stakeholders/ those with dementia and their carers should be involved when planning service design, delivery and monitoring
- ❖ We should keep information current, up to date and relevant using a variety of formats – leaflets, posters, websites, email and the media
- ❖ We must improve sharing of information between agencies and organisations
- ❖ Improved liaison between services – there is a potential development in role for voluntary sector staff working with specialist services
- ❖ There should be a mechanism to ensure appropriate and efficient use of resources, integrated working and to avoid duplication
- ❖ New creative alternatives to providing support should be developed, e.g. blogs – social media
- ❖ Encourage one main point of contact (Alzheimer's Society) after diagnosis
- ❖ A focus on accommodation needs of those with dementia is required– including extra care housing, enhanced dementia beds and Home from Home
- ❖ A review of respite and crisis beds is needed - improved quality, availability and flexibility
- ❖ Training for families/ carers should be progressed
- ❖ Research needs to inform our local dementia vision and strategy
- ❖ Provide a greater range, volume and improve the access (geographical/ physical) to services and support over 7 days for those with dementia and their carers
- ❖ More help/ advise for complex cases where there is more than one person in the family with dementia

| Areas for Action | Action Plan | By Who | By When | Progress (reviewed Bi-monthly) |
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| Raising Awareness & Understanding | Refocus of DAA to ensure that the way forward is clear and support is in place for the DAA to carry out its functions | AS/DAA | 01.06.16 | |
| | To raise awareness across NEL on all aspects of dementia and encourage citizens to actively identify/ accomplish actions which support the Dementia Agenda | DSG/ DAA | On-going | |
| | Provision of awareness raising training to promote understanding and awareness of dementia to improve the overall wellbeing of those with dementia and their carers | DSG/ DAA | On-going | |
| | Promotion of the Dementia Help Card | AS, GPs | On-going | |
| | Work to ensure that NEL becomes dementia friendly – i.e. libraries, public facilities, hairdressers , shops, post offices, community centres and transport are dementia aware and supportive of those with dementia and their carers. This will have wellbeing and preventative benefits. | DAA | 31.03.17 | |
| | Support all GP practices to become dementia friendly | DAA, GPs | 31.03.17 | |
| | Local co-ordinated implementation/ support of national and local initiatives such as Dementia Awareness Week events, dementia campaigns and promotions | DSG | On-going | |
| | Awareness raising campaigns for: signs and symptoms of dementia (supporting those with recognised dementia and signposting to GPs those with potential symptoms), dementia diagnosis, early onset dementia | AS, GPs | 31.03.17 | |
| | Ensure research is a regular feature on the Dementia Newsletter | AS | On-going | |
| | Raise awareness of the new Dementia Pathway and use of the Dementia Toolkit for GPs | GPs, DL, Nav | 30.09.16 | |
| | Promote the role of the Dementia Advisor and the Alzheimer’s Society as the first point of contact | AS, DL | 30.09.16 | |
| | Promote the role of the NEL Carers’ Support Service as support for carers of those with dementia | CL, DSG | On-going | |
| | Raise awareness of the support and services available to those with dementia and their carers at different stages of the dementia journey | DSG/ DAA | On-going | |
| | Develop innovative and creative methods to raise awareness of dementia – social media e.g. blogs | AS/ DAA | 31.03.17 | |
| | Further develop the Dementia Action Alliance and improve the range of organisations/ businesses signed up with action plans | DAA/ AS/ DL | 31.04.17 | |
| Raise awareness and understanding of Dementia Connect | AS | 31.12.16 | | |

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| Advice, Information & Guidance | Provision of up-to-date, timely and accurate advice and information using a range of formats including leaflets, newsletters, posters, email, websites and the local media. | DSG | On-going | |
| | Early provision of specialist information regarding benefits advice, rights and choices – Lasting Powers of Attorney, Wills. | DSG | On-going | |
| | Ensure those with dementia and their carers are aware of and can access advocacy provision | DSG, NELCSS | On-going | |
| | Delivery of a quarterly newsletter – one for professionals and one for those with dementia and their carers | AS | On-going | |
| | Ensure the provision of specialist advice and information for those with dementia and their carers – Admiral Nurse service, Advocacy services, benefits advice etc. | Nav, AS, F, DL, NLaG, CPG | 30.09.16 | |
| | Develop and keep up to date a dementia friendly central information point (Dementia Directory) to replace the current Dementia Portal as a one stop place for all information relating to dementia | DSG/ DL | 31.12.16 | |
| | Develop innovative and creative methods to provide advice, information and guidance – social media e.g. blogs | AS/ DAA | On-going | |
| | Ensure robust partnership working to promote each other's services and support, and the sharing of information (leaflets) across the full range of organisations and agencies | DL | On-going | |
| | Ensure wherever possible integrated client record sharing to ensure seamless and consistent care | Nav/ DL | On-going | |
| Timely Diagnosis & Effective Post Diagnostic Support | Ensure a timely investigation for all those with suspected dementia to ensure earliest possible diagnosis | PC | On-going | |
| | Ensure support is available to those seeking a diagnosis, prior to the diagnosis | AS, GPs | On-going | |
| | Ensure all those with a dementia diagnosis are referred onto the Dementia Pathway | PC | On-going | |
| | Ensure all those with dementia and their carers with an appearance of social care need are offered a needs based assessment, or that one is given on request | Focus | 31.03.17 | |
| | Further improve the dementia diagnosis rate in North East Lincolnshire from the 2015/16 figure by working with those practices with low prevalence rates | DL | 31.03.17 | |
| | Improve the range of targeted support for those with early onset dementia | Nav | 31.03.17 | |
| | Further improve the range, volume and access to support for those with dementia post diagnosis and their carers, including preventative and wellbeing measures such as physical and emotional support and encouragement to remain/become more active | AS, Nav, DL | 31.03.17 | |
| | Improve the support to those with dementia and their carers on admittance, stay and discharge from hospital and intermediate tier services | NLaG/ CPG | 31.03.17 | |
| | Improve the diagnosis and support pathway to those who have a learning disability and develop dementia | NAViGO/ CPG | On-going | |
| | Ensure there is one point of contact after diagnosis – the preference is the Alzheimer's Society | AS, DL | 31..07.16 | |
| | Ensure the Alzheimer's Society can navigate back and forth through the system without re-referral via the GP | DL, AS | 31.07.16 | |
| Review and improve as required the temporary and permanent accommodation provision for those with dementia - respite, crisis, extra care housing and enhanced dementia bed services. | NELCCG, DSG | 31.03.17 | | |

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| End of Life Care | Develop a clear pathway for those with dementia and/or their carer at end of life | Nav, DL, CL EofL/NLaG | 31.03.17 | |
| | Ensure that those with dementia at end of life are appropriately supported through integrated working | EofL, DL, NLaG | 31.03.17 | |
| Carers' Support | Ensure carers of those with dementia are identified, recognised for their role, knowledge and contribution and encouraged to be registered with appropriate services to support their needs, including the North East Lincolnshire Carers' Support Service and the Alzheimer's Society | CL | On-going | |
| | Ensure carers of those with dementia are referred for a Carer's Needs Assessment where they have an appearance of need or are requesting an assessment | CL | On-going | |
| | Ensure carers/ family members of those with dementia are appropriately trained to undertake their caring role as well as support those with dementia effectively | CL | On-going | |
| | Continue to improve the range and quality of carers' support services including carers' advocacy and support when caring ends. | CL | On-going | |
| | Embed the NEL Carers' Support Service into the Dementia Pathway | DL | 31.07.16 | |
| | Implement John's Campaign within the hospital | NLAG | 09.16 | |
| Skilled, Knowledgeable and Effective Workforce | Provide awareness raising and training to improve GP, social care and health professionals' (hospital, ambulance, social workers, care homes, domiciliary care staff) awareness and understanding of dementia in all areas (the symptoms, pain management, managing behaviour etc.) | AS/ DL/Nav, NLaG | On-going | |
| | Reinforce the educational information available to health and social care professionals to support the continued appropriate use of anti-psychotic drug prescribing | DSG/NLaG | On-going | |
| | Provide specific training (safety, wellbeing, prevention, communication, managing behaviour, practical & emotional support, end of life etc.) to professionals working with those with dementia and their carers, to ensure consistent, good quality dementia care | AS/ Nav/ NLaG | 31.03.17 | |
| | Development of seamless pathways between services to ensure effective care – e.g. Alzheimer's Society working effectively with the Home from Home service to ensure continuation of care/ support | Nav/ AS | 31.03.17 | |
| | Agreement and implementation of the two local Dementia CQUINS | DL/ NLaG | 31.03.17 | |

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| Inclusion in Service Design, Delivery & Monitoring | Further develop the Dementia Steering Group as the key driving force for the Dementia Agenda in NEL – revision of the Terms of Reference & inclusion of new membership | DSG | 30.05.16 | |
| | Ensure in all service redesign and development that there is appropriate and efficient use of resources, partnership working and a lack of duplication | DL | On-going | |
| | Continue to develop forums to ensure those with dementia and their carers have an active voice locally, by supporting the forums with new membership and on-going delivery | AS/Nav | On-going | |
| | Develop an involvement framework for those with dementia and their carers, and encourage those with dementia and their families/ carers to participate in the development of shaping the delivery of local dementia and carers’ services, through greater recognition and direct invitation to participate in the process, i.e. running planning/ development sessions as service gaps are noted, annual consultation | DSG/DL | 30.09.16 | |
| | Develop training/ support for those with dementia and their carers/ former carers to contribute at a strategic level and become designers, developers and evaluators of local support and services | DL | On-going | |
| | Ensure those with dementia & their carers are recognised and continuously thought of when changes are made in all aspects of health and social care, as well as ensuring their inclusion and feedback is directly included in designing, delivery and monitoring of services | DL | On-going | |
| | Ensure professionals and wider stakeholders are included in design, development, delivery and monitoring of services | DL | On-going | |

Key:

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| • AS Alzheimer’s Society | • DSG Dementia Strategy Group |
| • CL Carers’ Lead | • EofL End of Life Lead |
| • DAA Dementia Action Alliance | • Nav NAViGO |
| • DL Dementia Lead | • PC Primary Care |
| • NELCCG NEL Clinical Commissioning Group | • F Focus |
| • NLaG Northern Lincolnshire & Goole Hospital NHS Foundation trust | • CPG Care Plus Group |
| | • GPs General Practitioners |

For each of the above areas for action, a subgroup of the Dementia Steering Group will be established. These groups will drive the strategic actions above; ensuring all of the operational detail from the Dementia consultation is considered and addressed where appropriate.