

# Living well with dementia

Thurrock Council's Dementia Action Plan 2013 - 14

The previous action plan (2011 – 2013) was evaluated and all objectives achieved or no longer relevant were removed. The revised action plan has been streamlined for the coming year hopefully resulting in a focussed document.

17 objectives were identified in the National Dementia Strategy. Objectives 1 to 12 specify improvements in 3 key areas;

- raising awareness and understanding,
- early diagnosis and support
- living well with dementia.

The remaining 5 objectives are cross cutting objectives which enable change to be implemented which include workforce development, commissioning, performance monitoring and evaluation, and research. In addition there is a commitment to ensuring both national and regional support for the implementation of the strategy. At a later date an objective for the reduction of inappropriate use of anti-psychotic medication was accepted.

As such it is these main areas from the National Dementia Strategy and the priorities in the Essex, Southend and Thurrock Dementia Strategy that shape this action plan.

<b>Key Area 1 – Early Diagnosis and Support</b>			<b>NDS Objective 1</b>	
<b>Where are we now?</b>	<b>Where do we want to be?</b>	<b>Action to be taken</b>	<b>By who</b>	<b>By when</b>
National and local initiatives	Public and professional	Thurrock Council website to be	Commissioning	June 2013

have helped to raise some awareness but more needs to be done.	awareness and understanding of dementia has been improved and the stigma addressed.	reviewed and updated to ensure that the public and professionals know where to seek help.	Department & IT Department	
		Dementia awareness training is available for council staff (see Key Area 4 – Workforce planning and Dementia Friendly Community Action below)	Commissioning Department and Workforce Planning Team	June 2013
<p>People with dementia are concerned about stigma and social isolation. People with dementia would like the following to have more of an understanding; family (54%) friends (58%), neighbours (51%), health and social care professionals (58%), people working in banks, post offices and shops (62%), the police (54%).</p> <p>National launch of dementia friends. Findings from dementia friendly pathfinders available. No local action to create a dementia friendly community undertaken. Meet the dementia challenge by 'creating a dementia friendly community that understands how to help'</p>	<p>People with dementia are no longer stigmatised or isolated. Members of the community understand dementia and have been trained as a dementia friend and now how to help.</p>	Develop a Dementia Action Alliance in Thurrock to work towards Thurrock becoming a Dementia Friendly Community.	Commissioning Department to Lead. All partners/colleagues to contribute.	September 2013
		Promote the Alzheimer's Society Dementia Friends Scheme. (Possibly as part of Dementia Awareness Week – May 19 <sup>th</sup> to 25 <sup>th</sup> )	Commissioning Department to Lead. All partners/colleagues to contribute.	Ongoing
		Training Programme for Social Care Staff (please see Key Area 4) and Specific training for family and friend carers (please see Key Area 2)	Commissioning Department & Workforce Planning Team	Ongoing

<b>Key Area 2 – Raising awareness and understanding</b>			<b>NDS Objectives 2, 3, 4 &amp; 5</b>	
<b>Where are we now?</b>	<b>Where do we want to be?</b>	<b>Action to be taken</b>	<b>By who</b>	<b>By when</b>
48% of respondents to the Thurrock Dementia Strategy consultation said it was difficult to find out information	To have accessible information available to people with dementia and their carers at different stages in	Trial of specific dementia section in two libraries (where there is the highest percentage concentration of people with dementia) that has Alzheimer’s society information leaflets, books and activities for people with advanced dementia.	Commissioning Team and Library Service	June 2013

about dementia and the services available	their illness	Family/Friend Carers training to be provided at different stages in the illness.	Commissioning Team, TBC Provider Services, Carers Service and Workforce Development.	Ongoing
		Develop a dementia café in Thurrock	Commissioning Team	March 2013
Some social activities for people with dementia and their carers are provided by the Alzheimer's Society. Significant area of improvement.	Comprehensive peer support and learning networks for people with dementia and their carers operating in Thurrock.	Develop more community based activities and therapeutic interventions (e.g. singing for the brain) for people with dementia so that people living with dementia are able to participate in activities based on their individual interest and choice (NICE ASC Draft Quality Statement 8).	Commissioning Team	March 2014
		Ensure peer support groups at the carers support service are in place for people with dementia and their carers.	Commissioning Team and Carers Service	December 2014

<b>Key Area 3 – Living Well with Dementia</b>			<b>NDS Objectives 6, 7, 8, 9, 10, 11 &amp; 12</b>	
<b>Where are we now?</b>	<b>Where do we want to be?</b>	<b>Action to be taken</b>	<b>By who</b>	<b>By when</b>
We mainly provide traditional services (home care and day car) either by directly providing or commissioning	People with dementia and their carers have a viable option to utilise a direct payment or	Develop the approach to direct payments and personal budgets for people with dementia and implement advanced risk assessment training for social workers and support planners.	Fieldwork Services / Workforce Development	December 2013

externally.	personal budget to purchase services that meet their needs.	Increase take up of DP's for carers respite by; <ul style="list-style-type: none"> <li>- Encourage wider availability of trained PA availability in the market.</li> <li>- Increase respite options available based on service user and carers feedback.</li> </ul>	Commissioning Team	March 2014
	Partners disseminate information on national best practice and support innovation in the sector	To continue to support the development and trial of internal and external pilots/innovative projects/alternative ways of working where a needs has been identified.	Commissioning Team	Ongoing
Provision is based on historic purchasing patterns rather than current need and wants.	Have a fully developed Dementia Community Support Strategy and then implement this plan.	Develop a Dementia Support Strategy which considers the possible external and internal development of; <ul style="list-style-type: none"> <li>- Respite arrangements (day, night sitting service, short and longer breaks including residential care, supported holidays etc)</li> <li>- Specialist Home care</li> <li>- Community Support services</li> </ul> <p>This may be delivered through a dementia specific Market Position Statement.</p>	Commissioning Team	March 2014

<p>People with dementia and their carers are not fully involved in decisions that affect their lives.</p>	<p>Increased opportunity for people living with dementia and their carers to be involved in the planning and evaluating of services. Evidence that people with dementia and their carers have been fully involved in the production of the Dementia Support Strategy.</p>	<p>Work with the Thurrock Coalition (use led organisation), the Alzheimer's Society and the Carers information and advice service to develop a process of co-production.</p>	<p>Commissioning Team and Identified Partners</p>	<p>March 2014</p>
	<p>The needs of people with dementia and their carers are considered</p>	<ul style="list-style-type: none"> <li>• Building Positive Futures workstreams to ensure an inclusive approach for people with dementia and their carers, aiming to facilitate the best quality of life possible within their own communities. Specifically we will: <ul style="list-style-type: none"> <li>○ Use Asset Based Community Development to help build dementia friendly communities.</li> <li>○ Encourage LAC support in LAC pilot areas and evaluate impact of their interventions for people with dementia.</li> </ul> </li> <li>• Ensure the needs of people with dementia and their carers are part of the day services</li> </ul>	<p>Building Positive Futures Programme Board.</p> <p>Fieldwork services, Provider Services,</p>	<p>On-going</p> <p>July 2014</p>

		review.		
Telecare is seen as something that doesn't work for people with dementia.	It is accepted that Telecare is of benefit to people with dementia and their carers. Telecare is creatively used to keep people independent and to target problems that can lead to early admission to residential care or unnecessary admission to hospital.	Research to be carried out on new and innovative pieces of telecare to see if it should become part of our core offer to support people with dementia and their carers e.g. pilot the use of Ode's to increase appetite, consider the use of lighting to help revert back people's sleep patterns that have become affected (i.e. awake at night which can put enormous pressure on family carers), working with design students at the college to create appropriate signage for use in somebody's home.	Commissioning Team – Telecare Specialist Practitioner	December 2013
The housing needs of people with dementia and their carers are not routinely considered	People living with dementia have access early on (and ongoing) to advice about their accommodation being designed and	Work with Private Sector Housing & Adaptation Team to develop a tailored advice and support service.  Ensure that the Building Positive Futures 'Housing for Health & Well-being' work stream reflects the needs of people with	Head of Adult Social Care.  Building Positive Futures Programme Board	September 2013  Ongoing



	adapted to meet their needs. They can also receive advice about the availability of purpose built housing that will meet their needs so that they can make an informed choice.	dementia, especially in terms of the planning and development of housing and the build environment.		
Residential care locally does not offer a consistent level of quality (based in a recent audit of dementia residential care) for people with dementia	That all residential care provision in Thurrock for people with dementia is of good quality and provides person centred care.	A full workforce development programme for 2013/14 has been agreed specifically targeting issues identified in the recent audit. We will measure our progress against this benchmark.  Also, our contracting team is developing a new quality assurance process for dementia care home provision so that we can actively support change (please see Key Area 4).	Contracting Team	December 2013
	End of life	Advanced care planning to be initiated by memory service support worker.	Commissioning Team	September 2013

<b>Key Area 4 – Cross Cutting Objectives</b>			<b>NDS Objective 13, 14, 15, 16, 17 &amp; 18</b>	
<b>Where are we now?</b>	<b>Where do we want to be?</b>	<b>Action to be taken</b>	<b>By who</b>	<b>By when</b>
People with dementia talk about stigmas and social isolation. 58% of people with dementia would like health and social care professionals to have more of an understanding of dementia.	Informed and effective workforce and community.	<p>We carried out a survey on all staff in adult social care to identify what training we needed to commission to meet the identified gaps. The training is specific to role and/or team and is not generic (although there is some basic awareness available for new staff). The survey will be repeated to ascertain whether an improvement in understanding has been achieved.</p> <p>A full workforce development training plan for 2013/14 has been developed for internal staff (not just social care) including SERCO employees and the private, voluntary and independent sector</p>	Workforce Development Team and Commissioning Team.	March 2014

		and is attached as a separate appendix. Training has also been developed for family carers and awareness training for members of the community.		
Variable quality of dementia care locally.	Improved assessment and regulation of care services – inspection regimes for care homes and other services resulting in improved care.	Intensive one week training programme for the contracting team regarding dementia and good quality provision by expert in field. Support to team to develop a new quality assurance system for dementia care provision.	Contracting Team to undertake training and development of quality assurance process.	December 2013
	As part of any relevant tender process a provider will be expected to demonstrate that they have the necessary skills and knowledge to meet the needs of people with dementia.	Full review of tender process to ensure that the ability of a provider to support people with dementia is fully embedded in the evaluation. A review of existing commissioning practice to ensure it incorporates best practices e.g. DH Dementia Commissioning Pack recommendations.	Commissioning Team	March 2014