

## Southend, Essex and Thurrock Dementia Strategy 2017 to 2021

Thurrock Implementation Plan June 2018

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Thurrock CCG and Adult Social Care Implementation and Action Plan

### **Aim: A single dementia pathway that joins up health and social care services is the aspiration of this strategy**

An implementation group is being established across all partners including those with lived experience of dementia and their families. This will link into the Dementia Action Alliance in Thurrock and into the Essex wide monitoring and implementation of the overall strategy. The group will monitor progress reporting to the Health and Wellbeing Board and Health Overview and Scrutiny Committee.

The implementation plan is a 5 year plan, the first year is to identify what is currently being provided and where the gaps are, the second year is to develop an action and implementation plan and start that implementation across the final 3 years of the strategy.

The analysis of current support has been completed and a significant number of gaps have been identified (there will be more gaps identified as the pathway is developed), the actions now require oversight from the soon to be established Dementia Implementation Group with at its centre those with lived experience of dementia and their family, carers and friends.

There are detailed in the plan some indicative timescales which will be revised and refined as the work progresses to achieve a single dementia pathway by 2021

Priority	Outcome	Success Measures	Thurrock's Progress to date	Actions	Timescales
1. Prevention	People in Greater Essex will have good health and wellbeing, enabling them to live full and	❖ Using the Making Every Contract Count approach, people understand the link between healthy and active lifestyles and are able to make positive changes in their lives.	The Public Health strategy is population wide focusing on early intervention and prevention and healthy lifestyles.	Regular review of the prevention agenda across health, public health and social care.  Training for GP's regarding support	April 2019 and then ongoing  April 2019 and

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	<p>independent lives for longer.</p>	<ul style="list-style-type: none"> <li>❖ People have an increased awareness of Mild Cognitive Impairment.</li> <li>❖ People are aware of how to access information and support should they be concerned about dementia.</li> <li>❖ Increased percentage of people diagnosed with dementia receive an annual face to face view of their health needs, including medication, and whose vital health indicators are checked.</li> <li>❖ People in Black, Asian and Minority Ethnic (BAME) Greater Essex Communities have increased awareness of dementia and the warning signs.</li> <li>❖ Carers have access to annual health check and have access to Improved Access to Psychological Therapies.</li> </ul>	<p>Thurrock First established to offer information support and advice. Thurrock First Staff have had dementia training.</p> <p>Library services have received dementia friends training. Libraries across Thurrock have books and information about dementia together with the reading for Mental Health scheme.</p>	<p>available and dementia friends</p> <p>Continue to ensure that Libraries and Community Hubs remain a centre for information and advice about dementia</p> <p>Clear pathway and information to be available to ensure individuals know how to gain support from the GP or to make self-referral to the Alzheimers society in Thurrock</p> <p>Those diagnosed with dementia should have 12 month review the CCG to work with GP's to monitor progress.</p> <p>BAME groups awareness of dementia to be raised through the grant programme across health and social care</p>	<p>then ongoing</p> <p>April 2019 and then ongoing</p> <p>September 2018</p> <p>April 2019</p> <p>April 2019</p>
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				<p>drawing on the expertise of already existing groups</p> <p>Improving Access to Psychological Therapies (IAPT) Services provided by Inclusion to provide data regarding how many people with dementia and their carers are being supported and what outcomes are being achieved.</p> <p>Thurrock's current Carers Strategy will be refreshed and rewritten through 2018, all the carers aspects of the dementia strategy will be cross referenced and incorporated in both The dementia implementation plan and the Carers Strategy</p>	<p>September 2018 and then ongoing</p> <p>April 2019</p>
2. Finding information and advice	Everyone with dementia will have access to the right	<ul style="list-style-type: none"> <li>❖ A comprehensive whole system and guidance offer is available.</li> <li>❖ People living with</li> </ul>	There have been some very positive steps to raise awareness and develop a clear	A comprehensive pathway will be developed across the whole system to ensure	Within the first year although .Timetable for the work to be

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	<p>information at the right time.</p>	<p>dementia will feel supported to navigate the system and access information and support that is relevant to them.</p>	<p>accessible pathway.</p> <p>Essex Partnership University Trust has developed an Information pack.</p> <p>Alzheimer's Society undertakes a follow up contact after diagnosis to ensure that families and individuals have information and advice.</p> <p>The Dementia Action Alliance is starting to form across a range of businesses, services and support for example in Grays Precinct dementia friendly shopping times have been arranged and Greggs Bakers ensures that their staff are Dementia friendly.</p> <p>Local Area Coordinators have received training to signpost people to the right information and to a referral point if required</p>	<p>that the system is accessible. The Thurrock Implementation Group will develop and deliver this outcome.</p> <p>Information requires regular updating the Alzheimers Society, CCG and Adult Social Care will be responsible for ensuring all information is updated on an annual basis</p> <p>The Dementia Action Alliance will audit and ensure that training is available to support the community.</p> <p>The Dementia Friends Training to continue across Thurrock. This is provided by the Alzheimers Society</p>	<p>developed by the Implementation Group. Must be achieved by 2021</p> <p>September 2018 then quarterly updates</p> <p>December 2018</p> <p>April 2020 - There is a fully developed ongoing programme across Thurrock this will be monitored through</p>
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					the implementation group
3. Diagnosis and Support	All people with dementia will receive appropriate and timely diagnosis and integrated support.	<ul style="list-style-type: none"> <li>❖ GP's across Greater Essex understand the importance of a timely diagnosis and are aspiring to work with the wider system to diagnose within an appropriate timeframe.</li> <li>❖ Professionals across the system are aware of referral pathways and are able to work together to best support the assessment and diagnostic process.</li> <li>❖ There is a clear pathway to diagnosis with appropriate information and support offered.</li> <li>❖ BAME Greater Essex Communities are accessing assessment and diagnostic services.</li> <li>❖ There is appropriate screening for people who are considered to be at high risk of dementia.</li> </ul>	<p>Diagnosis is almost at the national level in Thurrock at 65% of people with dementia having been diagnosed.</p> <p>For those diagnosed the service is very positive: The Alzheimers society Memory clinic has a six week follow up for everyone referred to them (this can be self-referral) to ensure the person an family have all the information they need. For those with server dementia the follow up is a visit at home.</p> <p>There is a positive working relationship between North East London Foundation Trust (NELFT) community support and Essex</p>	<p>To have a clear and accurate baseline of how many people are diagnosed with dementia in Thurrock – the CCG are monitoring and developing this data to give an accurate figure.</p> <p>Data is also required to understand the level of referral from BME communities to diagnostic services – the CCG will include this is monitoring reports.</p> <p>The whole end to end pathway requires further development to include: Comprehensive screening for at risk groups Post diagnosis support – the CCG and Adult</p>	A timeframe will be developed for all aspects of the actions identified and this will be a phased approach to be in place by 2021

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		<ul style="list-style-type: none"> <li>❖ People with dementia have access to post diagnostic support that is relevant and personalised.</li> <li>❖ People living with dementia and their entire network are supported to draw on their strengths and assets to adapt to living a life with dementia and plan for the future.</li> <li>❖ People are offered a direct payment upon diagnosis of dementia where appropriate.</li> </ul>	<p>Partnership University Trust (EPUT) diagnostic service with good pathways of referral from EPUT to NELFT.</p> <p>Direct Payments are available and a new direct payment policy is being written in full consultation with people who use services.</p>	<p>Social Care will lead the development of the full pathway.</p> <p>As the new policy is launched dementia will be a key priority to increase take up and Adult Social Care personal budget lead will report on progress.</p> <p>Adhere to NICE guidelines for Dementia</p>	<p>September 2020</p>
4. Living well with dementia in the community	All people with Dementia are supported by their Greater Essex communities to remain independent for as long as possible.	<ul style="list-style-type: none"> <li>❖ There is a whole community response to living well with dementia.</li> <li>❖ Environments and physical settings in the community are dementia friendly.</li> <li>❖ People living with dementia are able to take advantage of open space and nature.</li> <li>❖ The voice of lived experience helps to shape how Greater Essex Communities respond to dementia.</li> </ul>	<p>Dementia Action Alliance is being developed and will focus on community presence</p> <p>Dementia Friends training by the Alzheimers Society is ongoing and needs to be extended.</p> <p>The Thurrock Mind Garden project supports people with mental health challenges and dementia</p>	<p>New builds to be dementia friendly – simple things make a huge difference. Integrated Medical Centres – Dementia friendly.</p> <p>Dementia friendly outdoor spaces audit required throughout Council Directorates of what is available in the community</p>	<p>This will be linked to the timelines for each IMC through the Programme Board</p> <p>Audit through 2019</p>

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		<ul style="list-style-type: none"> <li>❖ People living with dementia are encouraged to access information and support that helps them to live well and independently.</li> <li>❖ The lives of people living with dementia in the community are transformed through the Dementia Action Alliance activity.</li> <li>❖ Young people are part of the community support for people living with dementia.</li> <li>❖ The market is able to respond to people living with dementia and support them to live well.</li> <li>❖ People with dementia have awareness of alternative accommodation options.</li> </ul>	<p>Support within residential homes has increased the Dementia crisis team has 2 nurses and geriatrician to prevent admission to hospital and support with crisis.</p>	<p>Dementia care home standards to be achieved by 2020. These will ensure the environment within the residential home is dementia friendly for example have a red toilet seats, doors painted specific colours. Capital funding and winter pressures money to be used to support this wherever possible. Adult Social Care Contracts and Compliance Team will embed and deliver the monitoring of the providers as they implement the dementia are standards</p> <p>It will be clear in the Market Position Statement what the levels of need are in Thurrock and the type and amount of provision required to support</p>	<p>The Contracts and Compliance Team will draw up a programme of support for care homes to achieve this and will undertake monitoring to ensure in place by 2020</p> <p>The Market Position Statement will be in place by October 2018</p>
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<p>5. Supporting Carers</p>	<p>Carers are supported to enable people with dementia to remain as independent as possible.</p>	<ul style="list-style-type: none"> <li>❖ Cares are a driving force behind shaping the response to dementia in Greater Essex.</li> <li>❖ Carers of people living dementia are offered information and support relevant to their needs, throughout their experience with dementia.</li> <li>❖ Carers are encouraged to build on their own support networks to live well and keep physically and emotionally healthy.</li> <li>❖ Carers feel informed and equipped to care for someone living with dementia and able to plan or flex to increased needs of challenges.</li> <li>❖ Carers are able to access a range of opportunities to take a break from their role as Carer.</li> </ul>	<p>We are supporting Carers within the framework of the current Carers Strategy, however this will be revised this year and the new strategy will be coproduced with carers and Cariads.</p> <p>Respite, day care and sitting services are available to support carers.</p> <p>The dementia crisis team mainly supports carers to continue to care for relatives and friends who have dementia.</p>	<p>dementia.</p> <p>The new provider for Carers Information Advice and Support Services, Cariads, has been appointed. Cariads will now support a co-produced cares strategy</p> <p>Cariads will now within the new contract undertake carers assessment rather than individuals always needing to access adult social care. Carers will also be able to self-refer for assessments. Contract monitoring of the service will give an understanding of the levels of need and where additional support is required. Cariads services will need to be widely publicised through GP surgeries.</p> <p>The Carers survey this year indicated that</p>	<p>The Carers Strategy will be revised and coproduced with support from Cariads this will be finalised by 2019</p>
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				considerable improvement is required within carers support and as such across all carers this will have a detailed focus and this will include dementia.	
				Admiral nurses to support carers process	September 2019
6. Reducing the risk of crisis	All people with dementia receive support to reduce the risk and manage crisis.	<ul style="list-style-type: none"> <li>❖ All hospitals to aspire to being dementia friendly care settings.</li> <li>❖ People living with dementia, with complex needs such as co-morbidities are offered specialist information and support.</li> <li>❖ Crisis situations are avoided or managed appropriately – Crisis situations are planned for and responded to effectively. Emergency planning, including clinical emergency planning is addressed as part of all carer's assessments.</li> <li>❖ The Community and</li> </ul>	<p>Basildon &amp; Thurrock University Hospital (BTUH) is a dementia friendly hospital, the hospital has its own internal dementia strategy</p> <p>All BTUH staff have dementia training and 2 sessions of training are available each week for all staff.</p> <p>BTUH has dementia friendly wards</p> <p>Rapid Assessment Interface and Discharge (RAID) Service ensures that patients are seen</p>	The services available to reduce risk of crisis will be monitored and evaluated and become part of the single dementia pathway for health and social care	The single Pathway will be developed in full by 2021

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		<p>Primary Care are able to respond to episodes of crisis in care homes appropriately.</p>	<p>within 2 hours.</p> <p>Mayfield / Meadowview / Collins House all offer Dementia Support</p> <p>The dementia crisis team offers support within care homes to prevent admission to hospital.</p>		
7. Living well in long term care	All people with dementia live well when in long term care	<ul style="list-style-type: none"> <li>❖ All care homes for people with dementia in Greater Essex will be supported to be dementia friendly by 2020.</li> <li>❖ People living with dementia, their families and carers understand what high quality care looks like and where to find it.</li> <li>❖ People with learning disabilities who have dementia, (or at risk of), are fully supported in long terms care settings through linking Dementia in to Learning Disability health checks.</li> <li>❖ People with dementia in long term care are</li> </ul>	<p>Care home teams are currently undertaking training and anecdotally attendances to A&amp;E from care homes are reducing.</p> <p>Care homes to be Dementia friendly by 2020.</p> <p>Learning disability health checks are progressing well in Thurrock and numbers are steadily increasing.</p>	<p>Detailed work to be undertaken to monitor the impact of training, dementia friendly environments and the work of the crisis team in reducing A&amp;E attendance and hospital admission – the CCG to lead</p> <p>Learning Disability specialist health care contract under Transforming Care to be linked in the local Learning Disability implementation plan to the dementia strategy and implementation plan. Link also to be</p>	<p>Training and Care homes standards to be achieved by 2020</p> <p>The specialist Learning Disability Health contract will guide the time frame. Thurrock will have an implementation plan for the</p>

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		<p>encouraged to build and maintain networks both in and out of the care setting.</p> <ul style="list-style-type: none"> <li>❖ People assessed as not having capacity, with no family or friends are referred to an Independent Mental Capacity Advocate as appropriate.</li> </ul>		<p>made to Learning disability health checks to include dementia. CCG and Adult Social Care to jointly lead</p> <p>Mental Capacity Assessment referral should be standard and record how many people with dementia. Adult Social Care to lead to ensure the data is collated.</p>	<p>Learning disability specialist health care contract and dementia will form part of this.</p> <p>April 2019</p>
8. End of life	<p>People with dementia and their families plan ahead, receive good end of life care and are able to die in accordance with their wishes.</p>	<ul style="list-style-type: none"> <li>❖ People with dementia, their families and carers complete advance care plans that are recorded and held by the GP.</li> <li>❖ People assessed as not having capacity, with no family or friends are referred to an Independent Mental Capacity Advocate as appropriate.</li> <li>❖ People are not delayed in being discharged from hospital.</li> <li>❖ People are informed of options about end of life</li> </ul>	<p>Working with St. Luke's around support for people with dementia.</p> <p>Dementia bereavement counselling for 6 months prior to the person dying to help prepare and support the loss already experienced when someone is in the later stages of dementia</p>	<p>Work with St Luke's to continue to expand regarding dementia this will include:</p> <ul style="list-style-type: none"> <li>• Advanced care plans</li> <li>• Action to look at support in the community</li> <li>• Positive use of Mental Capacity Assessment</li> <li>• Different options regarding end of life for those with</li> </ul>	<p>September 2019</p>

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		<p>and are given appropriate support, respect and dignity to die in the place they choose.</p> <ul style="list-style-type: none"> <li>❖ Carers and families receive bereavement support at a time that is right for the individual or family.</li> </ul>		Dementia and how St Luke's can support those options to be developed	
9. A knowledgeable and skilled workforce	All people with dementia receive support from knowledgeable and skilled professionals where needed.	<ul style="list-style-type: none"> <li>❖ There is a framework for dementia training across Greater Essex to ensure all people receive training relevant to their role.</li> <li>❖ To develop a workforce across the dementia care system that has the right skills, behaviours and values to support people living with dementia, and is equipped to do so.</li> <li>❖ To improve the quality of dementia care across the market, and support people to understand the benefit of positive risk taking to enabling a person to love well.</li> </ul>	<p>Sustainability and Transformation Partnership(STP) have workforce development where does dementia feature</p> <p>Wider workforce across health and social care receive dementia friends training and this needs to be further developed.</p> <p>Dementia Action Alliance to ensure that a wide range of organisations and businesses are trained to support individuals with dementia.</p>	<p>STP workforce plan does not include dementia at present this needs to be developed CCG to make links and lead</p> <p>A detailed local workforce training plan requires development for dementia CCG, Adult Social Care, Voluntary sector, providers and wider business community to lead.</p>	A local plan will be required and the Thurrock Dementia Implementation Group will set a time line to achieve this by 2021

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