

## Appendix A

### Delivering the Dudley Dementia Strategy: Objectives and actions

	Outcomes	Objective	Actions	Key People & Strategic Links	Target Dates
1	The public & professionals are more aware of dementia and have a better understanding of dementia	Improving the perception of dementia in Dudley, reducing the stigma attached and helping people understand the benefits of early diagnosis and care.  Developing awareness and addressing of cultural aspects of dementia	Targeted campaigns to provide public information: use national resources, glossy A2 posters, GP surgeries, libraries, all care environments, Healthy Towns, carers awareness DGOH use of televisions for messages and information e.g. loop in A&E. Target population including any age: non written material, talking newspapers To have a focus during 'Dementia Week' Raise awareness in schools (Health Promoting School Awareness Network)	PCT Communications Team, MARCOMMS, Public Health. Ageing Well Strategy. Carers Strategy. TSC Strategy. Mandy Dyche PCT Amarjot Birdi and DACHS Public Health. MARCOMMS	December 2010
2	All people with dementia have prompt access to care that gives them specialist assessments, accurate diagnosis and appropriate treatment	To develop a Dudley 'Dementia Gateway' that provides a competent multi-disciplinary assessment leading to an accurate diagnosis and appropriate treatment, care and support	Commissioning a good quality service in Dudley to assess all new cases for proposed memory loss pathway by developing 'Dementia Gateways' across the borough. (See attached draft pathway).	Andrew Hindle, PCT, for input into Specialist Dementia Nurse, Links with GPs & DWMHT for Consultant Clinical support.	March 2010
3	People with dementia and their carers are given good quality information about dementia and services	The Dementia Gateway will provide access to specialist information, guidance and support for people with dementia and their carers, both at diagnosis and throughout the illness	To present a business case for retaining and developing existing resources at three Day Opportunity Centres across the borough to provide Dementia Gateways. <b>The centres will provide resources to complement existing services delivered by DACHS within Day Opportunities for Older People. The Dementia Gateways will offer resources in the north and south of the borough, with negotiations underway with Age UK to deliver the service in a central location.</b>	Sue Beach/Annette Darby. Ageing Well Strategy. Carers Strategy  Website coordinator Tracey Dunleavy.	October 2010

			.In addition it is proposed to progress with the website 'mental health for older people'.		
4	People with dementia and their carers are able to see a dementia adviser who will help them throughout their care.	Dementia advisers based in Dementia Gateways will provide access to care, support and advice following diagnosis.	<b>Develop existing work streams</b> with the Alzheimer's Society and <b>complementary</b> resources within DACHS Independent Living Team to expand the <b>current</b> provision of Dementia Advisers, and incorporate them within the <b>proposed</b> multi-agency Dementia Gateway Teams.	Dudley Alzheimer's Society. DACHS Living Independently Team Sue Beach/Annette Darby.	March 2011
5	People with dementia and their carers are able to access support from other local people with experiences of dementia and their carers which will enable them to take an active role in local service development and prioritisation.	The Dementia Gateways will provide a meeting place and forum to develop structured peer support and learning networks in order to influence the development and delivery of services for people with dementia and their carers.	Developing the 'Al Café' concept with Dudley Alzheimer's Society to provide practical and emotional support, reduce social isolation and promote self-care. Develop specialist professional and lay expertise within the Dementia Gateways to provide support via education and counselling and the expert patient and carer programmes.	Dudley Alzheimer's Society  LINKS  Ageing Well Strategy. Carers Strategy.  Interested clinicians & GPs	March 2011
6	People with dementia and their carers, living at home, are supported by a range of flexible services that consider their needs and wishes.	To expand and improve a range of services to provide appropriate support to people with dementia living at home and their carers.	To extend the provision of Direct Payments and Individual Budgets to people with dementia and their carers. The Dementia Gateway to provide access to a range of multi-agency services delivered by specialist staff in the individual's home. <b>These are currently provided by DACHS and include: Personalised Care Planning, Carers Assessments, , Family and Carers support services and Gold standard End of Life Care. In addition the gateways will provide access to Assigned Care Co-ordinators, Services for people with complex needs and high risk. Six Monthly reviews of care plans and service provision and designated Case</b>	TSC Strategy. Ageing Well Strategy. Carers Strategy. DACHS LIT. Chris Smith Sue Beach  <b>DWMHPT</b>	September. 2010

			Managers.		
7	Carers of people with dementia have an assessment of their needs and be provided with support in their role as a carer	To implement the Carers' Strategy for people with dementia ensuring Carers have an assessment of their needs and are supported through an agreed plan, which will include personalised breaks. Children in caring roles should also be supported.	<p>The Dudley Dementia Gateway will ensure that the needs of carers are comprehensively addressed and adhered to as part of an integrated care pathway. Monitor the breaks for carer's services commissioned by DACHS and Dudley PCT., ensuring it delivers to the expectations of carers.</p> <p>The Dementia Gateway will extend the range of carer's support systems by developing peer networks and by enabling access to existing groups, organisations and carer's support systems.</p>	<p>Carers Strategy. Christine Rowley (Dudley Carers Coordinator)</p> <p>DACHS &amp; PCT Commissioning</p>	<p>September 2010</p> <p>September 2011</p>
8	People with dementia who receive care in hospital receive good quality care.	To improve the quality of care for people with dementia in general hospitals, ensuring that the appropriate links are made with the relevant specialist mental health teams by identifying leadership and defining care pathways in general hospitals.	<p>To designate a Senior Clinical lead for quality improvement in dementia in General Hospital. Lead identified at DGOH and supported by Geriatricians.</p> <p>Development of an integrated care pathway that will include acute hospitals. This overlaps with CQUIN targets for dementia</p> <p>Specialist liaison older people's mental health teams to link into hospitals.</p>	<p>PCT Mandy Dyche</p> <p>PCT Andrew Hindle Mandy Dyche</p> <p>DWMHPT CMHT- OP Debbie Cooper.</p>	October 2010
9	People with dementia receive the appropriate care to remain at home avoiding admission to either hospital or residential care	To provide suitable and accessible intermediate care for people with dementia, preventing admission to care or facilitating diversion or timely discharge from an acute hospital setting	<p>To review and re-provide where necessary screening/triage systems at Accident and Emergency services to ensure that people with dementia are not admitted to acute hospital settings due to breakdown of carers arrangements or social care needs.</p> <p>Review Intermediate care services for dementia in Dudley.</p> <p>Scope range and capacity of this service with particular reference to registration</p>	<p>DGOH – ATOS DACHS Russell's Hall Hospital Social Work Team. LIT Early Intervention Team.</p> <p>PCT Jenny Cale Paulette Andrew</p>	<p>December 2010</p> <p>December 2010</p>

			status of step-down and re-ablement beds that can accept people with dementia. DOGH A&E diversion systems to refer to Dementia Gateway to provide multi-agency response to prevent formal admission.	DACHS LIT Sue Beach Joanne Vaughan  Integrated Care Group	
10	.Housing & Housing related services consider the needs of people with dementia and their carers in planning services to enable people to live in their known homes for longer.	To develop housing support, housing related services and telecare/telehealth to support people with dementia and their carers.	Review and map services for housing and housing related services including telecare and tele-health for people with dementia. <b>Work with partners to extend the range of extra care housing to include dementia care.</b> Embed the use of 'Just Checking' systems to enable more people with dementia to live in their own homes. <b>Develop funding options with Dudley PCT to promote partnerships with telecare/telehealth providers in order to o extend</b> the range of services and telecare peripherals available. To identify those people diverted from acute hospital settings by the provision of telecare as part of the Telecare Pilot Project. Extend this service if appropriate at conclusion of pilot. To evaluate the medication dispenser pilot project and roll out if appropriate To include a practitioner with mental health skills in the existing Dudley tele-health project group. Develop familiarisation and training in dementia for housing staff.	Housing Strategy Joanne Forbes Telecare Strategy  Ageing Well Strategy. Carers Strategy Marie Spittle Dudley PCT – Andrew Hindle  Marie Spittle  DWMHPT Debbie Cooper.  Joanne Forbes and DWMHPT training dept	March 2011  October 2010  March 2011  January 2011  September 2010
11	People with dementia, resident in care homes, receive good quality care tailored to meet their needs.	Improve the quality of care by defining clear responsibility for dementia in care homes. Care Plans will clearly set out the way people with dementia will be cared for.	Develop <b>existing accredited</b> dementia training for staff in the residential sector, in partnership with WMCHA, BciP and Skills for Care which will include: <ul style="list-style-type: none"> <li>On-going guidance for care home staff on best practice in dementia care (accredited training)</li> </ul>	DACHS (NVQ), and DWMHPT training dept  PCT Andrew Hindle DACHS	December 2010

		<p>Care Homes providing services for people with dementia will be visited by CMHT – OP.</p> <p>The quality of care in residential services providing dementia care will be checked and audited regularly.</p> <p>.</p>	<ul style="list-style-type: none"> <li>Senior staff member within the care home to take the lead for quality improvement on dementia.</li> </ul> <p>Link with Dudley Dignity in Care Programme</p> <p>To link in with ATOS (urgent care programme) and Project 1 (nursing Homes) plus the Older People Pharmacists.</p> <p>Develop specialist In-Reach service with CMHT.</p>	<p>Brian Nesbitt</p> <p>Brian Nesbitt, AH, Jag Sanghra, Caroline Clarke</p> <p>Debbie Cooper</p>	
12	People with dementia and their carers are involved in planning end of life care.	To adhere to Department of Health's End of Life Care Strategy and Gold Standard pathway.	<p>Dementia Gateway <b>to complement existing services provided by DACHS</b> and facilitate access to palliative care networks, developed as part of the End of Life Care Strategy. I</p> <p>Include and roll out best practice on end of life care in dementia, linked to Gold Standard Framework and Liverpool Care Pathway.</p> <p>Develop improved pain relief and nursing support for people with dementia at the end of life via ensuring pain assessment tools are implemented.</p>	<p>DWMHPT</p> <p>Trish Squires</p> <p>DCS</p> <p>DACHS LIT Sue Beach</p> <p>DCS</p> <p>DWMHPT</p>	March 2011
13	People who have dementia and their carers are supported by staff that have the right skills and have the right training.	To develop an informed and effective workforce for people with dementia	<p><b>Continue to deliver against targets to provider effective basic training in Dementia Awareness to all staff in both the Local Authority and Independent Sector.</b></p> <p><b>To continue to provide accredited Dementia Training to DACHS staff as a module in the Diploma in Social Care.</b></p> <p>To development systems to deliver similar training to health and allied health care staff.</p> <p>health and social care staff</p> <p>Identify core competencies required in dementia care</p>	<p>DACHS Andrew Packer.</p> <p>PCT AH to link with SHA dementia group work and Jenny Powell</p> <p>DWMHPT training dept</p>	November 2010

			<p><b>Joint Commissioners</b> to specify necessary dementia training standards required for service providers (linked to CQUIN)</p> <p>Review the dementia cascade session as part of the Dudley Dignity in Care Programme (See also Outcome 11)</p>	<p>PCT AH</p> <p>PCT AH and Lisa Medhurst, Alison Geeson</p>	
14	Services for people with dementia and their carers are developed funded and delivered jointly by health and social care teams	To develop, publish and action a Joint Commissioning Strategy for Dementia in Dudley.	<p>The Dudley Mental Health for Older People and Dementia Strategy has been developed to plan commissioning intentions and to determine the services needed for people with dementia and their carers.</p> <p>To finalise strategy and have approved by DMBC Cabinet and PCT Board.</p>	DACHS Commissioning. PCT Commissioning	October/ November 2010
15	People with dementia and their carers receive services, which are regularly monitored and regulated to ensure high standards of care provision.	To develop joint monitoring systems for dementia services which regularly report on outcomes for people with dementia and their carers.	<p>To establish the input from Dudley LINK into health and social care premises.</p> <p>To develop a quality monitoring system that ensures that people with dementia who use services are safeguarded from harm and abuse, are treated with dignity and respect and receive care which is personalised and of high quality.</p>	<p>Dudley LINK</p> <p>DACHS Commissioning PCT Commissioning. Alzheimer's Society. DWMHPT- OP Team.</p>	March 2011

16	People with dementia and their carers will benefit from a service that pursues knowledge and research on dementia and makes this available to the community.	To provide a clear picture of research evidence on dementia and possible future activity by national, local or individual groups in understanding the causes and improvements in the treatment of dementia.	<p>To ensure that Dudley has a strong evidence base for delivering dementia services and one that guides/informs the delivery of future services.</p> <p>To develop an information resource (collate and prepare research material, journals etc) within the Dementia Gateway for people with dementia, their carers, professionals and interested parties.</p>	<p>Joint Commissioners. JSNA POPPI Alzheimer's Society. Carers Group. Libraries Service.</p>	On going.
17	The organisations delivering services for people with dementia and their carers will be supported by government	<p>Appropriate national and regional support to be available to advise and assist local implementation.</p> <p>To ensure that the regional dementia work feeds into the Dudley Dementia group</p>	<p>The Department of Health will provide support for all those involved in implementing the strategy locally to ensure its delivery, particularly for those areas where services are less developed.</p> <p>A national baseline measurement of services will be established</p> <p>Information will be gathered on an annual basis to review the extent of services</p>	<p>pathwayPCT Clinical lead for Dementia. DACHS Dementia Lead. Joint Commissioners.</p>	Ongoing