

FLINTSHIRE COUNTY COUNCIL DEMENTIA STRATEGY –
Integrated Health and Social Care Dementia Action Plan

Integrated Health and Social Care Strategic Development					
ACTION	Lead Responsibility	Date started	Date Reviewed	Date Completed	Comment
Integrated Dementia Care Action Plan agreed with BCUHB	CM/ SP	Sept 14			Report to Flintshire County Council Scrutiny Committee
Formalise Performance Measures and reporting mechanism across Health and Social Care Services to include both service activity and service user experience.	JS/ BCUHB Performance Team	Jan 15			
Report Progress on Integrated Action Plan to Flintshire County Councils “Modernising Social Services Board” and Health Wellbeing and Independence Board	LH/SP	Biannually			

Theme 1 - Living Well with Dementia in the Community

ACTION	Lead Responsibility	Date started	Date Reviewed	Date Completed	Comment
1. Develop and pilot an enhanced domiciliary care service for people living with dementia based on Flintshire 's "Living Well Service" in partnership with a number of independent sector providers that adopts an "outcome based "care planning approach.	Social Services, Intermediate Care Project Manager – CM/LH	Sept 14			Appoint additional planning officer to lead Dementia Project advertised August 2014
2. Develop and pilot an "outcome based model" of domiciliary care in conjunction with the regional domiciliary care project that enriches the lives of individuals with dementia in Flintshire and enables them to remain living at home longer.	Regional Domiciliary Care Project - MB	Sept 14			Task team formed and initial meeting held July 2014 Expression of interest from independent sector providers to develop new model.
3. Increase the use of Telecare equipment to support people with dementia to be independent and safe in their communities (50% increase on 2013/2014)	Social Services Intermediate Care Project Manager/ - CM / CD Flintshire Telecare Officer in conjunction with JC Technician	Sept 14			Establish current usage August 14
4. Increase the use of "Just Checking" monitoring system to inform person centred care planning during the first 6 weeks of service and ensure people living with dementia have support services tailored to meet their individual needs.	Flintshire Telecare Officer – SL /WH	Sept 14			Additional monitoring kits order July 2014. System in place to monitor use of Just Checking in each locality from September March 2015
5. To raise awareness within the independent domiciliary care sector in Flintshire of the range of Telecare equipment available to support individuals to live at home, and to review existing referral pathways	Team Manager Flintshire Reablement	Sept 14			Open Day planned at Smart Lodge for Sept 2014

<p>6. Ensure timely access to rehabilitation services and Falls Clinics in Flintshire in order to maintain mobility and independence for people living with dementia.</p>	<p>Services/ CIT.N.E Wales Falls Co-ordinator</p>	<p>Nov 14</p>			<p>Establish recording mechanism for identifying service users with dementia utilising Reablement programmes, falls pathways and measure timeliness of intervention for a pilot period</p>
<p>7. To develop dementia specific Reablement programmes to support and maintain daily living skills for people living with dementia at home.</p>	<p>Community Mental Health Occupational Therapist / FCC Reablement Team</p>	<p>Nov 14</p>			
<p>8. To educate families and informal carers / dementia buddies to encourage individuals with dementia to maintain independence / mobility and undertake daily living tasks with support for as long as possible.</p>		<p>Oct 14</p>			<p>Additional module to be developed for inclusion in carers training programme following initial pilot.</p>

Theme 2 - Early Diagnoses and Integrated Health and Social Care Support

ACTION	Lead Responsibility	Date started	Date Re-viewed	Date Completed	Comment
1. Sustain improved waiting times for diagnosis in Flintshire Memory Clinics by 25% within 2014, and work towards National accreditation for memory services.	Rowenna Spencer / Sean Page	Jul 14			Waiting time for memory clinics reduced from 16 weeks to 8 weeks currently; ongoing with target 6 weeks. Registration submitted to Royal College of Psychiatrist for Memory Services Accreditation
2. Manage increased number of referrals to memory services in Flintshire to improve throughput of individuals attending memory services and review current screening recording and monitoring processes.	Rowenna Spencer	Jul 14			New referral pathways established screening process revised to ensure greater efficiency
3. Increase staffing capacity within Memory Clinics and review existing structures to ensure maximum efficiency from the service.	Lisa Gallagher Locality Manager Sean Page	Jul 14		Jul 15	Consider the information and recommendations in the Wales National Audit of Memory Services 2014 to improve local services Increased number of CPN and support workers in memory service in N.E.Wales
4. In accordance with CSSIW Recommendations review the role of Flintshire's joint funded dementia support workers to improve support to individuals living with dementia and their families/ carers at the point of diagnosis.	Sean Page/ Rowena Spencer /Susie Lunt/ Sandra Loxton	Oct 14			
5. Enhance the knowledge and understanding of health and social care services and the third sector to enable dementia support work to be able to provide efficient signposting within localities in Flintshire.	Flintshire Information Officer / NEWCIS / Unllias	Jan 15			First team co- located in Holywell 2013. Second Team planned move to Deeside October 2014 . Plans being
6. In accordance with CSSIW recommendations accelerate the integra-	Christine				

<p>tion of health and social care services for people with dementia through co-location of social work and community psychiatric nursing teams.</p>	<p>Duffy / Sandra Loxton</p>	<p>Jan 15</p>			<p>developed for Mold Locality.</p>
<p>7. Implement the National Integrated Assessment Framework across Flintshire to ensure a more timely and proportional approach to care planning in localities.</p>	<p>Christine Duffy / Sandra Loxton</p>	<p>Oct 14</p>			<p>Pilot proposal in North Flintshire considered by Strategic Locality Board Aug 14</p>
<p>8. Roll out “Dementia Red” model to raise awareness of the needs of users and carers living with Dementia across primary care and localities in Flintshire.</p>	<p>Intermediate care manager and regional collaboration project manager</p>	<p>Oct 14</p>			<p>EMI Assessment bed commissioned in the independent sector operational since June 2014.Planned review date Nov 2014.</p>
<p>9. Prevent accelerated admission to EMI Nursing Homes through the use of Step Down Assessment Beds in the independent sector.</p>	<p>Intermediate Care Manager Sarah Thelwell and Sandra Loxton</p>	<p>June 14</p>			
<p>10. Roll out Butterfly identification of Dementia patients within Community Hospitals.</p>	<p>Sean Page</p>	<p>July 14</p>			

Theme 3 – Educating Families and Carers

ACTION	Lead Responsibility	Date started	Date Reviewed	Date Completed	Comment
1. Pilot and implement a modular 12 week dementia education programme for informal carers and families facilitated by NEWCIS.	NEWCIS	Jul 14		Sept 14	Programme agreed carers identified, facilitator appointed. First Course Completed Sept 14 Evaluation in January 15
2. Pilot and implement an e-learning programme for informal carer of people living with dementia facilitated by Dynamic Training.	Dynamic Training	Aug 14			Programme developed carers identified evaluation in Jan 15
3. Extend the current psychological support programme “coping with bereavement and loss” facilitated by BCUHB and provide an additional 2 courses in 2014.	Sean Page	Jul 14			Programme to commence September 14, evaluation March 15.
4. Establish a dementia café to support people living with dementia and their carers in each locality of Flintshire.	Dementia Café Task Group lead Christine Duffy/ Janet Bellis	Jul 14		2016	First Dementia Café established in Llŷs Jasmine Mold. Review model in Dec 14 and plan further Café development in Flint extra care development 2015 and all areas 2016
5. Ensure “ Flintshire Sounds” Music therapy for individuals with dementia and their carers is accessible and there are robust links with other community based services i.e. Dementia Café	Sara Davies Susie Lunt/ Christine Duffy	Jan 14			Review of Flintshire Sounds to be commissioned to explore extending the service in partnership with a third sector organisation.
6. Develop a single directory of health and social care services for carers of people with dementia. In conjunction with FLVC to ensure availability of accurate accessible and timely information.	NEWCIS				
7. Improve the quality information available to families on Flintshire County Councils website and establish link to other websites supporting people with dementia.	FCC Information Officer Flintshire Social Services/				Flintshire County Council currently improving website navigation and links
8. Ensure the ongoing development of a flexible range of respite care					

<p>services are available to support informal carers and families across Flintshire.</p> <p>9. Work collaboratively with other North Wales Authorities to scope need and develop a service model of respite services to meet the specific needs of younger people with dementia and individuals with learning disabilities and dementia.</p>	<p>NEWCIS Regional Commissioning Hub</p>	<p>March 16</p> <p>March 15</p>			<p>Review carers strategy Sept 14 and prioritise funding to maximise flexible support for carers</p>
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Theme 4 – High Quality Residential / Nursing Provision with Flintshire

ACTION	Lead Responsibility	Date started	Date Reviewed	Date Completed	Comment
<p>1. In accordance with CSSIW recommendations increase the number of residential placements available to people with dementia and complex nursing need within Flintshire boundaries.</p>	Social Services / BCUHB	May 14			Additional 22 places within Flintshire available from Barchester Health Care.
<p>2. Contribute to the development and implementation of a regional enhanced specification for dementia care services in residential and nursing home settings.</p>	Social Services / BCUHB / Regional Collaboration Group	Jun 13			Consultation on Draft Specification final version to be implemented by Nov 14
<p>3. Pilot new models of support for people in residential settings with complex nursing needs</p>		Mar 15			Working party established by Regional Hub with Lead from BCUHB.
<p>4. Explore funding opportunities available from health and social care to stimulate the development and accreditation of “Butterfly Homes” in Flintshire.</p>	BCUHB	Oct 14			Meeting with independent Provider, agreed initial assessment to be undertaken in Aug 14 Issue speculative notice to EMI Residential Homes in Flintshire
<p>5. Extend the range of specialist accommodation available in Flintshire to support individuals with dementia to remain living in the community through establishing 2 additional extra care developments in conjunction with housing association partners.</p>		Jul 14			Potential sites identified in Holywell and Flint funding agreed for project 1 in Flint, Housing Partners identified.
<p>6. In conjunction with BCUHB, Housing Association and Social Service</p>					

<p>explore the potential to develop an intensive care model of support for individuals with complex needs as an alternative to traditional EMI Nursing Care offering a “home for life” in the community.</p> <p>7. Strengthen links between CPN Teams and independent sector homes on a locality basis, CMHTE to provide link workers to care homes and build relationships.</p>	<p>Commissioning Manager FCC/ Project Manager Extra Care FCC/ Commissioning Manager BCUHB</p> <p>Sandra Loxton / Christine Duffy</p>	<p>Mar 15</p>			
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Theme 5 Work force Development in Health and Social care

ACTION	Lead Responsibility	Date started	Date Reviewed	Date Completed	Comment
1. Develop a tiered training model to ensure staff at all levels in health and social care recognise the additional needs of support individuals with Dementia	Jane Davies/ Sean Page	March 14			Specialist Training commissioned for SSD Staff. Work with Bangor University to develop intensive intervention model for all operational staff.
2. Develop a strategic work force plan for North Wales to meet the needs of Social Care Staff in both in house and independent sector to support individuals living with Dementia.	Regional Collaboration Work Force Task Group – Glenys Jones	March 14			Regional conference held in May 2014 by North Wales Commissioning Hub. Work ongoing by Regional Workforce Task Group to develop integrated workforce plan with colleagues in BCUHB.
3. Review Mental Capacity Act / Dols Training available and offer additional refresher modules to ensure clearer understanding of roles and responsibilities within Health and Social Care Sector	Jane Davies/ Workforce Development Plan	March 15			Rolling programme of half day workshops aimed at managers in residential settings to improve understanding of DOLs.
4. Roll out personal centred care planning and outcome based assessment training to all Social Care Staff	Jane Davies	March 14			Contract and commissioning team arrange training for independent sector in person centred care planning for people with dementia from Helen Sanderson Associates Sept 14 and Dynamic Care, June 14

Theme 6 Safeguarding Vulnerable People

ACTION	Lead Responsibility	Date started	Date Reviewed	Date Completed	Comment
1. Establish the Joint Inter-agency Monitoring Panel (JIMP) as part of Flintshire's Safeguarding Board to receive reports on services placed in escalating concerns.	Lin Hawtin	Sept 14			Initial meeting 16 th September 14
2. Monitor recorded complaints and identify lessons learnt to improve service for individual living with Dementia in Flintshire.	JS/ Ian Maclaren	Sept 14			Report in to Flintshire JIMP
3. Establish Quality Circles to share information about the performance of providers of dementia care as well as celebrate innovation and positive outcomes for people.	Nicki Salter/ CSSIW	July 14			Quarterly Meetings involving all stakeholders established in Flintshire Review TRO in March 2015
4. Roll out Enhanced Dementia Care Specification in residential settings and monitor against specification.	LH/ NS	Nov 14			Draft 8 completed August 2014
5. Agree with BCUHB service standards and outcomes for health and wellbeing of people living with dementia, develop integrated monitoring tool	N.W Regional Hub/	Aug 14			
6. Further develop creative ways for families, friends and carers to provide comments / feedback on dementia services within Flintshire.	N.W Regional Hub	March 15			Flintshire App to include facility to comment on quality of residential and domiciliary care service
7. Safeguarding Team / Commissioners to explore systems that provide reports on early indicators of concern.	Commissioning Manager/ Safeguarding Manager	August 14			Carers Strategy to be reviewed September 2015
8. Ensure the availability of specialist advocacy services to support those individuals with dementia and their families	Contract and Commissioning Team / Carers Strategy				

Theme 7 – Dementia Friendly Communities

ACTION	Lead Responsibility	Date started	Date Reviewed	Date Completed	Comment
1. Raise Awareness and build community confidence in responding to individuals with dementia and providing support to their carers.	FLVC / NEW-CIS/ Alzheimer's / SPOA (future)	Mar 15			ICF Allocated to Alzheimer's to enable community participation.
2. Develop links with Flintshire's Business Advisory Team to raise the profile of Dementia friendly initiatives with local businesses.	Flintshire Local Business Advisor	Mar 15			
3. Work with Housing Partners both in FCC and Housing Associations ensure all staff receives appropriate training to identify and support tenants living with dementia.	Jane Davies / (housing training officer)	Mar 15			