

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY MEETING

Date of Meeting	Thursday 24 th November 2016
Report Subject	Dementia Services
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer for Social Services
Type of Report	Operational

EXECUTIVE SUMMARY

The aim of this report is to:

To provide Health and Social Care Overview and Scrutiny Committee with an update in relation to improving the lives of people living with Dementia across Flintshire as well as supporting those family members caring for loved ones with Dementia.

The report provides Scrutiny with an overview of the work currently being undertaken by colleagues in Betsi Cadwaladr University Health Board (BCUHB) to improve the timeliness of diagnosis in Flintshire Memory Clinics, the improvements to in-patient care in Community Hospitals for people with dementia and the development of specialist pathways to services for people with different forms of dementia.

Finally the report provides Scrutiny with an update regarding the contribution that those living with Dementia are making through their involvement in planning and shaping future services and facilities in Flintshire and provides an overview of some of the many community initiatives across Flintshire aimed at supporting those with Dementia to remain safe and independent within their local communities, and maintaining important social contacts and relationships.

RECOMMENDATIONS

1	Scrutiny evaluates the success of the active strategy to support people with dementia and their families, living successfully in the community.
2	Scrutiny endorses the involvement of individuals living with Dementia and their families in the design and development of services and developments across the Council.

REPORT DETAILS

1.00	Explaining Dementia Services
1.01	Flintshire Social Services have prioritised use of Intermediate Care Funding (ICF) over the past two years to appoint a planning officer to lead the coordination and development of community services for people living with Dementia across Flintshire. The approach taken by the Council has been to create resources that will become self-sustaining in local communities. At the heart of each development is a “Dementia Cafe” that provides advice and information, social contact and support to both those with Dementia and their carers / family members.
1.02	The Memory Café acts as a central Hub which then seeks to build a wider Dementia Friendly Community network within its locality. This has been achieved by encouraging the formation of a “Dementia Friendly Committee” made up of local people and business who want to work together to raise awareness and improve local services. These local groups and businesses are then supported to gain recognition and accreditation as “Dementia Friendly Organisations” by the National Alzheimer’s society and subsequently pledge to work towards the accreditation of the Town or Local Community itself being “Dementia Friendly”.
1.03	The work to improve the lives of people living with Dementia across Flintshire has five key aims:
1.04	Aim 1: <u>Raising Awareness and Improving Services in the Community</u> Memory Cafe hubs - We have successfully established 6 Memory Cafes across Flintshire in ; Mold, Flint, Holywell, Mostyn, Buckley Sealand and Queensferry and going forward 2016/17 we hope to open a further Memory Cafe in Connahs Quay as well as a specialist Cafe for those living with Early Onset Dementia in Mold.
1.05	Dementia Friendly Communities - We have successfully established 3 accredited Dementia Friendly Communities each with their own local Committee in: Flint, Buckley and Mold with Sealand and Queensferry working towards achieving accreditation by March 2017.
1.06	Dementia Friendly Business / Organisations - In Flint the Committee has successfully engaged with local businesses and organisations and so

	<p>far seven local businesses been successfully accredited by Alzheimer's Society these include, Boots, Barclays and Wates building contractors. Further events are planned for November 2016 to attract more local businesses in Buckley and Mold to become involved in promoting Dementia Friendly support throughout their staff groups and services.</p>
1.07	<p>Dementia Friendly Care Homes - Work has been ongoing over the past two years with all Care Homes in Flintshire (both Local Authority and Independent sector) to improve the quality of life for residents living with Dementia and strengthen their links within local communities. This year we have built on the previously successful Activity Voucher Scheme and encouraged greater collaboration and sharing of resources between Homes and across local geographical areas</p> <ul style="list-style-type: none"> • Many Care Homes have strengthened their links with local Dementia Friendly Communities and Memory Cafes to support increasing numbers of individuals to attend and participate in events. • We have developed an information, sharing and best practise network between Care Homes on a closed Social Media Page which enables sharing of transport and collaboration around resources to take place independently of the Council. • We have enhanced the range and access to reminisce resources available to the Care Home Sector in Flintshire including the use of our popular Rem Pods and reminisce packs (one is now specifically for first language Welsh speakers)
1.08	<p>Dementia Friendly Council Departments - Three departments within Flintshire County Council have successfully achieved Dementia Friendly accreditation: Social Services, Human Resources and Workforce Development.</p> <p>Going forward it is planned for a further 3 more departments in 2017 to apply for accreditation these are; Planning, Environment and Street Scene.</p>
1.09	<p>Dementia Friends Awareness Sessions and Events</p> <p>Maintaining a programme of Dementia Friend's Awareness training and Community Events is critical to building greater understanding and support within local areas as increasing numbers of our population are affected by Dementia . To date we have arranged the following:</p> <ul style="list-style-type: none"> • Three Dementia Awareness Events based on interactive drama sessions held in different venues across Flintshire. These events successfully engaged with almost 300 individuals in the community. • A Dementia Showcase event for Care Homes attended by the Older Peoples Commissioner to share best practice in engagement communication and meaningful activity for people living with Dementia in our Care Homes • A rolling programme of Dementia Friends training sessions within the Council has to date successfully created 184 Dementia Friends in just 4 training sessions held in September 2016 • Chief Officers have also completed a Dementia Friends training session to increase understanding at a strategic level within the Council. <p>We are planning to hold further Dementia Friends training sessions at regular intervals for County Council staff and Councillors with dates arranged in November 2016 and February 2017.</p>

1.10	<p>Aim 2:</p> <p><u>Developments within BCUHB</u></p> <p>BCUHB have been working to develop a number of therapeutic services to support people living with dementia when they may be admitted to In-patient care in Community Hospitals and within their Memory Services. Some of the initiatives are described below:</p> <ul style="list-style-type: none"> • The “Art in the Armchair project” is available to recently diagnosed individuals via referral from their GP. Individuals are able to attend Mold Community Hospital for up to 6 weeks where a structured programme aimed at improving memory through art and drama can be experienced. Individuals are then encouraged to participate in ongoing workshops at Theatre Clwyd. • “Singing for the Soul” is a therapeutic music project that encourages individuals with mental health concerns to meet and enjoy music together. Referral is through the GP or Flintshire Memory Service. • The Dementia Support Worker Project is funded by Welsh Government aimed at supporting those newly diagnosed with Dementia. It provides follow up information, advice and the opportunity of peer support through local support groups / day services commissioned by BCUHB and run by North Wales Crossroads Voluntary Organisation. • Deeside Community Hospital is developing a service for in-patients with a diagnosis of Dementia based on rehabilitation and wellbeing. It has invested in a range of resources for its day rooms, including interactive technology. • BCUHB are also working to create a clinical pathway to better identify and support those individuals known to services who have a learning difficulty and are also diagnosed with Dementia. They are also in the process of reviewing their Early Onset Dementia pathway. • The Older People Commissioner expectation is that Public Service Board will not only ensure that people with dementia and their carers are considering and reflected in the new well-being plans, but that they will also be a vehicle for ensuring that their voices are heard and responded to at a strategic level.
1.11	<p>Aim 3:</p> <p><u>Involve people living with dementia in the design and development of future services</u></p> <p>We have been working closely with partners at Bangor University to gain approval for a research project to explore the impact of creative conversations with residents in local care homes. This research will assist care staff and families to understand how best to engage with people living with Dementia and understand verbal and nonverbal communication. This research project will commence in November 2016. Bangor University also jointly facilitate the Flintshire Dementia Supportive Network which meets quarterly and brings individuals and families living with Dementia together and enable them to have a voice.</p> <p>We are working closely with our partners and contractors involved in the redevelopment of Flint town centre and new build Extra Care facility to involve and utilise the lived experience of local people with Dementia in the</p>

	building design and use of communal space.
1.12	<p>Aim 4:</p> <p><u>Preventative Services</u></p> <p>There have been a number of preventative initiatives undertaken with the aim of broadening understanding of the needs of people living with dementia Services. These include:</p> <ul style="list-style-type: none"> • Intergenerational opportunities involving local Schools and Memory Cafes, Pupils in Flint High school and Sealand Primary School undertaking Dementia Friends training and plans for a creative story telling session in December 2016 • Theatre Clwyd have piloted “Dementia friendly” film screenings and a follow up consultation with members of the public has been completed • Conversation opportunities in Welsh have been piloted in Care Homes using volunteers • Small Grants of £1000 were awarded to 3 Care Home winners following a competition to describe environmental improvements they would make within their Home utilising Technology, Outside Space and Book of you. <p>The aim of such preventative projects is to reduce stigma associated with Dementia, increase access to normal leisure activities, and demonstrate the positive impact that some small changes can have on the quality of life for people living with Dementia.</p>
1.13	<p>Aim 5:</p> <p><u>Dementia Friends training for Elected Members</u></p> <p>All Elected Members feel aware and able to initiate an “are you Dementia Friendly” conversation as they go about their Council duties. This may be in relation to their work in other Council departments, local business, BCUHB or simply in conversations they have with the citizens of Flintshire themselves. Only by us all working together can we ensure that we are building Dementia Friendly Communities which are resilient and sustainable in the future.</p>

2.00	RESOURCE IMPLICATIONS
2.01	None due to external funding.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Ongoing consultation with people with Dementia and their families regarding future developments.

4.00	RISK MANAGEMENT
4.01	Loss of existing funding would jeopardise progress which has been made.

5.00	APPENDICES
5.01	Appendix 1: Dementia Road (Illustration of Services in Flintshire)

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Contact Officer: Luke Pickering-Jones, Planning and Development Officer</p> <p>Telephone: 01352 702655</p> <p>E-mail: luke.pickering-jones@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	Dementia Friends - An awareness session that provides informal training on 5 key areas that support people living with Dementia. The session last 45 minutes and is open to all and provide the basic awareness required.
7.02	Dementia Friendly - This is a term that is used to identify if an individual, business/ organisation, community etc. are doing action that support people living with Dementia and their carers.
7.03	Early Onset Dementia - This refers to people living with Dementia that are aged 65 or younger.
7.04	Dementia Friendly communities – This refers to the Alzheimer’s Society Initiatives where Communities can apply for accreditation following actions that will raise awareness or support people living with Dementia.
7.05	Memory Cafés – These are supportive groups set up in local communities to support people living with Dementia and their carers in a variety of ways. This includes advice and information, activity, events and social support from the community.
7.06	Dementia Friendly Council – This term refers to the council completing action to support people living with Dementia. Each department will complete 3 action, following completion they can request accreditation from a Dementia Friendly Towns. Each year the departments will increase their action to build a Dementia Friendly Council.
7.07	Dementia Friendly Business/ Organisation – This term refers to a Businesses or organisation completing 3 action to support people living with Dementia. Each year businesses or organisation will reapply and complete 3 new action to be awarded the status.
7.08	Intermediate Care Fund – This refers to funding provided by Welsh Government to Health boards and Social Services to fund projects that will benefit a number of set key outcomes.
7.09	Rem Pods – This refers to a pieces of equipment that provides a scene such as a vintage pub and accessories to be used to stimulate and benefit people living with Dementia.

7.10	Creative Conversation – This term refers to creating positive conversation with people living with Dementia that mainly look at imagination, memories and creative arts as a means of communication.
7.11	Dementia Supportive Network – This refers to a group of people such as professional, people living with Dementia, carers and the community working and meeting together to create change.