

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 20<sup>th</sup> JANUARY 2016

## Improving support for people who have Dementia and their families

### To consider and comment on the following issues:

- Improving support for people who have dementia and their families
- Improving the skills of the workforce
- Improving services

### Reasons:

- To provide a progress report for the Social Care & Health Scrutiny Committee.
- In 2011/12, the Joint Scrutiny Forum (which consisted of members of the Social Care & Health Scrutiny Committee and members of the Hywel Dda Community Health Council's Carmarthenshire branch), undertook a review of dementia services in Carmarthenshire.
- Scrutiny committees have a key role to play in monitoring the implementation of review recommendations.

**To be referred to the Executive Board for decision: NO**

**Executive Board Member Portfolio Holder:** Cllr. Jane Tremlett (Social Care & Health)

<b>Directorate:</b> Communities	<b>Designations:</b>	<b>Tel Nos. / E-Mail Addresses:</b>
<b>Name of Head of Service:</b> Rhian Dawson	Head of Integrated Services	01267 228900 <a href="mailto:rhian.dawson@wales.nhs.uk">rhian.dawson@wales.nhs.uk</a>
<b>Report Author:</b> Catherine Poulter	Locality Manager (Aman / Gwendraeth)	01269 830011 <a href="mailto:cpoulter@sirgar.gov.uk">cpoulter@sirgar.gov.uk</a>

## EXECUTIVE SUMMARY

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 20<sup>th</sup> JANUARY 2016

## Improving support for people who have Dementia and their families

### Introduction

This report provides a progress report on the implementation of recommendations relating to services for people who have dementia made by a Joint Scrutiny Committee in 2012 and the Carmarthenshire Dementia Strategy 'A Positive Future' in 2013.

Three areas of work are detailed in this report. These are: Improving support for people who have dementia and their families, improving the skills of the workforce and service development.

### Improving support

A number of initiatives have been developed to support people in their communities.

- **Dementia Friendly Communities**

This is a national movement that aims to improve society's response to people who may have dementia so that people feel included and safer. The first officially dementia friendly community in Carmarthenshire was in Pontyberem. In the last year, the Alzheimer's Society has appointed a project officer for a year to increase the number of dementia friendly communities across the Hywel Dda area. Ammanford and Llanelli now have Dementia Friendly Community steering groups and the towns are on the way towards official recognition. Other communities are also interested in progressing this. People in local businesses have attended Dementia Friends awareness sessions and been encouraged to make their premises more 'dementia friendly'. A community that can respond positively to people who may have dementia should be a good place to be for everyone.

- **Encouraging people to seek help**

There can be a perception that nothing can be done to help if people are showing signs of dementia. However, although the condition has no cure, there are medical interventions that can slow the course of the disease and the opportunity to plan for the future can reduce problems when the condition advances.

For some time, efforts have been made to produce news stories relating to dementia for the local press to raise awareness. Last year a different approach to engaging the public was suggested. A number of amusing cartoon strips were produced by a local artist. They were positively received by carers of people with dementia and the decision was taken to publish in the local press. The initiative also received coverage in the national press. The cartoons have now been made into a poster which it is hoped will catch the attention of people who might not be interested in the usual written material. Increasing the low rates of diagnosis of dementia in Carmarthenshire and the Hywel Dda Health Board is a key health improvement target for both Carmarthenshire County Council and the Health Board.

- **Community Memory Clinic and 'drop-in' centre**

Memory clinics are usually located in hospital settings which can be difficult to access. In late 2013, a decision was taken by the GP cluster in Amman Gwendraeth to fund a community memory clinic. Establishing this clinic was complex because it involved integrating different parts of the Health service. The clinic is held on two mornings a month in Llandybie Community Hall. Three local GPs who have had additional training provide the medical input on a rota, along with the Memory Clinic nurse, a support worker from the Alzheimer's Society and a social worker from the Community Resource Team. As well as medical appointments, people are encouraged to 'drop in' to speak to the professionals who attend. The response from people attending has been uniformly positive. They appreciate the informality and the ability to park right outside. The 'drop in' aspect has been growing with time and it is a valued form of support.

There is interest in developing this model in other locations and it is anticipated that other community clinics will be established in the next year.

The Minister of Health visited the week before the clinic started and has been very positive about this service. The Clinic has now been shortlisted for a 'Best of Health' award.

### **Improving the skills of the workforce**

In keeping with the goal of Carmarthenshire being a 'dementia friendly' county, staff who have contact with the public are accessing Dementia Friends awareness sessions to help them understand how to respond to people who may have dementia. The training programmes to increase the skills of domiciliary and care home staff have continued. These are available to the independent sector as well as staff working for the local authority.

Following on from the work undertaken by health and social care staff in Carmarthenshire with the Joseph Rowntree Foundation to develop a Human Rights approach to assisting people who have dementia, a series of training events have been held to give staff skills in promoting positive risk management with people who have dementia.

This focuses on individual strengths and on what can be done to mitigate risks in the least restrictive manner. By using the Declaration of Rights for older people in Wales, people who have dementia can be supported to live their lives as freely as possible, while being protected from harm.

The Care Council for Wales has commissioned the development of a national dementia training framework for social care staff. Carmarthenshire staff are contributing to this piece of work.

### **Service Development**

An event titled 'Meaningful outcomes through positive risk taking' was held in June to promote good practice in the care sector. This was part of ongoing joint work between Carmarthenshire County Council and the independent sector to provide environments that support individuals to be as happy and fulfilled as possible. It is important that appropriate care is available to meet people's needs at all stages of the illness. The Health Board has just updated their End of Life Delivery Plan which details best practice in supporting people when they are dying. This includes working closely with staff in care homes so that good quality care can be provided to support residents to die in the care home and not in hospital.

Cartref Cynnes, the new extra care development in Johnstown is now open. The plan included a unit of eleven flats for people who have dementia. The two established extra care services do not have a specific service for people who have dementia so this is a new experience. It presents a good opportunity for developing new ways of working. There are still some vacancies but the people who have moved in appear to be settling in their new homes. The extra care development in Ammanford, opening in the spring, does not have a specific unit for people who have dementia but it is anticipated that the application of 'dementia friendly' principles will provide appropriate support for tenants who have dementia.

There are plans to develop the Reablement service to improve outcomes for people using the service. At present people who have dementia can access the service and many do well. However, nationally work has been taking place to identify specific approaches that are effective for people who have dementia. Meeting the needs of people with dementia to maximise independence will be part of the development plan. This will include making better use of Telecare to enhance safety and security.

The Social Services Improvement Agency is holding an event next month to showcase positive examples of work with people who have dementia which will include developments in Carmarthenshire. This is an indication that, although there is much more required to support people who have dementia, Carmarthenshire has a nationally recognised reputation in this field.

**DETAILED REPORT ATTACHED?**

**NO**

## IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Rhian Dawson**                      **Head of Integrated Services**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>YES</b>	<b>YES</b>	<b>NONE</b>

### 5. Risk Management Issues

The number of people living with dementia is estimated to increase by 23% over the next decade (Source Daffodil). Dementia does not only affect the individual with the condition but also has a significant impact on family and friends. The financial costs can also be significant to individuals and to statutory services. Therefore ensuring people are appropriately supported is essential to mitigate risks to individuals and to ensure that there is sufficient capacity in health and social care systems to meet the needs of the population.

### 6. Staffing Implications

In order for Carmarthenshire to be a 'Dementia Friendly County', it is necessary that all staff who have contact with the public should have a basic understanding of how dementia can affect people and have the ability to modify their approach to people who may have the condition.

# CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Rhian Dawson                      Head of Integrated Services

1. Local Member(s) – N/A
2. Community / Town Councils – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

**THESE ARE DETAILED BELOW:**

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Support for people who have Dementia – Social Care & Health Scrutiny Committee (21st January 2015)	<b>Agenda</b> <a href="http://online.carmarthenshire.gov.uk/agendas/eng/SOCI20150121/index.asp">http://online.carmarthenshire.gov.uk/agendas/eng/SOCI20150121/index.asp</a>  <b>Minutes</b> <a href="http://online.carmarthenshire.gov.uk/agendas/eng/SOCI20150121/MINUTES.HTM">http://online.carmarthenshire.gov.uk/agendas/eng/SOCI20150121/MINUTES.HTM</a>
Dementia Support in Carmarthenshire – Prepared by the Joint Health & Social Care Scrutiny Forum, April 2012 (Executive Board, 2nd July 2012)	<b>Report:</b> <a href="http://online.carmarthenshire.gov.uk/agendas/eng/EXEB20120702/REPORT03.HTM">http://online.carmarthenshire.gov.uk/agendas/eng/EXEB20120702/REPORT03.HTM</a>  <b>Minutes:</b> <a href="http://online.carmarthenshire.gov.uk/agendas/eng/EXEB20120702/MINUTES.HTM">http://online.carmarthenshire.gov.uk/agendas/eng/EXEB20120702/MINUTES.HTM</a>