

Joint Derby City Dementia Strategy 2014-2016



Produced July 2014

Foreword

Dementia is the one of the biggest health and social care challenges of the present day. In Derby the number of people with dementia is expected to grow by 16% by 2025. Derby City Council and NHS Southern Derbyshire Clinical Commissioning Group have joined together to develop a strategy which sets out plans for improving services for people with dementia in Derby. The strategy is informed by national guidance on dementia care as well as local information specific to Derby.

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1.0 Introduction

NHS Southern Derbyshire Clinical Commissioning Group (SDCCG) and Derby City Council (DCC) have identified that there is a need for improvements in dementia care. This has been influenced by both National Strategies and local data highlighting the forecast future increase in the number of people living with dementia.

2.0 What is the purpose of this strategy?

In 2009 Living Well with Dementia: A National Dementia Strategy was published by the Department of Health. Living Well with Dementia is the first ever national strategy for dementia in England and Wales.

The Joint Derby City Dementia Strategy is the local response to the objectives in the national document. This version is a 'refresh' or update of the original strategy taking into account:

1. The Prime Minister's Challenge on Dementia – Delivering major improvements in dementia care and research by 2015 (Department of Health, 2012) and
2. A series of local dementia engagement events with people with dementia and their carers - 'Tell us More' - which took place throughout August to November 2012, and further engagement in April 2014

The strategy reflects progress made within Derby and outlines what the future priorities for improvement are, how those improvements will be made, and who will make them.

The strategy has been jointly updated by Derby City Council, (including Public Health) and NHS Southern Derbyshire Clinical Commissioning Group (SD CCG). Our vision for this strategy is to continue to improve the health and wellbeing of people in Derby who are affected by dementia, including families and carers, using resources as fairly as possible.

NHS Southern Derbyshire Clinical Commissioning Group (SD CCG) brings together the combined expertise of 56 local GP practices to commission community based health services on behalf of over 525,000 patients in Southern Derbyshire. NHS Southern Derbyshire CCG is also a partner in the implementation of the Derbyshire County Dementia Strategy.

The delivery of Derby's dementia strategy will be overseen by the local partnership Southern Derbyshire Dementia Implementation Group which has a broad range of members from the statutory and voluntary sector. In turn, this group will report to the partnership Integrated Care Implementation Group.

2.0 What is dementia?

Dementia is caused by a number of illnesses that affect the brain. Dementia typically leads to memory loss, inability to do everyday things, difficulty in communication, confusion, frustration, as well as personality and behaviour changes. People with dementia may also develop behavioural and psychological symptoms such as depression, aggression and wandering.

There is no single test that can identify dementia, although a range of blood tests and sophisticated brain scans can help and are important in ruling out reversible causes. Diagnosis is made by an assessment of symptoms and the use of brief questionnaires that test ability to remember facts, or draw simple diagrams.

All types of dementia are progressive – this means that the structure and chemistry of the brain become increasingly damaged over time. The person's ability to understand, communicate and reason gradually declines. Most types of dementia progress slowly, and how quickly the dementia progresses will depend on the individual. People may live with the condition for ten years or more, requiring increasing levels of support as they become less independent.

It is possible to reduce the impact of the symptoms and enable people to 'live well' with dementia, by working alongside the person with dementia and their family or loved ones to identify support needs, carefully planning the environment, and providing structure with supportive activities.

Vascular dementia is caused by small vessel disease, similar to strokes, which affect the supply of oxygen to the brain. It may be prevented from progressing further if identified early.

There is strong evidence that healthy lifestyles can prevent, or at least delay the onset of dementia. This benefits the individual by prolonging healthy life expectancy and reducing the need for services. It is important therefore that the dementia pathway is seen to begin with the provision of lifestyle advice and services, and the promotion of a

healthy and active lifestyle. The identification of lifestyle risk factors and provision of appropriate support through the Making Every Contact Count (MECC) approach and the provision of lifestyle support through the 'Livewell' programme are central to Public Health delivery in Derby and should be seen as part of the dementia pathway, as they are important aspects of prevention.

4.0 National and Local Data

The current estimated population of England aged 65 and over is 9,536,400 of which 668,257 people are anticipated to have dementia. By 2020 the number of older people (aged 65 and over) is expected to be 10,603,000. Of these people it is estimated that 785,741 or 7.4% will have dementia (source: [POPPI](#))

Derby currently has a resident population of 248,752 with 37,669 people over the age of 65.

There are an estimated 2,980 people with dementia over the age of 65 in Derby. By 2020 the number of older people (aged over 65) in Derby is expected to rise to 43,500. As there is a positive relationship between the number of older people and the number of people with dementia, Derby can expect to have approximately 3,358 people with dementia by 2020.

Table 1 below shows that there has been a positive trend in people receiving a diagnosis of dementia in Derby from 2009 to 2012, as services have become better equipped to diagnose, and local awareness has been raised.

Table 1:

	2009/10	2010/11	2011/12
Number of people who have been diagnosed with dementia	1,202	1,324	1,608

Black, Asian and Minority Ethnic Communities

The all party parliamentary group on dementia (House of Commons) publication 'Dementia Does not Discriminate', July 2013, looks at the experiences of Black, Asian and minority ethnic (BAME) communities. It confirms that people with dementia from BAME communities are under-represented in services and are not experiencing equal outcomes. Local service access data suggests that services for people with dementia mirror the national trend, with access amongst BAME communities not matching local population data.

Understanding of why this situation exists is scarce, however suggested reasons include: lower awareness; higher levels of stigma; and different cultural understandings of dementia among people from BAME communities. Research also suggests that people present later to general dementia services than their white British counterparts, when their dementia has become more severe.

The Centre for Policy on Ageing and the Runnymede Trust applied well established dementia prevalence rates to census data, giving a current estimate of nearly 25,000 people with dementia from BAME

communities in England and Wales. This number is expected to grow to nearly 50,000 by 2026 and to over 172,000 people by 2051. This is nearly a seven-fold increase in 40 years. It is likely that dementia is more common among Asian and Black Caribbean communities. This is because high blood pressure, diabetes, stroke and heart disease - which are all risk factors for dementia - are more common among Asian and Black Caribbean communities.

Early onset Dementia

In Derby the number of people estimated to experience early onset dementia (under 65 years) in 2014 is 57, and is projected to rise to 64 by 2020 (source: [PANSI](#))

People with a learning disability and dementia

Evidence suggests that people with a general learning disability have an increased risk of developing dementia although this has not been researched extensively.

The total Derby population, aged 18-64, predicted to have a learning disability is 3,816 in 2012 and is projected to rise to 4,107 by 2020.

People with Down's syndrome have a known increased genetic risk of developing dementia, and are at risk of developing dementia at an earlier age than the general population. For example, there is a 1 in 3 chance that a person with Down's syndrome aged in their 50's will have dementia (most commonly Alzheimer's disease).

The total Derby population, aged 18-64, predicted to have Down's syndrome in 2014 is 99 and is projected to rise by 2020 to 105.

5.0 National Dementia Strategy

In September 2010 the Department of Health published a revised implementation plan for 'Living Well with Dementia - A National Dementia Strategy'. Nine statements have been developed as part of this plan which aim to capture what people with dementia should expect in terms of their health and social care. The nine statements are:

I was diagnosed early

I understand, so I make good decisions and provide for future decision making

I get the treatment and support which are best for my dementia, and my life

Those around me and looking after me are well supported

I can enjoy life

I am treated with dignity and respect

I know what I can do to help myself and who else can help me

I feel part of a community and I'm inspired to give something back

I am confident my end of life wishes will be respected.
I can expect a good death

The following is a sample of comments describing how people in Derby affected by dementia are being supported to 'live well', as a result of the 'Tell Us More' engagement events and from local service monitoring:

- Attendees of Making Space support service: "***We've made friends and now go out together for either lunch or tea when we attend the groups***"; and "***We go to film night at the Broadway, Leylands café, Chellaston café, Mickleover café, Singing for the Brain and we also belong to a lunch club***"

- *Following referral to a local home care provider after discharge from hospital: “on one occasion ‘K’ was just arriving home with the agency after being out for the afternoon and the difference in his personality was evident to see. He was a lot more alert, he seemed much more stable when walking and was very chatty”*
- A home care provider supporting HG, a socially isolated customer with depression, anxiety and low self-esteem, to attend a Zumba class commented that she had *“never seen HG smile like that before”*
- A customer who wanders was supported to access a door sensor from Telecare: *“the person with dementia is safe and not wandering outside the house, and the carer has peace of mind”*
- Attendee of a carers information session: *“I am not alone knowing help is only a phone call away”*

The national Revised Implementation Plan also confirmed the Government’s commitment in driving forward improvements in dementia care. Four priority areas highlighted for improvement within the Government’s Revised Implementation Plan are:

- Good quality diagnosis and intervention for all
- Improved quality of care in general hospitals
- Living well with dementia in care homes
- Reduced use of antipsychotic medication.

6.0 Prime Minister’s Challenge on Dementia

The dementia challenge was launched in March 2012 by Prime Minister David Cameron. Building on achievements made through the National Dementia Strategy it aims to deliver major improvements in dementia care and research by 2015.

Key commitments include:

- Increased diagnosis rates through regular checks for over 65s
- Incentives for hospitals offering quality dementia care.
- Innovation
- Promoting local information on dementia services
- Dementia friendly communities across the country
- A high-profile public awareness campaign.
- Better research
- A dementia care and support compact signed by leading care home and home care providers

The Prime Minister's Challenge on Dementia is a challenge to the whole of society as well as government.

Champions groups have been set up to focus on the following three key areas:

1. Developing dementia friendly communities

The aim is to create communities in which people will understand more about dementia and affected people feel included and free from stigma.

Dementia Action Alliances will be set up to identify actions needed to make their community dementia friendly, with at least 20 cities or other communities becoming dementia-friendly by 2015.

Achievements to date include financial institutions working together to create a dementia friendly protocol; a schools dementia awareness pioneer group; and improvements from specific sectors and organisations.

Moving forward:

- A programme to educate 1 million people to become 'dementia friends'
- A dementia-friendly communities symbol:- a forget-me-not, to recognise those who are dementia aware
- More companies will be encouraged to become dementia friendly, improving the layout of buildings and signage and raising staff awareness.

2. Improvements in health and care

The aim is to improve the quality of diagnosis, treatment and care for people living with dementia:

Objectives include driving up diagnosis rates; high quality treatment and care in hospitals, at home and in care homes; improved access to information; improved housing choices; improving end of life care; supporting the workforce through networks and training; developing effective, high-quality commissioning; improved access for family carers to support, information and respite.

Care services can make a public commitment to providing good, personalised dementia care by signing the 'Dementia Pledge', gaining access to free on-line resources and the dementia pledge logo in return.

3. Research

The aim of this area of work is to improve treatments for people with dementia; looking at prevention and slowing progress.

Funding for research into dementia and neurodegenerative disease will increase from £26.6 million in 2009/10 to an estimated £66.3 in 2014/15,

Opportunities for people with dementia to participate in high quality research will increase.

7.0 How were the 2011 – 2012 local plans developed?

Throughout 2009 and up to March 2010 events and workshops were held to involve people in Derby who have an interest in Dementia. Attendees included people with dementia and their carers, health and social care staff (including the voluntary and community sector) who support people with dementia, and people involved in planning dementia services.

In February 2010 a series of events identified the top five priorities as:

- Workforce learning and development of staff
- Integrated dementia team /care coordination
- Respite within the home and in residential care settings
- Memory assessment service to diagnose people with dementia
- Joint 5th: Continence services; out of hours home care; seamless community networking.

It was also agreed that special attention should be paid to the specific needs of Asian and African-Caribbean people who mainly live in the electoral wards of Arboretum and Normanton given the increased risk factors of high blood pressure, diabetes, stroke and heart disease which impact on the prevalence of dementia.

These priorities formed the basis of the 2011-2012 strategy and the following key actions were identified:

- Good quality early diagnosis and intervention for all
- Easy access to peer support and advice
- An informed and effective workforce across all services
- Good quality care for the physical health care needs of people with dementia
- Improved personal care for people with dementia
- Improved care in care homes

8.0 What has been achieved to date?

Work on the implementation of the National Dementia Strategy in Derby City began during 2009-10. Progress to date includes:

- **Memory Assessment Service:** the service was piloted and the delivery model continues to develop. People with concerns about their memory are encouraged to approach their GP for advice. If dementia is suspected, the persons GP will make a referral to the Memory Assessment Service. The service offers specialist assessment, diagnostic testing and - when indicated - diagnosis and referral to specialist mental health services. Opportunities are also available at the clinic appointment for the individual and their carer to access emotional support and signposting to community support services.
- **'The Living Well Programme'** is offered to all people with a recent diagnosis of dementia and who are in the early stages of the condition.

- **Dementia Support Service** is a service for all people who are affected by memory problems. It provides a range of support services to people with dementia and their carers including one-to-one support; facilitation of group/peer support and activities and voluntary befriending.
- **A Dementia Support Service** is also provided by the Alzheimer's Society at **Royal Derby Hospital NHS Foundation Trust**.
- The **Older Peoples Mental Health Liaison Service** has been running as a pilot from Royal Derby Hospital since early December 2011. The service provides expert advice and support on the delivery of good clinical care, care planning and discharge planning for people with suspected memory loss. The service has now become integrated as part of the recently developed age inclusive Mental Health Liaison Service.
- **Education and Information Programme for Carers:** A set of information programmes for carers of people with dementia.
- **Fast assessments and installation of Telecare:** People had expressed their concerns that this took a long time from referral and this has since been improved.
- **'E-learning' Basic Dementia Training: On-line training or 'E-learning' has been developed** .The package includes a workbook, and the opportunity to access basic dementia training in an accessible E-Learning format.
- **Raising Awareness of Dementia:** Derby and Derbyshire Dementia Newsletters have been published; plans are being developed to roll-out the Dementia Friends initiative.
- **Specialist Dementia Residential Care** has been introduced by Derby City Council – providers meeting environmental and quality

standards have received an increased fee for Council-funded residents with dementia, over and above the basic payments

- **Training and support for local residential care providers around End of Life Care for people with dementia** has been piloted – leading to the development of a toolkit for providers, which was produced alongside local carers.

Appendix 1 provides a summary of the progress made against the 2011-12 local implementation plan.

9.0 Next steps

'Tell Us More' engagement events

A series of engagement events 'Tell us More' were held across NHS Southern Derbyshire Clinical Commissioning Group jointly with Derby City Council during August – November 2012. The 'Tell us More' events focused on capturing views and experiences from people with dementia and their carers on dementia services, in particular focussing on the priority areas which were to be implemented during 2011-12 (as outlined within the Joint Derby City Dementia Strategy 2011-2012). In addition to these events, further engagement took place in April 2014 to ask carers and people with dementia their thoughts on the draft version of this document. All of the information collected during these engagement events have been summarised into a number of recommendations which have helped to refresh this strategy which include the following:

- Key providers of dementia services are to publicise their services and have information available in a range of accessible formats.

- Develop a dementia 'key contacts' card which provides people with clear details of the key support services.
- Raise awareness of the local Dementia Support Services amongst customers and carers.
- Develop a dementia training and awareness programme for GPs.
- Dementia training at various levels to be delivered within Royal Derby Hospital NHS Foundation Trust.
- Promote carers assessments and support to make sure carers needs are taken into account.
- Promote the range of personalised day time opportunities, and to provide respite for carers and people with dementia.
- Promote the use of existing resources to enable health and social care staff to access appropriate dementia training.
- Explore ways that the assessment, support planning and enablement process can specifically highlight a person's needs around dementia to support long-term care delivery.
- Ensure customers feel the homecare they receive is delivered by a consistent group of carers who meet their needs well.
- Share resources with care providers to encourage the provider to develop stimulating activities for people with dementia in care homes e.g. useful websites; examples of best practice.

Dementia Diagnosis Ambition

In November 2012 The Department of Health published its first Mandate between the Government and the NHS Commissioning Board, setting out the ambitions for the health service for the next two years. One of the key objectives of the Mandate was better diagnosis, treatment and care for people with dementia.

In December 2012 the NHS Commissioning Board published planning guidance for CCGs for 2013/14. The planning guidance 'Everyone Counts: Planning for Patients 2013/14' stipulates that CCGs must set local trajectories, or targets for Dementia diagnosis.

The national dementia diagnosis rate for 2012-13 was 46%, the diagnosis rate within Southern Derbyshire CCG for 2012/2013 was slightly higher at 50.7%. The ambition for 2014-15 is 58% and for 15/16 is 67%.

Action plans

A revised local implementation plan can be found within Appendix 2 – this has been developed in response to:

- Quality outcomes for people with dementia: building on the work of the National Dementia Strategy
- Prime Minister's Challenge
- 'Tell us More' engagement events
- NHS Mandate

We would like to take this opportunity to extend a particular thanks to all the people with dementia and their carers who volunteered their time at the 'Tell us More' sessions and various other engagement events.

Appendix 1

Local Implementation Plan 2011-2012: What has been achieved to date

What do we want to achieve?	Quality statement	What will we do to achieve this?	Timescale	Responsible organisation	What have we achieved
Good quality early diagnosis	<i>I was diagnosed early</i>	<p>Commission a direct access memory assessment service which will maintain strong links with the dementia support service</p> <ul style="list-style-type: none"> • After diagnosis the person with dementia and their carer will be offered the Living Well Programme which will provide information, education and other help straight after diagnosis • Every person with dementia and their carer knows where to access information and support 	Phase 1: April 2011 Full roll out end of August	NHS Derby City	<p>Achieved: Pilot memory assessment services are currently being delivered and provided by Derbyshire Healthcare NHS Foundation Trust.</p> <p>Achieved: The Dementia Support Service (commissioned by Derby City Council) is delivered alongside the memory</p>

What do we want to achieve?	Quality statement	What will we do to achieve this?	Timescale	Responsible organisation	What have we achieved
					assessment service.
Easy access to care, support and advice following diagnosis	<i>I understand, so I make good decisions and provide for future decision making</i>	<ul style="list-style-type: none"> • Develop a dementia support service so that people with a diagnosis will receive help and guidance to access the care and support they need • Link to Dementia Café and other existing Peer Support options 	July 2011 July 2011	Derby City Council	Achieved: Dementia Support Service commissioned and provided by 'Making Space'– this service provides one-to-one support, volunteer befriending, and coordinates peer support groups for people with dementia and their carers
An informed and effective workforce across all services	<i>I get the treatment and support which are best for my dementia, and my life I am treated with dignity</i>	<ul style="list-style-type: none"> • Work with provider organisations to pilot and roll out an E learning package for basic dementia training • Develop training quality standards to be used as part of commissioning and contracting process • Commission a dementia 	May 2011 End of July 2011	Derby City Council & NHS Derby City	Achieved: Basic dementia awareness training has been rolled out in an E-learning format In Progress:

What do we want to achieve?	Quality statement	What will we do to achieve this?	Timescale	Responsible organisation	What have we achieved
	<i>and respect</i>	education programme pilot for carers of people with dementia and evaluate success	April 2011		<p>Training standards are being developed</p> <p>Achieved: A set of information programmes for carers of people with dementia have been rolled out and are now on offer from the Dementia Support Service.</p>
Home respite available to support people with dementia and their carers	<i>Those around me and looking after me are well supported</i>	Provide the carer with a break while the person with dementia benefits from contact and meaningful activity in their home	Achieved	Derby City Council	Achieved: This support was piloted amongst homecare providers and is now mainstreamed as part of our approach to self-directed support

What do we want to achieve?	Quality statement	What will we do to achieve this?	Timescale	Responsible organisation	What have we achieved
Extend Assistive Technology to support people living with dementia and their carers	<i>Those around and looking after me, are well supported</i>	<ul style="list-style-type: none"> • Pilot telecare for people with dementia • Evaluate success of the pilot and plan how to provide telecare for people with dementia after the end of the pilot 	March 2011	Derby City Council	Achieved: Project was evaluated; assistive technology for people with dementia is a central part of the Council's assessment and support function
Improve the physical health care of people with dementia	<p><i>I get the treatment and support which are best for my dementia, and my life</i></p> <p><i>I can expect a good death</i></p> <p><i>I am treated with dignity and respect</i></p>	<p>Integrated Care Pathway Project has the following aims:</p> <ul style="list-style-type: none"> • Improved liaison between specialist Mental Health staff and staff at the Royal Derby Hospital • Better access to diagnostics for people with dementia • Improved recording of dementia as a diagnosis when a person is in hospital • Pilot of Green Medication and Communication Bag and evaluate success – to look at ways of transferring information about a person from the community to hospital 	<p>December 2011</p> <p>July 2011</p>	NHS Derby City	<p>Achieved: Pilot Older Peoples Mental Health Liaison Service launched December 2011 – now mainstreamed as part of the wider Mental Health Liaison Service at Royal Derby hospital</p> <p>Achieved: Memory</p>

What do we want to achieve?	Quality statement	What will we do to achieve this?	Timescale	Responsible organisation	What have we achieved
					<p>Assessment Service is now in place</p> <p>Partially achieved: Recording of dementia in health settings including hospitals is underway</p> <p>Achieved: Green Medication and Communication Bag evaluated.</p>
Provide peer support	<p><i>I know what I can do to help myself and who else can help me</i></p> <p><i>I can enjoy life,</i></p>	<p>Develop peer support services that provide people with dementia and carers opportunities to socialise and share learning.</p> <ul style="list-style-type: none"> • 10 dementia cafes across Derby City • 3 carers support groups • Befriending services for people with dementia and their carers 	Achieved	Derby City Council	<p>Achieved: Peer Support pilot evaluated and core activities mainstreamed - Dementia Support Service commissioned to provide this – currently</p>

What do we want to achieve?	Quality statement	What will we do to achieve this?	Timescale	Responsible organisation	What have we achieved
	<i>I feel part of a community and I'm inspired to give something back</i>	Explore ways for service to be commissioned after the national funding for the Peer Demonstrator Site ends	End of July 2011		delivered by 'Making Space'
Quality care in nursing and residential care homes	<p><i>I am treated with dignity and respect</i></p> <p><i>I get the treatment and support which are best for my dementia, and my life</i></p> <p><i>I can expect a good death</i></p> <p><i>I am confident my end of life wishes will be respected</i></p>	<ul style="list-style-type: none"> • Develop an approach to quality within nursing homes and residential care homes which will guarantee good quality care • Put monitoring arrangements in place • Pilot specialist dementia input into care homes to reduce the inappropriate use of anti-psychotics 	<p>End of September 2011</p> <p>End of November 2011</p>	NHS Derby City and Derby City Council	<p>Achieved: A number of residential homes are receiving an enhanced rate for delivering against quality and environmental standards.</p> <p>Achieved: Anti-Psychotic Pilot undertaken and evaluation submitted</p> <p>Achieved: A toolkit for residential care</p>

What do we want to achieve?	Quality statement	What will we do to achieve this?	Timescale	Responsible organisation	What have we achieved
					<p>providers supporting people with dementia nearing the End of Life has been completed and co-produced with providers and local carers</p>

Appendix 2

Local Implementation Plan 2014 – 2016: Priorities for the next two years

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
Promote protective lifestyle choices to keep people healthy and active	<i>I know what I can do to help myself and who else can help me</i>	- Enhance GPs awareness of the protective factors for dementia and promote referrals to the 'Livewell' project and other community based activities as appropriate	Throughout 2014 and 2015	NHS Southern Derbyshire CCG/ Public Health – Derby City Council
		-Media awareness initiatives to raise awareness of dementia and relevant protective factors (lifestyle interventions). Specific emphasis and consideration to be given to promoting message amongst diverse and Black, Asian and Minority Ethnic (BAME) communities, and under-represented groups – including people with early-onset dementia and/or with a learning disability	Throughout 2014	Public Health/ Communications Team – Derby City Council/NHS Southern Derbyshire CCG
		-Incorporate dementia awareness into "Time	Throughout	Public Health – Derby City

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
		<p>to Change” mental health awareness training for Derby City Council front line staff</p> <p>-Include information about protective factors and positive lifestyle choices into local web-based information</p>	<p>2014</p> <p>December 2014</p>	<p>Council</p> <p>Derby City Council/ NHS Southern Derbyshire CCG</p>
Improving awareness and understanding	<i>I know what I can do to help myself and who else can help me</i>	<p>-Work towards Derby becoming a Dementia Friendly Community – developing understanding and reducing stigma by:</p> <ul style="list-style-type: none"> - Developing ‘Dementia Friends’ in Derby by promoting the information sessions and on-line video to key staff, partners, customers and carers, with a particular focus on BAME communities and under-represented groups - Supporting the development of the Derbyshire Dementia Action Alliance to help engage with citizens and a range of partners from all sectors -Supporting the development of a local Dementia Action Forum – a group of customers and carers who will provide a voice to support local planning and development 	<p>Throughout 2014/15</p> <p>Throughout 2014/2015</p> <p>Throughout 2014/2015</p> <p>From June 2014</p>	<p>Derbyshire Dementia Action Alliance/ Derby City Council</p> <p>Derby City Council</p> <p>Derby City Council/ NHS Southern Derbyshire CCG</p> <p>Derby City Council/Southern Derbyshire CCG</p>

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
Promoting local information about dementia services	<i>I know what I can do to help myself and who else can help me</i>	<ul style="list-style-type: none"> -Develop a 'key contact card' for customers and carers in line with local needs -Derby City Council and NHS Southern Derbyshire CCG websites to be made more user-friendly for customers and carers, and to identify opportunities for joint developments -Dementia Support Service Provider to review information provided at point of diagnosis and along dementia journey – to include review of accessibility for all communities 	<p>December 2014</p> <p>October 2014</p> <p>September 2014</p>	<p>Derby City Council</p> <p>Derby City Council/ NHS Southern Derbyshire CCG</p> <p>Making Space</p>
Good quality early diagnosis and intervention for all	<i>I was diagnosed early</i>	<ul style="list-style-type: none"> -Continue to develop the wider Memory Assessment Service and identify opportunities to work with partner agencies to identify people affected by dementia, through screening opportunities for example. To include an emphasis on making sure these interventions meet the needs of local diverse communities and under-represented groups. -Pilot and evaluate a Primary Care Dementia Liaison Service for 12 months in 3 	<p>Throughout 2014</p> <p>Throughout 2014</p>	<p>NHS Southern Derbyshire CCG</p> <p>NHS Southern Derbyshire CCG</p>

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
		<p>GP surgeries - to promote early assessment, encourage patients to be assessed, and to provide inclusive and accessible support and signposting for both patients and carers.</p> <p>-Arrange QUEST sessions (locality GP information and training events) with a focus on dementia, to raise the profile of services within Derby and to develop discussions between primary care clinicians, as well as secondary care services.</p> <p>-Complete a GP on-line survey to identify GP training needs around undertaking assessments and diagnosis (where possible) confidently and competently; evaluate to develop a GP training programme.</p> <p>-Trajectory target to be set to improve dementia diagnosis rates within 2013/14 and 2014/15</p>	<p>September 2014</p> <p>Throughout 2014</p> <p>Between March 2014-March 2015</p>	<p>NHS Southern Derbyshire CCG</p> <p>NHS Southern Derbyshire CCG</p> <p>NHS Southern Derbyshire CCG</p>

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
		<p>-To review outcomes of the primary care dementia quality premium indicator 2013/14 which is to make sure patients are diagnosed in a timely way, and that patients are given the opportunity to plan for their future care.</p> <p>-Explore opportunities for linking patients with early diagnosis of vascular dementia to the 'Livewell' programme, and to purposeful activity via community based groups</p>	<p>Throughout 2014</p> <p>From August 2014</p>	<p>NHS Southern Derbyshire CCG</p> <p>Derby City Council/ NHS Southern Derbyshire CCG</p>
Provide support following diagnosis and peer support	<i>I know what I can do to help myself and who else can help me/ Those around me and looking after me, are well supported</i>	<p>-Monitor outcomes from the Dementia Support Service to make sure it continues to meet the needs of the local population in line with the local pathway, including social support and stimulation.</p> <p>-Make sure GPs are registering carers of people with dementia, and carers are referred for an assessment.</p> <p>-Distribute a leaflet promoting carer support and services through GP surgeries and local communities in different languages</p>	<p>On-going</p> <p>On-going</p> <p>From March 2014</p>	<p>Derby City Council & NHS Southern Derbyshire CCG</p> <p>NHS Southern Derbyshire CCG</p> <p>Derbyshire Carers Association</p>
Quality care and support for	<i>I know what I can do to help</i>	-Identify ways that customers and carers affected by dementia can be better	On-going	NHS Southern Derbyshire CCG /Derby City Council

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
people with dementia	<i>myself and who else can help me</i>	<p>supported by the new Community Support Teams, through joint working and identification of those needing support</p> <p>-Review the Derby City Council Dementia Champions Working Group and action plan to improve key areas of support such as:</p> <ul style="list-style-type: none"> - Improving our assessment and support planning process so that people with dementia's needs/ carer input is identified and communicated to other providers, including people with complex needs, citizens from BAME communities, and those who have early on-set dementia - Make sure consistency and quality of homecare is a priority by addressing this within the new homecare contracts - Identify opportunities to support people with dementia through a reablement approach: 8 new dementia reablement beds to be developed in Arboretum House -Identifying how carers of people with dementia can be identified and supported more consistently and pursue the Carers 	<p>From July 2014</p> <p>From August 2014</p> <p>From September 2014</p> <p>From August 2014</p>	<p>Derby City Council</p> <p>Derby City Council</p> <p>Derby City Council</p> <p>Derby City Council</p>

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
		Pledge		
		-Develop opportunities for people to access therapeutic and dementia-friendly day activities within our in-house residential care homes	From September 2014	Derby City Council
		- Promoting assistive technology widely across the health and social care community, with a specific focus on the new reablement beds as above	September 2014	Derby City Council
		- Making sure diverse communities and BAME groups have equal access to positive outcomes: to start this work by completing an Equalities Impact Assessment for the improvements at Perth and Arboretum House	September 2014	Derby City Council
		-Develop a partnership approach to reminiscence in the community or supported accommodation; pilot work to be evaluated at Coleridge House	September 2014	Derby City Council
		- Highlight where there are gaps in service provision for customers with advanced/ complex needs as part of our local Market	October 2014	Derby City Council

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
		Position Statement		
			October 2014	Derby City Council
Quality care in care homes	<i>I am treated with dignity and respect</i>	<ul style="list-style-type: none"> - Support local providers to develop a therapeutic approach to stimulation and well-being through a Dementia Care Mapping project and other workforce initiatives -As above to develop 8 dementia specific reablement and day opportunities within residential care – to support people to remain as independent as possible -Identify what support carers and family members need to make sure the reablement approach continues beyond the short-term residential stay. 	<p>From October 2013 – April 15</p> <p>From September 2014</p> <p>From September 2014</p>	<p>NHS Southern Derbyshire CCG & Derby City Council</p> <p>Derby City Council</p> <p>Derby City Council</p>
Carers being supported	<i>I know what I can do to help myself and who else can help me</i>	<ul style="list-style-type: none"> -Evaluation of Dementia Support Service as above to identify carers needs to support future planning -Increase the number of carers supporting people with dementia who receive a carers assessment, with a particular focus on BAME communities 	<p>On-going</p> <p>December 2014</p>	<p>Derby City Council</p> <p>Derbyshire Carers Association</p>

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
		-Increase the numbers of carers supporting people with dementia who have an emergency plan to support them with unplanned events	December 2014	Derbyshire Carers Association
		-Deliver carer training to support carers in their caring role, with specific reference to dementia and diverse cultural needs	From April 2014	Derbyshire Carers Association
		-Identify actions from 2014 Carers Survey to meet unmet needs	September 2014	Derby City Council
Good quality physical environments for people with dementia	<i>I can enjoy life</i> <i>I am treated with dignity and respect</i>	-Share learning from dementia friendly improvements within DCC residential care homes Arboretum and Perth House to support residents, customers and carers in other care and support environments	From August 2014	Derby City Council
		-Complete Kings Fund dementia self-assessments within all DCC residential care homes	By September 2014	Derby City Council
		-Complete Kings Fund dementia self-assessments within existing Extra Care environments to support future design planning of Extra Care schemes	By August 2014	Derby City Council/ Local Extra Care Providers
		-Improvements made within Royal Derby	on-going	NHS Southern Derbyshire CCG

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
		Hospital to create dementia friendly wards.	throughout 2014	
Care of people living with dementia in general hospitals is improved	<i>I am treated with dignity and respect</i> <i>I get the treatment and support which are best for my dementia, and my life</i>	-Training for Health Care Assistants within Royal Derby Hospital to improve dementia awareness and the development of skills to communicate well with people with dementia. -On-going training with all therapists and hospital staff to raise awareness of carers needs and what support is available -Work with Royal Derby Hospital Steering Group to improve the hospital experience for people with dementia	On-going throughout 2014 On-going On-going	NHS Southern Derbyshire CCG Derbyshire Carers Association/ Age UK Derby and Derbyshire First Contact Service NHS Southern Derbyshire CCG / Derby Hospital Foundation Trust
Good quality End of Life Care for people with dementia	<i>I am confident my end of life wishes will be respected – I can expect a good death</i>	-Identify future opportunities to work in partnership with the End of Life Implementation Group -Continue to promote the Dementia and End of Life toolkit for residential care providers -Carers can access training to incorporating support around Power of Attorney, End of	Throughout 2014 Throughout 2014 On-going throughout	Derby City Council/ NHS Southern Derbyshire CCG Derby City Council Derby City Council/ Derbyshire Carers Association

What do we want to achieve?	Quality Statement	What will we do to achieve this?	Timescale	Responsible organisation
		Life and Advance Care Planning	2014	
An informed and effective workforce across all services	<p><i>I get the treatment and support which are best for my dementia, and my life</i></p> <p><i>I am treated with dignity and respect</i></p>	<p>-Develop specific workforce learning and development for staff in care homes to support environmental improvements and service developments.</p> <p>-Explore joint working with higher education providers to develop skills within the wider health and social care workforce</p> <p>-Work in partnership to identify health and social care training needs and explore funding sources to deliver training.</p> <p>-Identify carers training and support needs by working with Derbyshire Carers Association, Making Space, and by using information from the 2014 carers survey</p>	<p>September 2014</p> <p>On-going throughout 2014</p> <p>Throughout 2014/15</p> <p>On-going</p>	<p>Derby City Council</p> <p>Derby City Council</p> <p>Derby City Council/ NHS Southern Derbyshire CCG</p> <p>Derby City Council/ NHS Southern Derbyshire CCG/ Derbyshire Carers Association/ Making Space</p>

Appendix 3: Contact Information and how to find out more about support available

If you have any comments or questions on the information contained in this Derby City Dementia Strategy please contact us with your feedback. If you are a person with dementia or caring for someone with dementia and you would like to get involved in any of the projects we would like to hear from you. Contact details are as follows:

NHS Southern Derbyshire Clinical Commissioning Group

Helen O'Higgins
Cardinal Square
10 Nottingham Rd
DERBY
DE1 3QT
Telephone: 01332 888 175

Email:

helen.ohiggins@southernderbyshireccg.nhs.uk

Derby City Council

Jenny Appleby
Adults, Health & Housing
Derby City Council
The Council House
Corporation Street
Derby
DE1 2FS

Telephone: 01332 642735

Email: jenny.appleby2@derby.gov.uk

How to find out more about support available

- If you are worried about your memory, confusion or other symptoms of dementia or would like to discuss concerns you may have about a family member/ loved one – please contact your GP
- If you would like to find out more about what Derby's Dementia Support Service can offer you, please get in touch with Making Space who provide this service on behalf of the Council. This service is available to people living in Derby who have a diagnosis

of dementia and/or dementia like symptoms, and also their informal carers. Support includes advice and information, and peer support groups and activities for people affected by dementia and their carers.

For further information please contact:

Making Space

Albany House

Kingsway

Derby

DE22 3LZ

Telephone: 01332 623700 ext 33386

Mobile: 07738 148 295

Email: DerbyCity.Dementia-Service@makingspace.co.uk

Website: www.makingspace.co.uk

- If you are a carer of someone affected by dementia you can contact Derbyshire Carers Association for an assessment, an emergency plan and other support for you as a carer.

For further information please contact:

Derby Carers Centre

17 Babington Lane

Derby

DE1 1TA

Telephone: 01332 200002

Email: derby@derbyshirecarers.co.uk

Website: www.derbyshirecarers.co.uk

- We encourage everyone to lead independent lives with the support of family, friends, neighbours and your local community. However, this isn't always possible and Derby City Council can give you information on what support is available.

For further information please contact:

Adults, Health and Housing, Adults, Health and Housing

Derby City Council

The Council House

Corporation Street

Derby

DE1 2FS

Telephone: 01332 640777

Minicom: 01332 640666

Email: customerservices@derby.gov.uk

Website: www.derby.gov.uk

Appendix 4: Glossary of Terms Used

- **BAME communities** – Black, Asian and minority ethnic communities
- **Carer** - a family member/friend or paid helper who regularly looks after a child or a sick, elderly, or disabled person.
- **Commissioning** - the process of ensuring that care services are provided effectively and that they meet the needs of the population
- **Dementia** – described a set of symptoms that include loss of memory, mood changes, and problems with communicating and reasoning
- **Integrated Care** - joined-up care within the NHS and the wider health and social care environment
- **Primary Care** - health care provided in the community for people making an initial approach to a medical practitioner or clinic for advice or treatment
- **Residential Care** - Residential care refers to long-term care given to adults or children who stay in a residential setting rather than in their own home or family home.
- **Respite** - a short period of rest or relief from something challenging – this could include caring responsibilities
- **Strategy** - a plan of action designed to achieve a long-term or overall aim
- **Statutory Sector** - the statutory sector involves all the organisations that are set up, controlled and funded by the government
- **Voluntary Sector** - is the core of social activity undertaken by organisations that are not for profit and non-governmental

We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 640790, minicom 01332 640666.

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontak 01332 640790. Tel. tekstowy: 01332 640666.

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 640790 ਮਿਨੀਕਮ ਤੇ ਸੰਪਰਕ ਕਰੋ। 01332 640666.

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم 01332 640790 پر ہم سے رابطہ کریں۔ 01332 640666