

Update 1 – November 2014

Healthwatch Report:

East Riding of Yorkshire Community Based Dementia Services

Thank you for the report you have provided on East Riding of Yorkshire Community Based Dementia Services. The work you have done in identifying what services are available and a brief comparison with neighbouring CCG areas, the survey of GP practices and the views you have gleaned from people with dementia and their carers are all very useful. East Riding of Yorkshire CCG (ERYCCG) and East Riding of Yorkshire Council (the Council) have produced a joint response to this report to reflect our partnership approach to both our Dementia Strategy and the Joint Commissioning Strategy.

You have made a number of recommendations, and we are pleased to be able to report we consider some local progress in many of these areas has already been achieved over the last two years. In addition to the response below we are committed to further address your recommendations as we refresh our joint Dementia Strategy over the coming months and that we would hope to involve Healthwatch in this process. Our joint response and consideration of further actions is as follows:

Recommendation 1: At the point of diagnosis carers should be automatically provided with information about carers' assessments and local support agencies. Healthwatch can play a key role through its signposting service and would be keen to work with commissioners and providers to determine the best way forward.

Response:

- It is important to note the significance of the Care Act 2014 for carers as, for the first time, from 1st April 2014 carers will have the same right to assessment and support as the people they care for. The Council has established a number of work streams specifically to develop the requirements of the Care Act and, as carers are a cross cutting theme right through the regulations, each of these work streams is considering the impact of the Act for carers. We have carer representation at these groups.
- Improving the experience of receiving a diagnosis is key – one of the main complaints we heard as we initially developed our joint dementia strategy was that people had a poor experience when first diagnosed. An important part of the pathway of the Memory Assessment Service is to provide a couple of sessions to give the diagnosis sensitively with information about sources of help and advice, including support for carers.
- The Councils Carers Support Service currently works closely with GPs and regularly visits practices to provide information. A referral process is well established that enables GPs to refer carers directly through for a carers assessment, as well as providing information to carers. Carers Support has received a total of 92 referrals for a carers assessment from GPs

Update 1 – November 2014

between 1.1.2014 and 23.10.2014. GP Practices also receive copies of the Council's quarterly 'We Care' magazine.

- The Carers Support Service also work collaboratively with other service areas to raise carer awareness, highlighting the importance of information at point of recognition, and ensuring a wide range of services are able to disseminate information regarding services that are available to support carers following diagnosis, examples of these partners are:

Fire service	Hull CCG
Occupational Therapy Services	Yorkshire Ambulance Service
Neighbourhood Care Teams	Mind
Stroke Team	Health Forums
Memory Clinics	Healthwatch
Futures +	Carers Advisory Group (CAG)
Community Mental Health Teams	FISH
Money and Benefits Advice	Participation and Rights Team
DWP	Safeguarding Adults Teams
Alcohol and Drug Service	Rethink
Care Management Teams	Health Trainers
Marie Curie/Macmillan	Alzheimer's Society

- We would welcome the opportunity to work more closely with Healthwatch to further develop access to information and support for carers.

Recommendation 2: East Riding of Yorkshire Council to consider how support for carers can be coordinated and enhanced. In particular, attention should be paid to quality and frequency of respite provision, and how carer support services can be adapted to support carers attending with their cared for relative.

Response:

- Again the Care Act regulations require the Council to review the assessment and provision of services for carers with a particular emphasis on wellbeing, and how carers can be supported to remain healthy themselves while caring for another person.
- The Council provide a Carer Relief Sitting Service which is specifically for those carers who care for someone who has been diagnosed with memory impairment. This service provides sitters to be with the cared for people while the carer has some time to themselves. Carers are supported to complete risk assessments, and then book the sitting service. The service is provided to carers who are most at need, i.e. needing to attend hospital appointments would be put before a carer going to have a Hairdressers appointment.
- All carers who have completed a carer's supported assessment are registered with the Carers Support Service which includes: a free help line (0800 917 6844) for information, advice and ongoing support, access to the Carers Centre every weekday, quarterly newsletters, monthly drop in groups across the East Riding, invitations to conferences, activities, training and courses. Other services available to carers through the Carers Support Service are:

- ❖ Carers Passport to Leisure – 50% discount of the majority of leisure activities run by the local authority at their leisure centres
 - ❖ The Carers Support Service can also arrange a short break, subject to availability, either in a caravan at Southcliff Caravan park in Bridlington (at no cost to the carer) or in a two bedroom cottage in the grounds of Sewerby Hall (for which there is a small financial contribution per night £14.96)
 - ❖ Carers Contact Card – the carer’s emergency contact details are registered with the Councils’ Lifeline service so that if the carer is taken ill/has an accident, emergency services can locate the card and call Lifeline who will in turn alert the emergency contacts that the person the carer looks after is on their own and potentially needs their support. The card also entitles carers to discounted access to some Council venues and services including Sewerby Hall, Burnby Hall and the land train at Bridlington.
 - ❖ Carers Emergency Cover Service – delivers alternative care to the person the carer looks after for up to 48 hours (72 hours over a bank holiday weekend) if an emergency such as a hospital admission, accident or family emergency removes the carer from the caring situation. The carer is supported by a member of staff from Carer Relief Services to establish a contingency plan and complete risk assessments before the service can become active.
 - ❖ Respite bed – Following the outcome of a consultation with carers in which carers said they didn’t feel they were able to plan respite breaks in advance, as facilities were not available, a one year pilot scheme is currently taking place aimed at providing respite for carers of dementia. The homes taking part in the pilot scheme are Bessingby Hall care home in Bridlington and Sandhall Park care home in Goole and the beds are available to anyone with dementia who has a social care assessment and is eligible for residential respite care.
- Health trainers for carers provide personal support and motivation to carers who wish to lead a healthier lifestyle. A health trainer will guide and support a carer with healthy eating, losing weight, physical activity, giving up smoking and substances, cutting down alcohol, sexual health and reducing stress and anxiety.

Recommendation 3:

East Riding of Yorkshire Council and East Riding CCG to take a partnership lead to improve the co-ordination between agencies, to avoid duplication and ensure synergies are realised across services.

Response:

- ERYCCG and the Council have a joint Dementia Strategy, joint Commissioning Strategy, and East Riding of Yorkshire Strategy for Carers. In addition both organisations lead the multi-

agency Older People's Mental Health Working Group which aims to achieve a coordinated pathway for people with dementia and their carers. As we refresh our dementia strategy we will look to review how our organisations, including other partners, can work more closely together to further develop an integrated single pathway of assessment, treatment, care, advice and information.

Recommendation 4:

The creation of a "Dementia Hub" as a central point for all information. Using a combination of funding in line with the principles of the integrated care agenda, East Riding Clinical Commissioning Group together with the Local Authority should give consideration to a pooling of budgets, in order to create a dementia hub to provide a central access point for patients with dementia and their carers.

Response:

- The Alzheimer's Society are commissioned by the Council to provide a central point (www.dementiaeastriding.org.uk/). This East Riding Dementia Service provides Information on what services and support are available in the East Riding. The Alzheimer's Society are commissioned by the Council to provide:
 - ❖ Dementia Advisers who give one to one confidential and impartial information about dementia and local services available, as well as give support to both carers and people with dementia.
 - ❖ Café & Groups in a variety of locations for people with dementia, their carers and families, to meet and socialise with others affected by dementia and receive support and information.
 - ❖ Carer Information & Support Programme (crISP training) which includes a series of workshops for people caring for a family member or friend with dementia. Further sessions are planned for 2015.
 - ❖ The Council and the CCG are currently working together to review the impact of the 'dementia assessment pathway' to ensure there is sufficient capacity to support the increasing numbers of people being diagnosed with dementia.

Recommendation 5:

East Riding of Yorkshire Council to examine the Dementia Academy model which operates in Hull and assess the viability of delivering a similar service in the East Riding:

Response:

- Part of the work programme of the Older People's Mental Health Action Group is to review whether or not the dementia academy model would be an improvement to our current

extensive training programmes commissioned through Public Health and the Council Business Unit.

Recommendation 6:

Training to be made available to carers and residential staff that include practical issues and managing emotional issues.

Response:

The Council and Alzheimer's Society already provide a significant amount of training to carers, both paid carers in domiciliary and residential care, and family carers. We will review all training provided as part of our dementia strategy refresh but examples of training provided are:

- Information sessions – pilot in Cottingham library starting 5th November and looking at giving practical support, information and training will include: Health Trainers, Connect to Support, welfare rights, how to access online support and how technology can help, Lifeline and Telecare solutions. Sessions will be offered in a five week course.
- Legal clinics – monthly legal clinics provided by a local Solicitor. These are appointment based – free legal advice given in 30 min appointment at the Carers Centre.
- Money and benefit advice clinics - monthly money advice clinics provided by an in house team to support and maximise benefits ensuring carers are not financially disadvantaged. Advice given in 30 min appointment and follow up appointments where necessary
- Carers IT equipment – carers IT equipment is available at the Carers Centre. Carers can access the internet with these computers. It is hoped that IT sessions will be incorporated with the involvement of community groups in the future to support online assessments and encourage carers to self-serve, equipping and enabling carers with the skills needed to do this. Drop in sessions for connect to support is to be incorporated into carers rights day at the Carers Centre with a view to more sessions being available in the New Year.
- IT sessions now in libraries (Silver Surfers) Age UK and Libraries provide this.
- The Council are involved in partnership with libraries promoting books on prescription and reading well scheme.
- Different online tools and resources are available for carers specific to dementia and could be accessed at the carers centre using the IT equipment.
- The staff from the carers support service continues to visit the carers support groups to provide guidance, advice and support.

Recommendation 7:

Carers often experience confusion around benefits and how to access them. Macmillan are currently piloting a fast track system whereby benefit advisors attend people's homes to assist with their claims and entitlement. Recognising many of the problems that all carers face, particularly with isolation, a similar model could be implemented to support carers across the East Riding.

Response:

The Council's Carers Support Service currently works with, and refers carers to:

- the Department for Work and Pensions (DWP) visiting service
- Welfare Rights Team— adult social care users who are receiving/eligible for adult social care
- Money and Benefits Advice Team who provide a visiting service if required
- Money and Benefit Advice Team provide a monthly clinic at the Carers Centre for 30 minute advice appointments
- signposting to other agencies that provide support i.e. Cherry Tree Centre, Age UK East Riding and the Citizens Advice Bureau.

Recommendation 8:

Letters and forms issued by Health and Social Care providers should be reviewed to ensure insensitive terminology is not used. Healthwatch East Riding of Yorkshire would be happy to facilitate focus groups to obtain feedback from service users and carers on the most appropriate terminology.

Response:

Both the Council and ERYCCG consult regularly with the Carers Advisory Group which includes representatives from Age UK, the Alzheimer's Society and rethink as well as Carers. Letters and forms are developed in consultation with carers and are reviewed by the Carers Advisory Group to ensure these are made carer friendly.

We will continue to consult with these groups and as the Care Act regulations evolve we recognise the need to extend this consultation further, and would welcome the offer from Healthwatch to develop further consultation methods.

Recommendation 9:

Current training for library staff in dementia should be rolled out across the whole Authority. Other local employers e.g. shops and restaurants should be encouraged to include dementia awareness training for their staff, through the Dementia Championship scheme.

Response:

- We are proud of the work library staff has done over the last year, and the Public Health Team and the Alzheimer's Society will continue to raise awareness of the issues of dementia through an ongoing programme of training and publicity events.
- Library staff have received Dementia Awareness Training and Reminiscence training, and are currently supporting the use of the Digital Reminiscence Units within Library Settings.
- The Dementia Friends training is progressing well in the East Riding. Dementia Champions have undertaken a training programme led by the National Alzheimer's Society, Champions then go on to deliver awareness raising sessions. Following attendance at one of these sessions the attendee then becomes a Dementia Friend. In the East Riding we have a rolling programme of

training, for example in December we have two sessions booked and are actively promoting these to both the Council and CCG employees. Further sessions, to be held in local libraries, are planned for 2015 for the public. The National Alzheimer's Society is targeting companies to undertake training such as Marks and Spencers.

- The Council works closely with 'Skills for Care' who are delivering cascade training for residential homes.
- A recent theatre production 'Grandma remember me' was commissioned by the Public Health Team, at the Bridlington Spa. This was attended by the general public.
- Both the CCG and the Council have produced an Action Plan with the Dementia Action Alliance. We are keen to develop a local Dementia Action Alliance within the East Riding and have already arranged for the regional lead to attend our multi-agency working group with the aim of beginning this process.
- The Disability Advisory Monitoring Group is beginning to look at undertaking audits in relation to dementia friendly environments. The Officer leading this project has linked with the Alzheimer's Society and will provide a useful starting part for our work with the Dementia Action Alliance.

Recommendation 10:

When assessments are made regarding modifications to the homes of patients, thought should be given to suitable adaptations to make it more "Dementia Friendly". Again, the implementation of this would be supported through the provision of dementia training to all customer facing Local Authority employees.

Response:

- The Council provide a range of services to support people living with dementia in their own homes including a range of Telecare and Telehealth provision, lifeline, assessment and provision of aids and adaptations, and occupational therapy assessment and support.
- The CQC's recent report 'Cracks in the Pathway' highlights the significance of the right environment to enable people to live well with dementia, and we will seek to further integrate these principles into our revised strategy.

In summary there is a lot in the report which we can reflect on as we refresh our dementia strategy to ensure that we continue to see improvements in services and care in this very important area.