

Report to: **Adult Social Care and Community Safety Scrutiny Committee**

Date: **13 June 2013**

By: **Director of Adult Social Care**

Title of report: **Scrutiny Review of Dementia – caring for people with challenging needs: six month update (November 2012 – June 2013)**

Purpose of report: **To inform Members of the progress made against the action plan resulting from the above Scrutiny Review.**

RECOMMENDATIONS

The Committee is recommended to:

1. Consider and comment on the progress made during the previous six months; and
 2. Determine whether further reports are required.
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1. Financial Appraisal

1.1. There were no specific financial implications arising from the review. Specific funding has been identified within the Action Plan below relating to set projects.

2. Background and Supporting Information

2.1 Dementia services are commissioned directly by Adult Social Care and jointly with health through Mental Health Joint Commissioners. Dementia services are reported through the Older Peoples Partnership Board, a multi-agency partnership of statutory agencies, voluntary and community sector, independent providers and representative organisations for older people in East Sussex. The strategic direction for these services is contained in the Older People and their Carers Joint Commissioning Strategy *Living longer, living well*.

2.2 Attached at Appendix 1 is the report providing an update on all of the recommendations from the action plan arising from the Scrutiny Review of Dementia – caring for people with challenging needs which concluded in June 2012. The Scrutiny Review report and departmental response were agreed by Council in July 2012 and an initial progress report provided to the Committee in November 2012.

2.3 Good progress is being made against the body of recommendations.

2.4 In addition, services have been commissioned through the Age Well Programme in St Leonard's. St Mathews Healthcare has purchased the Moreton Centre and is providing services for older people with dementia and behaviours that challenge.

2.5 11 of the existing 18 beds are currently occupied (as at 28 May 2013). Work is underway to develop additional bed capacity in two phases with an Autumn 2013 completion date.

2.6 Discussions are progressing regarding the possible provision of day services for the same client group.

3. Conclusion and Reasons for Recommendation

3.1 Progress continues with the recommendations as detailed in the Action Plan below. Additional developments in dementia services such as significant increases in diagnosis, development of memory assessment services (MAS) and a range of other work linked to the dementia pathway are underway and support this review.

3.2 The Scrutiny Committee is asked to consider the progress against the recommendations as outlined in Appendix 1 and to determine if further reports will be required.

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Local member(s): ALL
Background Documents: None

Appendix 1: Adult Social Care Action Plan in response to the Scrutiny Review of Dementia – caring for people with challenging needs

	Recommendations June 2012	July 2012 response	October 2012 Update	June 2013 Update
1	<p>To endorse the implementation of the recommendations from the Adult Social Care report: <i>Framework homecare providers and the care of people with dementia – a report on the current position with regard to specialist training</i>, which envisage a stepped approach to up-skilling homecare providers in relation to dementia:</p> <ul style="list-style-type: none"> • by actively promoting training to independent sector providers (initially managers); • by co-producing action plans with providers to embed the nationally recognised ‘Common core principles for supporting people with dementia’; and • by proposing changes to future contract specifications that will require providers to have achieved specific targets. 	<p>The report recommending improvements to the training available to Independent Sector Home Care Providers (particularly those on the East Sussex Adult Social Care Framework) is being implemented.</p> <p>Training for Independent Sector Home Care Managers and owners has been provided and well attended. Feedback from providers that attended has been positive. This training has initiated additional planning for further staff training.</p> <p>The emphasis on the Common Core Principles provides an effective standard for quality and consistency of the training. The ASC training for dementia that is provided for Independent Providers is being enhanced and promoted more actively in order to increase the take up of existing training packages by Home Care staff.</p> <p>This matches work that is underway within residential care homes to raise the quality of dementia training</p>	<p>Implementation of the recommendations within the report continues.</p> <p>The development of Carer Champions from within the independent homecare provider organisations has been a very positive initiative. This is developing confidence and awareness that can subsequently be shared in the workplace.</p> <p>Homecare skills are being developed in the homecare environment and this is enabling more effective support of people in the community.</p> <p>Initial work is underway to develop a specification for the delivery of the new services to replace the</p>	<p>A workforce development project funded from NHS Re-ablement Monies has been running since January 2013. The aim of the project is to increase the skills and knowledge of the independent homecare sector with regard to the delivery of high quality dementia care in the home.</p> <p>Stage one has successfully engaged with an initial group of 4 home care agencies and 2 extra care housing schemes. The project lead is now working with the providers to collect base line data on the current dementia clients and service provision, and their future service vision. This work continues to build on and support the Common Core Principles for supporting people with dementia. The next stage is to provide support in developing and implementing an organisational workforce development plan (including signposting to education training and resources available) to increase the skills and knowledge of their staff caring for dementia clients and their families. As part of this work there are 2 other areas of work underway:</p> <ol style="list-style-type: none"> 1. To work with ESHT Pathway lead for Dementia to consider and explore the development of a Dementia protocol to support Dementia patients discharged from hospital into the care of family and /or homecare agencies. 2. To work with the ESCC lead to use the

		<p>and support. The Home Care Framework is not due to be re-tendered until 2014, however the lead in time for this work will commence in 2012. Discussions with Home Care Providers through the Home Care Provider Forum have commenced and will continue through the re-tender process. Any changes to the requirement for training staff will be included in the new specification and contract.</p>	<p>homecare contract in 2014.</p>	<p>ESCC Care Home Good Practice Guide as a basis for developing a Good Practice Guide for Home Care agencies caring for clients with dementia.</p> <p>Consultation has commenced for the tender of community services and Extra Care Housing Support. This will replace the current Home Care services. Consultation will inform the specification and performance monitoring of the contract. Current users and carers will be included in the consultation process. Consideration will be given to training requirements for staff.</p> <p>£50,000 of external funding</p>
2	<p>An evaluation of the Carer's Breaks Dementia Service should be undertaken, to encompass the wider roles that have been developed by the service.</p>	<p>The evaluation of the Carers Breaks Dementia Service will be commissioned by December 2012. The service has received recognition as a model of good practice through the Department of Health national evaluation of Carer Demonstrator sites. The service has continued to develop and an the evaluation will inform the future commissioning of the service.</p>	<p>The scope of the evaluation has been agreed and work is now underway to identify the data requirements. The evaluation will consider; current activity and unit costs, appropriate use and deployment of staff, expansion of the service to other referral routes and expansion of the service to other client groups. Early findings are planned for late December 2012 with a full report and recommendations in early 2013.</p>	<p>The evaluation was completed in late 2012 and recommendations were reported the ASC DMT in March 2013. The key recommendations of the evaluation are as follows:</p> <ul style="list-style-type: none"> • Referrals into the service to be extended to people with a dementia diagnosis and living in the community supported by a carer who are linked to a Neighborhood Support Team or Dementia Advisor • That the service is remodelled with a clear division between initial assessment and engagement and any ongoing service provision, wherever possible moving clients on to other service providers/community activities. • Timescales for initial engagement and support to attend activities to be limited to 6 weeks in line with re-ablement services. Any ongoing

				<p>support after that time to be a chargeable service including Dementia Breaks team involvement where the initial engagement period becomes extended.</p> <ul style="list-style-type: none"> • That the service offers time limited and structured involvement of staff in encouraging and developing other individuals and organisations to acquire the skills and confidence to include people with dementia in their activities ranging from Personal Assistants to voluntary sector day opportunities, activity based groups etc. • and increase the number of new clients supported by the service from an average of 300 per year to 500 per year. <p>£370,000 / year joint funded</p>
3	<p>The Adult Social Care and Community Safety Scrutiny Committee should consider the evaluation of the Continuous Improvement Strategy for Dementia Care Homes project in order to identify further actions required to develop practice.</p>	<p>The Launch of the Good Practice Guide is in July 2012 and there will be a review of the Improvement Strategy for Dementia Care Homes in December 2012.</p>	<p>The Good Practice Guide for homes providing dementia care was launched in July 2012. This has been developed with partners (including the NHS and Skills for Care) along with care homes who have contributed to the content and look of the Guide, ensuring that it meets their needs for information requirements.</p> <p>The Guide's content focuses on personalisation and</p>	<p>Building on the Continuous Improvement work with Care Homes and the well-received Dementia Good Practice Guide a Practical Guide for Supporting People with Dementia has been developed. In addition to giving clear and practical evidence based advice on enabling people to live well with the disease, elements of the guide provide information that can help to reduce challenging behaviour, mitigating some of the impact on those caring for people with dementia.</p> <p>The ASC Training Team has been</p>

			<p>features examples of what homes can consider doing to ensure high quality care within existing resources and include extensive chapters on safeguarding, staff management/development and what should be included in a good support plan.</p> <p>Feedback from providers has been positive, with homes already adopting ideas from the Guide.</p> <p>Staff from the Quality Monitoring Team will be incorporating the Guide into their audits in support of any action plans arising and other teams within the Council (along with our partners) are also promoting the use of the Guide.</p>	<p>actively promoting training with the provider forums for: Older People, Residential & Nursing, Extra Care and Home Care.</p> <p>£370,000 but funded to September so part year £180,000</p>
4	<p>Adult Social Care should examine all potential avenues to encourage or incentivise care homes to continue to develop the skills of their staff in relation to dementia.</p>	<p>ASC is in the process of establishing Strategic Suppliers who will work closely with the Council in respect of training and improving quality outcomes for clients.</p>	<p>Approaches are being considered, however, this is a delicate time in terms of fee rates, savings targets and clarifying the Adult Social care 'offer' in the future.</p>	<p>The Care Home In-Reach Service (recommendation 5 below) includes the Dementia In-Reach Service. The service, provided by CCG / Health funded support is provided free of charge to care homes and is also provided on site. This makes it easier for care home staff to attend and requires less 'back-fill'. Consultation has taken place with care home providers on the Strategic Supplier approach. Responses are being evaluated.</p>

				<p>Whilst many people living in older peoples residential care homes will have dementia, those with behaviours that challenge are relatively low in number. Specialist services are being developed through the Age Well Programme.</p>
5	<p>The evaluation of the impact of the Care Home In-Reach Service should be reported to the Scrutiny Committee for consideration.</p>	<p>The Care Home In-Reach Service will be evaluated in the latter part of 2012 and its findings will be reported to the Scrutiny Committee for its consideration.</p>	<p>The Care Home In-Reach (CHiR) Service is in the process of being evaluated. Initial findings demonstrate some qualitative benefits have been accrued to care homes worked with but its primary goal i.e. a reduction in hospital admissions from care homes worked with has not been evidenced / achieved.</p> <p>The service was initially funded through a DoH Regional Transformation Fund bid which once awarded and committed was then clawed back by the SHA leaving the CHiR Service as a significant cost pressure for 13/14 in East Sussex. Commissioners will be meeting with SPFT in the coming months to discuss the future of the service. The results of the evaluation when completed and the outcome of meetings with SPFT will be reported to the Scrutiny Committee.</p>	<p>Care Home In-reach provision in East Sussex (of which the Dementia Team is one element) is currently under review by local Clinical Commissioning Groups. The review is being led by the Urgent Care Network (UCN) and the identification of a health lead to deliver the review underway. A six month extension of the Sussex Partnership Foundation Trust (SPFT) provided Dementia In-reach service has been agreed and future commissioning intentions will be reviewed in June 2013 subject to the progress of the UCN review.</p> <p>Once the evaluation has been completed, a report will be made available to the Adult Social Care and Community Safety Scrutiny Committee.</p> <p>The required outcomes of the project are:</p> <ol style="list-style-type: none"> 1. Monitoring and evaluation of existing schemes and investment in place 2. Monitoring and evaluation framework to track care home admissions to hospital established 3. Prioritisation and potential business case developed for on-going support

				See 3. above for funding
6	East Sussex County Council and the Alzheimer's Society should consider whether there are opportunities to better co-ordinate their training packages.	The opportunities for closer working with the Alzheimer's Society will be taken forward at the East Sussex Dementia Forum in July 2012.	The opportunities for closer working with the Alzheimer's Society will be taken forward at the East Sussex Dementia Forum in July 2012. Work is on-going with the Alzheimer's Society and they continue to provide contracted services on behalf of the PCTs and Adult Social Care.	The range of services provided by the ESCC ASC Training Team is being marketed to providers of all services for older people. Through funding for carers, Alzheimer's Society provide increased levels of training for carers of people with dementia. CRISP (Carer Information and Support Programmes) Training has been commissioned for both moderate and challenging levels of dementia. Training provided by Alzheimer's Society 'Singing for the Brain' has been initiated in Eastbourne and Hastings. This is an innovative approach to working with people with dementia.
7	Consideration should be given to the potential benefits and resource implications of applying for "dementia friendly community" status for East Sussex or specific local communities.	A pilot project to identify the best way for East Sussex to achieve 'dementia friendly community' status will be taken forward through the Sussex Dementia Partnership. This will also provide the opportunity to bid for external funding.	It was intended that a Sussex wide application to scope the implications of Dementia Friendly Communities across Sussex would be submitted to the Prime Ministers Dementia Challenge Fund. Unfortunately this approach was not supported by CCG's who are the lead bodies for application to the fund. There are undoubtedly benefits to be accrued to both people with dementia and their carers if communities are more aware of the needs of this group. However the levels of on-going awareness raising and training (and the	As reported previously to the Scrutiny Committee, November 2012, the National Dementia Challenge Fund had been relatively limited in its scope, as much of its resources were targeted at improving early identification rates through the use of new technology. However in recognition of this, small amounts of resources have been made available to each CCG area in East Sussex to implement training to improve GP & Practice staff's understanding of dementia and facilitate minor environmental improvements, thus enabling Primary Care to participate in the Dementia Friendly Communities objectives.

			<p>associated resource implications) required to impact on the behaviour and attitudes of service providers and the community at large is likely to be extensive. It may be that this aspiration could be usefully encompassed within the Community Safety Agenda and implemented through an incremental approach to the promotion of inclusive communities.</p> <p>A specialist OT has undertaken training in designing dementia friendly buildings and this has been offered to developments and partners as a resource.</p>	<p>An Adult Social Care OT has undertaken training at Stirling University on dementia design and is working with a range on projects to ensure building design meets the needs of people with dementia.</p> <p>Carers Funding has been used for 2 x Hospital Liaison Workers (Carers) but these staff have been trained in dementia awareness and are able to support carers of people with dementia that are in the Conquest and DGH. These roles help to influence the culture of staff in these settings in terms of appreciating carer perspectives but also dementia aware.</p>
8	<p>The County Council should develop the proposed website dementia information 'hub' to support increased community awareness and availability of information to care providers.</p>	<p>The dementia information hub is being developed and will be implemented by December 2012.</p>	<p>The development of the dementia information hub using the ESCC website platform is underway. It will eventually be integrated with ESCC 1Space and will also provide information for staff which can be accessed through the ESCC intranet. It is hoped that it will go live in April 2013.</p>	<p>The proposed website dementia information 'hub' to support increased community awareness and availability of information to care providers is in its final stages of development. It is intended that it will go live in July 2013 and its continued content, review and updating of information, will be undertaken by the designated web author based in the Mental Health Team of the Strategy Commissioning & Supply Management Division.</p> <p>Established within standard activity costs</p>

