

**East Sussex Health Overview and Scrutiny Committee
Meeting on 3rd December 2015**

High Weald Lewes Havens CCG Dementia Transformation Programme – Update

Objective

The purpose of this report is to provide an update of the High Weald Lewes Havens (HWLH) dementia transformation programme to the Health Overview and Scrutiny Committee (HOSC). This paper will be supplemented by a presentation, by the Manager Lead for the programme, Kim Grosvenor.

Since the last presentation to the HOSC in September 2014, significant progress has been achieved in the following strategic areas of dementia prioritisation, namely;

- Raising public awareness and understanding of dementia
- Early diagnosis and intervention
- Improving information and advice
- Improving carer support
- Workforce education and training
- Developing a new model of care and;
- Developing dementia friendly communities.

This report provides an interim up-date, prior to external evaluation of the emerging model of care, which will be available, post April 2016. The CCG would welcome the opportunity to share the findings of the evaluation and implications on future service delivery at a future meeting.

Context

Across East Sussex, local Clinical Commissioning Groups (CCG) embedded the principles set out in the National Dementia Strategy. However, within High Weald Lewes Havens a clinical review, under-pinned by extensive public, patient and stakeholder engagement identified a fragmented pathway, medically biased, with gaps in post-diagnosis services and insufficient support for family carers.

Furthermore, it was identified that currently, only 54% of the 2,544 people expected to have dementia, have a formal diagnosis. Consequently, people are experiencing poor outcomes at high cost to the health and care system. This reflects the national picture, which is why Government has identified dementia as the greatest economic challenge of today,

spearheading strategic prioritisation to address these issues, under the auspices of the Prime Minister's Challenge (2010 and 2015).

In response to these findings, HWLH CCG has developed a programme previously presented to the HOSC as the 'Dementia Golden Ticket'.

Initiatives and Achievements

Public Understanding

CCG representatives have attended public and stakeholder meetings to raise the profile of dementia, by developing information resources such as the 'Tips for businesses, clubs and services' concertina leaflet, drink coasters with contact telephone numbers and delivering local information campaigns. In addition, the CCG has coordinated ten Dementia Friends Sessions for community and staff members resulting in over 60 people signing up to be 'Dementia Friends'.

Professional Understanding

A range of education and training opportunities have been developed and coordinated by HWLH CCG namely; incentivised e-learning modules resulting in 98 Primary Care staff undertaking Level 1 Foundation Training, advanced multi-professional 1-day training and 70 GPs, Practice Managers, Nurses and Health Care Assistants attending the most recent Protected Learning Time (PLT) event in July this year.

Timely Diagnosis

60% of GP Practices in HWLH signed up to the New Enhanced Service (NES) for identification and diagnosis (Oct 14 – Mar 15) and many participated in the Data Harmonisation Protocol, which resulted in a 10% growth in diagnosis rates, making the CCG one of the fastest improving on the South Coast. A plan is in place to continue to improve diagnosis rates over the next 12 months, which will include, where appropriate, diagnosis in care homes.

Dementia Friendly Communities

HWLH CCG has embarked on promoting 'Dementia Friendly Communities' and at the Pilot site, Buxted Medical Centre is working with its Patient Participation Group (PPG) to stimulate a cohesive interest in the village and surrounding area. A letter from the Practice, together with Dementia Friends Sessions, posters and 'customer-facing resource packs' have been distributed and a Dementia Action Alliance has been established. Since the inaugural meeting in June 2015, 13 organisations have signed-up to grass roots improvements.

Carer Support

Research shows that carers of people with dementia experience greater strain and distress than carers of other older people. This is why the 'Dementia Golden Ticket' facilitates equal

access to interventions with an emphasis on supporting the relationship between the couple and wider family, (where this is possible). As such, a Carer's Pathway is aligned to the new model of care.

Navigation and signposting

HWLH have worked with stakeholders to produce a navigation handbook and toolkit, to help people to plan for the future and live the best quality of life that they can. In addition and as part of the Pilot, a new, voluntary sector role has been introduced called the 'Dementia Guide', which will act as a support, navigator, champion and sign-poster in the dementia pathway.

Dementia Friendly GP Practices

Buxted Medical Centre will be the pioneer site to test the emerging new model of care ('Dementia Golden Ticket') and as such, will lead the way in becoming a Dementia Friendly Practice. This has involved implementing national best practice and has encompassed, training for staff, (at both awareness raising and advanced level), implementing protocols to provide additional support to patients and carers, as well as environmental changes in the practice.

The Dementia 'Golden Ticket'

This new model of care is an assurance framework that people with a diagnosis of dementia (and their family carer) have access to; primary care based review meetings, 'Blip' clinics, for when reviews and interventions are needed in a timely way and 4 core interventions to support wellbeing, as well as ensuring that advance care plans are in place. A carers' café will run alongside the primary care based meetings to establish a network of peer support and new roles and responsibilities will be introduced into the dementia pathway: namely the management of slow-declining dementia in primary care, the 'Dementia Guide' and the Practice Nurse as the main coordinator of the Golden Ticket.

The Pilot will run from 6th October – 17th December 2015 and will include 40 patients, living in their own home, more likely than not, with a family carer. As the Golden Ticket is intended to reap benefits for both the patient and the carer, the Pilot will also include, up to a maximum of 40 family carers. Every patient and carer who consents to be part of the Pilot will have access to a Golden Ticket and therefore, the full, composite model of care.

Evaluation

A comprehensive evaluation of the Pilot will be led by Kent, Surrey and Sussex Academic Health Science Network, (KSS AHSN) and will include a mixed-methodology of quantitative, qualitative and case audit review. On CCG agreement of the business case for roll-out, Phase 1 mobilisation would be achieved through 2016/17.

Integrated Working Partnerships

The development of the new model of care has relied on the input and commitment of a number of partner stakeholders, which have either directly contributed to the development of the model, namely: Sussex Partnership NHS Foundation Trust or have committed to working differently in order to fully support the Pilot's implementation, namely: East Sussex County Council Adult Social Care; and the voluntary sector organisations Care for the Carers, Know Dementia and Rotherfield St. Martin.

Dementia Inpatient Beds

In September 2015, the CCG Governing Bodies across East Sussex approved the business case for a 'wholly new model of bed-based dementia services'. For HWLH this bed-based provision sits within the wider proactive model of the Dementia Golden Ticket, which will improve the management of slow-declining dementia in the community and avoid unnecessary admissions to care facilities, including specialist inpatient beds.

Recent achievements

The HWLH emerging model of care has attracted a significant level of national and international interest notably at:

- King's Fund, 24 February 2015
- Dementia Fellowship, 29th April, 2015
- International Carers' Conference, Gothenburg, 4-6 September, 2015.

The potential for becoming an exemplar of best practice has attracted non-recurring funding from organisations such as the South East Coast Strategic Clinical Network for Mental Health, Dementia and Neurological Conditions (SEC SCNs) and Health Education, Kent Surrey and Sussex (HE KSS).

Most recently, the Dementia Golden Ticket has won the Health Foundation's Award for Innovation, receiving £75k and the opportunity to showcase the work and findings nationally.

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