



Adults and Safer City Scrutiny Panel Meeting

Wednesday, 16 October 2019

Dear Councillor

ADULTS AND SAFER CITY SCRUTINY PANEL - WEDNESDAY, 16TH OCTOBER, 2019

I am now able to enclose, for consideration at next Wednesday, 16th October, 2019 meeting of the Adults and Safer City Scrutiny Panel, the following reports that were unavailable when the agenda was printed.

Agenda No	Item
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6	<u>Supporting people with dementia in the city</u> (Pages 3 - 24)
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	Report of [Sue Eagle, Commissioning Officer, to present report]
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If you have any queries about this meeting, please contact the democratic support team:

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Supporting people with dementia in the city

16 October 2019

Presenter

CITY OF
WOLVERHAMPTON
COUNCIL

Our mission:
Working as one to
serve our city

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Agenda Item No: 6

Wolverhampton Dementia Action Alliance

Dementia Friendly Community
of the Year 2018 (City)

DAA Dementia
Action Alliance



CITY OF
WOLVERHAMPTON
C O U N C I L

What the data tells us

- 23% of people known to adult social care receiving short and long term service in the city have dementia
- This is 878 people out of 3738 who are known to adult social care (23%)
- Dementia affects more than 3000 people in Wolverhampton, with that number expected to rise by over 50% by 2035
- Diagnosis rates in the city are amongst the highest in the country (73.3%) compared to 67.5% nationwide
- There are 453 people in CareFirst that are identified as having dementia who have a carer attached who the carers team offers support to. The Community Support Team attend community events and arrange networking events in local areas to identify hidden carers and to educate professionals and community groups about the important role carers play and who to contact if they meet a carer.

We are an award winning Dementia Friendly Community

Wolverhampton Dementia Action
Alliance has been awarded Dementia
Friendly Community of the year 2018
(City) by the Alzheimer's Society

Award Category

“This award recognises a city or county that is leading the way in taking action to ensure that people affected by dementia are included in their community. In particular, we’ll celebrate one community that has gone above and beyond in planning, taking action and involving others”.

Judges:

Health Development Manager – Eastleigh Borough Council

Romsey Dementia Action Group

Jenny, Jean and Denise all living with dementia



Some of the work of the Dementia Action Alliance

- A Grand Dementia Friends Session
- 13,000 dementia friends and counting!
- A live broadcast with Sunny and Shay BBC RWM
- Annual market place event with over 22 providers
- Working with members and organisations in all sectors of business
- A topic specific JSNA for dementia
- A Joint Dementia Strategy for Health and Social Care 2019-24
- Dementia Friendly church services, performances, cafes and GP Practices
- Dementia Friendly GP practices. Penn Manor Medical Practice and Duncan Street Primary Care Centre became Wolverhampton's first Dementia Friendly GP practices.



Sensitivity: PROTECT



Next Steps for DAA

- To continue engaging members at the Dementia Action Alliance, both existing and new.
- To continue raising awareness across all sectors with a focus on the transport and museum sector.
- To support in delivering the strategy

Our Framework

Preventing Well

The City of Wolverhampton will be 'memory aware' and promote risk reduction through healthy lifestyles.

Diagnosing Well

People living with dementia in the City of Wolverhampton will receive a timely diagnosis with an offer of early support.

Living Well

The City of Wolverhampton will be a Dementia Friendly City that supports people to continue to live well and connect to their community

Supporting Well

People living with dementia will receive support that adapts to changing needs with access to good quality secondary care.

The Trust will continue to deliver excellence in dementia care within the Trust, when hospital admission is unavoidable.

Dying Well

People with dementia in the City of Wolverhampton can die with dignity and respect

Examples of support

Preventing Well

DAA / dementia friends
Public Health
NHS Checks
Information
Memory Matters
Social Care Talking Points
GP's

Diagnosing Well

BCPFT - Memory Assessment Clinic (aim to carry out timely assessments, average wait was 7.9 weeks in the first 6 months of 2018)
Carer Support
Early connections to support that will help – dementia cafes, support groups etc
Neighbourhood Support
Community Hubs
CoRWT – Consultant led
Dementia Outreach – RWT

Examples of support

Living Well

Dementia friendly city
Alzheimer's Society – commissioned service
Carer Support
Community Talking Points
Dementia Cafes
DAA – Arts, libraries, chemists, leisure Grand Theatre
Assistive technology

Supporting Well

RWT, GP's – Integrated support
3 Conversations – social care teams (Good Life)
Carer / Community Support team
Commissioning / providers – emphasis on support in people's homes where possible
Pilot projects to strengthen support in care homes
Rapid intervention teams
Red Bag
Welfare benefit support

Dying Well

Advanced care plans
Community nursing

The Community Support Team

- Work with people in their communities, to live well with dementia by:
 - connecting people to local activities and groups enabling them to remain living in their local area independently (not necessarily a dementia specific group but perhaps a group / hobby the person has an interest in)
 - Identifying bespoke groups and activities.
 - Arranging wellbeing events for carers and the person they look after including the gentle yoga sessions.
 - Holding Community Talking Points to talk to people at a local venue which is easy access

“Thank you for the information, I didn’t know there was so much out there to help to me. Me and my husband have always been sociable, but since his diagnosis things have changed. I didn’t want to go out as my husband can be unpredictable. It’s nice to know that I am not on my own, there are other carers who feel the same. Thank you I will be definitely attending the social groups with my husband”

Carer, 86, looking after her 90-year-old husband who has dementia

The Carer Support Team

- Identify and work with carers of people who have memory concerns (pre and post diagnosis). Support includes:
 - Connecting to well being groups
 - Emergency card scheme (contingency planning)
 - Short breaks
 - Benefits advice
 - One off direct payment and Home-Based Respite
- The team works closely with Health/GP services/Penn Hospital/ C22 at New Cross/Alzheimer's Society.
- Attend the Memory Clinic and other events
- Produce a carers bulletin / newsletter which goes out to over 7000 carers and professionals, also a 'twitter' feed.

'I was fortunate to meet Carron, whose warm caring (but very professional) manner put me at ease, she answered lots of questions and gave me lots of information and leaflets to help me with my caring role. Knowing there is someone I can turn to for help and advice is such a relief'

Carer aged 82 looking after his wife who has dementia

Examples of support

- **Memory Matters:** happens once every six weeks in a community venue to provide drop in advice, guidance and reassurance for families or people who feel they may have memory problems. The community location is key away from the clinical/health setting. Memory Matters, in conjunction with the Alzheimer's Society and The Black Country Partnership, organised a meal for carers and the people they look after at the beginning of the year. This was specifically for carers looking after someone with memory loss.

'Getting together and chatting about everyday life and what our interests were, really enjoyed it'

- **Memory Matters in collaboration with Wolverhampton Libraries** and a local poet offered dementia poetry session/reminiscence as part of the Literary Festival in February 2019 (poems evoked conversations and memories)
- **Carers wellbeing cafes:** community based for carers and the person they look after

Examples of local support

- **Tea and Chat:** twice a month from October 2019 (central library) this is an opportunity for people to come together and support each other, this is open to all communities but often carers attend.

‘Meeting people at the library has made feel confident and improved how I feel- I look forward to Tea and Chat’

- **Blue Badge surgery:** The Blue Badge criteria has extended to ‘hidden disabilities’ the surgery offers support for people with memory loss and their carers/families to access the scheme.
- **Alzheimer’s Society:** Dementia navigators and four Dementia Cafes, one café for the Asian community.
- **Alz’s Café:** monthly social evening for the carers and the person
- **COGS:** community group offering support to couples experiencing memory loss. This group offers the opportunity to socialise, they have a bring and share lunch and offer friendship and support.

Examples of local support

- **The Grand Theatre Memory Café:** Very popular event, twice a month, over 50 people have attended, for carer and cared for person.
- **West Park Memory Café:** this takes place at the tearoom in West Park every Wednesday
- **Christ Church Carers Group:** meets monthly, mainly male carers available for carers living in Tettenhall and Wightwick
- **Big Venture Centre:** Carers Café once a month on a Friday
- **Wolverhampton Library Service:** Dementia Reading café monthly at Penn and Wednesfield Library. Also, Home Library Service which offers specific items for reminiscence and keeping an active mind.
- **Twiddle blanket, fiddle fingers:** deliver dementia training to children in schools

Social work / social care

- The Alzheimer's Society delivered dementia training to social workers in November 2018 at a social work briefing to enable them to better support people and carers - everyone who attended is now registered as a dementia friend
- Each locality team has a "dementia champion"
- 3 Conversations encourages social workers to make good connections to support the person and to consider what a "good life" looks like when someone needs long term support, which can happen with dementia.
- A focus on a "good life" encourages us to look at the person's strengths and what is important to them, rather than just focussing on their diagnosis and what they can't do and services as solutions . Support plans are then personalised and direct payments are promoted to enable more flexibility / choice and control.

Social work / Social Care

- 100 licences have been issued (September 2019) to adult social care provider services to trial an Advanced Dementia Toolkit created by SCIE. Depending on the outcome this may be rolled out to wider workforce
- The dementia strategy will be focussing on working with providers to support people better with dementia when their condition becomes more difficult to manage – e.g. ensuring consistent carers (dom care / day care etc) to reduce confusion
- Dementia E-learning is available to the whole adult workforce
- “More than words – communication training” has been offered this year to enable workers to have better conversations with people where people have communication difficulties (which can particularly happen in the later stages of dementia)
- Workers draw on support from the OT specialising in dementia within the CMHT (Community Mental health Team) as well as the Memory Clinic and also connect to the CPNs and there are 2 CMHT workers sitting in the teams to support joint working.

Story of difference

- B is an 80-year-old lady with dementia and heart failure who lives with her son and daughter in law. She moved in with them due to concerns about her safety and increased confusion. Her son was at breaking point and asked if residential care could be considered for B. In the old way of working to relive the stress of the situation B would have gone into respite. This could also have gone into crisis quickly as there would have been a delay in allocating B to someone whereas I was able to arrange to see them the day after I got the call.
- Instead I connected with Showell Court to establish if a reablement flat was available, so we could see if B was able to complete some daily living tasks safely. B moved two days later and received 3 weeks of rehab. She was offered her own flat at Showell Court and moved in a week later. The impact this move had on the family was really positive, as they only live down the road and were able to have see her everyday. They continue to support her with shopping, house work and health appointments.
- The couple have their own space again and are feeling much more positive. B is happy because she is independent again and socialising with the others. She has started knitting again and is now initiating conversations and is her old chatty self.

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