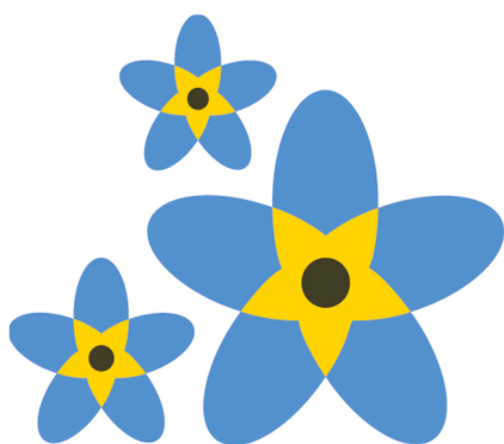


The Doncaster Dementia Strategy Progress Report 2013/14



Doncaster is
Working to become
Dementia
Friendly
2014-2015

Report by the Doncaster Dementia Strategic Partnership
May 2014

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Foreword

This report details the progress that has been made by many people in making things better for people with dementia and their carers.

Dementia remains one of the biggest challenges that faces our communities and although much has been achieved in Doncaster since the launch of the National Dementia Strategy over five years ago, there is still a long way to go if we are to be regarded and recognised as a Dementia Friendly Community.

Much more has to be done to ensure dementia is a disease that is recognised and understood so everyone can help a little when required; much more has to be done to ensure people with dementia and their carers get the right support, at the right time and in the right place; and much more has to be done to ensure people with dementia and their carers remain active and valued members of our community contributing to what Doncaster stands for. So, considering our progress and despite there being much more to do, I remain confident we can continue to make a difference for people with dementia and their carers. I am confident for a number of reasons such as dementia being a strategic



Wayne Goddard

Head of Strategy and Delivery (Vulnerable People)
NHS Doncaster Clinical Commissioning Group

priority for the Health and Wellbeing Board and the Clinical Commissioning Group; but most of all I am confident because of the commitment and determination of communities, organisations, partners and individuals to work together to make that difference. It is this joint working that will enable Doncaster to be a Dementia Friendly Community.

Thank you to everyone for their sheer hard work, support and passion for the dementia programme and I am hopeful this will continue so in a year's time we can report our further progress.

Executive Summary

This report has been produced by the Doncaster Dementia Strategic Partnership (DDSP) and reflects on the achievements and developments in Doncaster in relation to Dementia Services during May 2013 to May 2014 in Doncaster.

The developments and achievements presented in this report all support and deliver against the objectives outlined in the National Dementia Strategy (NDS) "Living Well with Dementia" published by the Department of Health in 2009 and the Prime Ministers Challenge on Dementia "Delivering Major Improvements in Dementia Care".

This report is the fourth report produced by the DDSP since the publication of the National Dementia Strategy and outlined in three sections: what we said we would do; what we have done; what we need to do next.

Overall, the report demonstrates significant accomplishments in Doncaster and exhibits excellent partnership working, which has been central to the delivery of the Dementia Programme for Doncaster.

Introduction

The Doncaster Dementia Strategic Partnership (DDSP) was established in April 2013 and replaced the Older People's Mental Health Steering Group. Members of the DDSP include a wide range of stakeholders from across the Doncaster community.

Patient and Public Involvement are ensured through the Doncaster Dementia Forum (DDF). The DDF was launched in July 2010 and the Chair of the Forum is a member of the DDSP. Following some background information on the National Dementia Strategy (NDS) and the structure for delivering the Strategy in Doncaster, the report is divided into three simple sections:

- What we said we would do
- What we have done
- What we need to do next

Background and Context

The NDS, entitled “Living Well with Dementia”, was published in February 2009 and presented a clear vision statement that “people with dementia and their carers should be helped to live well with Dementia, no matter what the stage of their illness”.

“Living Well with Dementia” presented sixteen recommendations for Communities to consider and implement locally. The aim was that by delivering the recommendations by the end of 2015 it would see that Dementia Services not only improved but would be consistent throughout the country. Living Well with Dementia describes the outcomes and range of services that people with Dementia and their carers should be able to access to improve their experience of Dementia.

Combining the consistency of World Class Commissioning, the vision of Putting People First and the Prime Ministers Challenge on Dementia a potent force was created for transforming services for people with Dementia and their carers.

As Commissioners have the responsibility to plan and commission services on behalf of the local population they are able to orchestrate the delivery of the full spectrum of services that people need and therefore are in the position to lead on the NDS and its delivery. However, only through true partnership would it be possible to fulfill the vision of the NDS locally. More importantly it is crucial that this partnership included the voice of those people with dementia and their carers and families.

Currently 800,000 people in the UK live with Dementia. Doncaster has an estimated 3500 people with Dementia although this estimate is considered on the low side. Dementia is a disease that carries a massive personal, family, social and economic cost. Society and public services must work together immediately to address the challenges presented by Dementia. The NDS was supported by an Implementation Plan which:

- Emphasised the priority objectives in the strategy;
- Described the governance arrangements to secure and monitor
- Delivery of the strategy, including national and regional support for implementation;
- Defined a structured programme for implementation of the strategy with measures to evaluate and report progress;
- Provided a proposed timetable for implementation

Figure 1 presents the sixteen recommendations and timeline for delivery.

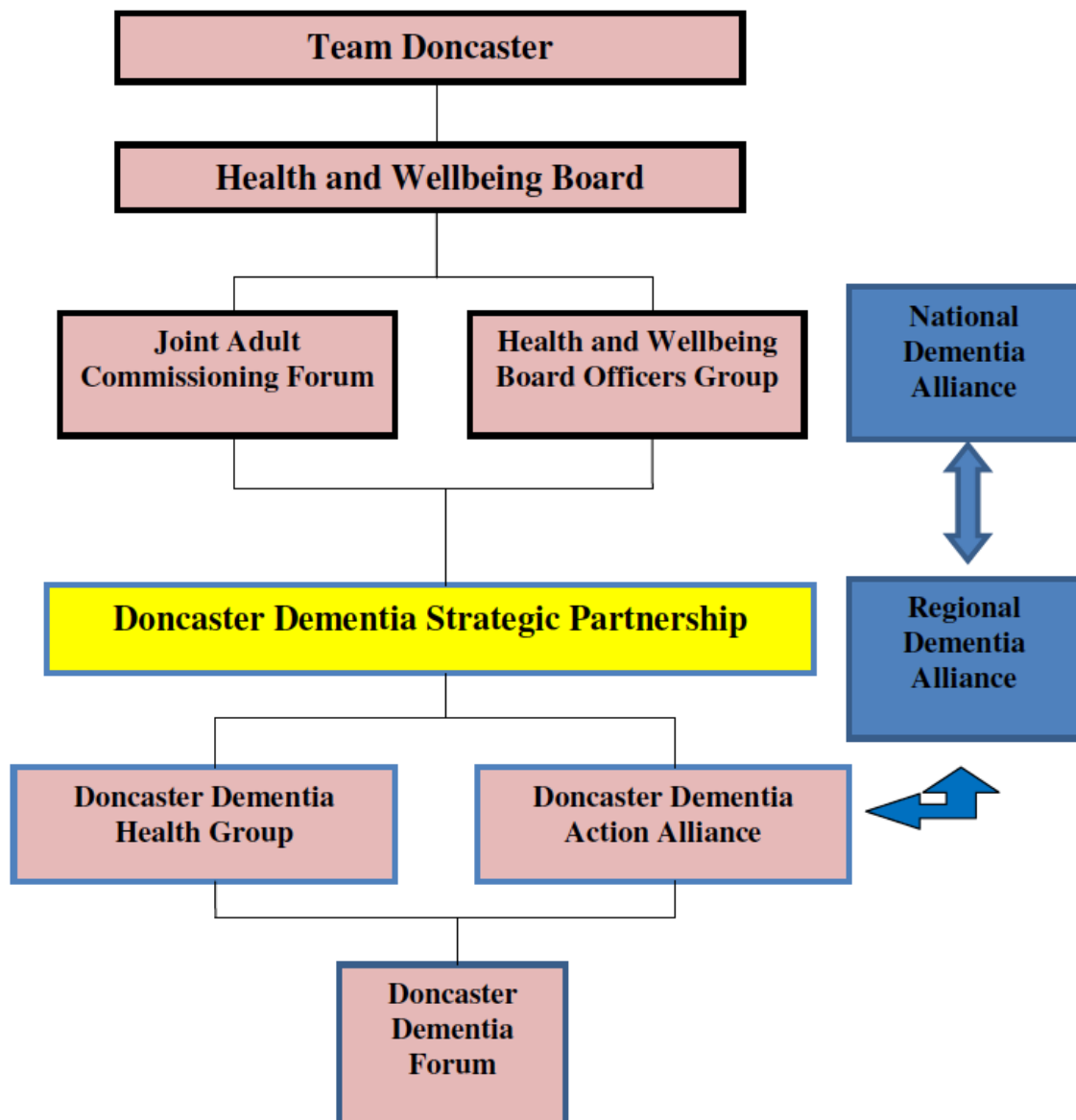


Governance Structure - How Doncaster is delivering the NDS

Doncaster, as a partnership, has agreed a framework that enables the NDS to be delivered. The framework allows the voice of the service users and carer's to be heard as they are represented throughout all processes and through each Board/ Alliance/Group/Forum and Partnership.

Figure 2 presents that framework.

Figure 2



Section 1

What We Said We Would Do

The Doncaster Strategic Partnership (DDSP) is tasked to deliver the objectives within the NDS. A Doncaster Action Plan 2012 – 2015 was produced to enable Doncaster to get from where we were (Results of the Peer Review, 2009) to where we wanted to be (Target timeline within Dementia Action Plan)

In March 2012 the Prime Minister's Challenge on Dementia: Delivering major improvements in dementia care and research by 2015 was published. The Prime Ministers Challenge on Dementia challenges us in three key areas:

- To drive improvements in health and care;
- To create dementia friendly communities that understands how to help;
- To deliver better research.

The NDS recommendations, the recommendations from Counting the Cost and the Prime Minister's Challenge on Dementia are key themes throughout the Doncaster Action Plan.

By ensuring that services are commissioned appropriately, by 2015, all people living with Dementia in Doncaster should be able to say:

- "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 am treated with dignity and respect"
- "I know what I can do to help myself and who else can help me"
- "I can enjoy life"
- "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"

Dementia was identified as one of the Doncaster Clinical Commissioning Groups (DCCG) priorities in 2013 and a priority for the Health and Well-being Board in 2013.

Section 2

What Have We Done

The National Dementia Strategy (NDS) is now over five years old. Doncaster has produced progress reports each year on the developments in Doncaster in response to the Strategy. This report covers the period 2013 – 2014.

The report covers all the recommendations of the NDS and is split by the three key outcome areas (Figure.3) of the Doncaster Outcomes Accountability Template 2013/14 and the Doncaster CCG Delivery plan 2013/14.

Outcome 1: Doncaster Community will have increased awareness of dementia and there will be a reduction in stigma

In 2013 a Joint Strategic Needs Assessment (JSNA) 2013 was published by the Doncaster Data Observatory. The JSNA detailed there were 2001 people registered with GP's in Doncaster. According to NHS Commissioning Board Dementia Calculator the prevalence of dementia in Doncaster predicts there are 3687 cases of dementia in Doncaster. In order to try and identify people with dementia in Doncaster, who do not have a confirmed diagnosis, an annual plan (2013/14) of awareness raising events and activities across Doncaster was developed. This ensured both public and professional awareness and understanding of dementia and will aim to reduce stigma.

As part of the annual plan Doncaster played a significant role in ensuring the "Dementia Friends" initiative is delivered within the community. The scheme is part of the Prime Ministers Challenge on Dementia

and Doncaster partners have been keen to deliver these information sessions across Doncaster. Doncaster now has over 70 "Dementia Friends" champions across the borough who are accredited to deliver dementia friends information sessions.

The champions are volunteers who have been able to encourage others to make a positive difference to people living with dementia in their community. The champions have done this by providing information about the personal impact of dementia, and what they can do to help.

Resulting from this Doncaster now has over 1000 "Dementia Friends" in Doncaster and this number is increasing rapidly. This is demonstrating that more people are learning what it is like to live with dementia and then turning their understanding into actions. This will ensure that Doncaster will become much more dementia friendly.

Dementia Friend's information sessions have been delivered to a wide range of statutory, non-statutory, voluntary and community groups, schools, church members, libraries, pharmacies, GP practices, members of the public and many more.

Just one of the organisations which have valued the “Dementia Friends” information sessions is the staff at the Yorkshire Wildlife Park in Doncaster. Over 20 staff took part in the training, which was provided by Marilyn Cockett, from charity Sue Ryder Care.

Human resources manager, Clare Pearson, said: *“Our visitors span the generations, from very young to very old and they have a lot of interaction with our employees. We felt it was important that our staff were able to recognise the tell-tale signs of dementia so they can give a bit of extra help if they need it.”*



Pictured above is Marilyn Cockett who has delivered dementia friends information sessions to the staff at Yorkshire Wildlife Park, Doncaster

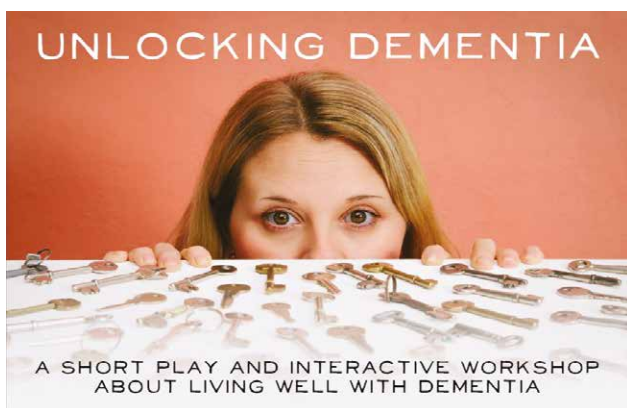


Other sessions which have been delivered include pharmacists and their staff. Doncaster Council and the Centre for Pharmacy Postgraduate Education (CPPE) Dementia Friends and Focal Point workshop held an evening event which involved the delivery of “Dementia Friends” awareness sessions and the facilitation of a shorter version of a CPPE focal point session with group work and case studies by Diana Taylor, CPPE tutor and Yorkshire Region and Learning Community Lead. The workshop was attended by 37 pharmacists and pharmacy technicians who all agreed to be a “Dementia Friend” on completing the session. An additional 16 pharmacy assistants have also attended other Dementia Friend’s sessions which have been delivered across Doncaster.

Doncaster Community Integrated Services Adult Nursing services have implemented a rolling programme of training for all their staff. All community staff are Dementia level 1 trained, Registered Nurses have been trained to level 2 and Senior nurses are trained to level 3. The training is identified by the complexity of patients on the caseload of each staff grade. This training programme includes community based and ward based staff.

During Dementia Awareness Week 2013 Doncaster Community Arts (DARTS) delivered a series of interactive drama performances which focused on raising awareness and understanding and living well with Dementia.

The performances were delivered to students at Ash Hill Academy, all staff and GP's at West End Clinic, Rossington and at DARTS' premises in central Doncaster. The audiences at DARTS included professionals including South Yorkshire Fire and Rescue, British Transport Police, Health and Well-Being Officers, Local Authority Officers, SYCIL, Red Cross, Arson Intervention, Police Community Support Officers, Doncaster Clinical Commissioning Group and DMBC Planning and Built Environment Teams.



The performances were based on real people's experience of living with Dementia in Doncaster and were commandingly received by all audiences.

Some of the quotes are detailed below from the students, professionals, GP's attending the workshops.

"I liked this approach very much. It was quite thought provoking and also gave you an insight into daily life that the person and the carer leads. It can highlight things that we don't really think about this but is happening all around us"

"As an Architecture student, it helped to show me how important it can be to educate us as students on the different aspects of dementia and how well designed buildings can help. At the minute it is not part of the curriculum, however, I feel it should be".

"The main thing I will take away from seeing the performance is that dementia can affect every person differently, and that we should be aware of that. Also that dementia can affect people of any age, not just the elderly".

"I liked the interactive approach as it got many of us thinking more about the issues surrounding dementia awareness. The fact we had to answer questions and get involved got our ideas flowing"



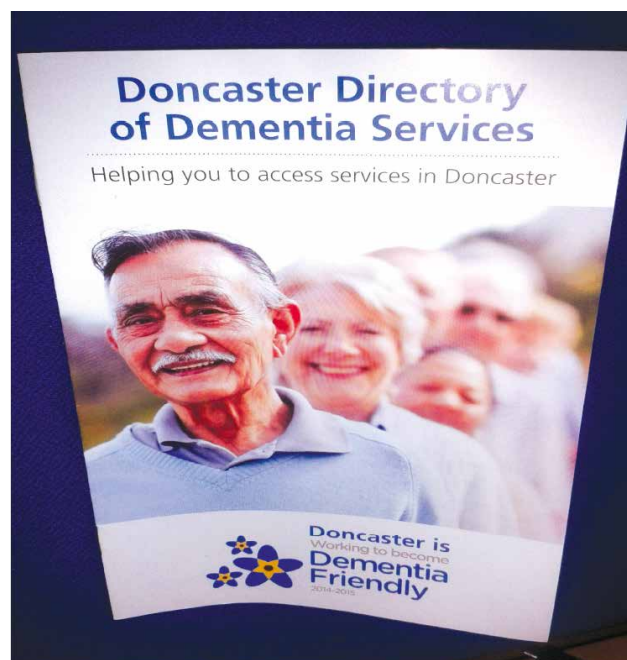
"I think the performance and interactive workshop should be shown to people in secondary schools, colleges and universities, to help increase awareness and allow people to understand how things could be changed in order to become more dementia friendly. If we educate the young then as they grow older and go into the working environment they are more equipped to make changes"

"After listening and watching the performance about dementia I will act differently and talk to people differently because I now know how people act with dementia."

"After listening and watching the performance on dementia I will act and react differently to the people who are diagnosed with it as I know what to do and what not to do; I will not repeat myself and I will act more nicely and have a better attitude towards them."

"Well this morning I found out that old people are not I thought them to be. There a lot special than anyone else. They are more important. I'm gonna ask what they do regularly. And if they want a cup of tea."

"After listening and watching the performance about dementia I will act differently and talk to people differently because I now know how people act with dementia."



Doncaster partners have developed a "Doncaster Directory of Dementia Services" which has been distributed widely across organisations within Doncaster. The directory has been designed to help people locate and access the right services in Doncaster they may require.

A charity Golf Event has been held for several years in Doncaster at Wheatley Golf Club. This has not only contributed to raising awareness of dementia but has also raised substantial funds to support Dementia Services across Doncaster such as Dementia Cafés and other activities that take place at the cafés.



Wayne Goddard (right), Head of Strategy and Delivery, DCCG and Captain of Wheatley Golf Club with club professional Steve Fox presenting the cheque to Liz Hopkinson, Alzheimer's Society. The event raised £1,700 for Doncaster Alzheimer's Society.

The Doncaster Dementia Forum (DDF) was launched in 2010 and is still proving a great success. The DDF and the Carers Support Group continue to run on a monthly basis at Forest Gate, Tickhill Road Hospital, Doncaster.

The DDF is chaired by Eileen Harrington who lives in Doncaster, a former carer who has first-hand experience at caring for a husband with severe dementia. The Forum offers a platform for people with dementia and their carers to have a voice and direct link regarding concerns to local services and commissioners who support people living with dementia. The DDF is represented on the Doncaster Dementia Strategic Partnership, the Clinical Medical Team for Older People's Mental Health Services at Doncaster Royal Infirmary and is a Carer Governor of RDASH.

The Carers Support Group is held immediately after the DDF and brings local agencies and organisations together to provide information and support to people. It is an opportunity to keep abreast of current support groups in the Borough along with how these services are accessed within the community. The group is currently supported by the Alzheimer's Society, Doncaster Partnership for Carers, Age UK, RDASH PALS team, and Sue Ryder. Each month there is a speaker who is invited to come along and discuss topical issues and provide relevant information. The group offers a warm welcome to new members and provides an informal atmosphere for friendly peer support.

Some of the activities and speakers have included: Rosie Winterton MP to address and resolve issues users and carers may have; Dr John Bottomley to inform the group on anti-psychotic medication; SYCIL to inform on aids to help people with dementia live well; Age UK, Leger door-to-door buses; Dr Rod Kersh (DRI) to talk about the new dementia ward at DRI service; Transport Police; Dementia Research representative; older people's services for household maintenance; gardening activities, growing your own vegetables; Chair based exercises, cookery sessions and many more.

Eileen who chairs the Dementia Forum and is also a member of the Doncaster Dementia Strategic Partnership and a member of the Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) User Carer Partnership Council launched her own charity, DonMentia, in August 2013.

Eileen's work continually increases awareness of dementia and raises substantial funds for Dementia Services. Eileen's fundraising events include quiz nights, garden parties, fashion shows, car boot events, therapy taster days and arts and craft events.



Eileen Harrington with MP Rosie Winterton and Kim Gostolo, Lead Health Promotion Nurse, RDaSH with members of the Dementia Forum and Carers Group held at Forest Gate Hospital.



Since its launch in 2013, DonMentia has raised over £17,000 to support patients with dementia and their carers. Amongst some of the items purchased through the charity, these have included patio furniture, a bladder scanner, a specialist chair, my life computer system and miscellaneous activity equipment.



Eileen Harrington and Rosie Winterton MP pictured at a Doncaster Dementia Forum

Pictured below is Eileen presenting a donation to Dr Rod Kersh, Consultant Physician for the Care of Older People and his colleagues from DBHFT. The donation from DonMentia allowed Doncaster and Bassetlaw Hospitals Foundation NHS Trust (DBHFT) to purchase necessary equipment to support patients with dementia during their time on the Gresley Unit.



Pictured left is Eileen with the ladies of Hickleton Golf club being presenting with the cheque from Dr Rod Kersh and his team, DBHFT

Dr Rod Kersh said "I would like to thank everyone involved in the fundraising on behalf of all the staff."



Eileen Harrington is pictures (centre) with RDaSH Community Mental health Nurse, Diane Furneaux (far right) and visitors to the garden party which was held in June 2013 with the donated patio furniture.



RDaSH Health Promotion Lead, Kim Gostolo (second right) is pictured with visitors to the garden party.

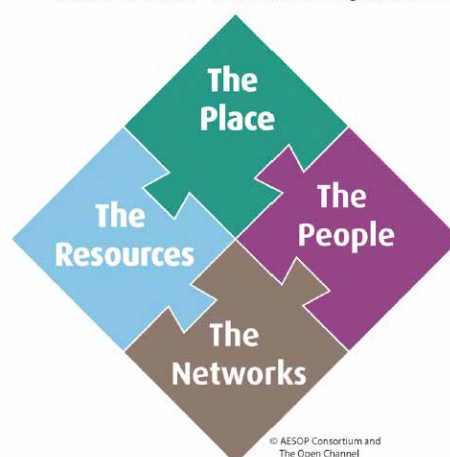
Doncaster Dementia Action Alliance (DDAA) was established in early 2014. The DDAA is key to the success and sustainability of creating a Dementia Friendly Community in Doncaster. The Alliance enables the bringing together of individuals and organisations in working towards Doncaster becoming a Dementia Friendly Community.

The aim of the DDAA is to ensure Doncaster is a community in which people living with dementia and their carers feel confident, knowing they can access the support they need and participate in activities which are meaningful to them.

Through the DDAA the aim is to reduce the stigma and raise understanding of dementia through awareness raising activities and training and education to improve the services delivered locally. This will enable people living with dementia to continue doing the things they enjoy within their own community for longer.

Initially, AESOP Consortium in partnership with the Open Channel, supported Doncaster Partners in prioritising future actions which would help Doncaster to become more dementia-friendly. Doncaster Partners engaged in a Workshop Programme during 2013 which enabled them to identify the strengths already present in the way Doncaster supports people with dementia and their carers, and to agree areas for further work and improvement. The Four Cornerstones model devised and developed by AESOP and The Open Channel was used as a basis for this.

The Four Cornerstones Model



With the voices of people at the heart of the process, communities need to consider four 'cornerstones' to test the extent of their dementia friendliness.

These are:

Place – how do the physical environment, housing, neighbourhood and transport support people with dementia?

People – how do carers, families, friends, neighbours, health and social care professionals (especially GPs) and the wider community respond to and support people with dementia?

Resources – are there sufficient services and facilities for people with dementia and are these appropriate to their needs and supportive of their capabilities? How well can people use the ordinary resources of the community?

Networks – do those who support people with dementia communicate, collaborate and plan together sufficiently well to provide the best support and to use people's own 'assets' well?

The DDAA adopted the “Four Cornerstones” model in the work that they do in contributing towards Doncaster becoming Dementia Friendly.

Currently fourteen members have joined the alliance and have published their action plans on the National Dementia Alliance website which are available for public viewing. Momentum is accelerating as membership of the DDSA develops.

Example of one of the actions detailed in Skills for Care – Yorkshire and Humber Action Plan is illustrated below.

“Skills for Care, working in partnership with Skills for Health, has developed and is implementing a Workforce Training and Education Development Action Plan to ensure that the sectors have an appropriate qualification framework that supports the National Strategy for Dementia and new Government commitment to improving dementia services”

Part of the DDAA’s workplan is to also consider the finding from the national survey which was undertaken by the Alzheimer’s Society in 2012.

Some of the findings have been presented graphically to bring impact to them. This is detailed in Figure 4.



An example of one of the business that have joined the Doncaster Action Alliance is Jordan’s Quality Solicitors. The Partners and staff at Quality Solicitors Jordans llp have said:

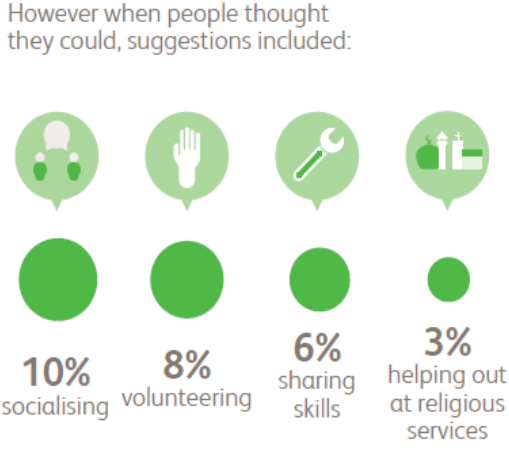
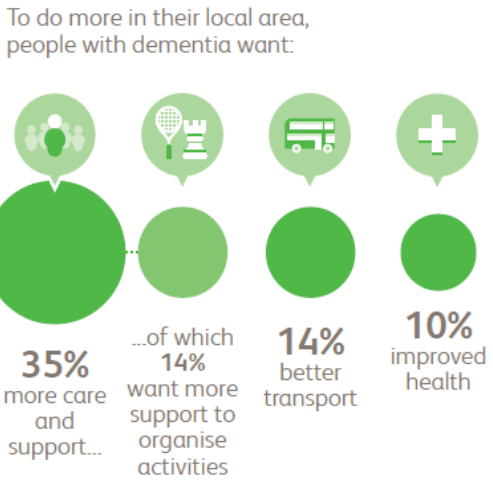
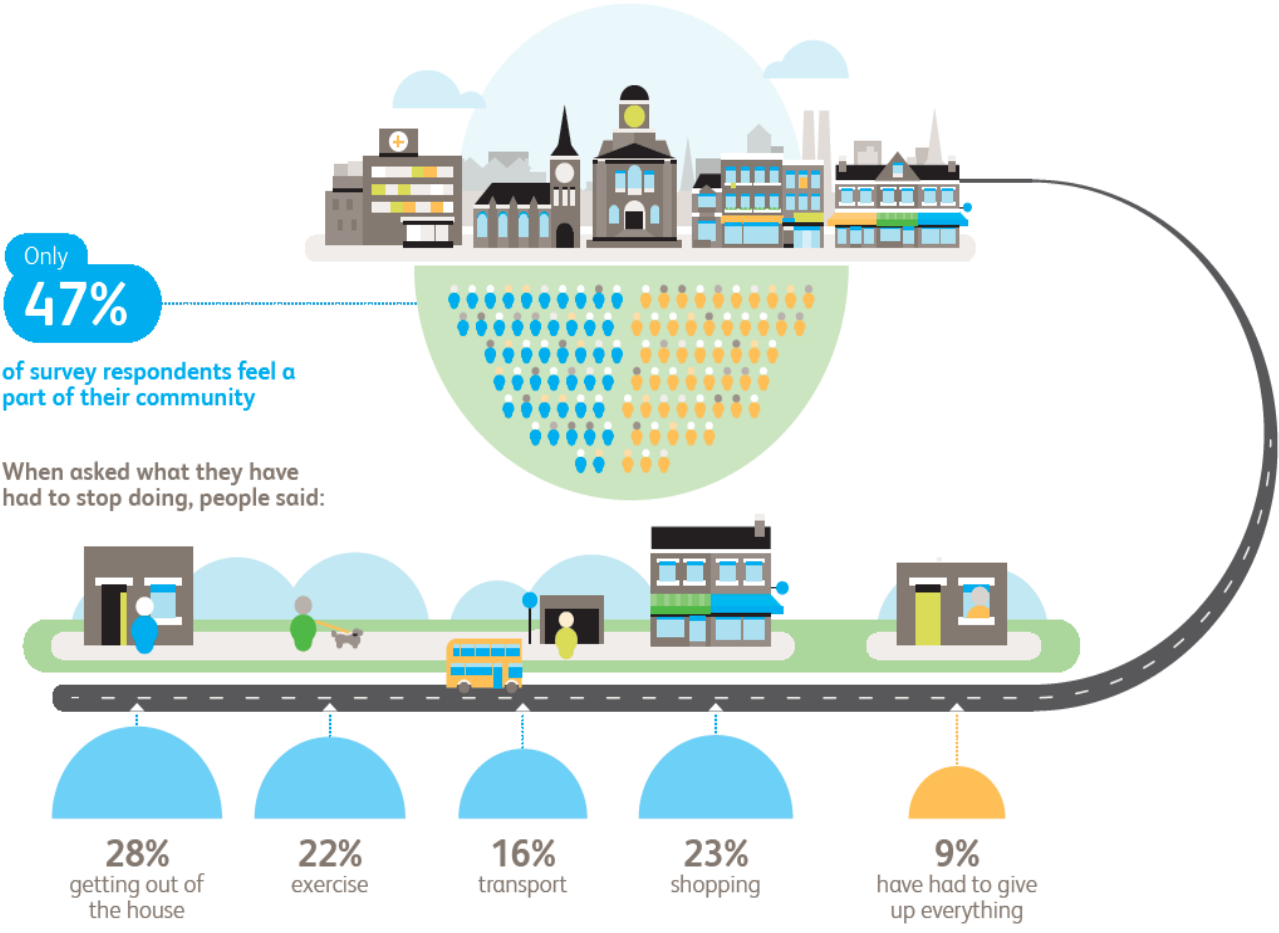
“We are thrilled to join the Doncaster Dementia Action Alliance. We believe our role is to provide an immediate contact for families and individuals in the community and raise knowledge and understanding of the importance of putting in place essential legal documents such as a Will, Lasting Power of Attorney or making provision for the family home. Whilst we believe that these provisions are essential for all our clients, it becomes all the more significant for those who have recently been diagnosed with Dementia or other mental health conditions.

“Through joining the Doncaster Dementia Action Alliance we aim to adapt and expand the services we provide to assist and improve the day to day lives of those with Dementia.

“Through our association with the Alliance we hope that it will attract new business to the firm and we also hope that by displaying the Dementia Friends logo at our offices we will be first choice for members of the public who have been diagnosed with Dementia as they will feel reassured that staff at Quality Solicitors Jordans llp have received Dementia awareness training.

“We are grateful for the opportunity to join the Alliance and look forward to taking part in future events and improving services within our community.”

Figure 4.



Sprotbrough Community Development is an excellent example of how the community can work together to raise awareness and understanding of dementia and also ensure the right services are provided at the right time, in the right place, for people with dementia and their carers. Doncaster Council, Local NHS and voluntary sector organisations showed their commitment in making Doncaster dementia friendly with Sprotbrough leading the way forward by involving local church members, to organise an awareness raising event in March 2013.

The event provided the opportunity to find out more about dementia and the services for people who have dementia.

Dr Ayesha Zafar, NHS Doncaster Clinical Commissioning Group's lead doctor for dementia care, said: "The open day is an excellent opportunity to show what can be done at neighborhood level to make Doncaster a Dementia Friendly Community.

"It will help raise awareness of the disease and showcase some of the services that are available to help local people. It will also help to reduce the stigma that surrounds the disease."

Sprotbrough resident Therese Paskell (far left) from Churches Together, said: "The aim is to support carers and people who have dementia by signposting them to the services they need and improving public awareness."



Therese Paskell pictured with Councillor Greenhalgh who opened the event in Sprotbrough.

It is clear to see that the extensive programme of awareness raising across the Doncaster Community has contributed to people receiving a diagnosis of dementia.

The current diagnosis rates are gradually increasing as illustrated in the table below



Pictured left to right: Therese Paskell, Cllr Pat Knight, Eileen Harrington and Lynette Chipp

Year	GP dementia register data for 13/14 due in May 2014
2013/14	GP dementia register data for 13/14 due in May 2014
2012/13	51.93%
2011/12	52.34%
2010/11	51.46%
2009/10	46.27%

Outcome 2: More People will receive a dementia diagnosis

In April 2013, Jo Liversidge, Primary Care Liaison Nurse was appointed. The main aims of the post are to:

- Facilitate an increase in the number of people diagnosed with dementia
- Provide the primary care workforce with the training and skills required to deliver dementia care.
- Raise awareness of dementia in primary care and in the population they serve

Jo has achieved this by working with practices to provide all practice staff with information regarding dementia detection, signs and symptoms and by providing information materials to the public and patients and families on dementia.

Improvements in the Dementia pathway have also been achieved by Jo's role in providing direction on pathways to diagnosis between Primary care and Older People's Mental health services (CMHT/ Memory Services).

Jo Liversidge also led a pilot with two practices within Doncaster, CANTABmobile. CANTABmobile is a medical software device designed to give a quick and accurate assessment of a patient's memory. It is the first ever rapid, objectively scored touchscreen assessment to differentiate between patients with memory loss due to early signs of Alzheimer's or other dementias and normal age related forgetfulness. The pilot provided successful findings and further work is on-going to extend this pilot across other practices within Doncaster to increase diagnosis rates and ensure people receive a timely diagnosis.

During 2013, 42 practices signed up for the Dementia Directed Enhanced Service (DES). The DES has been designed to ensure GP practices take a proactive approach to the assessment of at-risk patients who may be showing the early signs of dementia.

An assessment for dementia is offered for all patients identified at risk and includes all patients over 60 years of age with cardiovascular disease or diabetes, as well as patients with learning difficulties or neurological conditions.

This service

- encourages GP practices to coordinate and manage the care of frail older people and other high-risk patients (including patients with mental ill health) predicted to be at significant risk of unscheduled hospital admission.
- is intended to improve support and treatment of patients with dementia and their carers to improve their quality of life
- ensures a prompt diagnosis of patients with the condition in order that they are brought into the care pathway earlier
- ensures that more people will receive a dementia diagnosis if appropriate.

In early January 2014 the Memory Clinic moved from a memory clinic outpatient model to a community service model. This means that more people can now be seen on a much quicker basis and has reduced waiting times significantly.

Outcome 3: People with dementia and their carers will be supported to live well

In March 2014, a Carers Resilience Toolkit was developed jointly with Rotherham, Sheffield and Bassetlaw CCG's and Local Authority's. The "DementiaCarer" toolkit is an online resource was a result of 12 months local research working with people with dementia and carers. The resources in effect is a toolkit that will help support and enhance carers resilience to care and includes 115 video clips of family members explaining what helps them to cope with different situations. The online resources are not any ordinary resources and have already received National and Regional interest.

The toolkit was developed by Arc Research Consultancy and their work began by interviewing 94 family members who gave their time and shared their thoughts and sometimes tears and were very courageous to do so. It is their experience that is the cornerstone of the resources.

The video clips were given with great openness and candour and, though most would deny it, a lot of bravery, to tell it like it is, with hard won ideas for how to cope.

The toolkit can be found at www.dementiacarer.net

Older People's Mental Health Liaison Service

The Older People's mental health Liaison Service is now a fully established Service. The Service aims to:

- respond to DBHFT referrals for advice and support regarding patients who are being cared for by DBHFT who may have or be presenting with mental health needs
- train and develop staff regarding Older peoples Mental Health

The team take a very proactive role by undertaking ownership of identified wards, to consider proactively every older adult in-patient, every working day, on every ward, to assess mental health needs.

The Service has delivered some significant improvements within the hospital.

Below reductions in patient admissions, re-admissions and length of stay is demonstrated.

Number of hospital admissions (DRI) for people diagnosed with dementia	2012/13	2217
	2013/14	2034
Average length of stay of people with dementia in DRI (This has increased slightly due to reduction in admissions, whereby more of the patients admitted are now appropriate admissions.)	2012/13	9.59
	2013/14	10.46
Number of re-admissions within 30 days to DRI for people with dementia	2012/13	408
	2013/14	363

Alzheimer's Society

The Alzheimer's Society provides a Dementia Carers Support Service. As part of the service memory Cafes are delivered at locations across Doncaster including Cantley, Town Centre, Askern and Conisbrough.



The cafés enable people with dementia and their carers to receive peer support and advice and information from dementia support workers whilst enjoying refreshments and entertainment. The Alzheimer's Society encourages representatives from other organisations to attend the cafes to inform about the services they deliver.



Pictured above are Jim and Judith Fortune at a Dementia Café

Detailed below are just some of the quotes from people attending the café's

"You have changed my life from being a prisoner into a happy person again. You are such wonderful people. All the best."

"We really enjoy the café, especially the music."

"What wonderful work you all do to make such an enjoyable afternoon. We really look forward to it and have made such good friends. Love to all."

"Sadly, Pat passed away suddenly, a few weeks ago. She derived so much joy from attending the Cantley Memory café. Our family would like to thank all who supported her and made her feel so welcome - She loved the endless cups of tea!! To hear her sing along, was heart-warming to say the least...with much gratitude for all the work you do with such kindness. xxx"

Cantley and Conisbrough cafes are the most popular events with regular attendances in the thirties and forties.



Ray and Val Wynne pictured at Cantley Dementia Café

The café in the Doncaster Trades and Labour Club was launched in December 2013 and replaced the Barnby Dun Café.

Alzheimer's Society also provides a "Singing for the Brain" session in Doncaster at Charles Court venue.

The Carers Support Service provided by Alzheimer's Society provides information and support to people with dementia and their carers via face to face visits, telephone or email.

Below are some comments from clients:

"Thank you so much for taking the time to e-mail me. I know with work I am

really tricky to catch by phone. Your contact really means the world to me as

at times I do feel really 'out of my depth' but knowing I can phone you for

advice is brilliant. Once again a huge thank you for your care and concern."

"I have received a lot of help from Sheena Carr (Dementia Support Worker)

who has listened to both me and my wife and understood our situation



Alzheimer's Café Tea Dance at the Askern Cafe



Liz Hopkinson, Alzheimer's Society Service Manager pictured with Angela Rippon, National Dementia Care Ambassador. Pictured at Benfield House where she was guest speaker at their 30th anniversary and presented their Care Awards.

Sue Ryder Care

Since 2013 Sue Ryder Care was commissioned to deliver Peer Support Services. Since the service commenced the following has been achieved:

- 3 Support groups in Bessacarr, Carcroft and Sprotbrough a fourth had been set up in Dunscroft but was cancelled due to poor attendance.
Attendance is sporadic with some people attending on a regular basis and other obtaining the information they need then not attending again but receiving telephone support.
- 4 library drop in centres in Tickhill, Hatfield, Thorne and Rossington.
Attendance is spasmodic, Tickhill and Thorne have had 2 regular attendees
- Identified 50 people who had previously not been linked in with other services or had their dementia diagnosed or were seeking information on dementia.
- Developed promotional materials
- Linked people together through similar situations
- Created a community spirit – volunteers helping in support groups
- A point of contact for PWD and their carers
- Regular support either via the support groups or regular telephone calls
- Support in the home for people who are unable to attend support groups, home visits have been completed both in and out of normal working hours to assist working family members to obtain the information and signposting they require
- Signposting to other services and have provided resources to be used as when required including information sheets such as Driving with Dementia, Showering

and bathing, communication, challenging behaviours and many more

Sue Ryder Care is engaged in Dementia Awareness raising and have promoted awareness of Dementia to individual communities within Doncaster including:

- Coffee clubs – Finningley, Askern
- Church groups – St Francis Bessacarr, St Mary's Sprotbrough
- Home Care Providers
- GP Surgeries
- Local shops in areas around support groups, along with Morrisons and Asda
- Attended Community Promotion days in Sprotbrough,
- Promoted Dementia awareness on personal facebook pages and business / forsale facebook pages.
- Distributed posters and brochures to local shops and business – Homecare providers are placing a Peer Support Brochure in all service users files, All GP Surgeries have Peer support brochures and are beginning to make referrals, Local shops in the vicinity of the support groups are all displaying our posters.

Dementia Fiends sessions have been delivered to a wide range of organisations including Community groups such as coffee clubs, mothers unions and church groups, Yorkshire Wildlife Park, GP surgeries, Home Care providers, South Yorkshire Fire Service, Whitby's restaurant, Ambulance cadets and many more. The evaluation from this has demonstrated 99% of attendees enjoyed the sessions and gained information and knowledge from attending the sessions

Making Space

Making Space operate a day centre based service for people with dementia. The day centre opens seven days a week with the exception of Bank Holidays and occasionally in the evening. The centre has an allocated two days a week for people with dementia. Making Space Day Centres offer support and services that can make a real difference including: providing a person-centre plan, tailored to each individual; supporting older people and those with dementia to remain independent within their own home; organising everything from exercise and group activities to social events; providing relief and respite for the carer on a regular basis and enhancing quality of life, health and wellbeing.

Main referrals to Making Space are from social workers, however, selfreferrals can be made. Making Space offer a needs led assessment, based on developing core assessments and plans, which identifies service users interests and are regularly reviewed. Making Space offer an extensive range of activities as part of their service.

Age UK

Age UK operates twelve day centres borough wide. The day centres are open Monday to Friday and provide social contact for the isolated, freshly cooked 2 course meal, stimulating activities and respite for family carers.



A cleaning service is also available for all home cleaning needs. For those who are active in later life, chair based exercise classes and circuit training is available.



Age UK also offer a free and confidential Information & Advice service and a Doncaster Carers Service which offers emotional support to carers and signposting and information and the arrangement of a carers emergency contact scheme. Volunteering opportunities are also available through Age UK. Age UK Doncaster is based at 109 Thorne Road, Doncaster, 01302 812345.

Age UK also offer Domiciliary Care which provides personal care, escorted shopping and appointments, specialised support such as palliative care and dementia respite sits.

A home and garden services is also available providing garden maintenance, paths and patios laid, fence erection, and handyman jobs around the home.

South Yorkshire Centre for Inclusive Living (SYCIL)

SYCIL is a disabled peoples user led charity that aims to support disabled people, people with long term conditions and their carers to live independently. A range of services are available including Advocacy, Independent Living Support, Occupational Therapy, information and advice on aids and equipment, Physiotherapy, support with personal budgets, services to reduce social isolation, and assistance with welfare benefits.

SYCIL has a strong commitment to supporting Doncaster to become a Dementia Friendly Community, and specifically assists this through:

- Provision of Dementia Friends Training through an accredited Dementia Champion (2013-14 we ran 9 sessions for 96 people)
- Occupational Therapy assessments and information on aids, equipment and adaptations to increase independence in the home
- Physiotherapy assessments and ongoing one to one support
- Independent Living Support e.g. support to regain independence and confidence, and assistance to access appropriate support services and benefits
- Exercise and mobility classes to increase independence and reduce the risk of falls
- Membership of the Doncaster Dementia Alliance
- Provision of Disability Equality Training
- Provision of Manual Handling Training

During 2013/14 SYCIL provided a falls prevention workshop for 16 people aged 60 – 80 years old with Dementia. The SYCIL Physiotherapist delivered the workshop at an Age UK day centre in Doncaster. The aim was to deliver a clear message on understanding each person's individual risk and how to prevent falls.

The workshop included a question and answer session with topics discussed including eyes, ears, joint pain, medication and continence. Mind mapping was used to understand trip hazards in the home and about the person, for example poor posture, stiff joints, medication and visual problems. 15 minutes of chair based exercises was delivered to improve lower limb strength and balance. Finally, falls prevention action planning was undertaken for each individual.

The workshop was well received and achieved a number of outcomes. Eight individual action plans were completed, and all present learned three exercises to undertake daily that improve lower limb strength and improve balance.

Doncaster CVS

Doncaster CVS is a registered charity and a company limited by guarantee that works to promote, co-ordinate and support voluntary and community action in the Doncaster Metropolitan Borough.

Tom McKnight from the Doncaster CVS Health and Social Care Team undertook Dementia Champions Training in December 2013 and has delivered three Dementia Friends Information Sessions to date to The 50+ Parliament in The Mansion House, the staff and volunteers at DIAL Doncaster and to his own colleagues at Doncaster CVS. 34 people attended these three sessions. Future Friends Information sessions have been planned at Doncaster Partnership for Carers and Tom has also included Friends Information Sessions on the Doncaster CVS training prospectus for April 14 to June 14.

Tom says *“This will be an on-going commitment from CVS to ensure that they are always included in the future as part of Doncaster CVS’s commitment to raise awareness about Dementia”*. Tom is available as one of Doncaster’s Dementia Champions to deliver “Dementia Friends” Sessions wherever the need arises.

Doncaster CVS has played and will continue to play a full and active part in raising awareness of Dementia in and around Doncaster. Doncaster CVS is an active member of the Doncaster Dementia Action Alliance supporting and assisting where it is able.

Housing/Accommodation for People with Dementia

Work has been undertaken with DMBC Strategic Housing to ensure that those design principles that are dementia friendly and based on the recent successful capital bid “Improving the Environment of Care for People with Dementia” are incorporated into future housing developments.

Once a scheme progresses from strategic development to planning stage there is a set of Standards for Housing in Sheltered Accommodation and Extra Care. These have been developed in conjunction with the Older Peoples Guardians. Each scheme can be planned and evaluated against these standards to ensure modern high quality accommodation and support services. The standards have been developed to take into account physical and support requirements. These standards have independence as their core principle. They are based on national good practice in order to provide the best opportunities for independence and enjoyment of surroundings.

We recognise that people living in the community with dementia may need housing-related support to maintain their independence so we plan to work with a range of stakeholders including commissioners, planners, strategic housing and developers to further widen and embed awareness and understanding of dementia friendly design principles. This will include considering how accommodation and service delivery is responsive to people’s needs, including people living with dementia.

Going forward, we will also use the outcomes from current research being undertaken into the dementia friendly physical environment by Sheffield Hallam University on behalf of the Dementia Strategic Partnership. This will include the development and dissemination of dementia friendly design principles and sharing of best practice across Doncaster.

Telecare

Telecare is a vital element of Doncaster's wider agenda to support people to live independently and safe. Within Doncaster there are three distinct elements to the telecare service:



Referrals into the service totalled 883 for 2013/14 – up 20.3% upon last year's figures. The largest proportion of referrals was for those living with Dementia and those with mobility problems – both accounting for 30% of total referrals. For those people living with Dementia, the main reasons for referral were for wandering and gas related issues leading to Property exit sensors and gas detectors being fitted.

The Dementia Strategic Partnership has considered and responded to the Dementia Friendly Technology Charter (Alzheimer's Society, 2013). The Charter provides a useful framework for commissioners, providers and suppliers of assistive technology to work within.

Going forward, the Dementia Strategic Partnership will be represented on the Doncaster Assistive Technology Strategy Group thus ensuring that Dementia Friendly technology is considered in future developments. This group consists of members from various partners and stakeholders and aims to drive forward the assistive technology agenda within health and social care and ensure assistive technology is embedded within existing services and considered in the design of new services.

The Dementia Friendly Technology Charter (Alzheimer's Society, 2013) will be used to inform the local Doncaster developments with the aim of ensuring that the Telecare service, as part of a wider Assistive Technology strategy, contributes towards a Dementia Friendly Doncaster .

Other actions will include providing Dementia friends training to the Home Alarm Service team located with DMBC.

End of Life Care

The CCG is currently working with RDaSH on an integrated community model for End of Life Care. The main aim is to provide high quality end of life care, maximising quality of life, minimising unnecessary acute and secondary care referrals, ensuring:

- Co-ordinated end of life care in the community
- Continuity of care from an integrated community nursing service
- Active case management with specialist input at the right time
- Robust needs assessment and care planning across the MDT
- Moving the focus of both Hospice and Hospital based palliative care from a bed based service into patients own homes

Work will continue to progress in this area during 2014/15.

Capital Bid Scheme

In July 2013, Doncaster secured funding of £1m to create dementia-friendly care environments after being chosen to be part of a major Department of Health pilot scheme.

The joint bid by Doncaster and Bassetlaw Hospitals NHS Foundation Trust, Doncaster Council and Rotherham Doncaster and South Humber NHS Foundation Trust was one of the 116 projects nationally that shared the £500m funding from the Department of Health.

The plans saw the development of an acute hospital ward at Doncaster Royal Infirmary specially designed with the needs of people with dementia in mind.

Communal areas in two supported 'extra care' housing schemes in Doncaster – Charles Court in Armthorpe and Rokeby Gardens in Kirk Sandal – redesigned to enable people with dementia to stay as independent as possible in a safe environment.

New garden areas have been created at Windemere Lodge, St Catherine's site in Balby, Doncaster so that people with dementia can safely enjoy the mental and sensory stimulation of flowers, plants and fresh air, benefiting their health and wellbeing.

The £1m funding for Doncaster was one of the largest grants being awarded as part of the national scheme, which aimed to create dementia-friendly pilot sites that other areas can learn from.

It builds on the innovative dementia work

already being done in Doncaster. The town was one of the first in the country to make a public commitment to becoming a dementia-friendly community including maintaining a social life, accessing local facilities like banks, cafes and shops, and feeling safe and secure when they are outside home.

Dr Tupper, Chair of Doncaster CCG said: *"This is great news for people in Doncaster who have dementia and their carers. Improving services for people with dementia is one of our top local priorities and the success of the bid is evidence of excellent partnership working across local organisations. We are all committed to making a difference for people who have dementia and this funding will help us take forward our plans."*

How the £1m was spent in Doncaster:

Doncaster and Bassetlaw Hospitals NHS Foundation Trust received £600,000 to create a new dementia-friendly ward at Doncaster Royal Infirmary and to make other areas of the hospital dementia-friendly. Every aspect was designed with the needs of people with dementia in mind, with warm colours, soft lighting, pictures to help people find their way around, and a calming, clutter-free environment.

The ward cares for any patients who are acutely physically unwell, not just people with dementia. It is part of the Trust's commitment to making the whole hospital dementia-friendly eventually.

There is already one dementia-friendly ward at DRI – Mallard Ward opened in January 2013 and cares for people with dementia and delirium who need hospital treatment because they are physically unwell.

Doncaster Council received £200,000 to make communal areas dementia friendly in two existing Extra Care Housing Schemes – Charles Court, Armthorpe and Rokeby Gardens, Kirk Sandal – provided by Housing 21.

The provision of Extra Care housing is to enable people to remain independent and to live in their own home for as long as possible. Housing 21 are working with DMBC to improve the environments of two purpose built Extra Care Schemes in Doncaster – Rokeby Gardens and Charles Court. The bid has been used primarily to make the communal areas of both schemes dementia friendly and this learning is to be taken forward into the

new Extra Care Scheme being built at Edlington called Swallowdale Court. Charles Court has had a complete refurbishment of the communal areas both inside and outside to make the environment dementia friendly and much more attractive and pleasant for everyone. The work at Rokeby Gardens has mainly been external to the garden area with the provision of a summer house, potting shed, improved seating etc. Residents and staff are very pleased with the changes that have been made so far, a number of residents have commented that:

“ Charles Court is very nice modern and clean and pleasant to sit in” and “Charles Court is pleasant to be in, I'm very lucky to be in here”

Some pictures below of the newly refurbished Charles Court





Rotherham Doncaster and South Humber NHS Foundation Trust received £200,000 to develop dementia-friendly gardens on the St Catherine's site in Balby, Doncaster in two of the areas which offer nursing care for people with dementia

Hawthorn ward at Tickhill Road provides inpatient rehabilitation that is time limited to up to seven days for step up and the Specialist Falls Service(SFS), (The Unit) provides an agreed goal focussed programme based on individual need. The patient group is predominantly over 65 but accepts appropriate patients over the age of 18. Work is still in progress in the gardens



Councillor Pat Knight, Chair of the Health and Wellbeing Board in Doncaster, which is overseeing the dementia-friendly communities work, said: *"This is fantastic news for people living with dementia in Doncaster and their families. Our £200,000 grant will pay for improved extra care facilities at Charles Court in Armthorpe and Rokeby Gardens in Kirk Sandall. This is a great example of Doncaster leading the way. Through successful partnership working we are building towards our vision of making all communities dementia friendly."*



Liz Copley, Consultant Occupational Therapist for older people's mental health services at Rotherham Doncaster and South Humber NHS Foundation Trust, said: *"This is excellent news. We will be using the funding to continue to improve and enhance our gardens to make them more dementia-friendly. It is also an exciting opportunity to work in partnership with others and participate in a project which supports our wish to be creative and innovative."*



Pictured to the right are some photos taken of the new Mallard Ward which opened in 2013 and the recently opened Stirling Ward.

Dr Rod Kersh, Clinical Director for the Care of Older People at Doncaster and Bassetlaw Hospitals, said: *"People with dementia use every area of the hospital from the Emergency Department to the coffee shop, outpatient clinics, having scans or other tests, or visiting friends or relatives who are patients. Visiting hospital can be a confusing or anxious time for anyone. We firmly believe that if we get it right for people with dementia then we will get it right for everyone."*



Section 3

What we need to do next

There are around 800,000 people with dementia in the UK, and the disease costs the economy £23 billion a year. In Doncaster, there are an estimated 3800 people with dementia costing £40 million a year. The number of people affected is expected to double and the costs are likely to treble.

Improving Dementia services remain a priority both nationally and locally. It is a priority for Doncaster Clinical Commissioning Group and the Doncaster Health and Well-being Board. The focus for Doncaster during 2014/15 is to deliver these plans and produce the required outcomes. The outcomes for 2014/15 are detailed below:

OUTCOMES	
People with dementia and their carers will be supported to live well	
Doncaster community will have increased awareness of dementia and there will be a reduction in stigma	More people will receive a dementia diagnosis

Source: Health and Wellbeing Board Outcomes Accountability Template and DCCG Delivery Plan 2013/14

The challenge for the year ahead will place emphasis on gaps in current service provision including; meeting the needs of carers where there are not being met, developing post diagnostic support to people with dementia and their carers; developing the environment to ensure it is as dementia friendly as possible, progression of complex pathways, intermediate care provision and developing robust end of life pathways for people with dementia.

Without doubt the current and future financial environment will also lead to some real challenges which means difficult choices will need to be made but the Doncaster Dementia Strategic Partnership will continue its work in delivering against the NDS recommendations and the challenges detailed in the Prime Ministers Challenge.

We will not be able to deliver our objectives in isolation and it is only through strong Patient and Public Involvement and true partnership working that we will be able to deliver and continue to make a difference for the people of Doncaster who have dementia and their carers and families.

The Doncaster Dementia Strategic annual basis to reflect the work achieved across the Doncaster borough on improving Dementia Services.

Alzheimer's Society Dementia Cafés

A Poem by Val Wynne

Visiting dementia cafes
Takes up an hour or two
Askern, Cantley, Conisborough
And from the Trades Club, what a view

At these café's we are lucky
We are looked after very well
There is First Class entertainment
And more that we could tell

You meet quite a lot of people
And you will get to know a few
You are on an equal plane there
No one's worse nor better than you

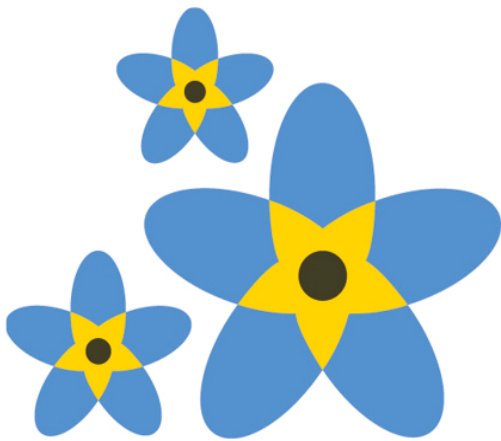
We usually have a raffle
Sandwich lunch – five pounds for two
You help yourself to sandwiches
And cakes there's quite a few

The volunteers are wonderful
They give their time for free
Serving you refreshments
A choice of coffee, juice of tea

They are very helpful
And they always have a smile
Margaret, Joan two Suzan's
Make you want to stay awhile

All cafe's are on the bus routes
So if you've no car no need for fuss
And if you have a travel pass
You'd get there free by bus

The time goes very quickly
And we have to say goodbye
Why not come along and meet us
And give Dementia Cafés a try



Doncaster is
Working to become
Dementia
Friendly
2014-2015