

Action Plan Dementia Care & Support Compact 2013/14.



UPDATED February 2015

This action plan is intended to help your organisation monitor its commitment and progress on the implementation of the care & support compact. We see this as an important part of your intention to improve the lives of people with dementia and their families and to demonstrate to your partners including people with dementia, their families and staff who work within your services about your progress and achievements.

These action plans will be monitored bi-annually. We would expect these to be published on your website in order to demonstrate your success and creating your evidence base about your services.

	Care Compact Focus	Action	Leads	Updates on actions August 2014	Updates on actions February 2015
1.	How do you demonstrate high quality dementia care in the commissioning of services?	<p>(a) The London Borough of Richmond Mental Health Joint Commissioning Strategy for Older People sets out the :</p> <ul style="list-style-type: none"> • Vision and strategy, including the case for change deriving from the national and local context for mental health services, • Commissioning intentions • Financial framework • Arrangements for the implementation of the strategy. <p>Meeting the needs of People with Dementia and their Carers is a central part of this strategy. The current strategy is being updated and will reflect the progress made and the future needs.</p> <p>There is an overarching multi agency Older People's Mental Health Strategy Group that meets bi monthly which focuses on the requirements set out in the strategy.</p> <ul style="list-style-type: none"> • The updating of the 	Joint Commissioning Collaborative	<p>The New Mental health Strategies Implementation plan has been approved by the Council's cabinet and GP membership forum. Updates from all partners will be requested on a 6 monthly basis. First update is due by December 2014</p>	<p>The MH Strategy Implementation Plan has been updated and is published here. http://www.richmond.gov.uk/home/council/how_we_work/partnerships/older_peoples_mental_health_strategy_group.htm</p>

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		strategy takes account of NICE clinical guidance for dementia to ensure approaches are evidence based.			
		(b) Annual Public Health Report	Local Authority Public Health		Public Health Annual Report 2014/15 has been published. http://www.richmond.gov.uk/annual_public_health_report_2014_15.pdf
		(c) NICE Dementia guidance and quality standard The London Borough of Richmond Upon Thames is committed to working towards embedding the NICE social care quality standard on the 'Care of people with dementia' when it is launched later this year into our commissioning process. This will mean that we will ensure relevant standards are included in our service specifications for all appropriate services and we will monitor against these standards.	Joint Commissioning Collaborative; Adult and Community Services Performance and Quality Assurance	Dementia is now recorded on Framework-I in a structured way. Business Objects reports are currently being developed to show dementia as a separate line in all standard information reports to support improved recording. Need to agree with JCC/Public Health and CCS	QA: Discussions will be held to discuss the practicalities of whether service specifications should include the requirement for providers to have a dementia policy that includes: <ul style="list-style-type: none"> • all staff to have undertaken at a minimum basic dementia awareness training • specialist dementia providers to have enhanced dementia training • dementia staff champions • all staff as dementia friends • provider signed up to Richmond's dementia network • acknowledgement of the NICE dementia quality standard measures and a commitment to work to them in practice Performance: Dementia is now recorded on Framework-I in a structured way. Business Objects reports are being developed in line with business requests for this data to show dementia as a separate line in information. It is difficult to track whether workers are not recording this information via a standard DQ report. Tracking needs to be done as part of information requests for this data. People with dementia will be shown in the next equalities report on whether people are meeting their outcomes and will be in the Older Persons equalities profile fresh, both being produced during 2015. Need to agree with JCC/Public Health and CCS how information will be used to inform strategies/JSNA and social work practice.

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				how information will be used to inform strategies/JSNA and social work practice.	
2.	How do you engage people with dementia and their families in the quality assurance process?	<p>(a) Since 2012 all new Adult and Community Services contracts have been required to include service user and carer feedback where relevant.</p> <p>The inclusion of Carer feedback bridges the gap for people with dementia who are not always able to give their own feedback.</p>	<p>Joint Commissioning Collaborative/ CCG</p> <p>Adult and community Services; Performance and Quality Assurance</p>	<p>The JCC is working with the CCG engagement management to establish a dementia service user engagement and consultation data base , it is expected that this group will be established prior to March 2015</p>	<p>A Survey of next of kin of all residents of care homes was completed 2014 and the results were fed back to Providers as a group at a Provider Forum and to individual services with regard to their own residents responses,(anonymous feedback).</p> <p>This Survey will be repeated in 2015 and further developed to enable more detailed reporting of responses with regard to the care of people with dementia.</p> <p>The overall response to the 2014 survey was good with high levels of satisfaction expressed with regard to services provided and the care and support of staff.</p> <p>The QA Team also collect feedback on residential and nursing care services through Age UK. A key element of this project for 2014/5 was prioritising ways of gathering feedback from people with dementia and their relatives. The focus of the project was to identify how the nutrition of people with dementia have their nutritional needs met.</p> <p>The JCC is continuing to work with CCG engagement to establish a dementia service user engagement and consultation data base.</p> <p>A person with dementia and their carer has helped design the dementia telecare leaflet. This is the first step in ensuring the voice of people with dementia is heard.</p> <p>http://www.richmond.gov.uk/home/services/health_conditions/dementia/dementia_gadgets.htm</p>
		<p>(b) A planned new provider placement agreement with the residential and nursing care sector will also require Carer feedback.</p>	<p>Adult and community Services;</p> <p>Procurement;</p> <p>Performance and Quality Assurance</p>		<p>QA: will collect carer feedback as part of ongoing monitoring once new provider placement agreement in place.</p> <p>Results from the Age UK Annual Peer Visits will also provide some data to identify whether the experiences of people with dementia within Richmond are improving.</p>
3.	Has your organisation signed the	<p>(a) Woodville Centre</p>	<p>Adult and Community</p>		<p>The council-run day centre has signed up to the dementia pledge. The centre continues to be innovative in its approach to care, activities include badminton, personalised exercise programmes, cooking,</p>

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	Dementia Pledge regarding your workforce? dementiapledge@eccca.org.uk		Services		singing and discussion groups. The centre reaches out to the local community including schools and adult education. The centre also supports the care of people with dementia.
4.	What multi sector learning opportunities are accessible by your staff teams?	<p>(a) Dementia – a person-centred approach: Classroom training already running and planned for 2013/2014.</p> <p>To enable participants to develop a person centred approach to working with people living with dementia including working with challenging behaviour.</p> <p>Available to Staff working in LBRuT Adult Social Care and NHS Richmond ; Residential /Nursing Home /Day Centre Managers & Domiciliary Care Managers (or senior staff) from the Private and Voluntary sector.</p> <p>(b) Dementia Basic Awareness E-Learning Module:</p> <p>Available to staff working in LBRuT and NHS Richmond, Volunteers, Carers and Service users and Richmond residents to understand Dementia.</p> <p>Available since November 2011</p> <p>http://www.learningpool.com/richmond/course/view.php?id=1</p>	Adult Workforce Development	<p>AWFD is in the process of Reviewing all the dementia training it offers against the Dementia competency framework issued by the Dementia Strategic Clinical Network . In particular, we are currently considering withdrawing our in house dementia e-learning module and instead promoting the use of the following SCIE E learning programme which is free to access</p> <p>http://www.scie.org.uk/publications/elearning/dementia/index.asp</p> <p>This modules meets Tier 1 competencies of the dementia framework</p> <p>This strategy would make e-learning more widely available to the general public via Evolve which is our on line training data system. The other advantage of using the SCIE course, is that it is developed by subject matter experts and quality assured on a regular basis.</p> <p>We are also considering an alternative option which is to offer NHS e- learning:</p> <p>http://cs1.e-learningforhealthcare.org.uk/</p>	<ol style="list-style-type: none"> 1. To promote the SCIE Dementia E learning programme amongst all staff, and partner agencies 2. To recommission the Dementia awareness training for 15/16 and ensure that it reflects the competencies of the Dementia framework 3. We have delivered a Dementia Train the Trainer programme for managers in the PVI sector, so that they can facilitate training in their organisations 4. The course was oversubscribed, 12 people are on the course 5. AWFD also ran a course for providers on working with people with Dementia and challenging behaviour. This course was open to ASC and PVI and will be running again in 2015.

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		<p>20</p> <p>(c) SCIE Open Dementia E-Learning Programme available on Richmond on-line study environment:</p> <p>For all staff working in LBRuT (across all departments) and NHS Richmond</p> <p>Residential /Nursing Home /Day Centre Managers & Domiciliary Care Managers (or senior staff) from the Private and Voluntary sector.</p> <p>Seven e-learning modules that provide a detailed overview of dementia and the experience of caring for someone with Dementia</p> <p>Available since November 2011 to all staff, partners, service users and carers All E learning and classroom based training is now accessible via Evolve. The E learning platform shared with Kingston http://evolve.learningpool.com/course/view.php?id=695</p> <p>d) Adult Workforce development attends the Mental Health Joint Commissioning Strategy Meeting for Older People. Staff training needs around dementia are identified in this forum and AWFD look at how they can be met.</p>		<p>public/DEM/DEM_00_01/d/ELFH_Session/524/session.html?lms=n#overview.html</p> <p>This is free to all health and Social care professionals. The benefit with this programme is that it is kept up to date by NHS staff, and there is no cost, It also has links to other resources. However, it requires the use of an NMDS code.</p> <p>For Tier 2 and 3 training, which is more specialist, most of this is covered in our In-house Dementia Course, 'Dementia a Person Centred Approach' which continues to be very well attended by both LBRuT staff and the private and voluntary sector. We also commission MCA and DoLs courses.</p> <p>In addition to this we have two additional dementia courses scheduled for 2014/2015. These are Dementia and Challenging Behaviour and Dementia Train the Trainers which are scheduled for October 2014 and January 2015 respectively.</p> <p>All the classroom training will be reviewed by our trainers to ensure that it incorporates the core competencies as recommended in the guide.</p>	

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		<p>2012 training to Adult Community Services health and social care staff provided on the new Memory Clinics and the work of the intensive home treatment team.</p> <p>Additional classroom-based training is being planned for 2014/2015.</p> <p>Strategies for working with people with dementia and challenging behaviour, Dementia and depression, person centred approaches , and Dementia from a commissioners perspective.</p>			
5.	How does your commissioning of contracts reflect the needs of people with dementia?	<p>(a) Since 2012 all new Adult and Community Services contracts have been required to include service user and carer feedback where relevant.</p>			Annual feedback from service users and carers is a requirement for all contracts.
		<p>(b) Carers Hub contract 2012-2015:</p> <p>Specifically identifies Carers of older people with dementia as a hard to reach group. The Carers Hub is required to demonstrate an increase in the numbers of these carers accessing the Carers Hub service on a quarterly basis.</p>	Joint Commissioning Collaborative	The 2nd carers Café is opening in August at Homelink in Whitton. The café will transfer to the new dementia friendly Homelink centre on the same site in January 2015. The café will reach out to new carers and people with dementia who live in the Whitton Twickenham, Teddington and Hampton end of the borough	The Caring Café is continuing at Sheen Lane on the 3 rd Saturday of every month and the 2 nd Caring Café is currently taking place from the Homelink centre on 1 st Saturday of every month.
		<p>(c) The New Home Support contract 2013 – 16 Requires providers</p> <p>To ensure that Care Workers:</p> <ul style="list-style-type: none"> Understand behavioural 	Joint Commissioning Collaborative	Quarterly Performance monitoring meetings in place.	Service Users outcomes are

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		<p>changes and cognitive impairment that is associated with dementia in more advanced stages.</p> <ul style="list-style-type: none"> • Need to have an understanding of dementia and how to support Service Users in order to maintain their choice, control and dignity. <p>Provider are required</p> <ul style="list-style-type: none"> • To deliver this Service in a flexible way demonstrating that outcomes are achieved for the Service User and their Carer. • To be familiar with national best practice on dementia care and receive appropriate training and support. 		being met by Providers.	
		<p>(d) Residential and Care home Provision Older People</p> <p>A detailed needs analysis of this provision has resulted in the renegotiation of the LA block contract to address the need to provide an increase in residential and nursing dementia beds to meet the needs of the borough</p>	Adult and community Services; Performance and Quality Assurance		Remodelling of the contracted services in the Borough has resulted in an increase of 39 beds specifically for older people with dementia across these three care homes. Of these 39 beds; 10 are for nursing care and 29 residential care. Eighteen of these are for private funded residents and 21 are contracted by the Borough, (of which there are 13 residential dementia places and 8 new nursing dementia places). In total this represents an increase of 63% in the number of places specifically for people with dementia in these services.
		<p>(e) Hounslow and Richmond Community Health Care Contract:</p> <p>A Dementia Commissioning for Quality and Innovation (CQUIN) is in place to improve</p>	Joint Commissioning Collaborative	The JCC and HRCH have been successful in their joint bid to Health Education South London (HESL) to develop the skills of the HRCH workforce in dementia	The HRCH contract is meeting all the requirements of the dementia CQUIN and continuing to train staff and are currently updating the wards at Teddington Memorial Hospital to be dementia friendly.

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		the knowledge, understanding and care of people with dementia. Consideration is being given to build on the success for a further dementia CQUIN for 2014/15.		care. A dementia CQUIN is also in place for 2014/15, building on the achievements of the previous Dementia CQUIN	
		(f) Older persons Psychiatric Liaison Service Kingston Hospital	Joint Commissioning Collaborative	The service is being performance- monitored quarterly by Kingston on behalf of Richmond CCG	Plans are in place to develop the existing service to be one point of access for Psych Liaison for ages 16 and upwards to enable the service to meet performance targets.
		(g) Liaison Psychiatric Service West Middlesex University Hospital	Joint Commissioning Collaborative	Decision pending on both KH and WMUH	The RCCG have commissioned the Liaison Psychiatric Service provided by West London MH Trust at West Middlesex University Hospital.
6.	Do you have a strategic plan for improving the care experience of people with dementia for the next 12 months?	(a) The Richmond Health and Wellbeing Strategy: Improving Mental and Physical Health is one of the key themes; this includes people with dementia and their Carers	Local Authority Public Health; Joint Commissioning Collaborative		The MH Strategy Implementation Plan has been updated and is published here. http://www.richmond.gov.uk/home/council/how_we_work/partnerships/older_peoples_mental_health_strategy_group.htm The JCC has commissioned a GP led project to assist in finding undiagnosed people with dementia in caring and nursing homes.
		(b) Mental Health Joint Commissioning Strategy for Older People		The New Mental health Strategies Implementation plan has been approved by the Councils cabinet and GP membership forum. Updates from all partners will be requested 6-monthly. First update is due by December 2014. New: The JCC has funded SWLSTG to implement a national research project - VALID, Valuing Active Life in Dementia. The project involves intensive Occupational Therapy support for people newly	The MH Strategy Implementation Plan has been updated and is published here. http://www.richmond.gov.uk/home/council/how_we_work/partnerships/older_peoples_mental_health_strategy_group.htm

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				<p>diagnosed with dementia, and their carers. http://www.ucl.ac.uk/valid</p> <p>The JCC is working with the CCG, SWLSTG and HRCH to consider and develop ways to increase the dementia diagnosis rate in the borough of Richmond.</p> <p>An updated Richmond Dementia guide has been published http://www.richmond.gov.uk/your_guide_to_dementia_services_2014.pdf</p> <p>A Frontline Practitioners Guide has been published and distributed http://www.richmond.gov.uk/dementia_care_guide_for_front_line_practitioners.pdf</p>	
		(c) Mental Health Joint Strategic Needs Assessment	Local Authority Public Health ;		
		(d) Out of Hospital Care Strategy improving dementia care as one of the key initiatives/critical success factors.	Joint Commissioning Collaborative		
		(e) The Carers Strategy requires an increase in the identification of carers of older people with dementia	Joint Commissioning Collaborative	All partners are working towards achieving the 3 priorities .The Carers Strategy updates will be	All partners are working towards achieving the 3 priorities .The Carers Strategy updates will be published annually. http://www.richmond.gov.uk/home/services/adult_social_care/adult_social_care_policy/adult_strategy.htm

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				published annually.	
		(f) Carers Joint Strategic Needs Assessment	Public health		
		(g) End of Life Care Strategy: action items include: education for care home and community providers on: early identification of individuals in their last year of life and how to have difficult conversations with individuals and their families; bereavement support; improved coordination of care at end of life with an electronic record system, and support to carers.	Joint Commissioning Collaborative Public Health		
7.	How are you developing / supporting innovation in dementia care?	(a) Richmond Dementia Action Alliance	Joint Commissioning Collaborative Public Health		Richmond Dementia Action Alliance now has 33 members that are either organisations or services operating within the borough. These organisations have committed to undertake action to make their organisation dementia friendly. We will continue to promote the alliance and support local organisations to sign up and think of actions to make themselves dementia friendly.
		(b) Community Independent Living Service The specification for the commissioning of the Community Support Services contract will state the requirement to develop dementia friends in each of the 4 localities within the borough.	Joint Commissioning Collaborative	CILS contract monitoring will commence in August 2014. We will monitor the outcomes for people diagnosed with dementia as well as activities provided to them and overall satisfaction.	CILS is continuing the dementia friend's initiatives and monitoring is provided in the Quartering monitoring updates.
		(c) Shared lives The LA is currently setting up a Shared Lives Scheme for	Adult and community Services;	Shared Lives service is continuing to grow. Very positive feedback has been received from the carers who	The numbers for people being supported who have dementia is now slowly increasing as awareness of the shared lives scheme respite service has been raised.

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		carers of people with dementia who meet the FACs eligibility criteria. This will provide a flexible respite service to enable carers to take a break and carry out other duties. This scheme places people with dementia in a Shared Lives Carers home into a family environment for short stays, providing choice for the carer and person with dementia beyond a stay in a residential care home setting.		utilise this service . The service will be evaluated December 2014	We are pleased that we have additional Shared Lives Carers approved. We also have potential shared lives carers still in the assessment period with approval by late winter 2015.
		(d) Dementia friendly communities The LA are beginning to look at ways of making the borough more dementia friendly by ensuring parks and leisure services throughout the borough are more accessible to people with dementia. This will include running activities that enhance physical and mental stimulation to improve the health, wellbeing and quality of life of those with dementia and their carers.	Joint Commissioning Collaborative	This work now part of the Community Independent Living Service contract - see above.	An evaluation has now taken place which detailed the benefits of having dementia friendly activities both for people with dementia and their carers. Dementia friendly activities will continue to take place as part of the CILS contract.
		(e) Best Practice provider forums These quarterly forums hosted by the LA provide learning opportunities to improve the care of people with dementia and quality of care delivered by social care providers. We are planning a best practice forum focussed around the delivery of dementia care in 2103.	Adult and community Services; Performance and Quality Assurance; Workforce Development.	LBRuT hosted a Dementia Best Practice Event for Older Person's residential and nursing home providers in February 2014. The event was an Introduction to Leadership in Person Centred Dementia Care with a focus on behaviours which staff find challenging and activities for people with dementia. The event was well received and well	Train the trainer dementia training is being organised by LBRuT Workforce Development Team so that Providers can run more of their own in house dementia training for staff. This was due to take place from January 2015. Funding could not be accessed for the best practice workshops. The Workforce Development Team have therefore looked to facilitate smaller providers joining together to provide training. This work is in progress and it is hoped that a course on dementia care and sexuality will run in the near future. Other opportunities for Providers to join together to provide dementia training for their staff are being explored. The Quarterly Provider forums run by the QA Team were also used to inform providers on the Council's work to become a Dementia friendly

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		http://www.skillsforcare.org.uk/developing_skills/dementia/supporting_people_with_dementia.aspx		attended with at least 1 representative from each residential and nursing home provider in the borough attending. LBRuT will be hosting a series of Dementia Care workshops in 14/15 looking at current best practice in Dementia Care. See sect 4 re challenging behaviour training	borough and steps they could take to sign up both as organisations as well as individuals.
		(f) Capital Investment; Homelink Day Respite new build	Joint Commissioning Collaborative	Homelink has been chosen as a pilot project and is part of the research project lead by Loughborough University on behalf of the Department of Health .Building work has commenced the completion date is anticipated to be December 2014 , with the new centre opening its doors in January 2015	The new Homelink Day Respite centre has opened. The official opening will take place Summer 2015.