

# **Dementia Care Guide for Front Line Practitioners**

**A Joint Commitment to Excellence in  
Dementia Care for Residents of the  
London Borough of Richmond 2014/15**

**Updated November 2015**

# Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

Welcome to the **fourth** edition of the Joint Commitment to Excellence in Dementia care for Residents of the London Borough of Richmond.

This resource guide has been produced by the London Borough of Richmond Joint Commissioning Collaborative with the support of all the providers listed in the guide.

This guide is for all front line practitioners working in the community, in hospitals and in care homes. We have already produced a separate Richmond dementia guide for people with diagnosed with dementia and their families and friends.

We envisage that this guide for front line practitioners will assist in delivering one of the outcomes of the National Dementia Strategy ‘to define a care pathway to enable people to live well with dementia’.

The guide informs every practitioner and organisation of the services and initiatives that are available for people with dementia and their carers to live well with dementia.

The guide gives a description of the service and the relevant contact details including how referrals can be made.

Our ambition is for practitioners to make the links between services and to be better informed. Therefore, enabling people with dementia and their families and friends to receive joined up good - quality care from diagnosis to the end of life, within the community, in hospital and in care homes.

This frontline practitioner’s guide can be found online at <http://www.richmond.gov.uk/dementia>. We welcome your feedback and comments on this guide. If you are aware of other services your organisation or others provide please let us know at [DementiaActionAlliance@richmond.gov.uk](mailto:DementiaActionAlliance@richmond.gov.uk).

*Dr Stavroula Lees*

Dr Stavroula Lees

Clinical Lead Mental Health, Richmond CCG



# Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

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# Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

## EARLY DIAGNOSIS AND PREVENTION/HEALTH CHECKS

### Responsible Organisation/Professional:

GPs

Pharmacies

### Brief Description of Service/Our Commitment:

Ensuring people with dementia are given a timely diagnosis is key to the National Dementia Strategy; To improve both prevention and diagnosis of dementia, all patients aged over 65 years attending a Health Check at a pharmacy or at an outreach event are being given dementia awareness, signposting and advice.

When a person aged 65 or above attends for a Health Check, the service provider will discuss awareness of dementia with people and guide them through a dementia leaflet developed by the Department of Health. This leaflet is specifically related to vascular dementia and advises the patient about symptoms and ways of reducing their risk by adopting a healthy lifestyle.



# Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

## DIAGNOSING DEMENTIA

### Responsible Organisation/Professional:

GPs

### Brief Description of Service/Our Commitment

If a person is concerned that they or someone close to them may have dementia, the first person to consult is a GP. The GP will spend some time talking to the individual and their family or friend if accompanied, to begin to establish if there is some memory loss. The GP will look at the person's medical history and that of other family members. They will carry out a physical examination and may perform a number of tests, such as blood and urine tests, to identify or exclude other conditions that may be causing confusion. GPs are required to do these blood tests as part of the initial assessment. The GP will also ask a series of questions designed to test thinking and memory.

At the end of the assessment, the GP should communicate their findings and discuss what action needs to be taken. In some cases they may want to refer the person to a memory clinic or other specialist service for a fuller assessment and diagnosis. Referrals to the Memory Clinic should be made by the GP within 3 working days once they have completed their initial tests. Dementia diagnosis can only be given following an assessment at the Memory Clinic.



# Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

## ADULTS WITH A LEARNING DISABILITY

### Responsible Organisation/Professional:

- Neurodevelopmental Services (NdS), Your Health Care Community Interest Company (YHC-CIC) and
- Richmond Community Learning Disability Team (RCLDT), Social Services, London Borough of Richmond upon Thames

### Brief Description of Service/Our Commitment – updated November 2015

People with Down's syndrome who are also often affected by learning disabilities have a greatly increased risk of developing dementia and are also more likely to develop dementia at a much younger age compared to the general population and other people with learning disabilities. People affected by learning disabilities may also develop dementia and specialist services are able to offer assessment, diagnosis, intervention and support to people affected by learning disabilities and dementia and their carers.

Neurodevelopmental Services (NdS) provides comprehensive multi-disciplinary dementia assessments, post-diagnostic information/support, training and ongoing intervention for people affected by learning disabilities and dementia and their carers throughout the duration of the condition. The team has a clear, comprehensive multi-disciplinary dementia care pathway which starts with raising awareness of dementia in adults affected by learning disabilities and moves right through to end of life care and support. We regularly review and develop the services offered for people with learning disabilities and dementia as part of our commitment to delivering efficient and effective services for people with learning disabilities and dementia. For more information, visit:

<http://www.yourhealthcare.org/Services/richmond-community-learning-disability-team.htm>

The RSHCT's telephone number is: 0208 487 5340

The RCLDT's telephone number is: 0208 487 5315

### April 2015 update :

RSHCT: Dr Joanne Coombs (Clinical Psychologist).

RCLDT: Angelique Forrester (Social Worker).

### November 2015 update:

RSHCT: Dr Joanne Coombs (Clinical Psychologist).

RCLDT: Angelique Forrester (Social Worker).



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### COMPREHENSIVE MULTI-DISCIPLINARY ASSESSMENT & DIAGNOSIS

#### Responsible Organisation/Professional:

Memory Service

South West London St George's Mental Health NHS Trust (SWLSTGT)

#### Brief Description of Service/Our Commitment

There are two memory assessment clinics serving different parts of Richmond Borough. Once a person is referred to the Memory Service, they will be seen within 14 days and should receive a diagnosis within 28 days. A formal diagnosis of dementia can take up to 8 weeks. The Memory Service consultant will have more specialised knowledge and experience of dementia than GPs, and will have access to more specialised investigations, such as brain scans and memory testing. People are very welcome to bring a family member or a close friend to the appointment (this can be very helpful).

The assessment will include: Taking a history and relevant information about the person, including from the Family /friend /carer. Mental state examination, including detailed cognitive examination; Psychometric testing/neuropsychological testing where appropriate. A physical examination and blood test (included in referral information).

Further investigations to inform diagnosis or sub-typing may include: review of medication to minimise use of drugs that may adversely affect cognitive functioning; ECG/EEG where appropriate; Structural/ imaging/MRI/CT; Assessment of non-cognitive features; investigation of depression (particularly early stages); Occupational therapy (activities of daily living)

Referrals may include: Speech and language therapy; physiotherapy; dietician; continence nurse; Adult and Community Services.



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### POST DIAGNOSIS SUPPORT

#### Responsible Organisation/Professional:

Memory Service; South West London St George's Mental Health NHS Trust (SWLSTGT)  
Dementia Care Advisor Alzheimer's Society

#### Brief Description of Service/Our Commitment – updated November 2015

A personal care plan will be developed within 2 weeks of the dementia diagnosis. This will provide the patient and carer with details of continuing points of contact and interventions to support their wellbeing, as well as arrangements for follow-up in primary care and with the provider if appropriate

The patient will be issued with a copy of the Richmond Dementia Guide or signposted to the on-line guide at:

[http://www.richmond.gov.uk/your\\_guide\\_to\\_dementia\\_services\\_2014.pdf](http://www.richmond.gov.uk/your_guide_to_dementia_services_2014.pdf)

**Follow up services may include the following:** treatment with anti-dementia drugs, diagnostic counselling, psychological therapies and occupational therapy.

Education sessions about dementia (psychologist/dementia advisor)

Cognitive stimulation/Peer support groups.

Individual support for the person with dementia and their carer from a dementia advisor/dementia support worker.

People with dementia and their carers will be informed of and signposted to all the relevant services in the borough. This includes peer support and groups for carers of people with dementia:

- The Carers Hub Service <http://www.richmondchs.org/>
- Universal services (MOW, minor aids and adaptations)
- The Community Independent Living Service +
- Telehealth / Telecare
- Continence
- Speech and language
- Physiotherapy
- Falls and bone health service
- Live Well Richmond
- Richmond Wellbeing Service for carers who may require intervention with their own mental health (e.g. depression )
- Adult and Community Services for an assessment of need; Carer's Assessment.
- Alzheimer's Society Community Independent Living Activities including dementia cafes, dementia friendly activities within the community, social activities (such as a quarterly coffee morning) and peer support groups for people with dementia

Referral to the current pilot projects being provided by the Alzheimer's Society which include:

- support for younger people (under 65 years) with dementia





## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### ADULT AND COMMUNITY SERVICES, SOCIAL CARE ASSESSMENT AND SOCIAL SERVICES FROM ACCESS TEAM AND INTEGRATED HEALTH AND SOCIAL CARE TEAMS

#### Responsible Organisation/Professional:

London Borough of Richmond Adult and Community Services

#### Brief Description of Service/Our Commitment

Any person who lives in the London Borough of Richmond who may require practical support will be eligible for a self-directed support assessment from the Richmond Adult Social Care Access Team. Self-directed support aims to give people who require on-going personal care and support more choice over how they wish to live their lives through the allocation of a personal budget.

Following the assessment of need, the cost of providing the care that has been agreed in the Support Plan will be worked out via a financial assessment. Depending on income, savings or assets, the outcome of the financial assessment might be that the individual may have to pay for some or all of their care, or they may receive a financial contribution called a personal budget.

More information is available from the Access Team on 020 8891 7971 or on the Richmond Council website, by following the link: [http://www.richmond.gov.uk/home/health\\_and\\_social\\_care/adult\\_social\\_care.htm](http://www.richmond.gov.uk/home/health_and_social_care/adult_social_care.htm)

A personal budget can only be used for the social care needs identified in the assessment. If the individual does not qualify for a personal budget, then they may still access the services identified in the assessment but will have to use their own money to pay for them. The amount of personal budget received depends on the amount of support any individual needs as well as the outcome of their financial assessment. There are various ways people can use their personal budget. They can choose to have it all as cash (a direct payment) to employ someone to help them cook and eat, wash and dress, keep healthy and get out and about, for example, to pay to attend a day centre service and/or to get help from a home care agency. The London Borough of Richmond upon Thames uses a process called Fair Access to Care Services (FACS), which ensures that access to social care is offered in a fair and transparent way.

A person may have assessed needs that require an outcome of:

- Residential care/Nursing care
- Continuing Health Care [http://www.richmond.gov.uk/continuing\\_healthcare](http://www.richmond.gov.uk/continuing_healthcare)

Carers Assessments. All carers should be offered the choice to choose between a joint (with the person with dementia) or separate carer's assessment.

A carer's assessment takes into account and addresses the following:

- Is the carer willing and able to carry on their caring role
- The impact of the caring role on the carer's health and wellbeing
- Support needed to enable the carer to continue caring

The outcomes of a carers assessment may include:

- Referral to Richmond Carers Hub Service
- Signposting to other relevant carers services
- information about dementia friendly activities
- Registration with the Carers Emergency Card Scheme (provides respite for emergencies when carer unexpectedly not available)

More information about dementia services in the borough can be found from the Richmond Dementia Guide which can be found on the Council's website. [http://www.richmond.gov.uk/getting\\_help\\_with\\_dementia](http://www.richmond.gov.uk/getting_help_with_dementia)



# Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

## CARERS SERVICES IN THE COMMUNITY

### Responsible Organisation/Professional:

Richmond Carers Hub Service, Richmond Carers Centre

### Brief Description of Service/Our Commitment – updated November 2015

Richmond Carers Centre provides free and confidential information, advice and support to unpaid adult carers, young adult carers and young carers living in or caring for someone living in the London Borough of Richmond upon Thames. Richmond Carers Centre also leads on the Richmond Carers Hub Service, a group of 9 charities providing services for carers in Richmond.

The Carers Hub Service provides:

- universal information and advice
- emotional support
- financial and debt advice
- short breaks and leisure programmes
- a young carers service
- training for carers
- opportunities for carer engagement
- Carer awareness training for professionals and strategic leadership services

Specific services for people with dementia and their carers include:

- **Alzheimer's Society** provides specialist information and support for carers through a variety of information and peer support groups as well as on an individual one to one basis. Examples of services for carers of people with dementia are education information sessions, peer support groups, evening Dementia Café (Supper Club), coffee mornings and activities for people with dementia and carers to enjoy together.
- **Homelink Day Respite** see Caring Café day services below
- **The Caring Café.** Crossroads Care leads on the delivery of this bi-monthly service. The café is a gathering where people with dementia, their carers, families and friends can meet for lunch in the company of others in a similar situation within a welcoming and friendly environment. Carers have access at the cafe to both individual and group specialist support and advice delivered by Alzheimer's Society while entertainment and other activities are provided for people with dementia. The café is open on the 1st and 3rd Saturday of each month at either Homelink Day Respite Centre or Sheen Lane Day Centre.
- **Crossroads Care Richmond & Kingston upon Thames** Respite (up to 2 hours) provides individually tailored support by taking over caring tasks, giving carers a break either within the home or taking people out into the community.

For further information, please phone Richmond Carers Centre on **020 8867 2380** or email [info@richmondcarers.org](mailto:info@richmondcarers.org)

You can also visit [www.richmondcarers.org](http://www.richmondcarers.org) (Richmond Carers Centre) or [www.richmondchs.org](http://www.richmondchs.org) (Carers Hub Service)



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### RESPIRE FOR CARERS

#### Responsible Organisation/Professional:

Shared Lives Dementia London Borough of Richmond Adult and Community Services  
Care Homes (See page 11)

#### Brief Description of Service/Our Commitment – updated January 2015

Shared Lives Dementia is a respite scheme run by Richmond Council. It is available to carers of people with dementia who live in the borough of Richmond. The scheme provides a new way of carers receiving respite by having an approved Shared Lives Carer look after the person with dementia in the Shared Lives Carer's home.

Flexible respite is available from one hour and up to three week duration.

Referral is only through the Adult Social Care Access Team; see Adult And Community Services, Social Care Assessment and Social Services from Access Team and Integrated Health and Social Care Teams section for further information on assessments; telephone 020 8891 7971 or use the following link:

[http://www.richmond.gov.uk/home/health\\_and\\_social\\_care/adult\\_social\\_care.htm](http://www.richmond.gov.uk/home/health_and_social_care/adult_social_care.htm) Email: [sharedlives@richmond.gov.uk](mailto:sharedlives@richmond.gov.uk)



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### CARERS AND THEIR OWN MENTAL AND PHYSICAL HEALTH

**Responsible Organisation/Professional:**

GPs  
Richmond Wellbeing Service

**Brief Description of Service/Our Commitment**

GPs Richmond Wellbeing Service	Carers who are aged between 40 – 74 years can request an NHS Health Check at their GP surgery. Richmond Wellbeing Service provides psychological therapies for people in the borough of Richmond. The service can be accessed by carers of people with dementia who may themselves be experiencing depression, anxiety, and sleep disorders. Carers can self -refer or be referred through their GP. Where there may be concerns about memory loss, people will be advised to make an appointment with their GP. The service is unable to offer psychological interventions for people diagnosed with dementia. <a href="http://www.rbmind.org/richmond-wellbeing-service">http://www.rbmind.org/richmond-wellbeing-service</a> <b>Additionally, Carers have been identified as a priority group for NHS Health Checks which means that the service providers should prioritise Carers for Health Checks while sending out invitations and should get an additional payment for carrying out health checks on carers. This is being monitored to assess progress.</b>
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Richmond Wellbeing Service	Richmond Wellbeing Service provides psychological therapies for people in the borough of Richmond. The service can be accessed by carers of people with dementia who may themselves be experiencing depression, anxiety, and sleep disorders. Carers can self -refer or be referred through their GP. Where there may be concerns about memory loss, people will be advised to make an appointment with their GP. The service is unable to offer psychological interventions for people diagnosed with dementia. <a href="http://www.rbmind.org/richmond-wellbeing-service">http://www.rbmind.org/richmond-wellbeing-service</a>
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## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### CARERS EMERGENCY RESPITE

#### Responsible Organisation/Professional:

Crossroads Care

#### Brief Description of Service/Our Commitment

Crossroads Care is funded by Richmond Council to run a Carers Emergency respite service to guard against carers suddenly being unable to perform their care duties. The carer must have had a carer's assessment within the last 12 months to be able to access this service.

To arrange a carer's assessment please contact the Adult Social Care Access Team Telephone: 020 8891 7971

(prefix 18001 for Textphone Users) SMS Text: 07507 512 733 Fax: 0800 014 8359

Email: [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

More details about the scheme can be found using this [www.richmond.gov.uk/emergency\\_help\\_for\\_the\\_person\\_you\\_care\\_for](http://www.richmond.gov.uk/emergency_help_for_the_person_you_care_for)



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### YOUNGER PEOPLE WITH DEMENTIA

**Responsible Organisation/Professional:**

Dementia Support Worker / Alzheimer's Society

**Brief Description of Service/Our Commitment - new category January 2015**

Alzheimer's Society

People with dementia under the age of 65 are often described as 'younger people with dementia'. Other terms include 'early onset dementia', 'young-onset dementia' and 'working age dementia'

Alzheimer's Society is funded by Richmond CCG to support younger people with dementia and their families / friends living in the borough.

The project offers:

- A point of access into local support services for people with dementia under the age of 65 living in Richmond
- Individual information, guidance and support for younger people and carers with dementia through an appointed Alzheimer's Society Dementia Support Worker
- A weekly peer support group for younger people with dementia
- A quarterly coffee morning/peer support group for younger people with dementia and carers to attend together and meet others in a similar situation
- Referral into other appropriate support services such as Carers Hub, Community Independent Living Services and associated activities



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### DEMENTIA FRIENDLY ACTIVITIES

**Responsible Organisation/Professional:**

Community Independent Living Service (CILS)

**Brief Description of Service/Our Commitment – updated January 2015**

Community  
Independent Living  
Service

CILS is a service for the borough which commenced in April 2014. It raises awareness and understanding of dementia in the community through the provision of information sessions about dementia for local residents and supporting the provision of a dementia friendly community.

CILS is establishing a network of trained local volunteers to be known as ‘dementia friends’ who will be available to support families and friends caring for someone with dementia. This forms part of the borough wide commitment to develop ‘dementia friendly’ communities in Richmond.

It is envisaged that a dementia friendly community will demonstrate a high level of public awareness and understanding so that people with dementia and their carers are encouraged to seek help and are supported within their community.

A number of dementia friendly activities are now in place and include health walks and choirs. For more information contact CILS providers.



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### DEMENTIA DAY SERVICES

**Responsible Organisation/Professional:**

Homelink Day Respite Care Centre  
Woodville Centre at Ham (LBRuT)

**Brief Description of Service/Our Commitment – updated November 2015**

**Homelink Day Respite Care Centre** The Homelink Day Respite Care Centre provides support and day care for people with dementia. It is open five days each week. Referrals can be made through social care or health care professionals or their carer can contact the centre directly: Homelink Day Respite Centre, c/o The Vicarage, St Augustine’s Church, Hospital Bridge Road, Whitton, Twickenham TW2 6DE. 020 8255 1992 Email: [info@homelinkdaycare.co.uk](mailto:info@homelinkdaycare.co.uk)  
[www.homelinkdaycare.co.uk](http://www.homelinkdaycare.co.uk)

**Woodville Specialist Day Centre** Woodville Day Centre at Ham is the Council’s Day Centre for Richmond residents over 60 years old with moderate to severe dementia and high level care needs. 020 8948 0911  
Referral is only through the Adult Social Care Access Team: tel. no: 020 8891 7971 or via the Richmond Council [www.richmond.gov.uk/home/health\\_and\\_social\\_care/adult\\_social\\_care.htm](http://www.richmond.gov.uk/home/health_and_social_care/adult_social_care.htm)

Woodville Centre offers safety, security and occupation. The Centre focuses on sensory stimulation, with a colourful environment, carefully chosen dementia friendly furnishings and a newly landscaped sensory dementia friendly garden. The Centre is on one level and benefits from several separate activity rooms. Whilst offering group activities, the centre offers personalised care and support to individuals who require specialist attention and individually planned care programmes.

People with dementia are able to walk freely through the various areas of the Centre, and join in a variety of activities which may include but are not limited to:

- Flower arranging, cookery, gardening, creative art classes
- Use of computers to aid reminiscence work
- Physiotherapy individual and group exercise programmes
- Afternoon tea dances
- Aromatherapy
- Singing
- Snooker, badminton
- Musical bingo; board games
- Discussion groups





## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### RESIDENTIAL AND NURSING CARE/ EXTRA CARE HOUSING

**Responsible Organisation/Professional:**

Providers of Residential and Nursing Care

GPs

South West London St George's Mental Health NHS Trust (SWLSTGT)

LBRuT Adult and Community Services

**Brief Description of Service/Our Commitment - Updated January 2015**

Extra Care Housing

Updated January 2015

Extra Care Housing supports older people to live independently for as long as possible and still gives people the security and privacy of having their own front door. There are two schemes in Richmond providing self-contained flats designed to meet the needs of older people. There are facilities that residents can share if they want to and a Scheme Manager and fully trained care staff are based on site, or on call, 24 hours a day to provide extra care and support. The schemes enable older people to keep their independence and may prevent them from having to go into residential care or hospital, or to be discharged early from hospital.

There is one scheme in Twickenham, Sandown Court, which has 25 self-contained flats. The other scheme is in Hampton, Dean Road, which has 41 self-contained units, a mix of 1 and 2 bedroom flats, some of which are for sale.

For further information about accessing extra care housing please follow this link

[http://www.richmond.gov.uk/sheltered\\_housing](http://www.richmond.gov.uk/sheltered_housing)

Providers of Residential and Nursing Care

There are 26 Care Homes in the borough of Richmond. They are all required to be registered with the Care Quality Commission (CQC). Care homes are required to comply with CQC regulations and meet the needs of people with dementia in a safe and appropriate environment. Short term places are often available for people recovering from a hospital stay or illness or to give their carer a break.

[www.richmond.gov.uk/home/health\\_and\\_social\\_care/adult\\_social\\_care/i\\_need\\_help\\_with/care\\_homes\\_and\\_housing\\_options.htm](http://www.richmond.gov.uk/home/health_and_social_care/adult_social_care/i_need_help_with/care_homes_and_housing_options.htm)

GPs

GPs are responsible for the health needs of care home residents

SWLSTGT

SWLSTG are able to provide psychiatric support to individuals in care homes

LBRuT Adult and Community Services

The London Borough of Richmond Adult and Community Services are responsible for reviewing the care needs of people who are funded by Richmond Council.

Where there maybe concerns about memory loss, people will be advised to make an appointment with their GP.



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### LIVING SAFELY AT HOME

#### Responsible Organisation/Professional:

Hounslow and Richmond Community Healthcare NHS Trust (HRCH)

LBRuT Adult and Community Services

#### Brief Description of Service/Our Commitment - updated January 2015

Hounslow & Richmond  
Community Healthcare  
NHS Trust (HRCH)

HRCH is the NHS Trust responsible for providing community health services in the borough. The Trust provides services that enable people in the community to stay healthy and which promote wellbeing. HRCH supports and enables those with long-term conditions to remain as healthy and independent as possible, for as long as possible, in their home or community. They provide services which prevent unnecessary hospital admission and enable people to be discharged from hospital as soon as their acute episode is over.

LBRuT Adult &  
Community Services

LBRuT Adult and Community Services can assist people with dementia to live safely at home. This may include the provision of equipment, major adaptations to the home, help with walking and telecare and Careline equipment. For many people moving safely around their home is an ongoing problem and accidents like falls can have serious consequences.

[http://www.richmond.gov.uk/home/services/adult\\_social\\_care/support\\_at\\_home.htm](http://www.richmond.gov.uk/home/services/adult_social_care/support_at_home.htm)

SWLSTGT

Community psychiatric nurses provide clinical support to people with dementia to live independently in their own homes or in community settings. The majority of dementia care services are within Older People's Services. The Community Mental Health Teams (CMHTs) focus their service where there is often a complex interaction between physical health problems, disability, mental health problems and social care issues.

[www.swlstg-tr.nhs.uk/our-services/richmond-community-mental-health-team-for-older-people/](http://www.swlstg-tr.nhs.uk/our-services/richmond-community-mental-health-team-for-older-people/)  
Many pharmacies offer to co-ordinate repeat prescriptions and prescription delivery service.

Pharmacies

Alzheimer's Society  
updated January 2015

The Alzheimer's Society helps people with dementia and their carers to identify how dementia affects their day to day life through the Dementia Adviser and Dementia Support Worker services. The Dementia Adviser and Dementia Support Worker are able to explore options to help people with dementia and carers of people with dementia to live as well as possible, including information, and signposting and referrals to other appropriate support services and activities.

Joint Commissioning  
Collaborative  
updated January 2015

A new leaflet has been designed to inform people of the gadgets and technology available to help people with dementia to live safely and independently at home.

[http://www.richmond.gov.uk/home/services/health\\_conditions/dementia/dementia\\_gadgets.htm](http://www.richmond.gov.uk/home/services/health_conditions/dementia/dementia_gadgets.htm)



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### **INDEPENDENT MENTAL CAPACITY ADVOCATE SERVICE (IMCA)**

#### **Responsible Organisation/Professional:**

Kingston Advocacy Group (KAG)

#### **Brief Description of Service/Our Commitment**

The aim of this service is to provide additional safeguards for people who lack the capacity to make certain important decisions at the time a decision needs to be made, and who have no appropriate family or friends to consult. KAG have specially qualified staff to provide an IMCA service, including under Deprivation of Liberty Safeguards (DOLS). IMCAs

- Are independent of the authority making the decision;
- Provide support for the person who lacks capacity;
- Represent the person's wishes, feelings, values and beliefs and ensure that these are considered in the decision that has to be made.

An IMCA must be appointed for someone who lacks capacity, if that person has no one with whom it is appropriate to consult whenever:

- Serious medical treatment is being proposed, or
- It is proposed to arrange or change accommodation in a hospital, care home or other long term accommodation and/or the person will stay in hospital for a period longer than 28days or the person will stay in the care home for more than 8 weeks
- Required In Safeguarding Adults cases or in care/accommodation reviews



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### DEPRIVATION OF LIBERTY SAFEGUARDS (DOLS)

#### Responsible Organisation/Professional:

Kingston Advocacy Group (KAG)

#### Brief Description of Service/Our Commitment

The IMCA role was extended in 2009 with the Deprivation of Liberty Safeguards, where it can be authorised for a person to be deprived of their liberty for care and treatment, if this is deemed to be in their best interests following an assessment. In this situation the IMCA is involved during the assessment process and after the authorisation, again if the person lacks capacity and has no family or friends who are appropriate and practicable to consult.

KAG can also provide the Paid Representative Role for the duration of the deprivation of liberty.



# Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

## ACUTE HOSPITAL ADMISSIONS

### Responsible Organisation/Professional:

Kingston Hospital  
West Middlesex University Hospital  
Teddington Memorial Hospital (HRCH)  
All acute hospitals

### Brief Description of Service/Our Commitment

Kingston Hospital  
Updated November  
2015

In January 2014 the Board agreed the first ever Dementia Strategy for Kingston Hospital. The Strategy can be found at [www.kingstonhospital.nhs.uk/patients-visitors/dementia-care.aspx](http://www.kingstonhospital.nhs.uk/patients-visitors/dementia-care.aspx). The trust is working to achieve year 2 of the dementia strategy, including appointing a dementia service improvement lead, planning refurbishment of a ward to make it more dementia friendly and expanding the training program for all staff.

Kingston Hospital has a 'Forget-Me-Not' scheme and all inpatients with a dementia diagnosis have a forget-me-not flower symbol above their beds and on the ward patient information board.

There are now more than 70 dementia champions across the organisation and include clinical and non-clinical staff. There is a therapeutic activities program which combines group activities such as art therapy and exercise classes with individual reminiscence therapy and pet therapy. This program is supported by volunteers and is based in the activities day room which is open for patients and carers to use. You can ask any of the staff for information on this service.

In conjunction with the activity program the hospital hosts a memory café every other Tuesday in the hospital restaurant from 2-4pm with HomeInstead.

The trust has signed up to John's campaign, this enable carers' of patients with dementia to stay with them whilst they in hospital to reduce their distress of being in an unfamiliar environment. In addition for those patients undergoing an operation they can accompany them to the theatre department.

A Dementia and Delirium Team, which includes carers' representatives, meet regularly and lead on the work to improve dementia care. Additional assistance is provided at mealtimes through the volunteer dining companion scheme. Staff are being trained on caring for patients with dementia. The Friends and Family Test to identify patients with dementia and their carers has been adapted and feedback will be used to make changes to the care and services provided.

In January 2014 the Board agreed the first ever Dementia Strategy for Kingston Hospital. The Strategy can be found at [www.kingstonhospital.nhs.uk/patients-visitors/dementia-care.aspx](http://www.kingstonhospital.nhs.uk/patients-visitors/dementia-care.aspx). The trust is working to achieve year 2 of the dementia strategy, including appointing a dementia service improvement lead, planning refurbishment of a ward to make it more dementia friendly and expanding the training program for all staff.

If a person with dementia is admitted to an acute hospital for a physical health procedure they may be seen by a liaison psychiatric service in addition to the physical health specialists.



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

A Psychiatric Liaison Service is commissioned and provided by SWLSTGT for all older people who are residents of the London Borough of Richmond Upon Thames who are admitted to Kingston Hospital. The Psychiatric Liaison Service includes;

- An assessment of care and discharge planning
- Advice and liaison regarding dementia patients to teams at Kingston Hospital
- Referral to the Memory Clinic when dementia may not be diagnosed but is suspected
- Signposting to Richmond services for people with dementia and their carers

### West Middlesex University Hospital

The Marjory Warren Building is dedicated to Care of the Elderly. Crane Ward is now a Dementia Friendly Ward which means that the environment has been specially designed for people with dementia. The ward hosts a kitchen for patients and families with familiar and easy to use cutlery to encourage good nutrition and hydration. There is a patient's lounge with daily OT activities. The hospital hosts fortnightly Carers Café 3-4pm Thursdays in the Kew Ward patient lounge (020 8321 6131). West London Mental Health NHS trust provide a Liaison Psychiatric Service at the hospital and in partnership with WMUH have developed a screening protocol for all over 75s to identify dementia.

The liaison psychiatric service provides specialist dementia advice, liaison and training to all wards and the emergency department. Referrals are made to the Memory clinic when dementia may not be diagnosed but is suspected. GPs will receive a discharge summary from the Liaison service detailing the intervention.

### Teddington Memorial Hospital (HRCH) Updated January 2015

Teddington Memorial Hospital has a 50 bedded facility providing Rehabilitation, Palliative and Continuing Care. The aim of the unit is to enable adults to maximise their health and wellbeing and return to their normal place of residence where possible. The unit operates within a multidisciplinary team framework, ensuring that agreed outcomes are set, and the patient's potential is maximised. Of the 50 beds over 2 wards (Pamela Bryant - 29 beds & Grace Anderson - 21 beds) 6 are continuing care; 1 step-down; and 43 rehabilitation.

Staff at Teddington Memorial Hospital are being trained to recognise signs of dementia and provide dementia friendly care to people with dementia and their carers. Patients will be referred to the Memory Clinic if they show signs of dementia. Staff will also signpost/refer to local community services. The two wards are in the process of being refurbished to be dementia friendly.

### All Acute Hospitals

All inpatient acute services are required to provide a discharge summary to the patient's GP; this includes any concerns regarding signs of dementia. Acute services can refer direct to the Memory Service where there are concerns about memory loss but there is no dementia diagnosis.



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### **RICHMOND RAPID RESPONSE TEAM**

#### **Responsible Organisation/Professional:**

Richmond Response & Re-ablement Team (RRRT)  
Hounslow and Richmond Community Health NHS Trust (HRCH)

#### **Brief Description of Service/Our Commitment**

The Richmond Response & Re-ablement Team provides effective interventions in the community as a safe alternative to acute based services. This service includes people with dementia and their carers. The role of the Richmond Response and Re-ablement Team is to:

- Improve the transition from acute to community services through facilitating safe and timely discharge from hospital
- Provide a rapid response, urgent care assessment, observation and support for people whose health needs would otherwise lead to an admission to hospital or an extended stay in hospital
- Provide a range of short-term interventions, which help people recover their skills and confidence after an episode of poor health, admission to hospital, or sudden deterioration of their functionality
- Provide a person-centred package of support to people in their own homes, in hospital or in a care home setting which is jointly delivered by health and social care professionals
- Support people in care homes and preventing unnecessary emergency calls and hospital admissions.



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### ACUTE INPATIENT DEMENTIA HOSPITAL CARE

#### Responsible Organisation/Professional:

South West London St George's Mental Health NHS Trust (SWLSTGT)  
Tolworth Hospital

#### Brief Description of Service/Our Commitment - Updated January 2015

Tolworth Hospital

Updated January 2015

People registered with a London Borough of Richmond GP who require inpatient treatment for their dementia will be admitted to Tolworth Hospital.  
[www.swlstg-tr.nhs.uk/contact-us/find\\_us/tolworth\\_hospital/](http://www.swlstg-tr.nhs.uk/contact-us/find_us/tolworth_hospital/)

The new ward 'Jasmine' has been designed to be dementia-friendly; the ward was opened in October 2014.





## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### END OF LIFE CARE

#### Responsible Organisation/Professional:

GPs  
Hounslow and Richmond Community Health NHS Trust (HRCH)  
NHS Continuing Health Care  
Princess Alice Hospice

#### Brief Description of Service/Our Commitment

GPs HRCH	Support patients and their families by providing high quality integrated end of life care, enabling people to die in their place of choice.
Princess Alice Hospice	Currently an end of life pilot service is being provided by Princess Alice Hospice. A Specialist Nurse is working with GP practices to identify patients in their last year of life (about 0.63 per cent of registered population), support advance care planning with patients and carers, support clinicians on palliative care management and provide a rapid response service to those patients whose conditions are deteriorating rapidly to support out of hospital care. The pilot will help inform future end of life planning for people with dementia.
NHS Continuing Health Care	<p>NHS continuing healthcare is a package of continuing care provided outside hospital, arranged and funded solely by the NHS, for people with on-going healthcare needs. To be eligible for NHS continuing healthcare, the main or primary need for care must relate to the person's health. For example, people who are eligible are likely to:</p> <ul style="list-style-type: none"> <li>• have a complex medical condition that requires a lot of care and support</li> <li>• need highly specialised nursing support.</li> </ul> <p>Someone nearing the end of their life is also likely to be eligible if they have a condition that is rapidly getting worse and may be terminal.</p> <p>If a person is eligible, they can receive free NHS continuing healthcare in any setting, this includes their own home and in a care home. Services include healthcare and personal care e.g. community nursing and help with bathing and dressing. The NHS will pay for your care home fees, including board and accommodation. Contact the Continuing Care Team at 120 The Broadway, Wimbledon, London, SW19 1RH Tel: 020 3668 1700</p>



## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

### DAA – RICHMOND DEMENTIA ACTION ALLIANCE

#### Responsible Organisation/Professional:

Joint Commissioning Collaborative

(London Borough of Richmond upon Thames and Richmond Clinical Commissioning Group)

#### Brief Description of Service/Our Commitment – updated January 2015

Over 50 local businesses attended the launch of the London Borough of Richmond's Dementia Action Alliance in March 2014.

The Dementia Action Alliance is a collection of local businesses and organisations brought together to improve the lives of people with dementia, The Alliance includes the council; arts and leisure sports organisations , independent and charitable businesses, hospitals, healthcare police and fire service. Dementia Action Alliances are being set up across the country as part of the Prime Minister's Challenge on Dementia which includes an ambition to create communities that are working to help people live well with dementia. Find out more about how to join at: [http://www.richmond.gov.uk/richmond\\_dementia\\_action\\_alliance](http://www.richmond.gov.uk/richmond_dementia_action_alliance)

To date 33 organisations are members of the Richmond Dementia Action Alliance.



# Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

## DEMENTIA EDUCATION AND TRAINING

### Responsible Organisation/Professional:

Adults Workforce Development Team, Adult and Community Services LBRuT  
Health Education England

### Brief Description of Service/Our Commitment

<p>Adults Workforce Development Team, Adult &amp; Community Services, LBRuT</p>	<p>The Adult and Community Services Adults Workforce Development Team is dedicated to the development and provision of high quality social care education and training both to LBRuT social care staff and partner organisations within the private and voluntary sector.</p> <p>The workforce development team have an on-going commitment to ensure that the workforce is equipped with access to up to date knowledge and resources around the issues related to dementia. <a href="http://www.richmond.gov.uk/social_care_training">www.richmond.gov.uk/social_care_training</a></p>
<p>Health Education England (HEE)</p>	<p>Health Education England (HEE) has primary responsibility for healthcare education and training in England, dementia training and education is one of HEE 4 key priorities</p>



# Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

## SAFEGUARDING ADULTS

### Responsible Organisation/Professional:

Safeguarding is everyone's business. Your action will prevent abuse.

### Brief Description of Service/Our Commitment - January 2015 update:

#### What is abuse and neglect?

Abuse is when someone seeks to hurt another person or treat them badly.

Neglect is when someone who is meant to look after another person does not look after them properly.


Abuse can take many forms:

- Physical
- Sexual
- Psychological/emotional
- Financial
- Neglect
- Discriminatory
- Institutional

Abuse can happen anywhere including at home, in care homes or in day care centres or hospitals. It may be a single act or take place over a longer period of time.


#### Non emergencies

If you are a victim of abuse, or you know someone who you think is at risk of abuse, or has been abused, then it is really important to get help.

If it is not an emergency contact the [Adult Access Team](#). You can also complete our [Safeguarding Adults Alert form](#)  (MS Word, 602KB) and either post or fax back to the [Adult Access Team](#).

If you suspect criminal abuse is involved contact the Police by dialing 101.

#### What happens next?

Once you report the suspected abuse we will look carefully at the situation. This may lead to a full investigation which follows our [Local Safeguarding Protocol](#)  (pdf, 1072KB) and may involve health services and the Police.

We will then take steps to:

- ensure the adult at risk is protected in the future
- speak to the Police if a criminal offence has been committed.



# Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

## ORGANISATION DIRECTORY

**Adult and Community Services**, London Borough of Richmond upon Thames  
T: 020 8891 7971 E: [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

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**Alzheimer's Society Richmond** 241 Garratt Lane, London SW18 4DU T: 0208 877 0033

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### Community Independent Living Services (CILS)

Barnes, Mortlake, East Sheen, Twickenham and Whitton areas contact - GoLocal: T: 020 8973 1877  
E: [hello@golocal.org.uk](mailto:hello@golocal.org.uk)

Teddington and the Hamptons, Richmond, Kew Ham and Petersham areas contact –  
The Community Partnership: T: 020 8831 6464 E: [advice@communitypartnership.co.uk](mailto:advice@communitypartnership.co.uk)

Richmond, Kew, Ham and Petersham contact - The Community Partnership: T: 020 3693 4000  
E: [ins@commpartnerhip.co.uk](mailto:ins@commpartnerhip.co.uk)

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### Community Mental Health Team for Older People

Barnes Hospital, South Worple Way, Barnes, London SW14 8SU T: 020 3513 3663

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**Continuing Care Team** 120 The Broadway, Wimbledon London SW19 1RH T: 020 83668 1700

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**Crossroads Care** T: 020 8943 9421 [www.crossroads.org.uk/richmonduponthames](http://www.crossroads.org.uk/richmonduponthames)

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**GoLocal**, covers Sheen, Mortlake, Barnes, Twickenham and Whitton.  
020 8973 1877; [www.golocal.org.uk](http://www.golocal.org.uk); [hello@golocal.org.uk](mailto:hello@golocal.org.uk)

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**Homelink Day Respite** T: 020 8255 1992 / 3 E: [info@homelinkdaycare.co.uk](mailto:info@homelinkdaycare.co.uk) [www.homelinkdaycare.co.uk](http://www.homelinkdaycare.co.uk)

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### Housing Provision Team, London Borough of Richmond upon Thames

Civic Centre, 44 York Street, Twickenham, TW1 3BZ  
T 020 8487 5454 E: [housingallocations@richmond.gov.uk](mailto:housingallocations@richmond.gov.uk) [www.richmond.gov.uk](http://www.richmond.gov.uk)

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### Hounslow and Richmond Community Health NHS Trust (HRCH)

Thames House, 180 High Street, Teddington TW11 8HU T 020 8973 3000

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### Kingston Advocacy Services

Siddley House, 50 Canbury Park Road, Kingston Upon Thames KT2 6LX E: [rights@kag.org.uk](mailto:rights@kag.org.uk) T 020 8549 1028  
IMCA Direct Line 07825 549 191 [www.kag.org.uk/4.html](http://www.kag.org.uk/4.html)

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### Kingston Hospital

Kingston Hospital NHS Trust, Galsworthy Rd, Kingston upon Thames KT2 7QB T 020 8546 7711  
Dementia Service Improvement Lead: Olivia Frimpong email: [Olivia.frimpong@kingstonhospital.nhs.uk](mailto:Olivia.frimpong@kingstonhospital.nhs.uk) 02089342478

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### Memory Services, SWLSTG

18 Queens Road, TW11 0LR T: 020 8614 5400 & Barnes Hospital, South Worple Way SW14 8SU  
T: 020 3513 3663  
Dementia Advisor T: 07703471516  
Barnes office T: 020 3513 3659 (with answering machine)

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**Princess Alice Hospice** West End Lane, Esher KT10 8NA T 01372 468811 E: [tact@pah.org.uk](mailto:tact@pah.org.uk)

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## Joint Commitment to Excellence in Dementia Care for London Borough of Richmond Residents

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### **Richmond Carers Centre and Richmond Carers Hub Service**

5 Briar Road, Twickenham, Middlesex, TW2 6RB T: 020 8867 2380 E: [info@richmondcarers.org](mailto:info@richmondcarers.org)  
[www.richmondcarers.org](http://www.richmondcarers.org) (Richmond Carers Centre) [www.richmondchs.org](http://www.richmondchs.org) (Richmond Carers Hub Service)

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### **Richmond Housing Partnership**

For information about the shared equity units at Dean Road contact: Denise Estick E: [denise.estick@rhp.org.uk](mailto:denise.estick@rhp.org.uk)  
T: 020 8941 8951

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### **Richmond Wellbeing Service** Richmond Royal Hospital, Kew Foot Road, Richmond upon Thames TW9 2TE

T: 020 8548 5550

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### **Ruils**, DAAC, 4 Waldegrave Road, Teddington, TW11 8HT; 020 8831 6083

[www.ruils.co.uk](http://www.ruils.co.uk) ; [info@ruils.co.uk](mailto:info@ruils.co.uk)

services including Advocacy and Advice for Independent Living that support people with dementia.

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### **Safeguarding Adults and DoLS team**

London Borough of Richmond Upon Thames, Second Floor Civic Centre, 44 York Street, Twickenham TW1 3BZ  
[dols@richmond.gov.uk](mailto:dols@richmond.gov.uk) ; T : 020 8831 6337

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### **Shared Lives Dementia Service**, London Borough of Richmond upon Thames

Referral via Adult Social Care Access Team T: 020 8891 7971 E: [sharedlives@richmond.gov.uk](mailto:sharedlives@richmond.gov.uk)

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### **Teddington Memorial Hospital (HRCH)**

Hampton Road, Teddington, Middlesex TW11 0JL T: 020 8714 4000

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### **Tolworth Hospital** Red Lion Rd, Surbiton, London, Surrey KT6 7QU T: 020 3513 5000

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### **West Middlesex University Hospital** Twickenham Road, Isleworth, Middlesex TW7 6AF T: 020 8560 2121

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### **The Woodville Centre** Woodville Road, Ham TW10 7QW T: 020 8948 0911

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### **Your Healthcare, London Borough of Richmond upon Thames**

44 York Street, Twickenham, Middlesex TW1 3BZ T: 020 8487 5315

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We welcome your feedback and comments on this guide. If you are aware of other services your organisation or others provide please let us know at [DementiaActionAlliance@richmond.gov.uk](mailto:DementiaActionAlliance@richmond.gov.uk).

