

East Midlands Improvement and Efficiency Partnership



East Midlands
Improvement and
Efficiency Partnership

A collaborative approach to improving dementia care in the East Midlands ▼



Improving levels of care throughout the East Midlands

Local approach provides the key to tackling a national issue ▼

A joint project between the Directorate of Public Health and Social Care and the East Midlands Development Centre (NHS East Midlands), supported by the East Midlands Improvement and Efficiency Partnership (EM IEP), has successfully identified and addressed local issues in dementia care.

By consulting with people living with dementia in the East Midlands as well as their carers, relevant professionals and service providers, action has been taken at a local level, which also reflects priorities identified on a national scale and

which will improve the services and care available for people with dementia.

“By taking this collaborative approach across the region, we have seen some really creative initiatives take place to address the issues and find solutions, which reflect the national agenda. Feedback has been incredibly positive and the outcomes will serve to improve the care and support for those people living with dementia in the East Midlands, as well as for their carers and families.”

Councillor Charles Jones
Cabinet Member for Adult Care
Derbyshire County Council

A nationwide issue: The National Dementia Strategy ▾

As an ageing population, we are seeing an increase in the number of people living with dementia and therefore, the demands on those caring for people with dementia are changing and increasing all the time. According to the Department of Health, there are estimated to be over 750,000 people in the UK living with dementia and this figure is expected to double in the next 30 years, while direct cost to

Local Authorities and the NHS are expected to treble.

In February 2009 the Department of Health published 'Living Well with Dementia - a National Dementia Strategy', which set out its vision for transforming dementia services to achieve greater awareness about dementia, early diagnosis and high quality treatment no matter what stage someone with dementia is at.

Local Strategy for Change ▾

Under the leadership of David Pearson, Director of Adult Social Care and Health, Nottinghamshire County Council Executive and Sponsor for implementing the dementia strategy, the Regional Dementia Collaborative Programme was established to look at what actions needed to be taken in the East Midlands to implement the strategy. The programme set out to map and analyse the current services offered to people living with dementia, establish a baseline of current services against the Department of Health's National Strategy and produce local action plans.

A process was identified to get a good baseline across the nine Primary Care Trusts (PCTs) and nine local authorities involved. The East Midlands Public Health

Observatory was commissioned to produce a dementia profile of the local population, a diagnostic screening tool was designed and used to gather baseline data on service provision.

Between July and September 2009, three planning sessions took place to gather the views of both carers and service users to ensure that people living with dementia were engaged in designing the process from the very beginning. From these sessions a regional vision was created called 'We're in it Together'. In addition, the Department of Health's Care Services Efficiency Delivery Programme (CSED) assisted the regional team to design and deliver the regional programme of services improvement.

In September 2009 a conference was held to launch the workshop programme which followed. At the conference each locality showcased their good work through a series of posters to the 180 attendees.

Across the five sub-localities in the East Midlands, a series of workshops took place between October 2009 and March 2010 using CSED's methodology for "Integrated Care and Support Planning". 27 workshops took place in total involving every local authority and PCT across the region. Approximately 50 people attended each workshop (up to 20% of people living with dementia and their carers). The same 50 people completed a series of five workshops which brought together service providers, commissioners, people living with dementia, carers and professionals to look at a series of issues and to create a local action plan for each area.

The content of these workshops included:

- Mapping of local services.
- Analysing local services against the needs of people living with dementia and their carers.
- Identifying the 'tipping' and 'balancing' factors – incidents or triggers which would make a person living with dementia require a higher level of care and become more dependent.

- Thinking about what could be put in place to prevent people requiring a higher level of care.
- Identifying gaps in the current services offered and examining what services could be developed or delivered differently.
- Identifying if there are any services that no longer meet the needs of people with dementia and their carers.
- Considering what could work at a practical level.
- Looking at the cost of dementia care in each local authority and PCT and how this could be quantified.

From the workshops each locality produced a list of recommendations for their area. Participants at the final workshops ranked recommendations by looking at the impact this action would make and how easy it would be to implement.

In each locality a Local Dementia Programme Lead was appointed on a fixed term contract to take responsibility for driving the action plan forward and reporting back the results on a quarterly basis. This was the first time integrated commissioning posts had been created across local authorities and PCTs to develop services for people with dementia and their carers. By April 2010, each locality had produced a plan, including

detailed actions for 2010 and 2011, as well as a high level strategy for 2012–14.

The Local Dementia Programme Leads were not only responsible for implementing the local priorities, but also focusing on the key common issues identified by the Department of Health:

- Implementing memory assessment and early intervention.
- Implementing improving quality in hospitals.
- Implementing improving quality in care homes.
- Reducing antipsychotic medication.

Following the workshops, six Commissioning Surgeries were held to review the action plans submitted by each locality and identify which actions required a business case. In response to demand, a specific surgery was held to assist commissioners to develop business cases and new service specifications for memory assessment. A further regional event was held in September 2010 attended by 325 people who looked at the key focus areas (listed above) in more detail and showcased good practice across the region. A regional compendium of good practice was also launched at a follow up conference held in October 2010, at which 350 people came together to share feedback and ideas.

What worked well? ▾

The approach taken to this project has provided some valuable lessons:

Creating a Regional Vision

Actively involving a wide range of stakeholders (e.g. service users, their carers, service providers, commissioners and other front-line staff) in the creation of a regional vision (We're in it Together) made them feel valued and so gained greater commitment.

Mapping and Profiling

The dementia profiling work meant it was possible to look at how services could potentially match the growing need for people living with dementia.

By adopting the same approach to mapping for all the localities, everyone involved in the project in the East Midlands is now 'talking the same language'.

Engaging with people living with dementia

The knowledge gained from consulting with people living with dementia and their carers at the planning sessions really helped to shape the content of the workshops and ensure the right issues were being addressed.

Dementia Leads

Dementia leads in each locality provided the leadership needed to work across both health and social care and contributed to establishing boards with multi-agency representation.

Conferences

The mix of people from different roles with a variety of perspectives was a key factor in making the conference a success.

Workshops

Many of the professionals who attended the workshops were not aware of all the different services available and were truly influenced by what they heard. They also found the workshops a good networking opportunity.

The workshops challenged preconceptions and ideas and helped to bring everyone involved in the project to the same stage in their journey.

Consistent Actions Plans

As a result of the project, everyone involved is 'talking the same language' and following an action plan aiming to meet the same goals.

East Midlands Improvement and Efficiency Partnership Case Studies

The East Midlands Improvement & Efficiency Partnership is committed to celebrating the successful, innovative and imaginative project work that exists in the East Midlands region.

The EM IEP Support Team publish case studies showing how East Midlands councils are improving services, and delivering significant improvements and efficiencies.

The case studies are intended to inspire councils in the region, and indeed nationally, to transform services and benefit from the processes developed by those councils that have pioneered the way forward.

Contacts ▾

For more information, please contact:

Name: Annette Lumb

Job Title:
Strategic Relationship and
Programme Manager Older People
and Dementia Social Care and
Partnerships

Organisation:
Department of Health, East Midlands

Tel: 01159 714 751

Email: annette.lumb@dh.gsi.gov.uk

Web: www.eastmids.org.uk

Name: Helen Richmond

Job Title:
Programme Manager
(Care Services)

Organisation:
East Midlands Improvement and
Efficiency Partnership

Tel: 07921 491 696

Email:
Helen.richmond@nottsc.gov.uk

Web: www.eastmidlandsiep.gov.uk

Name: Jill Guild

Job Title:
Strategic Relationships and
Programme Manager

Organisation:
East Midlands Development Centre
East Midlands Strategic Health
Authority

Tel: 01623 812 948

Email: Jill.Guild@nhs.net

Web: www.eastmids.org.uk