Getting There

The Doncaster Dementia Strategy: Progress Report 2015/16

Report by the Doncaster Dementia Strategic Partnership
May 2016
Contents

Executive Summary ................................................. Page 4
Introduction .......................................................... Page 5

Key Area One: Pre Diagnosis Information and Support ................................. Page 7
Key Area Two: Assessment and Treatment ...................................................... Page 17
Key Area Three: Peri and Post Diagnostic Care and Support ......................... Page 21
Key Area Four: Care Homes ........................................................................ Page 28
Key Area Five: End of Life .......................................................................... Page 30

What We Need To Do Next ........................................................................ Page 31
Contacts ................................................................................................. Page 32
Foreword from the Co-chairs

It is a privilege and honour to co-chair the Doncaster Dementia Strategic Partnership (DDSP) and it gives us great pleasure to present this annual progress report on behalf of the partnership, its associates and all the other groups and individuals who have helped to make a difference for people living with dementia and their families over the last year.

It is normal for the DDSP to produce an annual progress report however this report is a little different as it presents just some examples of the work that has taken place over the last 12 months and demonstrates how we are delivering on what we set out do within our Dementia Strategy.

The Doncaster Dementia Strategy “Getting There” was launched in March 2015 and presented five Key Areas of Focus: Pre diagnosis information and support, Assessment and treatment, Post diagnostic care and support, Care Homes and End of life.

The progress report will answer two questions; “what have we done” and “what are we going to do next” and will give examples of the work already completed and identify work still to do against those five Key Areas of Focus.

Although there are many examples of progress we think it is worth highlighting a few. The ever growing number of Doncaster Dementia Friends (over 8000) and Doncaster Dementia Action Alliance with 80 members are without doubt assisting Doncaster to become more Dementia Friendly.

This improved awareness has also assisted in improving Doncaster’s dementia diagnosis rate to 74%. Although this diagnostic rate is above both the national and regional average, more importantly, it has been a springboard to help the partnership improve the quality of life for people with dementia and their families.

This quality of life will be further enhanced by the new Doncaster Admiral Service, which was launched in February of this year, and will provide post diagnostic care and support and be a point of contact for everyone diagnosed with dementia and their families registered with a Doncaster GP.

The DDSP has made great efforts to “say what we do” and “do what we say”, and we would like to acknowledge and say thank you to everyone who has contributed to the improvements and success achieved locally so far, we hope. Their continued engagement and support will help us to deliver further improvement and success as we move into year two of our Dementia Strategy timeline.
Executive Summary

This report has been produced by the Doncaster Dementia Strategic Partnership (DDSP) and reflects on the achievements and developments in Doncaster since the launch of the new Doncaster Dementia Strategy 2015-2017 “Getting There”.

This is the fifth report produced by the DDSP since the publication of the National Dementia Strategy and is set out in two sections:

- What have we 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.

Within each section, the report reflects on key areas of focus outlined in the “Getting There” Strategy, these are:

1. Pre diagnosis information and support
2. Assessment and treatment
3. Peri (when things are first noticed) and post diagnostic care and support
4. Care homes
5. End of Life

‘Forget Me Knot’ Newsletter

This report is just a flavour of the work undertaken in Doncaster. A quarterly Newsletter “Forget Me Knot” is produced which demonstrates all the partnership work. These can be accessed via NHS Doncaster Clinical Commissioning Group’s (CCG) website at http://www.doncasterccg.nhs.uk

The Doncaster Dementia Strategy: Progress Report 2015/16

4
Introduction

Locally, the Doncaster Dementia Strategic Partnership (DDSP) is responsible for delivering the dementia programme. The DDSP has a fully engaged and inclusive membership which promotes effective improvements.

The 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 including statutory, non-statutory, community/voluntary agencies and people living with dementia and their carers. Patient and Public Involvement is ensured through the Doncaster Dementia Forum (DDF) which has been in existence since 2010. This is in addition to the continued engagement across the Borough.

Background and Context

The Doncaster Dementia Strategy, entitled “Getting There”, was published in March 2015 and presented a clear vision statement that “people with dementia, their carers and family networks are empowered and supported to live well.”

“Getting There” presented five key areas of focus to consider and implement locally. The aim was that by delivering the focus areas by the end of 2017 ensured that Dementia Services not only improved, and gaps in provision filled, but there would be consistency throughout Doncaster.

Commissioners have the responsibility to plan and commission services on behalf of the local population ensuring they are high quality and represent value for money. With increasing demand, reduced resources, increased regulation and higher expectation, true partnership is viral if we are to continue to deliver effective and sustainable improvements for people living with dementia and their families.

Currently 850,000 people in the UK live with Dementia. Doncaster has an estimated 3,515 people with Dementia, with almost 2,700 of these have a formal diagnosis. The diagnosis rate for Doncaster is 74%. Dementia is a disease that carries a personal, family, social and economic cost. It is crucial that society and public services work together to address the challenges presented by Dementia.
What have we done

Dementia remains a priority for Doncaster and the engagement of people with dementia, their carers and the public is central to the DDSP values and principles.

- Doncaster now has a substantial Dementia Needs Assessment supported by timely, continuous and robust stakeholder feedback
- Doncaster is becoming Dementia Friendly demonstrated by, at the time of this report:
  1. Having over 8000 dementia friends
  2. Having 80 members (national average is 16) of the Doncaster Dementia Action Alliance (DDAA - a sub group of the DDSP and charged with delivering the Dementia Friendly Community workplan)
  3. Having 130 dementia friends champions committed to delivering information sessions and dementia education and support
- Doncaster’s diagnosis rate is now over 74%
- Fewer people admitted to hospital with dementia and more are being supported effectively at home
- If people with dementia are admitted their experience and outcomes have improved with on average shorter length of stays, reduced falls, fewer complaints and readmissions
- Fewer carer crises episodes
- More people with dementia are living at home and fewer people living in residential care

Despite improvements the DDSP recognises, however, that there is still lots to do if we truly are to say “Doncaster is Dementia Friendly” and that those with dementia and their carers get the right care and support at the right time, in the right place delivered by the right people with the right skills.

Significant progress has been made against each of the five areas of focus within the “Getting There” Strategy. Highlights of the work undertaken across Doncaster have been as follows:
Key Area of Focus One: 

*Pre Diagnosis information and support*

The extensive amount of awareness raising of Dementia across the Doncaster Borough has resulted in a positive increase in the diagnosis rate. This demonstrates that more people now have an increased awareness of the disease, which has resulted in a diagnosis being made, enabling people to access the right advice, information and support they require following a diagnosis. Detailed in this section are just some of the awareness raising activities which have taken place across the Borough of Doncaster.

**Doncaster Dementia Action Alliance (DDAA)**

The Doncaster Dementia Action Alliance is now fully established and has 80 members and encourages others to join. The DDAA aims to reduce the stigma and raise understanding of dementia through awareness raising activities, training and education, to improve the services delivered locally so that people living with dementia are able to continue doing the things they enjoy within their own community for longer.

Website link: [http://www.dementiaaction.org.uk/local_alliances/5089_doncaster_dementia_action_alliance](http://www.dementiaaction.org.uk/local_alliances/5089_doncaster_dementia_action_alliance)

Membership of the Alliance is very varied. The chart opposite shows a breakdown of members to the Alliance by sector.

**Figure 1**: Graph details the diagnosis rate and the number of people with dementia.

**Figure 2**: Chart detailing members of the Alliance by sector.
The Doncaster Dementia Strategy: Progress Report 2015/16

Over 1,000 people across the Borough are more aware of what it’s like to live with dementia thanks to the actions of a senior Doncaster nurse.

Nurse Consultant Jo Nicholls, who works for Rotherham, Doncaster and South Humber NHS Foundation Trust (RDaSH), has been supporting the Alzheimer’s Society’s biggest ever national campaign to change people’s perceptions of dementia, by providing awareness training to all front-line staff in her own Trust, as well as to staff from Doncaster Royal Infirmary (DRI) and all care homes across the Borough.

Jo said: “Dementia is one of the main causes of disability later in life, ahead of cancer, cardiovascular disease and stroke.

“Despite these facts, the majority of people don’t realise with the right help and support, someone living with dementia can still enjoy their hobbies, have good relationships with partners and friends, and continue to live independently.

“This training helps people learn a little more about what it’s like to live with dementia and is one step further towards making Doncaster a more Dementia Friendly Borough where people with the condition feel understood and included.”

For more information about becoming a Dementia Friend, please visit: www.dementiafriends.org.uk
Doncaster Metropolitan Borough Council (DMBC) in partnership with Doncaster Clinical Commissioning Group (CCG), artists at DARTS (Doncaster Community Arts) created a performance called ‘Unlocking Dementia’ which aims to help people understand more about dementia. It is based on real life experiences of people living with dementia in Doncaster.

‘Unlocking Dementia’ has toured schools, businesses, residential care homes, doctors surgeries, libraries and many more community settings across Doncaster with the performance. It has been a massive hit with audiences who have learned more about dementia in an engaging and safe environment. The audiences have also learned about the small things they can do every day to help people with dementia. A full evaluation of the project is available from michele.clarke@doncasterccg.nhs.uk.

‘Unlocking Dementia’ was performed at the Love Arts Festival in Leeds in 2015. Organised by the Arts and Minds Network, part of Leeds and York NHS Foundation Trust, this 14 day annual festival has the simple aim of getting people thinking and talking about mental health and reducing the related stigma that people experience.

Their performance is based on real people’s experiences of living in Doncaster with dementia, as well as the impact it can have on their family members, friends, work colleagues and community. The performance has been described as ‘very powerful and moving’ with a ‘good balance of humour

“Unlocking Dementia” Performance – Doncaster Community Arts (DARTS)

“Thank you so much! Huge respect for mental health, cancer and so much more!”

“Really brilliant - thought and emotion provoking.”

“The live performance was a real eye opener. True events acted out. Funding continue long-term.”

“Really glad I came today! Thank you!”
Tunstall Healthcare is a member of the Doncaster Dementia Action Alliance and which deliver pioneering technology enabled care services that can transform the experience of individuals and professionals. Their innovations adopt new models of care to support older people and those with long-term needs which improve outcomes, support prevention and achieve better use of resources.

Tunstall is raising awareness of dementia amongst their staff which is excellent news for Doncaster.

Penny Ellis of Tunstall said: “Here at Tunstall we pride ourselves in delivering solutions to help carers and people with dementia. We are a strategic partner and we help in raising awareness of the condition. We are striving to become a dementia-friendly organisation and our overall aim is to deliver the dementia friends sessions to all of our staff at our head offices in Whitley.”

The DARTS performance “Unlocking Dementia” has been delivered to staff within Tunstall Healthcare. Penny Ellis said “Unlocking Dementia is a powerful thought provoking play which enables you to have open discussions about dementia. It is interactive which really does help engage the audience and get the key messages across. It is very accessible and can reach people who would never dream of going to the theatre. This play is eye opening and is a must-see for all businesses striving to become dementia-friendly.”

DARTS continues to deliver a programme of interactive “Unlocking Dementia” performances aimed at raising awareness and reducing stigma of Dementia.

Dementia Roadmap - Improving access to information and Advice

The Doncaster Dementia Roadmap was developed in 2015. The site provides high quality information about the dementia journey alongside local information about services, support groups and care pathways to assist primary care to support people with dementia and cognitive impairment, their families and carers.

The main audience is staff working in primary care, including GPs, nurses, dementia navigators and practice managers. The roadmap will also be of benefit to other professionals, people worried about memory problems, people living with dementia and their carers and families.

The roadmap can be viewed at [www.dementiaroadmap.info/doncaster](http://www.dementiaroadmap.info/doncaster)
Continuing the Dementia Friendly Communities awareness raising, partners worked with the Faiths Together Group in September 2015 to deliver a weekend of dementia-themed Harvest Festival activities.

Members of the public were invited to come along to St Andrew’s Methodist Church in Wheatley to celebrate the Community Harvest Festival and to find out about local dementia services. A range of local partners were available to offer advice and information on dementia, helping people to understand more about dementia and the little things that can be done to make a difference to those living with dementia.

A dementia friend’s awareness drop-in session took place and Doncaster residents aged between 40-74 years were able to receive a Free NHS Health Check.

In the Harvest Festival tradition of sharing, people were asked to bring along any tinned, dried, long-life or non-perishable food items that could be spared to be donated to the festival. All donations were shared with vulnerable people in the local community. In the week leading up to the Harvest Festival, dementia awareness sessions were also delivered to pupils in schools in the Wheatley area (Kingfisher Primary and Park Academy) that have close links with the church.

Harvest Festival

To help raise awareness of dementia and reduce stigma many individuals, from a wide range of organisations, statutory, non-statutory, voluntary and community, charities, schools and private businesses took part in a “flashmob” in the Frenchgate shopping centre in Doncaster.

The “Flashmob” performed “With a little help from my friends”. Pictured below are pupils from Our Lady of Sorrows Catholic Primary School in Armthorpe, who have supported our dementia awareness raising efforts. http://www.youtube.com/watch?v=ESoOiFq8X0Q

Raising awareness across Doncaster with a little help from our “Flashmob” friends
Solicitor in drive to help make Doncaster dementia friendly

Local law firm, Atherton Godfrey has taken the dementia friendly pledge and is playing its part in helping Doncaster to become a dementia friendly community.

Vicky Sladdin, a specialist Wills and Probate solicitor with the firm, has trained as a volunteer Dementia Friends’ Champion. In her role, Vicky runs information sessions to help others understand the part they can play in supporting those living with dementia.

In their commitment to have a better understanding of helping people living with dementia, almost 90 of Vicky’s colleagues have taken part in the information sessions she runs, including partners, receptionists, lawyers and support staff, who have all become Dementia Friends.

One of them was Jan Carter, a secretary at the firm, whose father-in-law has dementia. She said: “It was fascinating. I’ve learned so much. Understanding about my father-in-law’s illness makes it much easier to cope with the difficult days we have.”

Vicky said: “Being dementia friendly is not about being an expert in dementia, it’s about having the basic understanding to be able to support someone living with dementia. It’s about understanding what dementia is and how the small things we do can make a difference to those in our community who are living with dementia, and those who care for them.

“Much of my work involves advising elderly clients and their families and becoming a Dementia Friends Champion has helped me have a much better understanding of how having dementia affects a persons’ life, and in turn, assists me in the way I interact with my clients who are living with dementia. Having the capacity to give instructions is important and being able to recognise that a client has dementia helps when taking instructions from them.”
Intergenerational Work

Ongoing work is underway with Doncaster College to become more Dementia Friendly and activities took place during the “Be Well Festival” including staff delivering dementia friends sessions. The Alzheimer’s Society is also working with the College with the aim of developing a Dementia Café at the Hub and links with the Health and Social Care students.

The College also recently launched their Health and Social Care Academy which has provided the opportunity for partners to provide support to students and staff; for example, Home Instead are providing Dementia Friends awareness sessions and have offered to provide interview experience for health and social care students.

Members of the Youth Council (young people aged 15-18) produced a short video to use to raise awareness amongst peers in their own schools and academies. The video can be found at https://www.youtube.com/watch?v=kdCA3HMPj14

Sir Thomas Wharton Community College is actively engaged in the process of becoming a Dementia Friendly school. Dementia friends information sessions are being delivered to all staff and students as part of their super learning days and students have recently participated in the ‘Unlocking Dementia’ performances delivered by DARTS. The Head Teacher assisted by Rob Reid and Vera Purdy shared their experiences and learning at the Dementia Celebration event last year. Dementia themed artwork from 6th Form students has also been provided – this now features as the front cover of the new Dementia strategy ‘Getting There’ and this progress report 2015/2016.

Reducing risk of dementia

A new leaflet has been produced which focuses on reducing the risk of dementia. The leaflet provides advice on the steps people can take to reduce the risk or delay the onset of dementia. The booklet covers exercise, diet, healthy weight, diabetes, cholesterol, blood pressure, mental well-being, smoking and alcohol has an emphasis on reducing risk factors for dementia.

St Leger Homes

Following the St Leger Homes annual staff conference in November 2015, 6 members of St Leger staff including a senior manager were trained as Dementia Friends Champions during February 2016. The Dementia Friends champions will then cascade this training to other employees. St Leger Homes are now a member of the Dementia Action Alliance, have agreed a Dementia Friendly plan at Board level and have nominated a lead contact.
Celebration Event

A Dementia Celebration event "Getting There" took place on 20 March 2015 at Doncaster’s new performance venue, CAST, Doncaster. The celebration event brought together a wide range of stakeholders including people with dementia and their carers, partners from agencies including statutory, non-statutory, voluntary and community sector agencies, private businesses, a local school and Doncaster College. The objectives of the event were to:

- Understand more about dementia and appreciate what work has been taking place in Doncaster particularly over last 12 months and the impact this has had on people with dementia and their lives.
- Understand the Dementia "Vision" for Doncaster from 2015 and how this vision will be achieved and delivered.
- Leave feeling enthused, informed and reassured.

Doncaster is committed to being regarded as Dementia Friendly.
- Leave having participated and enjoyed the event.

The audience were presented with some very stimulating and enlightening presentations, performances and personal experiences during the day. Doncaster Community Arts (DARTS) engaged the audience with their interactive drama performance based on real people’s experiences of living in Doncaster with dementia.

Children from Our Ladies of Sorrow, Armthorpe Primary School captured the audience with their performance on their experiences of engaging with people with Dementia and their carers within the Memory Therapy Service. A person with dementia and a carer shared their personal experiences of dementia with the audience.

Presentations were also received from St Thomas Wharton College, Tunstall Healthcare (UK) and the work on developing Dementia Friendly environments was shared with the audience.

A wide range of activities were available during the day including, Boccia, Curling, engagement on the proposed new Dementia Garden at Flourish, St Catherines, and a podcast. A wide range of organisations exhibited in the market place which allowed stakeholders and delegates to meet and share information and knowledge.

The new Doncaster Dementia Strategy 2015-2017 "Getting There" was launched at the event which sets out the vision for Doncaster on how people with dementia, their carers and family networks will be empowered and supported to live well.

The profit of Good Health

On Thursday 18 February 2016, the Doncaster Business community came together to attend an event as part of Doncaster Business Month.

The event, the first of its kind, was held at the Keepmoat Stadium and was a great opportunity for local businesses to find out more about workplace health and how their business could benefit. The day included presentations, workshops and an awards ceremony for businesses who had achieved the Workplace Wellbeing Charter.

The themed Workshops covered Mental Health in the Workplace, Alcohol and Substance Misuse in the Workplace, Fit for Work and Dementia Friends.

Dementia awareness was one of the themes throughout the day and included a presentation on the Ageing Workforce followed by short performance of the ‘Unlocking Dementia’ play performed by DARTS.

Over 40 people attended the event which was jointly designed by Public Health, Business Doncaster and the Adults Commissioning team within Doncaster Council.

Feedback from the event has been extremely positive with 94% of delegates responding saying it fully met their expectations.

If readers of this newsletter want to find out more about the Workplace Wellbeing Charter, please contact Kirsty Thorley at kirsty.thorley@doncaster.gov.uk. If you would like to know more about how to encourage dementia friendly businesses, please get in touch Roy Barnes at roy.barnes@doncaster.gov.uk.
Partners worked together to develop a very full and very varied programme including engaging activities such as memory walks to information sessions about Lasting Power of Attorney, a 1940’s tea dance to a Dementia Arts Exhibition at Doncaster Museum, and several Dementia Friends workshops throughout the week for the 2015 Dementia Awareness Week.

Making Space began the programme of activities with a coffee morning at the Crimpsall Centre in Hexthorpe where visitors looked around the day centre and had coffee and cake, entered the raffle and took part in a Dementia Friends session. This was the first of several delivered across the week as part of a Dementia Friends-athon.

Jon Whiteley, Head of Community Development, at DCLT was also keen to emphasise that a diagnosis of dementia does not mean that people cannot continue to do the things they enjoy, echoing the Alzheimer’s Society’s “Life doesn’t end when dementia begins” theme for DAW.

Each of the activities offered during the week was followed by a free Dementia Friends session, which aimed to increase awareness of the condition and offer advice and support to those who attended. The Dementia Friends session delivered at Thorne after sequence dancing was particularly well attended and well received.

One carer found that speaking to people who were going through similar experiences really useful and said she wished that we had done this a long time ago as she appreciated the support and advice that was given about respite. As a result, Making Space are now considering holding their own memory cafés some time later in the year.

The Central Children’s Library in the Waterdale held a reminiscence morning from. This included a World War 2 talk by a local historian followed by songs and poems by the Libraries Literacy and Learning Team.

One of the days saw 104 golfers taking part in an annual tournament at Wheatley Golf Club to raise funds for local dementia services supported by the Alzheimer’s Society. This year was a great success with the activity raising...
£1770, is the highest amount raised for 10 years of holding the event. This will be used to support the activities that take place in the memory cafés delivered across Doncaster, including the Singing for the Brain sessions.

A second Memory Café was held at Cantley Community Centre. The theme for this café was ‘doing something new’ and Linda Tyrrell from Age UK Doncaster came along to deliver a lively chair-based exercise session, followed by some Thai Chi at the end to relaxing music. This was the first of the Alzheimer’s Society’s new Activities Café’s and was a great start to the initiative, with lots of positive feedback.

Councillor Pat Knight kindly opened the Dementia Arts Exhibition on 21st May at Doncaster Museum, which ran until Sunday 24th May.

The exhibition included poetry from members of the Doncaster Dementia Forum, drawings, paintings and art from St. Thomas Wharton Community College and other friends and colleagues including the Early Onset Dementia Group, based at the Forest Gate Centre.

Throughout the duration of the exhibition, a memory tree canvas asked people to ‘leaf’ their thoughts on dementia by writing on a leaf-shaped post-it note, and attaching it to the tree. The following comments are just a few of those collected:

- Be patient and understanding, kind and considerate. Give time
- People matter
- Treasure what you have not what you have lost
- We all deserve respect
- I work with older people with memory problems. Kindness, humour and love works every time
- Embrace the change in behaviour. Learn to accept what others think doesn’t matter
- Don’t pretend to be someone else because you are amazing in your own way (Bethany Cummings, 14yrs)

Comments included “I’d like all staff at DRI to see this show” and: “You’ve really captured what it’s like to live with someone with Dementia”.

Finally, colleagues at the Positive Step Social Care Assessment Unit (a short-term step down facility) in Bentley held a 1940s tea dance in order to raise awareness, have fun, network and to raise funds for their memory café project.

The Civic Office welcomed pupils from Our Lady of Sorrow School choir who came along during the lunch period to entertain staff with several dementia-themed songs.

Colleagues from DARTS at The Point performed three Unlocking Dementia interactive shows at CAST to a total of 90 people. The audience included staff from Albany Care Homes and Richmond Care Home, library staff from Central Library, members of the public, staff from businesses such as Lakeside Village and staff from RDASH, Changing Lives, Alzheimer’s Society, Doncaster Carers Service, DMBC, DCCG, DBHFT, CHAD, Arksey WI, Voiceability, Adult Contact Team and Doncaster Dementia Forum and DonMentia.
The Memory Therapy Service located at Forest Gate Day Hospital, Tickhill Road Site, Weston Road, Balby, Doncaster and provided by Rotherham, Doncaster and South Humber NHS Foundation Trust (RDaSH) was launched in October 2014. The service provides assessment and treatment in three distinct care components:

- Cognitive Stimulation Therapy
- Home Based interventions until 30/04/16
- Complex Care Services

The Memory Therapy Service is a multi-disciplinary team of dedicated nursing, therapy and support staff providing individualised programmes of care supported by the wider multi-professional team including medical, and psychology and specialist services. These interventions are being delivered in the community and at Forest Lodge in a very welcoming and therapeutic environment.
Doncaster & Bassetlaw NHS Foundation Trust (DBHFT)

There is a plethora of work in relation to dementia ongoing within DBHFT. Here are just some examples. For more detail contact rod.kersh@dbhft.nhs.uk

- DBHFT have signed-up to the national dementia audit
- Working with Sanderson Associates on person-centred care and team working. Link to our recent webinar: https://youtu.be/EBFv7eKJe2A
- Piloting a new version of ‘This Is Me’.
- Dementia and delirium master class for 4th year medical students run by Dr. Rod Kersh, Consultant Physician, DBHFT
- Developing a new ‘person-centred one to one team’ - supporting people with confusion who need close supervision
- Developed a group called ‘De-escalation of distress in older people’ which is reviewing the whole person-centred, through to tranquilisation pathway
- Developing a new holistic care assessment to replace current ‘falls’ document – this will expand the detail of the assessments making them more relevant and appropriate for people who have dementia.
- Dr. Rod Kersh, Clinician Physician provided keynote speech for the Health Education England Palliative Care conference in Leeds and presented DBHFT’s work in Sweden.
- Working closely with Eileen Harrington, Chair of the Dementia Forum and working closely with retired craftsmen to develop jigsaws for patients on Mallard Ward.

Doncaster’s Dementia Friendly Hospital

Doncaster & Bassetlaw NHS Foundation Trust has undertaken a great amount of work to develop its services across all sites in supporting Dementia Friendly care, which includes Doncaster Royal Infirmary (DRI).

In doing so, this resulted in the Trust winning an award for ‘Best Dementia Friendly Hospital’ nationally.

Mike Pinkerton, Chief Executive, DRI said “Being Dementia Friendly isn’t just about having the badge, it’s about ensuring that all our staff have the understanding, even in a basic way, to be able to support someone living with dementia, or their carer. The Trust has already trained over 300 members of staff, but still have a long way as they intend to reach all 6000!”

Through committing to providing dementia friendly services within their hospitals, the trust will be rolling out an education programme which will be available for all staff on the e-Learning system. This is in addition to the commitment to face-to-face education already available.

By raising awareness the Trust aims to help their patients as well as other people in the community living with dementia.

Figure 3: These charts demonstrate the number of people admitted to DRI and attending A&E. The DDSP is working to ensure people with dementia and their carers are supported in the community to avoid unnecessary admissions to hospital and attendance at A&E. For further information contact: rod.kersh@dbhft.nhs.uk
The power of creative arts to improve dementia care

Trying different approaches and new ways to improve the care and experiences of patients with dementia and delirium has always been a key goal of the Mallard Ward team at Doncaster Royal Infirmary (DRI).

Earlier this year Rod Kersh, Consultant in Medicine for Older People, enlisted the creative power of a group called ‘Understanding Arts’ to show how painting, puppetry, singing and other arts can improve dementia care.

Rod said: “We know that activity groups can help people with dementia and their carers to stay socially connected and to enjoy a better quality of life. The Understanding Arts group take this concept a step further and have been training our staff to use creative art techniques and tools to bring real benefits for patients with dementia and delirium.”

The Mallard Ward’s dementia-friendly features offers patients a hospital experience that as closely as possible mirrors being at home. The ward has pictures and clocks and its dining room and kitchen encourages patients to move away from their beds and socialise together. Having trained staff who know how to use creative skills to build a strong supportive social setting that fosters wellbeing, is an added bonus for patients and their families.

Director of Understanding Arts, Matthew Laurie, said: “We deliver person-centred arts and mindfulness work. The heart of the approach is about developing relationships with people who have a communication disability or who are in the early stages of communication development. Here in the Mallard Ward we are working with people with dementia. Patients join in singing the songs and it lifts their spirits. We encourage patients to tell their stories through paintings, sand pictures and puppets - it is a highly practical and effective approach to starting meaningful two way conversations.”

Mallard Ward Caring for People with Dementia video: https://www.youtube.com/watch?v=nhriTMmkIsM
Cantab Mobile and Cantab Insight

The success of a the Cantab mobile pilot involving patients with suspected memory problems led to its extension across Doncaster for 12 months, from 1 February 2016. The pilot has been extended to also include Cantab Insight which is a more sophisticated screening tool and measures a person’s cognitive functioning in five domains, executive, attention, episodic, processing and working. Cantab Insight will also be piloted in each of the localities within Rotherham, Doncaster and South Humber NHS Foundation Trust (RDaSH).

Compliant with NICE and Department of Education and Science guidelines, Cantab Mobile and Cantab Insight are medical software devices 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 and other dementias, and normal age-related forgetfulness.

The device gives GP practices the opportunity to offer their patients a test which can identify a potential cognitive impairment. The same test is also capable of identifying depression.

It is hoped that the pilot will support in increasing the diagnosis even more so people are able to then receive the right care and support.
Key Area of Focus Three:

**Peri and Post Diagnostic Care and Support**

Feedback from people with dementia and their carers informed us improvements in post diagnostic care and support required improvements. Since the launch of the “Getting There” Strategy significant developments have taken place which will undoubtedly improve things for people with dementia and their carers. This section details just some of those achievements.

**The Admiral Service**

A new Admiral Service was launched in Doncaster in February 2016. The Admiral Service provides a high quality multidisciplinary post diagnostic family support service for people in Doncaster with dementia and their families/carers. The service puts people living with dementia and their carers/families at the centre of their care. The service provides rapid and timely access to a single point of contact for information advice and signposting for people with dementia and their families/carers and the people who care and work with them.

The service also acts as a link and support to core community, primary care, social care and third sector services such community nursing, liaison services, acute hospital teams, crisis services, GPs, social work and voluntary and charity organisations.

The team, which consists of three admiral nurses and five dementia advisors, and will work on a geographical basis across the Borough so each person with dementia and their carers/family will have a named Admiral Nurse and a Dementia Adviser. The team can be contacted on 01302 796066 or theadmiralnursingservice@makingspace.co.uk and are based at Forestgate Hospital, Tickhill Road, Balby, Doncaster.
Robert used to work for British Rail but has volunteered within the healthcare sector on and off since 1958. He has also volunteered his time for a number of causes including the Citizen’s Advice Bureau, a veterans charity and the police. Robert also has Dementia but he’s not letting it hold him back from what he enjoys most; helping people.

Robert says, “I’m a young man trapped in an old man’s body, but you’ve got to use what you’ve got whilst you’ve still got it. I volunteer here, playing dominoes, just having a chat or helping people out with their little problems. Because of my condition I know what they are going through and the good thing is it helps me cope too.”

Robert Denison – volunteer, community member and a champion dominoes player

Specially recruited and trained to provide support to people with dementia, volunteer befrienders can support meaningful activities including trips to the shops, walks in the park or stimulating conversation and activities at home allowing family carers time for their own needs.

Since August 2015, the Sue Ryder Doncaster shop and Doncaster Community Services have teamed up to provide community healthcare services from the high street. Kerrice Cavanaugh is the Volunteer Befriending Co-ordinator and has responsibility for the group.

Helen Topps – community member and knows all the words to the Rocky Horror Show.

Since August 2015, the Sue Ryder Doncaster shop and Doncaster Community Services have teamed up to provide community healthcare services from the high street. The service, run three days a week, provides a drop in service for people coping with dementia and other long term neurological and health conditions; providing activities, companionship as well as a social outlet too. Kerrice Cavanaugh is the Volunteer Befriending Co-ordinator and has responsibility for the group.
Donmentia which is a charity founded by Eileen Harrington who is also Chair of the Dementia Forum and member of the Doncaster Dementia Strategic Partnership supports many events for people with dementia and their carers. Over the past 18 months DonMentia charity has funded many events including a visit to Wentworth Garden Centre. People with dementia and their carers were provided with a separate room of their own, which proved very popular, as it meant nobody was left feeling uncomfortable sitting amongst strangers. There were always familiar faces around of people to talk to, and who understood.

Wilfreda Beehive also provided a very nice, comfortable bus with an obliging driver. The Civic Mayor, Cllr Pat Haith, supported the event. Here are just a few more that Eileen has supported during the last few years which not only supports people with dementia and their carers but also raises awareness and understanding.

Following a trip to Cleethorpes, Eileen added: “I’m delighted so many people came to Cleethorpes with us! Caring for a loved one with dementia is a full time commitment, and the thought of arranging a day out can be a daunting prospect alone, but travelling in a group means there’s lots of extra support.”

In May, with help from Fiona Andrews, Amanda Cooper and Vaughan Price from the British Transport Police (BTP), DonMentia organised for 30 people to visit the National Railway Museum. The BTP prepared the tickets for the journey and ramps for wheelchair users. They offered support at both ends of the journey and everything went according to plan.
Alzheimer’s Support Service for people with dementia and carers

Alzheimer’s Society provides a range of support services for people with dementia, their families and their carers. Since March 2015 Alzheimer’s Society extended their services to include 4 more memory café’s across the Doncaster Borough and Singing for the Brain sessions.

The Memory Cafés are a place for people with dementia and their carers to share information and experiences, take part in stimulating activities, listen to music or to simply have a cup of tea and a chat.

Alzheimer’s Society also offer a Carer Information and Support Programme (CrISP) which is a series of workshops for people caring for a family member or friend with dementia.

Alzheimer’s Society also supports the Carer’s Support Group which operates from Forest gate Day Hospital each month.

Visit Alzheimer’s website: www.alzheimers.org.uk

The Avalon Group: Carer’s Toolbox

Doncaster charity, The Avalon Group, were commissioned to provide a unique Carer’s Toolbox to provide assistance for unpaid carers in the community.

The service, which is offered to any family carers supporting a relative with a dementia diagnosis aims to navigate and make better use of resources available to carers. This includes facilitating bespoke short breaks, exploring flexible options which will ensure that the needs of both the carers, and those they care for, are met in a personalised and safe way.

Avalon has also forged links with external organisations to bring together a network of services that carers can access. The aim has been to increase awareness and engagement in projects that can offer healthcare, leisure activities, employment opportunities and social events.

The other major part of the toolbox has been to provide carers with access to free social care training, and offer links to further external training.

When it comes to family dementia care, the most important thing is that all parties are able to continue to live their lives to the fullest. With the Avalon Carer’s Toolbox, families have been able to find the guidance, support and respite they need to do just that.
My Life Software

My Life Software has been piloted within Benfield House Nursing Home and outcomes have been positively reported. The software is now being piloted in a national charity’s day care centres, Making Space, which provides health and social care services for adults with mental health conditions, learning disabilities, dementia and their carers. My Life Software has developed Digital Reminiscence Therapy Software, an innovative software solution that provides communication support and interactivity for the elderly and people with dementia.

Designed by carers for carers, the product emanates from meticulous research and field testing involving front-line care workers, patients and family members, helping them to provide a person-centred care at a finger’s touch.

This software encourages the health and well-being for the elderly and people with dementia, and provides an entertaining interactive program that promotes engagement and conversation.

Each time the software is utilised documentation has been developed to capture the data so a robust evaluation can be undertaken.

My Life software is being used at a Making Space Day Centre. The software is used in a group situation, but also keeps people with dementia motivated with the range of activities for example, reminiscence sessions, listening to music and quizzes.
Doncaster’s Multi-Sensory Garden is Open

A multi-sensory garden designed and built specifically for people with dementia and their carers was officially opened in Doncaster in October 2015.

The High Sheriff of South Yorkshire, John Holt, and the Deputy Mayor of Doncaster, Cllr David Nevett did the honours and launched the garden, which is based in The Walled Garden at St Catherine’s House, Woodfield Park, Balby, and is part of the social enterprise called ‘Flourish’.

The Community Dementia Garden has been created after a consortium of charities and organisations came together to push the idea and the project forward. Staff at Flourish Enterprises, based at St Catherine’s House, offered a plot of land in their Walled Garden, and professional garden designer, Caroline Watkins, drew up the plans and costed the project for free. Donations of materials were received from the Doncaster dementia charity, DonMentia; Flourish Enterprises; B&Q; and the Alzheimer’s Society.

The project was funded to the tune of £20k by the Postcode Lottery, Doncaster Clinical Commissioning Group, Doncaster Council and the Older People’s Mental Health Services at RDaSH.

John Holt said: “It was a great honour to open the Community Dementia Garden and I hope Doncaster residents and those from further afield head to the garden and enjoy their time there. It’s a great asset to have for the community. It is always great to see so many organisations working together for such a worthwhile cause.”

Eileen Harrington, founder of DonMentia and RDaSH Governor, said: “While the garden looks really good now, it will look lovely in the spring time and even more glorious when it is in full bloom. It is a garden that has been planned and designed long-term and with year-round interest."

Wayne Goddard, Integrated Lead for Dementia in Doncaster, said: “It was our aim to create a stimulating, relaxing and safe environment for people living with dementia, as well as their carers, to enjoy. The garden has been designed to be multi-sensory to prompt memory recall by appealing to senses such as sight, smell, touch, sound and even taste, as we go through the seasons.”
The fire service has taken another big step towards supporting the growing numbers of people in South Yorkshire who live with dementia, by holding Memory Cafés at one of its fire stations.

Adwick Fire Station at Quarry Lane, Woodlands now hosts a monthly Memory Café as part of a new partnership between South Yorkshire Fire & Rescue and the Alzheimer’s Society. The events, held once a month on a Thursday afternoon, provide an opportunity for people living with dementia and their carers to meet in a safe, managed environment and to take part in activities to promote mental and physical wellbeing, like games and health walks.

An Alzheimer’s Society Dementia Support Worker also attends each meeting to give information and support to carers. Officers believe the project will benefit the fire service by providing a vital link with one of its key target groups in terms of vulnerability to fire. They think the partnership also highlights the growing role of the fire service can play in promoting health and wellbeing in the communities it serves.

Area Manager, Steve Helps, said: “In the last decade, the fire service has helped to make South Yorkshire safer than it has been at any time in its history in terms of house fires and fire related deaths and injuries.

“But we believe we can play a much wider role in terms of tackling some of the big health challenges our country faces in the future. This project is the perfect illustration of that aspiration, where fire service resources are helping to improve lives of one of the most vulnerable groups in society.”

South Yorkshire Fire & Rescue is also a member of the Yorkshire & Humber Dementia Action Alliance, which is committed to tackling the growing issue of dementia within our communities.

Paul Harrison, Alzheimer’s Society Operations Manager for South Yorkshire, said: "We are delighted to enter into this partnership with the South Yorkshire Fire & Rescue Service and are grateful to them for hosting the Memory Café on their premises - it is certainly one of our more unusual locations.”

South Yorkshire Fire & Rescue has community rooms available at many of its fire stations across the county which are available to use, free of charge, to a variety of charities and community organisations.

**Work with South Yorkshire Fire and Rescue Service**

Work is on-going with South Yorkshire Fire and Rescue on a number of fronts. The Alliance is a partner in a sub-regional project funded over the next two years from South Yorkshire Fire & Rescue Safer Communities Reserve.

The project is a joined up collaborative approach to promote fire and community safety to people who are living with dementia and their carers. Each Action Alliance in South Yorkshire has appointed a part-time local coordinator to take this work forward – in Doncaster this role will be undertaken by Angela Dungworth from Sue Ryder Care.

The formal launch of the project took place on 16th March at South Yorkshire Fire and Rescue Head Quarters in Sheffield.

Angela Dungworth, Doncaster Project Co-ordinator, said: “The project is still being developed and is an excellent opportunity to raise awareness of fire safety for people living with dementia. I am working with my fellow project coordinators to create a dementia safe from fire campaign. This will involve consultation with carers which will then be used in the finished product (youtube). We have written a short play to illustrate the benefits of the Herbert Protocol and will be acting it at events throughout South Yorkshire.”
Work is underway to develop a joint Care Home Strategy. The Strategy will aim to work on quality and service improvements within care homes for people with dementia.

Work is progressing to ensure the dementia voice is heard and the needs of people with dementia within service provision are considered, including all future care home contracts and service specifications. Co-production where appropriate with commissioning colleagues to influence the work around care homes continues to ensure dementia is a considered aspect of any work programme.

A number of other areas are being considered as part of the strategy which is due for publication in early Spring 2016, including regular care home reviews and more robust performance monitoring frameworks to ensure care homes are reaching the standards expected. Other areas to be considered in the strategy are reduction in falls, safeguarding, more robust medication reviews and consideration of out of areas placements and ensuring good practice is shared between care homes.

According to local data provided weekly by Doncaster Metropolitan Borough Council, as of January 2016, NHS Doncaster Clinical Commissioning Group and Doncaster Council contracted with 54 care homes within the Borough that provide 2,036 beds. Of these 875 beds are for people with dementia (residential beds 586, nursing beds 289). 24 care homes provide general needs residential care, the remaining 30 provide both general needs residential care and nursing care with one care home in Doncaster that provides nursing care only.

Many of the care homes are adapted properties rather than purpose built facilities, many owned by small local or regional providers. There are also three main national providers within the area; Crown Care, Runwood and Four Seasons. Of these, Four Seasons is the largest provider with nine care homes in Doncaster.

Applying the prevalence statistics this would mean that currently 1200 residents will have a dementia condition and as many as 1400 residents will have a mental health condition.

The Older Peoples Care Home Liaison which had operated for the last ten years continues to provide timely access and response to mental health support, information, advice, guidance and training to the care home sector in Doncaster. Annual evaluation and review of the service continues to demonstrate significant impact on improving the quality of care and preventing avoidable admission to hospital.
The service offers:

- A Partnership working approach which assists the delivery of best practice to ensure that older people in care homes receive high quality person centred care and that staff are able to recognise and promote mental and emotional wellbeing. The Older People’s Mental Health (OPMH) liaison service is seen as a partner to work alongside Care Home staff and not as a “regulator” or an “inspector”.
- Promotion of good physical and mental health assists the prevention of deterioration and exacerbation of need.
- Residents are helped to remain physically well and pain free. The OPMH Liaison team provide staff with appropriate training to help them recognise the increased risk of delirium. This is achieved through staff understanding of the changes in behaviour and joint working with older people’s mental health services and primary care.
- Training which provides staff with the knowledge to be able to identify depression and delirium which is paramount to ensure a timely response to resident’s needs.
- Through training and education the team provide enables staff to be aware of residents with dementia and other mental health problems and how this affects their care. This includes communication skills to ensure that staff are able to communicate and respond effectively to behaviours they may find challenging. Through the partnership working staff are able to recognise that behaviours are a method of communication and are able to understand distressed behaviour.
- Training delivered by the team enables care home staff aware of what should be expected to ensure the safety of older people with mental health problems and be aware of how to escalate risks and raise concerns.
- Best practice guidelines are followed including the auditing of medication in Care Homes by Older Peoples Mental Health services to prevent the over use of antipsychotics which has been identified as a particular issue affecting people with dementia.

The chart on the left shows the number of admissions in Doncaster is considerably higher compared with similar Authority’s, homes across Yorkshire and Humber Region and the rest of England. The chart on the right shows the number of admissions from care homes to DRI.

The future direction for care homes will challenge the current organisation of the market and establish processes and services that enable people to remain in their own home for as long as possible and to move into formal care settings only when absolutely necessary. In order to achieve this aspiration future commissioning intentions relating to the Care Home market needs to be brave and radical.

Evaluation of Care Home Education and Training

A 12 month project is underway to provide better intelligence and improved understanding of education and training practice, provision and future requirements in Care Homes in Doncaster. This is being carried out by Community Practitioner Alliance in partnership with Sheffield University on behalf of Doncaster Council and NHS Doncaster CCG.

Through a programme of engagement and research activity, the project will provide information on training and education needs of care homes including:

- How Care Homes identify their training needs?
- How Care Homes keep up to date with progression in care requirements and identify new training needs?
- What the barriers are to employees accessing the education and training on offer?
- What the gaps are in provision?
- Who provides the education and training to the sector?
- What the preferred training delivery methods and minimum standards are?

The findings of the project will be used to inform the design and delivery of future workforce development provision within the care home sector.
Key Area of Focus Five: 

End of Life

Work is ongoing in influencing and co-producing where appropriate to ensure the dementia voice is heard throughout the End of Life care work. This will ensure that

- advance care planning is adopted using the same tool across the Borough of Doncaster including RDaSH, DBHFT, DMBC and care homes
- working with health care professionals to ensure that the end of life plans are discussed at an earlier stage when the person with dementia has capacity
- people with dementia remain in control for as long as possible
- care is co-ordinated appropriately in care plans
- ensure people die with dignity and in a place of their choice
- Implementing the Gold standard framework across the locality including DBHFT, RDASH, primary care and care homes

Specialist Palliative Care Services and Dementia Care

St John’s Hospice is dedicated to providing quality specialist palliative care to all patients with a life-limiting illness, including those with Dementia. The Hospice provides specialist services in the Hospice inpatient unit, usual place of residence, day hospice and in outpatient clinics. The Hospice have worked closely with commissioners who have agreed to fund a new model to enable the Hospice to provide specialist care seven days a week, thus being more responsive to all patients’ needs.

Whilst these expanded services will not be fully mobilised until July 2016, the hospice will be communicating the changes fully to referrers, patients and carers to ensure that all patients, including those with Dementia, get the right care, at the right time by the right professional.

For further information about the Hospice contact Heidi Atkinson, Macmillan Specialist Palliative Care Nurse Consultant / Clinical Lead, St John’s Hospice, 01302 796854, Heidi.atkinson@rdash.nhs.uk
In summary we are midway through a 2 year strategy and this progress report details the huge amount of work that has been done by the dementia partnership and its associates.

Dementia will remain a priority for the year financial 2016/17 and the DDSP will continue to deliver the Getting There Strategy. 2016/17 will see the partnership continue to deliver on the 5 Key Areas of Focus but have a focus on areas where work has not been fully complete or where work needs to commence.

The challenge for the year ahead will place emphasis on gaps in current service provision including:

**Key Area of Focus 1**
- Work will continue to raise wider awareness and understanding of dementia focusing particularly on groups who have not had the opportunity to engage and be involved with the partnerships work for example learning disabilities and black, minority and ethnic groups
- Continue to develop Doncaster as a Dementia Friendly Community
- There will also be a focus on prevention and how to prevent vascular disease can reduce the risk of developing dementia

**Key Area of Focus 2**
- Continue to reduce any variance across the assessment and treatment pathway so everyone with dementia receives a high quality service

**Key Area of Focus 3**
- Evaluate the Doncaster Admiral Service and use the learning from that evaluation to develop further the post diagnostic offer for people with dementia and their carers

**Key Area of Focus 4**
- Influence the implementation of the Care Home Strategy for Doncaster
- Ensure effective provision for everyone with dementia irrespective of stage of illness including specialist and complex care
- Continue to work with the Care Home Liaison Service to ensure care homes deliver high quality dementia care
- Influence the developing intermediate care provision to ensure the needs of people with dementia is considered and acted upon
- Influence the developing domiciliary care provision to ensure the needs of people with dementia is considered and acted upon

**Key Area of Focus 5**
- Influence the palliative care and End of Life pathways to ensure the needs of people with dementia is considered and acted upon

Within the above there will be a focus on where technology and research can be used to improve the dementia pathway.

The Partnership will continue its strong Patient and Public engagement and true partnership working to enable us to deliver and continue to make a difference for the people of Doncaster who have dementia and their carers and families.

Without doubt the current and future financial environment will also lead to some real challenges but the Doncaster Dementia Strategic Partnership will again report on progress in May 2017.
Contacts

Wayne Goddard  
Integrated Lead for Dementia, NHS Doncaster CCG and DMBC  
Telephone: 01302 566317  
Email: Wayne.Goddard.doncasterccg.nhs.uk

Michele Clarke  
Strategy and Delivery Manager, Doncaster Clinical Commissioning Group  
Telephone: 01302 566363  
Email: Michele.Clarke@doncasterccg.nhs.uk

Roy Barnes  
Commissioning Officer, Adults, Health and Wellbeing Directorate, DMBC  
Telephone: 01302 736690  
Email: Roy.Barnes@doncaster.gov.uk