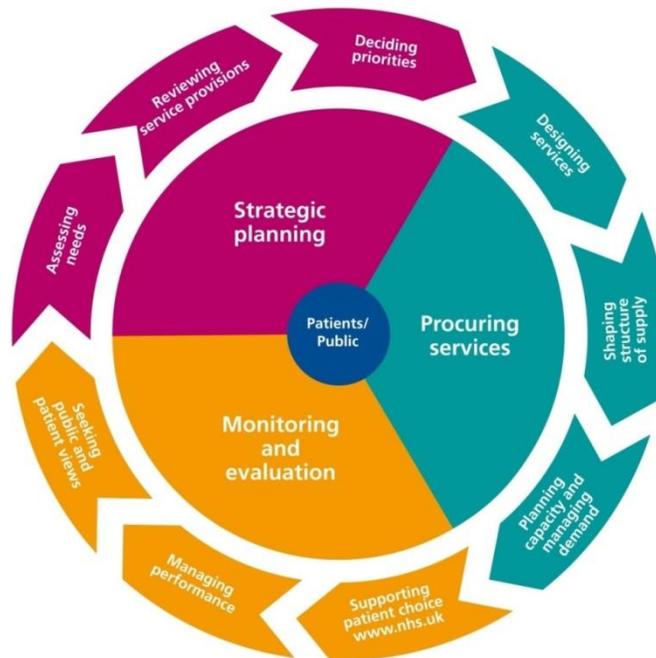


Stakeholder Engagement in CCG Delivery Plans Template

This template is designed to help you take into account all the elements of the commissioning cycle, as captured in the diagram below:



Courtesy of The NHS Information Centre for health and social care. Full diagram available at: www.ic.nhs.uk/commissioning

Name of Delivery Plan:	Dementia
CCG Lead Officer:	Stephen Emmerson
Date of EEC Review:	21 Janaury2019
Please give of summary of the engagement which has already been undertaken¹	
<p>The Department of Health Prime Ministers Challenge on Dementia 2020 highlights the importance of good dementia care. More recent publications include Dementia Care Pathway implementation guidance which outlines the dementia care pathway and associated benchmarks to support improvements in the delivery and quality of care and support, for people living with dementia and their carers/families.</p> <p>Dementia is a progressive, non-curable disease that affects around 670,000 people in England alone. It costs society an estimated £26 billion each year. An estimated 25% of hospital beds are occupied by people with dementia and their hospital stays tend to be on average one week longer. Further, approximately 75% of people living in care homes have dementia. It is also the leading cause of death.</p> <p>There is still much more to be done as we look ahead and the challenges that need to be tackled. People with dementia have told us what is important to them. They want a society where they are able to say:</p>	

¹ This can be with staff, members of the public, service users, patients, carers or any other group of stakeholders

Independence/Interdependence/Dependence

We have the right to be recognised as who we are, to make choices about our lives including taking risks, and to contribute to society. Our diagnosis should not define us, nor should we be ashamed of it.

Community/Isolation

We have the right to continue with day-to-day and family life, without discrimination or unfair cost, to be accepted and included in our communities and not live in isolation or loneliness.

Carers

We have the right to an early and accurate diagnosis, and to receive evidence based, appropriate, compassionate and properly funded care and treatment, from trained people who understand us and how dementia affects us. This must meet our needs, wherever we live.

Care

We have the right to be respected, and recognised as partners in care, provided with education, support, services, and training which enables us to plan and make decisions about the future.

Research

We have the right to know about and decide if we want to be involved in research that looks at cause, cure and care for dementia and be supported to take part.

We have been working with wider stakeholders on plans to improve dementia services since 2014.

Doncaster Dementia Strategic Partnership

The Doncaster Dementia Strategic Partnership (DDSP) has been in place since 2014. The DDSP is established as a stakeholder group which influences the direction for planning, delivery and contributes to commissioning decisions to the Health and Wellbeing Board regarding services for people with dementia. It acts on behalf of the Doncaster organisations that represent the interests of the people with dementia. The membership is very diverse including statutory, non-statutory, voluntary community and faith sector and service users and carers. The DDSP is co-chaired by a person with young onset dementia who brings the service user voice to the group on behalf of the Young Onset Dementia Service users. The DDSP is also attended by the chair of the Dementia Forum which also brings the user/carer voice.

The DDSP advances common goals and secures common interests for people with dementia, carers of people with dementia and key stakeholders.

Doncaster Dementia Forum

The Doncaster Dementia Forum was established in 2010 and is still well sustained with attendance at the forum still increasing. The forum is the platform in which the user/carer voice is heard and is brought to the DDSP and then onto the Health and Wellbeing Board (and back) if required. The forum meets on monthly basis and creates an excellent environment if any engagement in relation to proposed service improvements or awareness raising is required.

Doncaster Dementia Acton Alliance

The Doncaster Dementia Action Alliance was established in 2015 and recruited over 100 member organisations. The Action Alliance which was initially led by health and social care has grown considerably and is now owned by the community. In late 2018 the Action Alliance was re-launched and is now led by Homeinstead a company which is at the forefront of specialised home care for the elderly and supporting those being cared for and their families for many years. The chair of the Action Alliance is also a member of the DDSP and brings the communities voice including the business community to the DDSP.

Mental Health Improvement Plan

In March 2018 an initial stakeholder event was held in Doncaster to engage partners in the development of the Doncaster Mental Health Improvement plan 2018-2021. The purpose of the plan was to bring together a number of practical actions to improve mental health services, including dementia, across Doncaster.

This improvement plan is complementary to individual plans held by contributor organisations. This represents not only a consolidation of activity with improved visibility but also an expansion of opportunity through better connected joint working. The plan is a joint approach to mental health service improvement, in the context of an agenda of closer joint working of health and social care organisations. The improvement Plan is a live document informed by service user involvement through existing forums and focus groups.

What has been the impact of this engagement?

The impact of engagement is that Doncaster has a Doncaster Dementia Action Plan which has been co-produced with all partners across Doncaster and is owned by the DDSP. Dementia also features in the Mental Health Improvement Plan 2019-20 which has recently been authorised by the Health and Wellbeing Board who holds it to account. The DDSP will be responsible for the test and challenge and the actions relating to dementia detailed in the plan, through its implementation and further contribute to its evaluation, by ensuring the service user voice is heard, in order to make a positive difference to the lives of people with dementia and their carers. The DDSP forms a good base which ensures engagement is continuous.

The impact of stakeholder engagement has contributed to a number of successful service improvements which contribute to improving the lives of people with dementia and their carers.

What, if anything, has changed as a result?

Some examples of how things have changed as a result

Dementia Awareness/reducing stigma

A recent engagement exercise which took place with people with dementia and their carers focused on improving raising awareness and reducing stigma. The engagement resulted in the

revision of promotional literature to be used across Doncaster along with many service user/carer concepts on how to improve services for people with dementia and their care/families. Feedback from these events are currently being fed back to the appropriate forums.

Post Diagnostic Service

Extensive engagement took place in the development of the Post Diagnostic Service which resulted in the service been implemented. The service offers every person with dementia and their carer/families care and support providing each with a named nurse and dementia adviser from the point of diagnosis to end of life. In addition to this, following implementation of this service, a Dementia Family Support Service which offers befriending to people with dementia and their carers was established and is currently commissioned until 2021.

The service has been formed as an Accountable Care Partnership (ACP) where a number of providers are working together under an Alliance agreement including RDaSH, Making Space, Alzheimer's Society, Age UK, Choices 4 Doncaster, Dementia UK and RVS. The partnership has been commissioned until March 2021. During the next year partners will work together to develop the service model with a clear outcomes framework.

Older Peoples Liaison Service

Since January 2018 the OPMH Liaison service has changed its model of working. All patients over the age of 65 are screened and consideration given to any potential mental health concerns. The service continues to respond to referrals received from all wards, assist with management of behavioral and psychological symptoms of dementia and delirium and advise on mental health issues. This change in model has prevented a large number of avoidable admissions to the acute hospital, supported patients who required admission in addition to supporting and educating staff within the ED department.

How have these changes been communicated back to stakeholders?

Changes have been communicated back to stakeholders through the Doncaster Dementia Strategic Partnership, Doncaster Dementia Action Alliance, Health and Well-being Board and via DCCG Engagement Annual Report.

What further engagement is planned and when?

There will further engagement on the improvement plan to test and challenge the actions contained in it. This will be done via a number of forums which already exist across Doncaster to capture service user/carer experiences about dementia services.

It is proposed that three specific areas of work are consulted on in the coming months which include dementia awareness, post diagnostic care and support, and hospital admissions/liaison services.

Do you have any further comments regarding your approach to engagement and involvement or how this can be improved? Have you attended the '10 Steps to Even Better Engagement' NHSE Training?

Yes attended the NHSE training.

Engagement and involvement could potentially be improved by exploring the interface between statutory and non-statutory services and how they can work better together to deliver a joined up pathway for dementia. Work is progressing in this regard and further updates will be provided.