

Progress Report on Implementation of the Recommendations Arising From the Dementia Review (Accessing Secondary Care)

Key:

HASS – Housing and Adult Social Services Directorate at City of York Council

ACE – Adults, Children & Education Directorate (formerly HASS)

PCT – NHS North Yorkshire & York (formerly North Yorkshire & York Primary Care Trust)

YAS – Yorkshire Ambulance Service

YHFT – York Hospitals Foundation Trust

Updates & Progress on Implementation – January 2011	
Recommendation 1 That the York Hospital Trust, in liaison with other appropriate service providers* be urged to develop and implement the Psychiatric Liaison Service. The development of this programme to be a benchmark for training and support for staff working with dementia patients who access secondary care.	
ACE (formerly HASS)/CYC	January 2011 - No further involvement from CYC
PCT	January 2011 - The PCT has not been able to implement this year due to the financial position and focus of work being on the statutory obligation of achieving financial balance
YHFT	January 2011 - Feedback as per July 2010. YHFT have contributed to the development of the service specification. Awaiting funding decisions
YAS	January 2011 – N/A

Recommendation 2	
That all service providers be urged to review their arrangements for staff training in relation to recognising and working with those with an underlying condition of dementia. Any such review should include:	
<ul style="list-style-type: none"> ➤ Promoting the use of Link nurses and investigating the possibility of nominating Link clinicians within defined staffing groups. ➤ Investigation of the larger gaps in training ➤ The utilisation of the variety of sources for training provision including the Alzheimer's Society and other voluntary sector organisations ➤ Investigation into the pooling of resources between service providers 	
ACE (formerly HASS)/CYC	January 2011 – No further update
PCT	<p>January 2011</p> <p>The PCT is including the requirement for dementia training in its service specifications for relevant services from the statutory, voluntary and independent sectors. This includes hospital admission and discharge policies.</p> <p>The PCT is encouraging the sharing of good practice between acute trusts via the General Hospital sub group of the North Yorkshire and York Dementia Network.</p> <p>The Workforce sub group of the North Yorkshire and York Dementia Network has drafted a Dementia Workforce development strategy</p>
YHFT	<p>January 2011 - The PCT wide dementia Network has set up a group to work on this and recommend standards of training and learning for staff who deliver dementia care. The group is due to report in January.</p> <p>With effect from August 2010 The Trust filled the specialist mental health nurse vacancy. The specialist nurse has met with Alzheimer's to establish a clearer and more formal referral process to third sector agencies to support service users. This will be included in the dementia pathway.</p> <p>Dementia info ordered from the Alzheimer's Disease Society.</p> <p>LINK dementia nurse to be identified on each of the elderly medical wards.</p>
YAS	January 2011 - Individual clinicians are being identified to be locality 'champions' to represent YAS for all mental health issues.

Recommendation 3	
That secondary care provider clinicians be urged to acknowledge the positive contributions that can be made by a patient's carer to that patient's ongoing programme of treatment (whilst recognising the issues surrounding patient confidentiality). Clinicians are also urged to take the following into consideration:	
<ul style="list-style-type: none"> ➤ Where it is recognised that there may be an underlying mental health condition to provide written details of any medication and/or treatment plans to the patient ➤ The issue of carers' information being logged on a patient's notes to be urged as good practice and an ongoing dialogue between medical practices and the York Carer's Forum to be maintained to allow for effective databases to be kept. 	
ACE (formerly HASS)/CYC	January 2011 - No further update from CYC
PCT	January 2011 - The PCT has included elements of the recommendations from the Association of Directors of adult Social Services (ADASS) report 'Carers as Partners In Hospital Discharge' within the Admissions and Discharge Policy principles all acute trusts are expected to adhere to. The intention is to get agreement on this for implementation from April 2011.
YHFT	January 2011 - Ward 37 information leaflet in final draft Involvement of family / carers now routine practice for all patients assessed with cognitive impairment by specialist nurse. The dementia pathway will give family / carer increased recognition of their contribution and needs in the assessment process.
YAS	January 2011 - Documentation of medication is routine practice. Carer's/Relative's information is also recorded on the Patient Report Form, a copy of which is handed over to the receiving secondary care providers.

<p>Recommendation 4</p> <p>a. That all service providers be urged to work with the relevant voluntary organisations (Alzheimer’s Society, York & District branch of MIND, Age Concern, Older People’s Assembly etc) to develop new initiatives and to promote the awareness of dementia (including the provision of an information leaflet for carers)</p> <p>b. That commissioner and service providers discuss the ‘This is me’ initiative further with the Alzheimer’s Society with a view to adopting it within their individual organisations. The Committee wished it to be known that they were very impressed with this particular initiative</p>	
<p>ACE (formerly HASS)/CYC</p>	<p>January 2011</p> <p>Dementia/dignity grants awarded to care homes, in partnership with Independent Care Group to promote good practice and innovative working. Initiatives include</p> <p>Life Story Tool Kits, which can be particularly beneficial for people with dementia A Sensory Room Reminiscence walls and themed corridors. Specially commissioned ‘back drops’ to create different and stimulating environments within the home Dementia activity boards, signage, specialised clocks and memorabilia</p> <p>Great North Care Award for dignity in Care awarded to Val Sutton, CYC Group Manager for work within Council care homes to develop more person centred activities, based on resident histories and profiles</p> <p>Yorkshire and Humber Care award for programme bringing music into council dementia care homes</p>

PCT	<p>January 2011</p> <p>a) The PCT is currently reviewing all the contracts and agreements it has with the voluntary sector. There will be a 4% reduction in the overall funding for the voluntary sector from April 2011. Service specifications will be written that clarify the outcomes expected from any voluntary sector organisation commissioned to deliver services in 2011. Discussions are being held with CYC to consider a joint approach to more effective commissioning.</p> <p>b) The 'This Is Me' patient passport is one of several available. Discussions are underway within the York Carers Health Group (sub group of the York Carers Strategy Group) to ensure the trust is not overrun with different versions leading to confusion for staff.</p>
YHFT	<p>January 2011 - "This is Me" leaflet being used for all patients on ward 37 and those patients referred to the specialist nurse. Good feedback has been received and it is encouraging involvement of service users in the assessment process. Further roll out of the leaflet is planned to raise the awareness and importance of person centred care in dementia care.</p> <p>Dementia remains a standing agenda item on the quarterly Older People's Liaison Group, which is attended by Alzheimer's, Age Concern, Older People's Assembly and other agencies.</p> <p>The Trust also holds a quarterly Dementia Strategy Group chaired by the Dementia Champion Dr. Sandeep Kesavan and attended by Trust wide representatives as well as patient/ carer representatives. Initial feedback from the Royal College of Psychiatrists National Audit of Dementia Audit has been received at the end of November 2010. This Audit looked at organisational issues and clinical issues for patients with dementia. An action plan will be developed based on this audit and will be discussed and shared with the Older Peoples Liaison Group and the Dementia Strategy Group.</p>
YAS	<p>January 2011 - Nationally, the Ambulance Service Network is working with voluntary sector organisations to understand the Ambulance Service engagement with patients with dementia.</p>

Recommendation 5	
That York Hospitals Trust, where possible, be urged to adopt a flexible approach during a dementia patient's stay in hospital, for example flexibility in hospital visiting hours and flexibility at mealtimes to allow carers to assist patients with eating.	
ACE (formerly HASS)/CYC	January 2011 – No update
PCT	January 2011 - As stated in recommendation 2, the PCT is encouraging the sharing of good practice between acute trusts via the General Hospital sub group of the North Yorkshire and York Dementia Network. This includes the use of policies, systems and tools that will improve the experience of people with dementia in general hospitals and that of their carers.
YHFT	January 2011 - The dementia care pathway is under development and will promote a patient centred care approach. This will encourage and recognise the involvement of others and their needs during and after a patient's hospital admission.
YAS	January 2011 – N/A

Recommendation 6	
That all relevant parties be urged to resolve the ongoing issues surrounding the implementation of a universal 'Shared Care Record System'	
ACE (formerly HASS)/CYC	January 2011 – No update
PCT	January 2011 - The National IT Programme is still progressing and involves GP practices, Community Services, Hospices and Acute Trusts having compatible systems to allow the transfer of information electronically.
YHFT	January 2011 - York Working Group on Dementia, attended by multi agencies, continues to meet as a sub group to the York Mental Health Partnership and Modernisation Board. The Shared Care Record is prioritised as part of the action plan. We are working towards a two- way improved system of sharing information between the acute and mental health services. The specialist nurse is working on improved discharge summaries with reference to a patient's mental health assessment during their hospital admission
YAS	January 2011 - YAS welcomes access to primary care records so that patient care may be more focussed towards an individual's needs.