

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

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

YAS – Yorkshire Ambulance Service

YHFT – York Hospitals Foundation Trust

Recommendation	Updates & Progress on Implementation as of June 2009
<p>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.</p>	<p>Update from HASS/CYC – Officers from HASS assisted in putting a business case for a psychiatric team at the hospital, which was presented to the Older People’s Partnership Board. However the funding for such a service had not been agreed with the PCT and there were ongoing debates about the most effective model</p> <p>Update from PCT – The PCT has met with York Hospital and discussed the development of a liaison service. The PCT is assessing different models of service with a view to consulting with the relevant key stakeholders including service users and carers on the options available and draft service specification. A business case will then be drawn up for approval by the PCT’s Integrated Commissioning Committee.</p> <p>Update from YAS – YAS response is set out at the end of this document</p> <p>Update from YHFT – A proposal for a psychiatric liaison team for older people has been prepared and submitted to the commissioners in the PCT. They have responded by outlining that they are developing a service specification for this service and will issue this once it is complete.</p>

Recommendation	Updates & Progress on Implementation as of June 2009
<p>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:</p> <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 	<p>Update from HASS/CYC – Dementia training is part of the requirements for domiciliary staff and has been identified as a priority for care managers this year</p>
	<p>Update from PCT – This is in line with objective 13 of the Dementia Strategy: An informed and effective workforce. Gaps in training will be considered by each locality as part of the assessment of localities against the strategy. Further use of the third sector, including the Alzheimer's Society, will be considered to provide training and education for both staff and people with dementia and their carers building on work already undertaken. The PCT will review the training requirements of staff for services it commissions to work with people who are at risk of dementia and their carers. This will be considered alongside Transforming Community Services.</p>
	<p>Update from YAS - YAS response is set out at the end of this document</p>
	<p>Update from YHFT – In relation to the third bullet point of this recommendation – elderly services are piloting some training from the Alzheimer's Society on one of the wards and will review this.</p>

Recommendation	Updates & Progress on Implementation as of June 2009
<p>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:</p> <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. 	<p>Update from HASS/CYC –</p>
	<p>Update from PCT -</p>
	<p>Update from YAS - YAS response is set out at the end of this document</p>
	<p>Update from YHFT – Within elderly services a review is underway of written information given to all patients and carers to ensure it meets needs.</p>

Recommendation	Updates & Progress on Implementation as of June 2009
<p>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>Update from HASS/CYC – We are not aware of any new information having been produced for carers specific to dementia</p> <hr/> <p>Update from PCT –</p> <p>(a) The PCT will encourage Providers to work with the voluntary sector through the inclusion of the voluntary sector in the development and implementation of care pathways for dementia/depression as well as the development of service specifications.</p> <p>(b) The PCT would be happy to discuss the 'This is me' initiative with Providers and the Alzheimer's Society and will consider how such initiatives are built into the commissioning of services in the future.</p> <hr/> <p>Update from YAS - YAS response is set out at the end of this document</p> <hr/> <p>Update from YHFT –</p> <p>(a) Elderly services have set up an older people's liaison group which meets 4 times a year and is well attended by the voluntary organisations. Dementia updates are a standing item on the agenda.</p> <p>(b) A meeting has been arranged in early July to discuss the use of the leaflet.</p>

Recommendation	Updates & Progress on Implementation as of June 2009
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.	Update from HASS/CYC -
	Update from PCT -
	Update from YAS - YAS response is set out at the end of this document
	Update from YHFT – This has been discussed with all Ward Managers and Matrons in elderly services to ensure flexibility whenever possible and to allow carers to participate and help with meals. We are currently getting feedback from patients and carers on 2 wards with regard to experiences of their stay in Hospital in order to improve some of the processes and available information.
6 That all relevant parties be urged to resolve the ongoing issues surrounding the implementation of a universal 'Shared Care Record System'	Update from HASS/CYC – A person held records pilot has gone ahead but take-up has been limited. The Council has provided funding to the York Health Group to quicken progress on single assessment but this is focused on intermediate care rather than dementia.
	Update from PCT – The PCT are progressing the National IT Programme that will benefit patients and clinicians. Further information is available upon request.
	Update from YAS - YAS response is set out at the end of this document
	Update from YHFT -
7 That all service providers (HASS/CYC, PCT, YAS & YHFT) report back to the Committee in 6 months time to inform them of the progress that has been made.	

Additional Comments from the PCT

Since the completion of the Dementia Review final report in November 2008 the National Dementia Strategy has been released (February 2009). NHS North Yorkshire & York is currently liaising with key stakeholders to assess the current care and treatment of

people with dementia and their carers against the seventeen objectives outlined in the strategy. This will result in an action plan for each locality, including York.

Comments from YAS

Yas has engaged with the Yorkshire and Humber Improvement Partnership to find ways that Primary Care, Social Services, the Police and Ambulance Service may improve partnership working in relation to mental health. This has manifested as three main work streams; conveyance under s 2 the Mental Health Act (1983), s 136 conveyance and assessment/treatment/transportation under the Mental Capacity Act (2005).

- Conveyance under s 2 MHA has been standardised across Yorkshire and the Humber using a template designed in collaboration with a multi-professional working group led by Humber Mental Health.
- Conveyance of patients detained by the Police under s 136 MHA is work in progress and various local protocols and facilities currently exist. However, in partnership with the Police it is hoped to develop a standard level of service to all patients in the region.
- Patients who are deemed to lack capacity are the greatest challenge to frontline ambulance staff and occasionally conflict arises between ambulance service personnel and other health and social care workers. To address this, YAS is undertaking a service-wide education programme, coupled with modification to the standard patient report form (PRF) to include mental capacity assessment. In addition, establishing partnership working through YHIP will ensure improved frontline multi-professional relations.

The latter work stream is of most relevance to the review of dementia in York as patients with dementia ought to be recognised as lacking capacity by our frontline crews and may be directed to alternative pathways of care as they are developed. In addition, there is an opportunity for YAS to 'flag' the addresses of patients with dementia but, as this may be a significant number, it is likely to be associated with a commissioning need.