

Committee	Date	Classification	Report No.	Agenda Item No.
Health Scrutiny Panel	19th April 2011	Unrestricted		
Report of: NHS Tower Hamlets and London Borough of Tower Hamlets Originating Officers: Richard Fradgley, Head of Mental Health Commissioning, NHS Tower Hamlets Barbara Disney, Service Manager, Strategic Commissioning		Title: Briefing on the Commissioning strategy for people with dementia and their carers Ward(s) affected: All		

1. Summary

This report sets out the background and development of the Commissioning strategy for people with dementia and their carers. It details the progress made against the delivery of services to meet local need.

2. Recommendations

The Health Scrutiny Panel is asked to consider and comment on the information set out in the report.

Briefing on Commissioning Strategy for People with Dementia and their Carers

1. In August 2010, the London Borough of Tower Hamlets and NHS Tower Hamlets jointly published the attached *Commissioning Strategy for People with Dementia and their Carers*. The Strategy lays out a series of actions the partnership has committed to deliver over 2010 to 2013. The development of the Strategy was informed by *NHSTH & LBTH (2010) Joint Strategic Needs Assessment for People with Dementia and Older People with Mental Health Problems* and *NHSTH & LBTH (2010) Report on Service User and Carer Views on Services for People with Dementia*.

2. The partnership has established a *Dementia Strategy Implementation Group* to oversee the implementation of the Strategy. The Group comprises carers and service users and partners from commissioning and provider agencies, including the voluntary sector, and reports on progress to the Older Persons Partnership Board.

3. As part of the development of the Strategy, NHS Tower Hamlets committed £230,000 recurrently as part of its *2010/11 Commissioning Strategy Plan* for a Dementia Liaison Service at the Royal London Hospital, and a further £510,000 recurrently as part of 2010/11 commissioning intentions to develop and improve Memory Services in the borough.

4. Since the publication of the Strategy, the partnership has made considerable progress with its delivery, as detailed below:

- Commissioned a new Memory Service to be provided by East London NHS Foundation Trust with substantial additional capacity and new, clearer pathways in and out for service users and their carers. The aim of the Tower Hamlets Memory Service is to provide fast non-stigmatising access to specialist assessment for local residents with a memory problem, and to provide ongoing treatment, care and support when a service user is given a diagnosis of dementia and has a moderate to high level of associated need. The Service has been open since January 2011, and now has capacity for 8 new referrals per week, which it is currently receiving¹. The Service will be developing further support specific to primary care and to in-borough residential care homes during early 2011/12.
- Commissioned East London NHS Foundation Trust to sub-contract a new Dementia Adviser Service. The aim of the Dementia Adviser Service is to provide a point of contact and support for service users with a diagnosis of dementia but who have low to moderate associated needs. As a result of the fact that the Memory Service and the Dementia Adviser Service will

¹ The Joint Strategic Needs Assessment indicated that the likely incidence (i.e. new cases per year) of dementia in Tower Hamlets is in the region of 410, but that referrals to the Memory Service in 2009/10 were below half of this. As the Memory Service is now offering appointments for 8 new referrals per week, it is likely that significantly more people with newly presenting memory problems are already receiving an earlier diagnosis.

be co-located and work very closely together, over time every service user in the borough who has a diagnosis of dementia will have a named contact who is a dementia specialist worker and as a consequence will have rapid access to support, including in the event of a crisis. The Dementia Adviser Service tender is currently nearing completion, with the expectation that the tender will be awarded imminently and the team up and running by June 2011.

- Commissioned a new Dementia Liaison Service to be provided by East London NHS Foundation Trust at the Royal London Hospital. The Dementia Liaison Service will provide rapid specialist assessment to in-patients with dementia or possible dementia on general wards at the Royal London Hospital, with the aim of improving their experience and reducing their length of stay and as a consequence generating savings to the health economy. The Service is currently being recruited to and it is anticipated will be fully operational by May/June 2011. In addition, during the course of 2010/11, Barts and the London NHS Trust have made significant improvements in the care offered to patients with dementia or suspected dementia, through a programme of service improvement related to their 2010/11 CQUIN².
- Commissioned an extra care supported accommodation scheme specifically for service users with dementia, with 13-19 units. Building has very recently begun at the Shipton Street site, and procurement processes for the care provider are underway, with the expectation that the tender will be awarded by the end of May 2011, and the aim of the scheme opening by the end of 2011.
- Developed and begun to implement a three year Dementia Awareness Raising Strategy, with a focus on improving both local knowledge on dementia as a condition, and access to local services. The Strategy aims to deliver targeted messaging to older people, carers and the general population via a number of mechanisms including local publicity, structured workshops, drop-in sessions, information stalls³.
- Developed with service users and carers a set of person-centred care standards for staff working with service users with dementia, whatever the setting. Subject to final agreement by the Older Person's Partnership Board, these standards will be explicitly referenced in all contracts for services that provide specific support for people with dementia.
- Included a specific dementia care skill-set within the specification for Domiciliary Care providers in order to improve the experience of service users with dementia who receive home care support.

² CQUIN (Commissioning for Quality and Innovation) means that provider Trusts are paid a percentage of the overall contract value for delivering specific quality improvement initiatives or innovation. Improvements at BLT include, for example, front-line staff trained in dementia awareness, patients with dementia who have had their spells coded as such have almost doubled from 285 during 2009/10 to 435 YTD to February 2010/11, and average length of stay has reduced from 13 to 11.8 days.

³ For example, the Alzheimer's Society in conjunction with NHS Tower Hamlets Public Health have delivered three successful workshops to older people and carers groups, these have been very well attended and participants have found them to be engaging and useful.

- Included within the annual GP Practice Prescribing Audit, questions regarding prescription of anti-psychotic drugs to service users with dementia. The results of the audit will not be available to 2012, however some practices that cover care homes have undertaken audits during the 2010/11 audit cycle, for which results are expected by May 2011.
- Promoted better end of life care for people with dementia through ensuring that there are specific dementia care competencies built into the job description/person specification of End of Life Care Facilitator posts.

5. The Partnership is continuing to work on the following priorities:

- Residential care: The Partnership recognises the significant emphasis service users and carers have placed on the importance of quality of experience in residential care. Commissioners are in the process of updating the residential care specification to ensure it contains sufficient emphasis on quality in dementia care, and has commissioned the new Memory Service to provide liaison support to residential care homes where service users with dementia live. It is anticipated that residential care providers, Memory Service clinicians and commissioners will meet in the very near future to agree further measures to improve the experience of people with dementia in care homes.
- Respite: The Partnership is currently undertaking work to scope the range of respite options available for service users and carers, with the intention that this is published widely, both amongst staff and service users and carers.
- Development of interface between the Memory Service and GP practices: The Memory Service has been explicitly commissioned to improve communication between primary and secondary care clinicians, and is currently working with the GP Lead for Mental Health to agree measures to do so.
- Inpatients: NHS East London & The City and East London NHS Foundation Trust are currently developing a business case to support the potential reconfiguration of in-patient beds for people with dementia, including those which are currently provided within City & Hackney, Newham and Tower Hamlets. This business case will be tabled for discussion at the Health Scrutiny Panel at a later date.
- Personalised care: LBTH is committed to maximising the take up of personal budgets for all service users, including service users with dementia. Where people need assistance to exercise choice and control, and to plan and manage their support, advocacy and support services are available. There is currently underway work aimed to introduce personal budgets for carers by the end of 2011.

- Outcomes measures: The Coalition Government have published DoH (2010) *Quality Outcomes for People with Dementia: Building on the Work of the National Dementia Strategy*. This outcomes framework requires local partnerships to publish how they are providing better quality care for people with dementia against the outcomes. The Dementia Strategy Implementation Group is currently considering how to do so in Tower Hamlets.

6. In summary, considerable progress has been made in implementing the Commissioning Strategy for People with Dementia and their Carers in the borough, in the context of the cross sector support of the Dementia Strategy Implementation Group. Some of the developments already underway, such as the Dementia Liaison Service at the Royal London Hospital, potentially place Tower Hamlets at the cutting edge of dementia care in London. The Partnership intends to hold a conference/launch day in Summer 2011 to celebrate its achievements and to help to plan further improvement for the future.