

London Borough Hammersmith and Fulham



Report to: Hammersmith and Fulham Health and Wellbeing Board

Date: 28/03/2023

Subject: Year One Implementation of the Hammersmith and Fulham Dementia Strategy

Report of: Toby Hyde (Chair of the Hammersmith and Fulham Dementia Partnership Board), Peggy Coles (Coordinator of Hammersmith and Fulham Dementia Action Alliance) and Jo Baty (Assistant Director Specialist Support and Independent Living, Adult Social Care, LBHF)

1.0 Introduction

The Health and Wellbeing Board, (HWB), received a report from Hammersmith and Fulham Dementia Action Alliance and the stakeholders involved in co-producing the Hammersmith & Fulham Dementia Strategy in September 2021, updating on proposals to implement the Hammersmith and Fulham Dementia Strategy.

The HWB endorsed the Dementia Strategy and supported proposals to establish a Dementia Partnership Board, with representation from the local Council, the local NHS, the voluntary sector, our residents and businesses to oversee the implementation of the Dementia Strategy, aligned to the work of the ICP.

This paper will provide an update on the work of the now established Dementia Partnership Board (DPB) and on the implementation of Year 1 priorities. The report will highlight areas where the DPB is making great progress in improving outcomes for residents with dementia and their carers and families and the areas where we require Health and Wellbeing Board support.

2.0 Background to the Hammersmith and Fulham Dementia Strategy

The H&F Dementia Strategy Task and Finish Group (DSTFG) initially convened in March 2020 as a group of stakeholders concerned about the impact of Covid-19 lockdown restrictions on elderly residents with cognitive issues.

The DSTFG had representation from H&F Dementia Action Alliance (DAA), the Alzheimer's Society, For Brian CIC, Carers Network, Nubian Life, Elgin Day Centre, the Older People's Mental Health Service (OPMHS) Clinic, the GP Federation and with support from H&F Adult Social Care (ASC).

The group began by identifying the key issues in the borough's Dementia Care

Pathway and focusing on the sufficiency and quality of local services with the aim of ensuring the best quality of life for people with dementia, their carers and families.

Using the Hammersmith and Fulham Disabled People's Commission model of co-production and following the DEEP (Dementia Engagement and Empowerment Project, the network of Dementia Voices), we developed our understanding of the experience of people with dementia, of their carers and families and of the people who support them through:

- Regular meetings of the Dementia Strategy Task and Finish Group
- Conversations with people with dementia and with their carers and families as to how they experience local services and support
- Four online surveys for people with dementia, carers, stakeholders and businesses to establish what works well locally, where there are gaps and what needs to be improved

The surveys were communicated via our respective Dementia stakeholders, and for businesses via the Council's Economy Team business newsletter.

We received 135 responses and identified the 11 highest scoring priorities identified by people with dementia, their carers and families and the people supporting them and local businesses.

1. Early and accurate diagnosis within clearly understood timeframes
2. Clear and accessible information about how to get services and support
3. People affected by dementia must be treated with dignity and respect and be offered opportunities for good quality of life throughout their condition
4. Good availability and choice of day services, short breaks and overnight respite to support people with dementia, their families and carers
5. Multi-disciplinary coordination between services, with improved communication and cooperation between services and with people with dementia, their carers and families
6. Continuation of support and care for people with dementia, their carers and families, including the sensitive planning and provision of end-of-life care
7. Services must meet the real, as opposed to assumed, needs of people with dementia and their carers and families
8. A network of peer-led support groups across H&F for the recently diagnosed, for families and carers, for people who have been living with dementia and for carers living with bereavement.
9. A range of dementia-specific and dementia-inclusive activities that give choice and control, reduce social isolation, and promote equality
10. Ensure that the health and social care workforce meets core competencies around dementia and that family carers are offered training to meet their needs
11. Hammersmith and Fulham to be a Dementia Friendly Community.

These priorities in turn informed our nine recommendations, which included a Dementia Partnership Board be established to oversee an implementation plan, with representation from the NHS, Hammersmith and Fulham Council, the Voluntary and Community Sector and people with dementia, their carers and families.

This report updates the Board on the work of the Dementia Partnership Board to date.

3.0 Progress Update

The Dementia Partnership Board has made good progress overall.

The Board is chaired by Toby Hyde, Deputy Director in the Strategy Group NHS England (and formerly Deputy Director of Transformation at Imperial College Healthcare NHS Trust).

Governance consists of an overarching Dementia Partnership Board that meets quarterly to address the strategy, monitor progress against Year One Implementation Plan and associated risks. Additionally, the Dementia Partnership Board Programme Team meet weekly, and a number of task and finish groups have been established to support Year 1 Implementation Plan.

- (i) The Dementia Partnership Board has senior representation from the Hammersmith and Fulham Dementia Action Alliance, Central London Community Healthcare Trust, West London Mental Health Trust, the NWL Integrated Care Board, H&F Council Social Care and Public Health, UK DRI, Imperial College London, For Brian CiC, Carers Network and a local Councillor.
- (ii) The Dementia Partnership Board Programme Team consists of the Chair of the DPB, the Assistant Director Social Care (Specialist Support and Independent Living), the Coordinator of H&F Dementia Action Alliance, the Mental Health Programme Manager, Hammersmith and Fulham Health and Care Partnership and an H&F Programme Manager.

3.1 Year One Dementia Strategy Implementation Plan

In order that the work of the Dementia Partnership Board reflects the most pressing issues for people with dementia and their carers, the four highest scoring priorities for people with dementia and their carers were agreed to be key areas of focus for year one implementation of the Dementia Strategy at the Inaugural Meeting of the Dementia Partnership Board on 22nd January 2022. They are.

- Clear and accessible information about how to get services and support.
- Services must meet the evidenced needs of people with dementia and their carers and families as opposed to assumed needs.
- A range of dementia specific and dementia inclusive activities that give choice and control, reduce social isolation and promote equality.
- Hammersmith and Fulham to be a Dementia Friendly Community.

Aligned to this, the Dementia Partnership Board made a commitment to address 'whole system' issues around residents securing an early and accurate dementia diagnosis within clearly understood timeframes. This priority area of focus has been and continues to be core to the work of the Dementia Partnership Board in addressing, at the time of writing the Dementia Strategy, Hammersmith and Fulham

having the lowest number of people diagnosed with dementia in any London borough and also the second lowest recorded dementia prevalence of any London borough after LB Newham.

3.2 Update on meeting priorities

The Hammersmith and Fulham Dementia Partnership Board was established after the Hammersmith and Fulham Health and Care Partnership H&F HCP) and its' associated Campaigns.

The H&F HCP is a collective of health, care and wellbeing organisations and resident representatives dedicated to improving the health and wellbeing of residents.

The H&F HCP is currently working to 5 key priorities:

- Supporting people to stay well as long as possible
- Supporting people who are living with an illness
- Supporting people with mental health needs
- Supporting people suffering with or recovering from Covid-19 and
- Developing the partnership (including the partnerships in local neighbourhoods across H&F, known as Primary Care Networks)

To deliver on these priorities there are currently 4 delivery areas known as Campaigns that are implementing changes to health and care services. They are:

- Diabetes Campaign
- Mental Health Campaign
- Frailty Campaign and
- Population Health Management

Mindful of a proliferation of sub-groups attached to H&F HCP Campaigns, the DPB have attempted to align their work and resources to existing Campaigns and to wider work across the Health and Care Partnership in relation to Warm Hubs, Cost of Living Crisis, Mental and Physical Wellbeing, Tackling Isolation and Loneliness and development of an H&F Carers Strategy.

This alignment and pooling of resources has worked well in some areas of our delivery and less in others, not least because the co-produced Dementia Strategy has a detailed Implementation Plan and associated actions which do not always easily align to work and priorities of one specific Campaign, but rather to the whole integrated 'system.'

Progress against the four priority areas of delivery in the Year 1 Implementation Plan are included in the table below on pages 7 to 13, and a summary of what has worked, what has been difficult and our learning to date is enclosed below.

3.2.1 What has worked well?

The areas where we can evidence most progress and impact are around awareness raising and development of a range of dementia friendly activities for residents

across the borough, working collaboratively with public, private and voluntary and community sector partners. Of those not represented on the Dementia Partnership Board, examples include teams within the Council (Economy, Housing, Libraries, Sports and Leisure), GP Training Hub, Audiology Team at Imperial, Dementia Link Workers, Godolphin and Latymer school, Fulham Good Neighbours, Sands End Community Centre, Dance West, Nourish Hub, Age UK, Nubian Life, Elgin Resource Centre, Alzheimer's Society, Hurlingham Club, Earls Court Development Company, Saatchi Gallery, National Gallery, Metropolitan Police and our three local Football Clubs.

Peggy Coles from Dementia Action Alliance has instigated and nurtured relationships with an extensive range of partners committed to improving life outcomes for residents with dementia, be it through arts and dance, through sport and leisure activities, through events focused on health and wellbeing, through social gatherings and through the sharing of information around services and support. The partnership working on these priority areas are now well embedded and this work goes from strength to strength.

In reaching out and engaging a number of residents in both attending and contributing to events and activities for residents with dementia and their carers, we have engaged a group of residents with dementia who, with support from 'Innovations in Dementia,' will 'grow' our co-production and specifically how we engage residents with dementia in informing, shaping and improving the services and support they receive in Hammersmith and Fulham. This model is in line with the work Action on Disability (a Disabled Peoples Organisation, led by disabled people) have led on behalf of Hammersmith and Fulham Council to recruit and support disabled residents to be part of the co-production championed by Hammersmith and Fulham Co-production Implementation Group (HFCIG) and to make real the Council's vision for Independent Living.

3.2.2 What has been difficult and where do we require support from the Health and Wellbeing Board?

Dementia Diagnosis rates

The issues around improving the dementia diagnosis rates for Hammersmith and Fulham continue to be challenging and multi-faceted.

In H&F, as of July 2021, there were 770 people over the age of 65 with a recorded diagnosis of dementia (representing 3.5% of the total H&F population in the 65+ age group). At that time, this was the lowest number of people diagnosed with dementia in a London borough and also the second lowest recorded dementia prevalence of any London borough after Newham.

As of Sept 2022, there were 842 people over the age of 65 with a recorded diagnosis of dementia (representing 4.4% of the total population in the 65+ age group). At that time this was the tenth lowest number of people diagnosed with dementia in any London borough and also the lowest recorded dementia prevalence of the NWL boroughs.

The issues related to dementia diagnosis are complex and require the DPB to fix a number of issues, including data sharing (to get information to residents at the earliest opportunity) and data recording across health and social care; staff capacity and awareness raising within workforce (health, social care and the voluntary and community sector).

Despite a number of meetings, bringing together colleagues across the Dementia Partnership Board and wider H&F Health and Care Partnership, and though we have scoped the Key Performance Indicators (KPI's) we are looking to track and monitor progress against, we are not yet in a position to track and report against KPI's.

It is critical going forward that we can access the following data, and specifically.

- **Diagnostic gap** – to know what the gap is between observed and expected diagnosis rates, split by GP Practice.
- **Referral accuracy** – looking at conversion rates for each GP Practice.
- **Number of residents on waiting list** for assessment at OPMHS
- **Waiting time for diagnosis** – average and variation of waiting times
- **Total number of residents with a confirmed diagnosis of dementia** who are H&F registered / resident.
- **Outcomes for people with dementia** (for example unplanned admissions, measures of experience and/or 6 month reviews).

We are still benchmarking very poorly as a 'whole system' and there appears to be confusion as to who holds which data and if, how and the regularity of when it can be shared to inform a dashboard.

We are still addressing the whole system approach required to improve not only diagnosis rates but how best we can support residents on the waiting list for assessment at the Older Peoples Mental Health Service. To those ends the new Clinical Director at the Older Peoples Mental Health Service, Suhana Ahmed has agreed to chair a monthly meeting of the Dementia Diagnosis Improvement Group (DDIG), which will focus not only on improving diagnosis rates, but on:

- reducing waiting times for assessment at OPMHS
- improving engagement with Primary Care
- ensuring that we can contact support residents pre and post diagnosis at earliest opportunity.
- Clarifying the role of the Dementia Link Workers and
- Protocols which capture how the NHS, Council and voluntary and community sector can improve our dementia diagnosis rates and associated KPI's.

Suhana Ahmed's commitment and the establishment of the DDIG is a positive move forward but going forward we do require the support of the Health and Wellbeing Board in ensuring that all stakeholders are represented at the DDIG are committed to this priority area of work.

Governance

Further work is required to understand how the Dementia Partnership Board relates to the Hammersmith and Fulham Health and Care Partnership (H&F HCP). This may well be of little interest to our residents, but the clarity would enable us to avoid duplication, confusion and mitigate against the risk of delays in delivery.

Three examples as to where we have lacked clarity around governance (and 'who does what') are.

- Data – we have not yet agreed or understood how best we can use the wealth of data held at NWL and at local level to ensure that we have some equity of approach in supporting residents with dementia and their families. It remains unclear as to who is doing what.
- Another is engagement with GP's – how can we effectively engage GP's and Primary Care, acknowledging the demands of their time but also their critical role (often) as the 'front door' in the dementia pathway.
- Lastly, further work needs to be given as to where the DPB accountabilities sit within the H&F Health and Care Partnership governance and as the resources required to sustain and grow momentum in delivery of the Year Two Implementation Plan going forward.

The issues around accessing and utilising data, engagement of Primary Care and accountabilities/resources are also areas where we require the support of the Health and Wellbeing Board.

4. Update as to progress in meeting Hammersmith and Fulham Dementia Strategy Year 1 Implementation Plan priorities

Priority 1. Clear and accessible information about how to get services and support.

Priority	Year 1 Actions	Lead	Update as at March 21 st 2023
That a Dementia Guide is co-produced with residents with dementia and their carers and families. The guide should include the NHS health check dementia leaflet and be available in different languages and accessible to all our communities. It should explain each stage of the Dementia care pathway starting with pre-diagnosis, and explain treatment interventions and emotional and practical support available, with access-to-assistive technology	Produce a Dementia Guide outlining the Dementia Pathway providers, NHS, Social Care and voluntary and community sector support, with a focus on prevention.	Dementia Action Alliance	<p>The H&F Dementia Guide is drafted and includes a chapter on Assistive Technologies.</p> <p>An editorial group will be established to review the Guide and ensure that it is circulated widely and promoted on the Council's Independent Living webpages.</p> <p>The H&F Dementia Guide will be launched during Dementia Action Week 15th – 21st May 2023 at a Reception for GPs, Primary Care, Dementia Link Workers and staff at the OPMHS.</p>
That the Dementia Partnership Board co-produces a Communications Plan. This would acknowledge that whilst some residents will access websites and use social media, others will not use technology. Printed information will need to be in different formats and languages to be accessible to all residents, with a 'drop-in' offer where questions can be	That we establish the Dementia Co-production Forum and develop a Communications Strategy to ensure that we are meeting the needs of our diverse population in H&F	LBHF Adult Social Care	<p>In aligning with the work of the DPB to wider activities across the Health and Care Partnership, we are developing a hearing screening pilot to add to the awareness and prevention of dementia.</p> <p>We have also established a small LBHF working group to resource and coordinate how and where we promote events and activities for older residents, working with our Lead Member for Older residents, Cllr Siddique.</p> <p>Going forward the work of this group needs to be expanded to include NHS and voluntary and</p>

<p>answered face-to-face, with signposting as necessary</p>			<p>community sector partners and the 'drop in' to be delivered by our Dementia Hub. Going forward the work of this group needs to be expanded to include NHS and voluntary and community sector partners. The 'drop in' will be delivered by our Dementia Hub.</p>
<p>That, aligned to the recommendations in the Hammersmith and Fulham Older Peoples Commission (March 2019), highlighting the importance of partnership with the H&F Council Housing Team, Sheltered Housing providers, Tenants and Residents Associations, Wardens and Careline, we disseminate information on dementia services and support to the thousands of older residents H&F Council supports and accommodates.</p>	<p>A Dementia Housing Workshop to plan as to how we can better support older residents living in Council accommodation.</p>	<p>LBHF Housing</p>	<p>Initial meetings with Yvonne Stoney, Sheltered Service Manager and Amanda Green, Interim Head of Provided Services as to how we can better collaborate and reach out to residents (in Sheltered Housing and via Careline) to better promote services and support. Workshop to be coordinated at the end of May 2023 to promote the Dementia Guide.</p>

Priority 2. Services must meet the evidenced needs of people with dementia and their carers and families as opposed to assumed needs.

Priority	Year 1 Actions	Lead	Update as at March 21 st 2023
That the support offered to all who are referred to the Memory Clinic (OPMHS) is reviewed, acknowledging that support is not diagnosis dependent and those with Minor Cognitive Impairment should receive focused support from existing Dementia Link Workers in collaboration with dementia services.	A review of the quality and sufficiency of support for all referrals to the Memory Clinic	West London Trust	<p>New Clinical Director at the Older Peoples Mental Health Service (Suhana Ahmed) to Chair monthly Dementia Diagnosis Improvement Group (DDIG) with a focus on how best we can collaborate around data sharing, supporting residents on the Memory Clinic waiting list and those with a diagnosis, further developing protocols between Primary Care, OPMHS, Adult Social Care and Dementia Hub.</p> <p>We have launched Diadem (cognitive screening integrated project for residents in Care homes) with OPMHS, GP's, Primary Care, Imperial MDT Lead and Adult Social Care.</p>
That a referral protocol be established between the Alcohol Service and the OPMHS to support those at risk of getting alcohol-related dementia, building on the existing good practice protocol between the Learning Disability Team and the Memory Clinic.	A Protocol between the Alcohol Service and OPMHS to be developed (as part of further review of protocols across dementia stakeholders in phase 2)	Alcohol Service/OPMHS	As above – this will shift into year 2 Implementation Plan

<p>That the Dementia Partnership Board works with expert bodies, such as the Social Care Institute for Excellence (SCIE), when considering how best to support, for example, H&F's LGBT community and those with complex needs to access dementia services and support.</p>	<p>We build on the work of the H&F GP Federation Training Hub with LGBT community to ensure accessibility of dementia services and support (for those living independently and in care homes)</p>	<p>NWL Training Hub and DAA (Dementia Hub)</p>	<p>The GP Federation no longer in existence but excellent work done with Peggy Coles (DAA) Hannah Lambert (LBHF) and Caroline Durack (NWL Training Hub) on a Dementia Training Needs Analysis across the DPB. The work and partnership with SCIE, London Care and Support Forum and Skills for Care will inform a Year 2 Implementation Plan priority. 7 Adult Social Care staff completed their <i>Social Works</i> Level 2 Award Dementia Awareness training in March 2023</p>
<p>That engagement with Research and the use of Advanced technologies, Assistive Technology and the range of equipment and adaptations is promoted to support independence and quality of life for people with dementia and their carers/families.</p>	<p>That a short life working group be established to review how we coordinated, refer and promote advanced and assistive technologies</p>	<p>Imperial College Dementia Research Institute (DRI) and Adult Social Care Assistive Technologies Lead.</p>	<p>Imperial College DRI continue to work collaboratively with Dementia Partnership Board stakeholders and launched the UK DRI Care Research & Technology Centre in May 2022 and presentation to March 2023 DPB as to Research from National Institute of Health and Care Research and UK DRI for a key focus in year 2 Implementation.</p>

Priority 3. A range of dementia specific and dementia inclusive activities that give choice and control, reduce social isolation and promote equality.

Priority	Year 1 Actions	Lead	Update as at March 21 st 2023
<p>That the proposed Dementia Partnership Board ensures (via self-referral or social prescribing link workers) a coordinated range of inclusive and accessible activities for people with cognitive impairment or a dementia diagnosis across the borough. This could include additional Memory Cafes in the north and south of the borough, an intergenerational dementia hub and a regular programme of outdoor and cultural activities, all increasing resident wellbeing and reducing patient medical visits.</p>	<p>A detailed map and gap of dementia support and services funded by the NHS, CCG and Local Authority (including Public Health) to better understand issues around demand, supply, sufficiency and quality of core services and support.</p>	<p>Commissioners across the H&F Health and Care Partnership and Dementia Hub</p>	<p>West London Trust funding and ICB Health Inequalities monies have enabled the DPB to fund a number of inclusive and accessible activities for residents with dementia and their carers/families.</p> <p>New services and support.</p> <ul style="list-style-type: none"> • Three new Memory Café's at the Nourish Hub, Age UK, Elgin Day Centre and a fourth (existing) one at the Alzheimer's Society • Art Classes at Bishop Creighton House • Silver Socials for older residents • Incorporating information and advice from local services (including the audiology team) • Partnership with Chelsea Football Club to promote dementia across their intergenerational 'fan' base. • Partnership with the Hurlingham Club to use their venue to promote wellbeing and reduce isolation. • 'Good Life with Dementia' peer support for people with dementia <p>Map and gap to be further developed to understand the demand for and capacity of existing services and support to meet the needs of residents with dementia and their carers - this</p>

			work, undertaken by commissioners across the NHS and Council will further inform business case for our Dementia Hub.
That H&F Council and CCG take a holistic approach in supporting people with dementia and their carers/families, acknowledging that being active, being creative and having a safe place to live are as important as receiving good quality health and social care.	To review how inclusive mainstream services are of people with dementia and their carers across the borough and what capacity they have to meet increase in demand	Dementia Action Alliance (DAA)	Strong partnership working between DAA and Council Teams (Adult Social Care, Leisure and Cultural Services, Housing and Economy). The detailed map and gap of services and support available across the integrated partnership will further inform our work in ensuring that specialist dementia services are working with mainstream services to widen the range of services and support available to our residents, regardless as to where they live in the borough.

Priority 4. Hammersmith and Fulham to be a Dementia Friendly Community

Priority	Year 1 Actions	Lead	Update as at March 21 st 2023
That an application for H&F to receive Alzheimer's Society accreditation as a Dementia Friendly Community is progressed and approved	To co-produce a range of activities in H&F which meet the needs of our diverse population as detailed in our H&F Dementia Strategy	Dementia Action Alliance	Dementia Action Alliance have worked collaboratively across the integrated partnership with 1000 dementia friends in Hammersmith and Fulham as at the end of March 2023. We will be looking to progress our Dementia Friendly Community status with the national Alzheimer's Society once we have 'landed' our Dementia Hub.
That best practice is celebrated in becoming a Dementia Friendly Community. One such example is the Herbert Protocol, a national scheme encouraging carers of any age to compile information in advance of a vulnerable person going missing (promoted by H&F DAA in partnership with the Metropolitan Police's Mental Health Team to "help everyone stay safe").	To co-produce proposals for a dementia friendly community, including dementia friendly travel and dementia friendly swimming	Dementia Action Alliance	Meetings with Chelsea Football Club to 'roll out' 'Dementia Friends' to their Stewards and with South Fulham PCN to become a 'Dementia Friendly GP Surgery.' Dementia Friendly Swimming at Fulham Pools (Virgin) Best practice to be further developed from our Dementia Hub in Year 2 implementation