

# Dementia Manifesto for Barnet Winter 2015





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Councillor Rajput, London Borough of Barnet

# Introduction

**This Dementia Manifesto for Barnet sets out how Barnet Council and Barnet Clinical Commissioning Group (BCCG) will work, with partners, to ensure that people with dementia and their carers receive the care and support they need.**

Barnet Council and BCCG are committed to supporting people with dementia to live a full and active life, enabling them to live at home for longer and ensuring that their carers are empowered and supported in their daily lives. We will place the person with dementia and their carers at the centre of support, ensuring integrated services wrap around them and their needs.

The Dementia Manifesto for Barnet sets out a series of commitments and actions. It also reports on achievements to date.

It is estimated that over 4,000 people in Barnet in 2015 are living with dementia, and even more friends and family are adversely affected because of their condition. National research suggests that the majority of people affected by dementia think that services and communities do not meet their needs.

Working with partners in the public and voluntary sector, Barnet has developed local dementia services with a focus on improving information and advice and supporting people mainly in the early stages of the condition, as research suggests that people have a better quality of life if they receive an early diagnosis and support.

Councillor Helena Hart, Chairman of the Health and Wellbeing Board, has said, 'With the growing and understandable concern about Dementia both nationally and here in Barnet and the adverse effects it can have on whole families, it is extremely timely that we are publishing our Dementia Manifesto for Barnet as part of our Health and Wellbeing Strategy.'

Dr Debbie Frost, Vice Chair of the Health and Wellbeing Board, has said, 'The Dementia Manifesto for Barnet will build on the excellent work done in primary care to significantly raise Barnet's Dementia Diagnosis rate and awareness locally, and ultimately assist people with dementia to live successfully in a more understanding community.'

Councillor Sachin Rajput, Chairman of the Adults and Safeguarding Committee, has said, 'It is estimated that by 2021 the number of people with dementia in Barnet will grow by 24%. With more people being diagnosed with dementia it is extremely important that the support people need is available to them at the earliest stage.'

Dr Jonathan Lubin, Board Member, Barnet Clinical Commissioning Group said, 'Dementia diagnosis is not just a label, it is about understanding and choice and enables the person with dementia and their carers to plan for their future, and receive the support they need.'

## Key facts about Barnet and dementia

- Barnet has the second highest number of people over the age of 65 in London.
- The number of older people in Barnet is expected to rise by 8% over the next 5 years.
- Barnet has the highest number of care home places registered for dementia in London, per 100 population aged 65 and over.
- The dementia diagnosis rate is 77.1% for Barnet as at August 2015. This means that three quarters of people estimated to be living with dementia in Barnet have received a diagnosis of their condition.

This manifesto outlines the Barnet commitment to delivering services based on the needs of our residents to support people living with dementia. We will consult with the Older Adults Partnership Board, senior GPs, the Alzheimer's Society, local service providers and other stakeholders, and ensure the manifesto is implemented.



# Dementia in Barnet

## What we have done so far and what we will do next

### Increasing early and timely diagnosis

Our aim is to focus on early and timely diagnosis, improving information and advice, and supporting people mainly in early stages of dementia. This rests on the belief that informed people can take the decisions best for them. Earlier diagnosis facilitates earlier access to services and support to manage dementia better, enabling the person with dementia to remain independent for longer in their own home and in the community.

Here are some examples of what we have done so far:

- In March 2015 Barnet exceeded the national target to diagnose at least 67 per cent of the estimated number of people in the borough living with dementia, reaching a rate of 77.1 per cent by August 2015. This was achieved by close working between many partners but in particular, GPs and the Memory Assessment Service.
- In November 2014 the Council, together with the BCCG organised a launch event alongside our colleagues from the Alzheimer's Society and Barnet, Enfield and Haringey Mental Health Trust. This showcased the new dementia services (the Memory Assessment Service and the Dementia Advisor Service) available in Barnet. This team exists to support residents to obtain a prompt diagnosis and then receive on the spot information and advice, and to provide ongoing contact via the Dementia Advisor Service.
- The reconfigured Memory Assessment Service provided by Barnet, Enfield and Haringey NHS Mental Health Trust became fully

operational from July 2014. The service provides an early, holistic assessment for people with memory problems, and is a single point of referral for all people with a possible diagnosis of dementia. The service is multi-disciplinary, following NICE guidelines and has capacity to meet the needs of the growing population of older people with dementia.

## What we will do next

- We will increase public and professional awareness and understanding of dementia. This includes an understanding of the benefits of timely diagnosis and awareness of available community support services. We will work with people with dementia, their carers and the wider community to find ways to address stigma, as this is a key barrier to people accessing services early on. We will do this via the Older Adults Partnership Board, the Barnet Seniors Assembly and local community groups.
- Working with our partners in the Prevention and Wellbeing team, Community Barnet, the Barnet Provider Group and local community groups we will target information and resources to support early diagnosis and intervention in our harder to reach groups and communities. We will ensure that hard to reach groups are visited either by a Dementia Advisor, a volunteer from the Older Adults Partnership Board, or the Barnet Seniors Assembly so that messages such as 'Healthy Heart Healthy Brain' are delivered along with advice on where to find support.
- We will continue to provide IT support to GPs to assist dementia identification and diagnosis, and communicate regular news and advice via our GP Clinical Dementia leads.

- More than three quarters of people with dementia in Barnet are receiving diagnosis and monitoring.
- We will ensure that people receive a diagnosis within 12 weeks of referral to the Memory Assessment Service by their GP.
- We will run events in May each year during Dementia Awareness Week, and link with Barnet Altogether Better localities.

## Access to information and advice

Our aim is to ensure that people with dementia and their carers are able to access information and advice, as this is a key area affecting the ability of people with dementia to remain living in their own home.

Some examples below of what we have done so far:

- The **Dementia Advisor Service**, currently provided by the Alzheimer's Society and co-located within the Memory Assessment Service, addresses the need for specialist advice and support at an early stage, and delivers specific information at the point of diagnosis. It promotes better informed decision making so that independence can be sustained. Any person with dementia in Barnet will always have the name and contact number of a Dementia Advisor who will be able to provide advice and support in line with the individual's needs and those of their carer.
- Barnet Council currently supports provision of **four dementia cafés** in Mill Hill, Finchley Memorial Hospital and two in New Barnet. These provide opportunities for people with dementia and their carers to gain information, advice and support as well as take part in a range of activities including arts, crafts and exercise. The dementia advisor team also attends Café sessions.

## What we will do next

- We will further develop our web based and printed information about dementia and the services available in Barnet.
- We will review our existing directory of services and provide a quick reference 'Guide to Dementia Services in Barnet' to be available from early 2016.
- We are funding three Dementia Advisors.
- All GPs and other community health services will be asked to display dementia information materials and resources.



## Increasing support following diagnosis for people with dementia and their carers, families and friends

Our aim is to ensure that people with dementia and their carers are able to access sound support in the community, as this is key to enabling people with dementia to remain living in their own home. Here are some examples of what we have done so far:

- **The Day Opportunities Service at Marillac** supports those with moderate levels of dementia to remain at home for as long as possible, helping individuals adjust and adapt and allowing their carers respite. Based in and connected to the local community, the service helps people to maintain their wider roles and contacts as well as activities of daily living.
- Support for carers plays a significant role in enabling people with dementia to live in the community for as long as possible and the **Carers Support** service offers personalised support, and facilitation of peer groups and networks. Dementia specific programmes for carers aim to provide carers with the skills required to carry out their caring role.

### What we will do next

- All people who receive a dementia diagnosis through the Memory Assessment Service will be offered a personal care plan and provided with a range of information and support, and counselling where appropriate.
- Any person with dementia in Barnet will have the name and contact number of a non-clinical dementia specialist (a Dementia Advisor) for advice and support. The Dementia Advisor will be a key point of contact for people with dementia and their carers; this will ensure that people have access to Living Well planning including

information, links into local social networks, learning activities, and physical activities. The Dementia Advisor will also provide links to specialist advice, financial planning and income maximisation (for example, ensuring that people do not miss out on welfare benefits to which they are entitled).

- We will ensure attendance by Professionals at Dementia Cafés, to enable people with dementia and their carers to seek advice in an informal setting.
- Working with Healthwatch Barnet, we will review whether our commissioned services are meeting the needs of Black and Minority Ethnic groups, and engage with local community groups to gain a better understanding of needs and current gaps in service provision.
- We will commission a range of housing options that better meet the specialist needs of people with dementia. During 2015/16 we will incorporate these proposals into the planned Barnet Accommodation Strategy for Vulnerable People.
- An innovative dementia focused **extra care housing scheme**, comprising 51 flats, will be opening in Spring/Summer 2017 in Mill Hill.
- We will ensure there is a designated Joint Commissioner for Dementia in Barnet.



## **We will involve people with dementia and their carers in the commissioning, design and development of services.**

Our aim is to involve people with dementia and their carers so that services can better meet their needs, both now and in the future.

Already people with dementia and their carers have been asked about the dementia services they want; we have taken their views into account for the new services that are being put in place.

### **What we will do next**

- The 'Guide to Dementia Services in Barnet' will be co-produced: carer representatives and people with dementia will be consulted on the format and content of the guide.
- People with dementia and their carers will be consulted on service re-design, and asked to take part in the procurement of new

services: for example carers were involved in evaluating tenders to provide Dementia Community Support Services. We are also involving carers in the working groups for the new Extra Care Scheme in Mill Hill.

- Further service user and carer involvement with the implementation of this Manifesto will take place over the lifetime of this Strategy.
- The Barnet Dementia Steering Group, which brings together stakeholders across health and social care and the voluntary sector will be refreshed and will include carer representation.

## **We will ensure that high quality mandatory training will be available for all staff providing formal care for people with dementia**

Our aim is for staff providing formal care to be able to recognise the signs of dementia and take appropriate action.

### **What we will do next**

- We will build on the training events that took place in 2014/15. We will continue dementia training and awareness for GP and clinical staff in primary care to ensure they are able to recognise memory problems and refer to the Memory Assessment Service where appropriate. We will ensure that awareness training, either in-house or e-learning, is undertaken by administrative staff.
- We will publish a Dementia Care Guide for Front Line Practitioners, for example care assistants. This will be available in late 2016. Carer representatives and people with dementia will be consulted on the content and format of the guide.
- We will encourage all GP practices to have a named clinical lead or champion for dementia.

- All staff working with commissioned providers in community care will be encouraged to become a 'dementia friend', either on-line or by attending a face to face session.
- We will ensure that dementia awareness sessions are part of basic induction for customer facing staff at Barnet Council.



## Hospitals in Barnet will be dementia friendly

Our aim is for all NHS services which serve Barnet residents to pledge to provide dementia friendly services. Here are some examples of work already underway:

- Staff at the Royal Free and Barnet Hospitals have been trained at induction on identification and treatment of dementia. This enables staff to understand the symptoms of dementia, the feelings that people with dementia may have, and how these may affect both in-patients' and out patients' experience of hospital care.

- The Mental Health Trust provides a liaison service to the hospital wards at Barnet Hospital to assist the identification and diagnosis of people with dementia. This ensures that the patient receives the care they need at a time when new surroundings and strange experiences can have a negative effect on a person with dementia.

### What we will do next

- We will work with hospitals to ensure that patients with dementia receive a good experience in hospital and are not disadvantaged.
- We will engage with hospitals to understand what is already in place for patients with dementia and to develop an understanding of what a dementia friendly hospital will look like.
- We will identify and work with the senior clinicians responsible for quality improvement and training for dementia care in local hospitals.
- **How:** We will engage with the Mental Health Liaison service (which works on the wards to identify patients who may have dementia and refers these to their GPs) to analyse the current data and review the existing model of service provision to consider if further investment would be beneficial.

# A Dementia Friendly Barnet

## We will make our communities dementia friendly as part of our Ageing Well commitment

Our aim is for the Barnet community to be one where people living with the dementia feel confident, have positive goals, know that they can contribute to their community and take part in activities that are meaningful to them. We are already working to make Barnet dementia friendly in many ways:

- Barnet libraries staff who meet the public have signed up as dementia friends. They are being trained so that they know how to serve customers with dementia and their carers well. Barnet libraries have a Books on Prescription scheme. GPs prescribe their patients a range of books providing practical advice about living with dementia.
- The Saracens Dementia Club runs three times each month at Finchley Memorial Hospital, providing people living with dementia and their carers with information, gentle exercise and fun activities in a social atmosphere.
- The Alzheimer's Society runs Singing for the Brain sessions weekly in Mill Hill. These provide people living with dementia and their carers with a stimulating and fun experience.
- The Reader Organisation is running two dementia reading groups. People with dementia and their carers are welcome to go along, to read out loud if they like, or to just sit back and relax and enjoy being read to.
- During Dementia Awareness Week 2015 the Alzheimer's Society ran Dementia Friends Sessions at the Council and BCCG offices

in North London Business Park. Eighty-five staff from both organisations attended and most became dementia friends. Barnet CCG has pledged to ensure that all staff are given the opportunity for dementia friends training.

## What we will do next

- We will promote dementia friendly communities to tackle stigma, raise awareness and promote opportunities for people with dementia to live well.
- Barnet Council and BCCG will register for the National Framework for Dementia Friendly Communities in early 2016 and start the recognition process. The application process requires the borough to highlight activities already taking place which contribute towards a dementia friendly community. We will state how we intend to engage with people with dementia living in Barnet, and local businesses in our plans to become dementia friendly.
- We will work with the Dementia Friends programme, to promote Dementia Friends sessions in health and social care settings and to the wider community. An example is to continue to engage in Dementia Awareness Week – see above for further detail.



# The Manifesto

## Next steps

- We will set out an action plan for change, share our progress with residents and health and social care professionals and make further change based on their feedback
- Implementation of the Manifesto commitments and actions will be overseen by the Barnet Dementia Network. This will include Barnet Council, BCCG, carers, providers, Older Adults Partnership Board members, the Alzheimer's Society and Age UK Barnet.

Targets will be developed to measure success.

The Barnet Health and Wellbeing Board is committed to achieving the above by working in partnership with key organisations and local people. Consultation with the Older Adults Partnership Board, GP leads, the Alzheimer's Society, Dementia Steering Group, Healthwatch Barnet and local providers, will take place through a series of meetings, conversations and focus groups to develop an action plan.

**We will report to the Health and Wellbeing Board annually in November, alongside the Health and Wellbeing Strategy on progress towards targets.**



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