

Dementia Advisors

Background and objective of project

Currently about 2,000 people in South Gloucestershire are known to have a dementia diagnosis. A large majority get very little support until they are near to or at crisis and eligible for Community Mental Health Team or social care support.

The Dementia Advisors service is being set up to address this gap, and support people with dementia and their carers before to help prevent the crisis.

Dementia Advisors will provide personalised, non-clinical emotional and practical support and advice to people diagnosed with dementia and their carers registered with a South Gloucestershire GP.

Each of the Dementia Advisors will work across one of the clusters of GP practices to provide a highly responsive and personalised support to people with diagnosis of dementia and their carers registered with practices in the cluster. Slightly different services will be provided in each of the six clusters.

Table 1

Cluster	Area	Dementia Advisor
1	Almondsbury, Pilning and Thornbury	Dementia Advisor (Sirona Care & Health)
2	Bradley Stoke, Filton and Patchway	Dementia Advisor (Sirona Care & Health)
3	Yate	Dementia Advisor (Sirona Care & Health)
4	Cadbury Heath, Hanham, Kingswood Health Centre	Dementia Support Worker (Alzheimer's Society – already in post)
5	Downend, Orchard Medical Centre, Staple Hill and Three Shires	Dementia Specialist Nurse (Sirona Care & Health – already in post)
6	Emersons Green, Frome Valley and Leap Valley	Dementia Support Worker (Alzheimer's Society – already in post)

PPI activity to date

We have sought views about this improvement to services which South Gloucestershire Clinical Commissioning Group (CCG) is proposing to make, together with an additional consultation on a Dementia Prevention Strategy.

We ran an online survey from 23rd May 2016 to 8th July 2016 asking residents of South Gloucestershire their views on the proposal to provide Dementia Advisors in 3 GP Clusters within South Gloucestershire (Clusters 1 to 3 as set out in Table 1 above).

In a parallel exercise, South Gloucestershire Council and South Gloucestershire CCG ran a consultation on three strategies which have been grouped together under the banner of “Supporting People to Live Well”, and include a Dementia Prevention Strategy. This exercise ran from 23rd May 2016 – 22nd August 2016. A wide programme of engagement activities including talking to many groups and organisations across the area took place. Representatives attended various meetings, groups and activities throughout the consultation period to promote the consultation. Representatives attended almost 70 meetings and activities to share the consultation documents. Two consultation events were also held to promote the strategy and give members of the public the opportunity to discuss the strategy and share their views. These events were attended by approximately 25 people. Relevant feedback from that consultation has been taken into account alongside the specific engagement for this Dementia Advisor Service.

You Said, We Did

Both South Gloucestershire CCG and South Gloucestershire Council are committed to involving service users and the public in our work. We will continue to listen and act upon patient and carer feedback at all stages of the commissioning cycle because we believe services are better when they are shaped by the experiences and aspirations of local people. The table below sets out the feedback we received and what we have done as a result.

You said	Our response
All of the CCG survey responders and 25 of the Strategy responders explicitly supported the Dementia Advisors proposal. Many others recognised the need for such a role and questioned whether the 3 posts funded were sufficient to meet the need.	Proposal to continue and expand the Dementia Advisors developed. This business case is under consideration for recurring funding in 2017/18. The evaluation of the current service will help shape the service in the future.

<p>The responses to the Dementia Advisors survey prioritised what this role could offer as follows:</p> <table> <tr> <td>Point of contact for dementia support</td> <td>4</td> </tr> <tr> <td>Follow up support</td> <td>4</td> </tr> <tr> <td>Opportunity to talk to someone</td> <td>3</td> </tr> <tr> <td>Visits and advice</td> <td>2</td> </tr> <tr> <td>Support for carer</td> <td>2</td> </tr> <tr> <td>Information about support available</td> <td>1</td> </tr> </table> <p>Twenty-five of the 46 responses to the Strategy consultation referred directly to the Dementia Advisors proposal, more than any other aspect of our plans. They specifically highlighted these parts of the role:</p> <ul style="list-style-type: none"> • Making contact after diagnosis • Help coming to terms with diagnosis • Identifying risk of crisis • Advance planning • Reducing isolation • Joining up services/ reducing number of people visiting 	Point of contact for dementia support	4	Follow up support	4	Opportunity to talk to someone	3	Visits and advice	2	Support for carer	2	Information about support available	1	<p>This is what the Dementia Advisor service is designed to provide. All of this feedback will be shared with the team.</p> <p>Dementia Advisors are not working alone. To make best use of the resources available they will need to work closely with colleagues such as GPs, Social Workers, Community Falls Service, Community Connectors and the Community Mental Health Team and other mental health services provided by Avon & Wiltshire Partnership (AWP) Trust.</p>
Point of contact for dementia support	4												
Follow up support	4												
Opportunity to talk to someone	3												
Visits and advice	2												
Support for carer	2												
Information about support available	1												
<p>Twenty-three of the 46 Strategy responses identified the need for consistent, quality information for the person with dementia and their family.</p>	<p>CCG and partners are working to ensure that a local Dementia Guide to Service is available in GP surgeries, specialist services, and from Dementia Advisors and at Roadshows.</p>												
<p>Many responses highlighted the need to support carers to get the support they need.</p>	<p>Dementia Advisors are well placed to encourage and enable carers to request a Carers Assessment, the gateway to most support, and register as a carer at their GP surgery.</p>												
<p>Other aspects of the support available highlighted as follows:</p> <ul style="list-style-type: none"> • Improve coordination between health and social care • Improve access to practical and emotional support when needed • Advocate for people with dementia who do not have support 	<p>Dementia Advisors can be the bridge between health and social care. They will get to know the people living with dementia in the cluster of GP practices they support, and connect them to the relevant provider.</p>												

Conclusion and Next Steps

Advisors are now in place in the three clusters, and we have been able to provide these because the partners involved have been willing to pool resources. The funding for 3 new posts is for a year from July 2016. As there are now three different models of Dementia Advisor in place across the six clusters, this provides us with an excellent opportunity to evaluate the benefits and opportunities of each. An evaluation of all 6 posts is therefore being undertaken and will support and inform the business case to be developed for longer term funding. Further patient and public involvement will be undertaken as appropriate if there is a future procurement for services on a longer-term basis.