

HealthWatch Dementia Care Report, December 2018

NHS IoW CCG welcomes the HealthWatch report on dementia care for the Island. This reinforces and supports the engagement work already undertaken to inform the Isle of Wight Dementia and Older Person's Mental Health Strategy as part of the wider Mental Health Transformation Programme. Many of the key themes and experiences described in the report align with the priorities already identified and are addressed in the draft action plan.

Healthwatch Recommendation	CCG Response
1. A better co-ordinated and proactive approach to post-diagnostic support should be developed across agency boundaries. This would involve a clearly-identified, consistent contact person for each person with dementia and unpaid carer.	This recommendation is being addressed through the Dementia Pathway Task and Finish Group as part of the Mental Health Transformation Programme. We welcome service user and carer feedback and commentary to help inform :- <ul style="list-style-type: none"> • Information and advice • Support in navigating the system • Specific support for carers • day to day support for those with complex needs who may fall between current eligibility criteria gaps during the transformation process
2. A more systematic approach to care planning should be adopted, based on existing models of good practice such as Alzheimer Scotland's " <i>8 Pillars of Community Support</i> ".	A systematic approach to care planning is currently in development as a key outcome of the Dementia Pathway Task and Finish Group. This will be based on best practice and NICE Guidance as appropriate building on approaches which are already proven to be successful on the Isle of Wight.
3. Care planning needs to include an individualised approach to minimising risks of crisis, along with a clear, immediate route for communication in the event of a crisis occurring.	This is being addressed as part of the Mental Health Transformation Programme as a key piece of identified work.
4. The diversity and number of dementia support groups and dementia activity groups needs to be promoted, expanded and facilitated through a new development worker post, independent of any existing provider of such groups.	The Dementia and Older Person's Mental Health Steering Group share information about the wide array of dementia support and activity groups on the Island and websites will be updated with this information. The new dementia model includes a dedicated Community Dementia Team who will work in collaboration with all partners to deliver a seamless and integrated service that will ensure awareness of and support access to appropriate support and activity groups.
5. An initiative is needed specifically to facilitate people with dementia in coming together to discuss their own experiences and promoting their voice to be listened to in the planning of facilities and support. Models of good practice should be utilised, for example through the U.K. Network of Dementia Voices (DEEP).	Co-production and consultation are vital to implement service development and improvement. The local network of Alzheimer's Cafes is well established and well regarded and these, together with a range of both social and more formal opportunities, will continue to support improvements in service development and delivery as centres for engagement.
6. A systematic approach is needed to gather feedback on current experiences of people with dementia and unpaid carers in hospital. The intention would be to gauge the level of progress in improving experience and to pin-point areas where further improvements may be needed.	This is addressed through the Trust Quality Strategy. Continuing engagement with people with lived experience of dementia, their families and carers remains critical to the wider transformation programme. As described in point 5 above, robust frameworks for consultation and feedback are already established and will be utilised to inform and support developments and improvements where needed.