

BETTER LIVES ACTION PLAN: DELIVERING THE DEMENTIA STRATEGY 2019-25

Local Promise	Purpose	Key Actions	Responsibility for Delivery	Timescale
Promise 1: A Skilled and Knowledgeable Workforce	<i>All local people with dementia receive support from knowledgeable and skilled professionals where needed</i>	<ul style="list-style-type: none"> A Sandwell dementia competency framework, incorporating local minimum standards is developed and adopted 	Joint Commissioning Manager	Mar 2020
		<ul style="list-style-type: none"> Sufficient, relevant and up to date dementia training is provided across Sandwell to ensure all people receive training appropriate to their role and in line with competency frameworks 	All Dementia Service Providers & Voluntary Organisations	Ongoing with regular review
		<ul style="list-style-type: none"> Refresher training is developed and / or made available on an ongoing basis as necessary, in line with the competency frameworks 	All Dementia Service Providers & Voluntary Organisations	Ongoing with regular review
		<ul style="list-style-type: none"> All statutory organisations across Sandwell provide opportunities to attend 'Dementia Friends Information Sessions' and ensure attendance in line with the 'Dementia Friends Community' approach 	Joint Commissioning Manager	Ongoing with regular review
Promise 2: Awareness and Understanding	<i>All local people living with a confirmed diagnosis or who have suspected dementia, along with their carers and the wider community, have access to the right information at the right time in the right place</i>	<ul style="list-style-type: none"> A local 'Publicity Campaign' is developed and repeated; incorporating a range of materials / formats / media for different settings and situations, including schools and with extra efforts to reach "seldom heard" communities 	SMBC, SWBCCG, Joint Commissioning Manager and all Service Providers	Mar 2020 refreshed every 2 years
		<ul style="list-style-type: none"> Establish a comprehensive and up to date Sandwell Dementia "Road Map" – helping people at different stages of the dementia journey (with different needs and ages recognised), professionals and the general public to better understand dementia, to navigate the system and access relevant information and support 	SMBC, SWBCCG, Joint Commissioning Manager and all Service Providers	Mar 2020
		<ul style="list-style-type: none"> Ensure any data sharing obstacles are overcome though for example, a dedicated inter-agency data sharing / consent agreement 	SMBC, SWBCCG, Joint Commissioning Manager and all Service Providers	Mar 2020

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Promise 2: Awareness and Understanding	<i>All local people living with a confirmed diagnosis or who have suspected dementia, along with their carers and the wider community, have access to the right information at the right time in the right place</i>	<ul style="list-style-type: none"> Ensure the development of 'Dementia Friendly Community' through the rollout of Dementia Friends Information Sessions and a dedicated Sandwell Dementia Action Alliance (SDAA) Plan 	SDAA and Joint Commissioning Manager	Oct 2019 refreshed every 2 years
		<ul style="list-style-type: none"> Convert current Sandwell dementia "capacity modelling" work into a full costed plan in order to fund this Action Plan 	Sandwell Dementia Strategy Group	Oct 2019
Promise 3: Prevention, Delaying Onset of Dementia, and Health Promotion	<i>All local people will have good physical and mental health and well-being enabling them to live full and independent lives for longer</i>	<ul style="list-style-type: none"> "What is good for the heart is good for the brain" promotion; using the Making Every Contact Count approach to help promote health and wellbeing and reduce social isolation 	Sandwell Public Health and all Service Providers	Dec 2019 Refreshed every 2 years
		<ul style="list-style-type: none"> Being very clear in Dementia Road-Map what can and cannot be prevented, based on latest medical research (e.g. slowing down of onset of certain types of dementia) 	SMBC and SWBCCG	Mar 2020
		<ul style="list-style-type: none"> Increased awareness of dementia in higher risk / seldom heard groups and information about the warning signs 	SMBC and SWBCCG	Mar 2020 refreshed every 2 years

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Promise 4: Early Detection, Diagnosis and Assessment	<i>All local people will receive appropriate diagnosis and integrated support</i>	<ul style="list-style-type: none"> Aim to improve on and consistently achieve the current national average 6 week's waiting time for initial dementia assessments 	SWBCCG and GP's	Mar 2020 Ongoing Monitoring
		<ul style="list-style-type: none"> Produce a simple flowchart of assessment / diagnosis pathway and process to share with patients / the public 	SMBC and SWBCCG	Mar 2020
		<ul style="list-style-type: none"> Set targets for increasing dementia diagnosis rates and enhanced quality standards from investment in primary care 	SWBCCG, GP's and Service Providers	Mar 2020
		<ul style="list-style-type: none"> Introduce simple dementia patient experience feedback forms to improve future practice (e.g. to avoid multiple visits from professionals) 	SWBCCG	Mar 2020
		<ul style="list-style-type: none"> More training and shared learning for GPs and other health and social care professionals on recognition of dementia in higher risk groups; learning disabilities, substance abuse, people in custody 	SMBC and SWBCCG	Mar 2020 Ongoing
		<ul style="list-style-type: none"> Hospitals, with access to expert advice on dementia, to carry out cognitive screening of non-elective admissions and people with long-term conditions 	SWBCCG and local Hospitals	Mar 2020 Ongoing
		<ul style="list-style-type: none"> Increased percentage of people with dementia receiving annual review with GP 	SWBCCG and GP's via the Primary Care Commissioning Framework (PCCF)	Ongoing via PCCF
		<ul style="list-style-type: none"> People newly diagnosed with dementia are offered support to better understand and cope with their diagnosis and treatment where clinically appropriate 	SWBCCG and GP's	Mar 2020
		<ul style="list-style-type: none"> Referral pathways to Memory Assessment Service and other clinical pathways updated and new service specifications agreed (including how performance is monitored) by commissioners 	SWBCCG and Service Providers	Mar 2020

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Promise 4: Early Detection, Diagnosis and Assessment	<i>All local people will receive appropriate diagnosis and integrated support</i>	<ul style="list-style-type: none"> Prompt conversion of assessment / diagnosis into care plans, with all people diagnosed and their carers given access to support that is personalised – including the offer of a dementia adviser 	SMBC, SWBCCG, GP's and Social Workers	Targets set by Mar 2020 and monitored quarterly
		<ul style="list-style-type: none"> All eligible patients and their carers are offered a direct payment, with options to apply for the use of wider personal (health) budgets, upon diagnosis/assessment where appropriate 	SMBC, Social Workers and GP's	Targets set by Mar 2020 and monitored quarterly
Promise 5: Living Well with Dementia in the Community	<i>All people living with dementia are encouraged to remain as independent for as long as possible</i>	<ul style="list-style-type: none"> 80% of all GP practices identified as 'Dementia Friendly' by end March 2020 	SWBCCG and GP's	Mar 2020
		<ul style="list-style-type: none"> All health and care services in Sandwell have shared aim of being Dementia Friendly by end March 2022 	SMBC, SWBCCG and Service Providers	Mar 2022
		<ul style="list-style-type: none"> Develop, publicise and implement a 'Dementia Friendly Community Plan' to incorporate a wide range of stakeholders (e.g. transport, housing, emergency services, libraries, etc. with particular emphasis on the day-to-day and emergency needs of carers such as DWP / benefits staff and NHS 999/111, understanding better that people with dementia cannot represent themselves). 	Sandwell Dementia Action Alliance	Mar 2020
		<ul style="list-style-type: none"> Promote relevant available community development funding and support opportunities to help progress dementia-friendly communities 	SMBC and SWBCCG	Mar 2020 and every 2 years
		<ul style="list-style-type: none"> Involve people with dementia and their families/carers in commissioning decisions and ongoing review of clinical and community support pathways (services need to cater for a wide range of options, cultures and beliefs) 	SMBC, SWBCCG and Sandwell Dementia Strategy Monitoring Group	Ongoing

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Promise 5: Living Well with Dementia in the Community	<i>All people living with dementia are encouraged to remain as independent for as long as possible</i>	<ul style="list-style-type: none"> Ensure effective access for people with dementia to continuing healthcare 	SWBCCG	Ongoing
		<ul style="list-style-type: none"> Subject to assessment, people with dementia and their carers have direct access to Disabled Facilities Grant payments to help adapt their homes to more “dementia-friendly” 	Better Care Fund Team	Payments scheme up and running March 2020
		<ul style="list-style-type: none"> People with dementia have clear access to intermediate care, reablement and telecare services / the very latest technology, and extra care housing 	SMBC and SWBCCG	Ongoing
		<ul style="list-style-type: none"> Make full use of any relevant user-led academic research to inform the development of services and support (linked to the Dementia Road-Map) 	Sandwell Dementia Strategy Monitoring Group	Ongoing
Promise 6: Living Well in Long Term Care	<i>All local people with dementia live well when in long term care</i>	<ul style="list-style-type: none"> All care homes in Sandwell committed to being dementia friendly by end March 2022 	Sandwell Care and Nursing Homes	March 2022
		<ul style="list-style-type: none"> All people living with dementia, their families and carers are made aware of what high quality care looks like, including care homes having a range of social and therapeutic activities, and where to find it 	SMBC and SWBCCG	Ongoing
		<ul style="list-style-type: none"> Each care home has a dementia champion 	Sandwell Care and Nursing Homes	March 2021
		<ul style="list-style-type: none"> People with learning disabilities who have, or are at risk of developing, dementia are fully supported in long term care settings through linking dementia in to LD health checks 	SWBCCG and GP's	Ongoing
		<ul style="list-style-type: none"> People who are assessed as lacking capacity with no family or friends are referred to an Independent Mental Capacity Advocate where appropriate 	Social Workers	Ongoing

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Promise 7: Reducing the Risk of Crisis	<i>All local people with dementia receive support to reduce the risk and manage crisis</i>	<ul style="list-style-type: none"> Scope the opportunity for a triage / risk assessment 24/7 help-line 	SMBC and SWBCCG	Mar 2020
		<ul style="list-style-type: none"> All people living with dementia, with complex morbidities, offered specialist information and support 	GP's and Service Providers	Ongoing
		<ul style="list-style-type: none"> Specialist mental health inpatient beds for people with dementia are available for urgent assessment and treatment 	SWBCCG and NHS Providers	Mar 2020 and Ongoing
		<ul style="list-style-type: none"> Specialist mental health / dementia advice is available to GPs 	SWBCCG and NHS Providers	Mar 2020 and Ongoing
		<ul style="list-style-type: none"> GPs and other practitioners are supported to follow the latest guidance on anti-psychotic medication and managing pain relief for people with dementia 	SWBCCG	Ongoing
		<ul style="list-style-type: none"> Emergency planning including clinical emergency care planning is addressed as part of carers' assessments 	Social Workers	Mar 2020
		<ul style="list-style-type: none"> Community and primary care able to respond to episodes of crisis in care homes appropriately 	SWBCCG and GP's	Mar 2021
		<ul style="list-style-type: none"> The specific needs of people with dementia and their carers are provided for in the Sandwell safeguarding Strategy and system 	Sandwell Safeguarding Adults Board	Mar 2020
Promise 8: Supporting Families and Carers	<i>Carers are supported to enable people with dementia to remain as independent as possible</i>	<ul style="list-style-type: none"> Carers of local people living with dementia are offered information, advice, training (eg in infection control, falls prevention) and support relevant to their needs and entitlements via new Sandwell Dementia Road-Map. Carers are given help to access this where they do not access the internet. 	SMBC and SWBCCG	Mar 2020

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Promise 8: Supporting Families and Carers	<i>Carers are supported to enable people with dementia to remain as independent as possible</i>	<ul style="list-style-type: none"> A 24/7 carers' help-line is provided 	SMBC and SWBCCG	Mar 2021
		<ul style="list-style-type: none"> Ex-carers are assisted are supported when that caring role ends and, where they wish, are trained to become mentors for others 	SMBC and SWBCCG	Ongoing
		<ul style="list-style-type: none"> Carers are offered assessments in their own right, and the process is clear and straightforward, recognising the different needs and pressures facing spouse carers, working carers, and those still in the education system 	SMBC	Ongoing
		<ul style="list-style-type: none"> Carers are able, via Direct Payments, to access a range of opportunities to take a break from their role as a carer 	SMBC/Social Workers	Dec 2019
		<ul style="list-style-type: none"> Carers are also able to access respite out-of-hours/in an emergency 	SMBC and SWBCCG	Mar 2020
		<ul style="list-style-type: none"> Carers and families have access to specialist mental health care advice on managing behavioural and psychological symptoms 	SWBCCG	Ongoing
Promise 9: End of Life	<i>All local people with dementia and their families are able to plan ahead, receive good end of life care and are able to die in accordance with their wishes</i>	<ul style="list-style-type: none"> People living with dementia, their families, carers are able to complete Advanced Care Plans that are recorded and kept by their GP 	SWBCCG, SMBC and GP's	Mar 2020
		<ul style="list-style-type: none"> People are informed of options about end of life and are given the appropriate support, respect and dignity to die in the place of their choosing 	Service Providers, GP's and Social Workers	Ongoing
		<ul style="list-style-type: none"> All carers and families are able to receive bereavement support at a time that is right for the individual or family 	GPs and Connected Palliative Care Service	Ongoing
		<ul style="list-style-type: none"> People are referred or signposted to the Connected Palliative Care Service for supportive end of life care 	GP's and Social Workers	Ongoing