

Isle of Wight

Dementia Strategy

2022 to 2025



Year 1

Progress update

Isle of Wight Challenges

Dementia is fast becoming the UK's largest health and social care challenge. The Isle of Wight has a number of challenges, some of which are similar to other areas and some which are unique to the Island. These challenges include:

- **An ageing population** – 29.3% of the IW population is over 65 compared to a national average of 18.6%. This is higher than other areas in the ICB (Portsmouth 14.9%, Southampton 13.9%, and Hampshire 21.8%) *ONS population data 2021*
- **Dementia prevalence** - The Isle of Wight has a high prevalence and this is expected to increase with a predicted increase of 24% in the population of over 85 year olds in the next 10 years. This increase will have a significant impact health, social care and voluntary services
- **Geographical boundaries** – There is no fixed link to the mainland impacting significantly on patients and carers when services are provided off island. This is particularly difficult for this cohort due to age and frailty
- **Workforce** – As with other areas in the country the Isle of Wight finds it difficult to recruit to senior clinical roles for Older Peoples Mental Health services. Care providers are also struggling to recruit and are limited by our Island location.
- **High demand for memory assessments** – currently the demand for assessments from the Memory Service exceeds capacity within the service
- **Local provider market** – There is a limited care home provider market, with not enough care homes being able to meet the needs of people with complex dementia needs
- **Limited inpatient provision** – There is limited dementia inpatient provision – although currently provision on island is being piloted
- **Impact on other services** – A review of patients in the hospital showed a high prevalence of patients with dementia needs in physical health acute settings

Dementia Strategy Work

In 2019 it was agreed that a system wide approach was needed and partners from the IWC, IW NHS Trust and IW CCG agreed to develop a system wide Dementia Strategy.

It was agreed that a partnership approach was needed to tackle this challenge and local voluntary sector partners were asked to lead the development of a Dementia Strategy that all partners could sign up to. This decision recognised that our local voluntary sector organisations work closely with people with dementia and their families on a day to day basis and are therefore best placed to lead on meaningful public engagement to truly understand local needs.

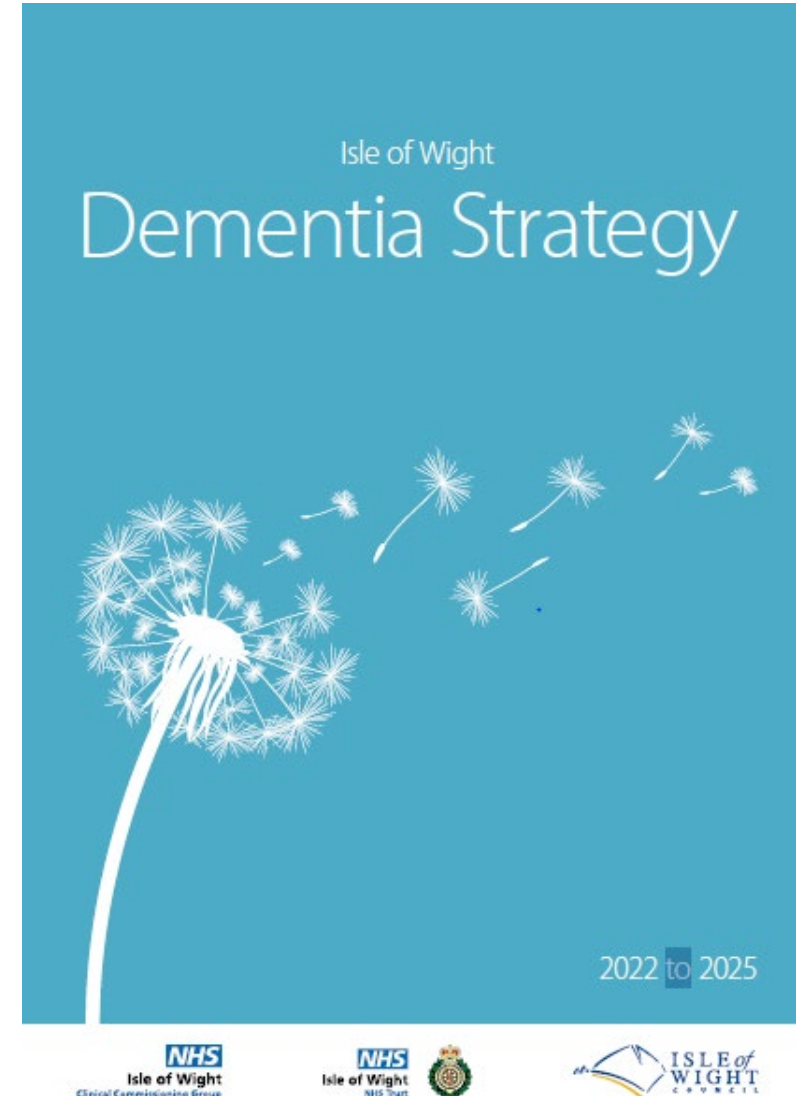
A three stage approach was used to develop the strategy which included:

- 1) Detailed stocktake of current provision on the Isle of Wight looking at data from health, social care, voluntary sector as well as prevalence data
- 2) Extensive programme of public consultation led by voluntary sector partners to find out local opinions and lived experiences of having dementia on the Isle of Wight
- 3) Development of the strategy taking into consideration findings from the stocktake and consultation with input from relevant professionals to create achievable commitments to meet local needs

The Isle of Wight Dementia Strategy was launched in May 2022 and the implementation and progress is being monitored by the Dementia Strategy Board chaired by the Director of Adult Social Care. Membership of the board includes partners from health, social care, voluntary sector and people with lived experience.

Progress during Year One

Significant improvement and progress has been made during the first year of the strategy, linked to a number of the key commitments. The following slides provide an overview of some of these achievements.



Getting Information and advice



Improved information pack being developed to be given to people and their families.

It was very clear when speaking to Island residents during our strategy development that people are struggling to find the information that they need and to find out about local organisations who can provide emotional and practical support. People told us that they often felt abandoned and terrified following a dementia diagnosis and did not know where to turn for help. Therefore, one of the identified priorities has been for the hospital Memory Service and partners from the voluntary sector to work together to develop an information pack containing consistent and comprehensive information about the dementia condition and local sources of support.

4 new Dementia Navigators have supported...
770 ...people in the community.

Four new Dementia Navigator roles have been funded through the voluntary sector, with one based in the hospital Memory Service and the other three based in each of the locality social work teams. Navigators support individuals and their families in the community, providing information, advice, guidance and signposting to people with or without a diagnosis



A site for an IW Dementia Help Hub has been identified.

A common theme in the feedback from Island residents during the development of the Dementia Strategy was the difficulty in finding the help they need following a dementia diagnosis. People asked for a central dementia hub providing trusted advice and support, as well as opportunities for respite day services and a safe space for people to meet and socialise. The Alzheimer Café IW have agreed to take on the challenge of delivering this exciting community resource and the IW Council have granted them a 25 year lease on the Parklands building in Cowes. A programme of fundraising is needed to undertake essential building works, but it is hoped that stage one of the project will be delivered by the end of 2023.

Dementia Navigator Case Study

Mrs D G was referred to the service by Adult Social Care. A joint visit was arranged, as Mrs D G was in a safe house, due to concerns for her safety from Police, and her husband.

The Dementia Navigator built up a relationship with Mrs D G to understand her needs and what she enjoyed doing. After several months Mrs D G returned home, and has continued to live happily with one of her sons and her two dogs.

The Dementia Navigator completed an Attendance Allowance for Mrs D G and provided her son with support and information, as well as a referral to Carers IW for her son.

The Dementia Navigator continues to provide information on local groups for Mrs D G to attend, including Alzheimer's Café, and Musical Tea Afternoon at Ryde Library which she attends.

Mrs D G appears happier than when the service first met her and although living with dementia she is thriving and enjoying her independence.

The service is in contact with Mrs D G and her son and have continued to support and drop information off to their home address to notify them of an event or activity that could benefit them both.

Getting a diagnosis



IW NHS Trust Memory Service reviewed to increase the number of assessments completed.



Post diagnostic support increased to include physical health checks and cognitive stimulation therapy.

People told us that they had to wait a long time to receive a diagnosis. The IW NHS Trust has had significant delays in providing assessment appointments for patients referred to the Memory Service. A large waiting list has built up as all clinicians who were able to complete assessments have left the service. Due to this, work has taken place to review how the service is delivered. Previously only consultant psychiatrists were able to complete assessments and give a diagnosis. This was an outdated service delivery model that restricted capacity. A review of the service by the Isle of Wight Trust and commissioners has agreed that the service should move to a multi-disciplinary team approach to diagnosis, where additional clinicians are able to provide this service. In preparation for moving to this approach the following has been completed:

- A new service model created and agreed with consultant supervision and a mixed approach to assessments dependent on the complexity of each patient
- Trainee Nurse Consultant recruited
- Trainee Advanced Care Practitioner recruited
- University and inhouse training identified and developed to support nurses to deliver assessments

Although we have not seen the improvement we would like to see so far in reducing the waiting list we feel confident that this approach will start to see a reduction in waiting times for patients.

People told us that when they received a diagnosis they often felt like they didn't receive any follow on support from the Memory Service. In addition to reviewing the assessment service, the Memory Service has also reviewed the Post Diagnostic Support that it provides. Following a diagnosis patients now receive access to Cognitive Stimulation Therapy (CST) with increased capacity provided, and the service also now provides Physical Health Checks.

Physical Health Check Service Feedback

"PH offers a fantastic service and very efficient." (patient feedback)

"PHC service is very much needed and a fantastic service offered." (care home feedback)

Cognitive Stimulation Therapy Feedback

"The staff running the CST are amazing and so supportive. I was amazed at how quickly my husband settled in and was happy to attend each week" (Carer feedback)

"My wife enjoyed every moment of the meeting and they encouraged her to get out and meet people again" (Carer feedback)

Support in a crisis

4 dementia assessment beds have been introduced at St Mary's Hospital to reduce the need for mainland placements.



Dementia Outreach Team created to support people in crisis, leading to a reduced average length of stay for people detained under the Mental Health Act from 313 days in 2021 to

62

days in 2023.

20 care homes have worked with the dementia team to keep their residents safe.

The dementia ward Shackleton was closed in 2019 due to safety concerns linked to staffing this has resulted in patients who are detained under the Mental Health Act (MHA) with dementia being sent off island. As part of the Dementia Strategy it was agreed that mental health inpatient beds and the crisis pathways for patients with dementia should be reviewed. A full bed review was completed to understand how many beds were required for people who needed to be assessed under the MHA (section 2) or assessed and treated under the MHA (section 3).

Following on from this detailed bed review the IW Trust commenced a pilot to provide beds on island in April 2023. Currently Afton ward has been altered to enable it to support people with dementia and older people with mental health conditions who are detained under the MHA. The pilot is due to complete in October 2023 and a full review is currently being undertaken to understand the quality and impact of this pilot.

When Shackleton was closed in 2019 a specific dementia crisis team called the Dementia Outreach Team (DOT) was developed to support people with dementia in the community at risk of being detained under the Mental Health Act. This team of Mental Health Nurses (with access to consultants) offers three functions:

- 1) To support people in the community providing clinical support to prevent an admission. This could include advice, information, training and medication. The team work with people who live in their own homes as well as residential and nursing homes.
- 2) To act as gatekeepers to inpatient provision and provide and arrange mechanisms for detainment and support finding an appropriate bed for the patient be that on or off island
- 3) To work alongside the inpatient ward staff and with the patient to help facilitate a timely discharge from a hospital bed and support transition back to the community

The impact of DOT has supported the reduction in length of stay for people admitted under the MHA with dementia from an average of 313 days to 62 days.

The Dementia Outreach Team have proactively worked with 20 care homes across the island supporting the staff when they are experiencing difficulty in supporting residents, and we have received positive feedback from care homes who feel they have better support in a crisis.

Support in the hospital



2 Dementia Associate roles created in the hospital to offer day to day support for people with dementia and their families.



350
hospital staff completed the new programme of dementia training.

People told us that they felt that the acute hospital at St Mary's did not recognise the needs of patients with dementia or provide the additional support that they need. In addition to this when we reviewed all acute hospital wards, all wards had patients with dementia and overall there was a high proportion of patients with physical illness who had dementia at St Mary's hospital in acute beds. We also know that many of these patients had a longer length of stay in hospital due to challenge of finding suitable care placements.

In response to this an extensive training programme over and above the NHS dementia tier 1 training has been implemented by the Head of Nursing & Patient Safety across the trust. This training adapted the recognised Dr Gemma Jones Alzheimer's Training to meet the needs of staff and patients within a hospital setting, including specific training videos and bite sized training that could be delivered to staff via ward team meetings. The training process was developed as a train the trainer model to ensure it is sustainable for the Trust to deliver this in the long term.

To support this training package the IW Trust have also created two new Dementia Associate roles within the hospital. These are staff who can attend wards to provide non-clinical support for patients with dementia and their families. They will also provide advice and training for ward staff to help them to deliver the best care for dementia patients.

As a result of introducing these additional resources to support people with dementia and upskill hospital staff to better understand the needs of the patients that they are working, the IW Trust have already seen a reduction in the amount of pharmacological restraint that is required.

Support in the community



Review of respite provision completed, speaking directly to carers to understand what is needed.

Adult social care overdue reviews reduced by...

75%

A dementia training programme offered to all

106

Island care providers, currently being delivered for staff in

10

organisations.

Family and other unpaid carers told us how difficult it is to find suitable and flexible respite provision to give them the break that they need from their caring role. Commissioners have spoken to carer's groups to understand what is needed and will be completing a procurement exercise later this year to support the redesign of respite provision. This will include procurement of block booked beds in a variety of settings including dementia specific provision, but will also provide the option of live-in respite care at home. A Respite Co-Ordinator role is being created to support social workers and families to find the respite care that they need.

Significant improvement has been made in the timely delivery of social care reviews for people living with dementia. In June 2022 there were 105 overdue reviews, 10 of which were overdue by more than year. In June 2023 this has been reduced to just 20 outstanding reviews.

The Dementia Awareness Partnership are delivering a programme of dementia training for staff cross all Island care providers and social care teams. This training aims to improve the quality of care provision on the Island by giving staff a better understanding of the dementia condition and the skills and strategies to provide the best support for people. The training is being provided through grant funding for a one year period and is available free of charge for all care staff.

Since April 2023 20 local care organisations have signed up to receive training and the feedback from staff attending clearly evidences the impact the training is having:

"I feel I've learnt incredible amounts and taken so much away with me. I would highly recommend to everyone"

"I now understand the stages of dementia. I think this training should be mandatory for all staff working in a care home"

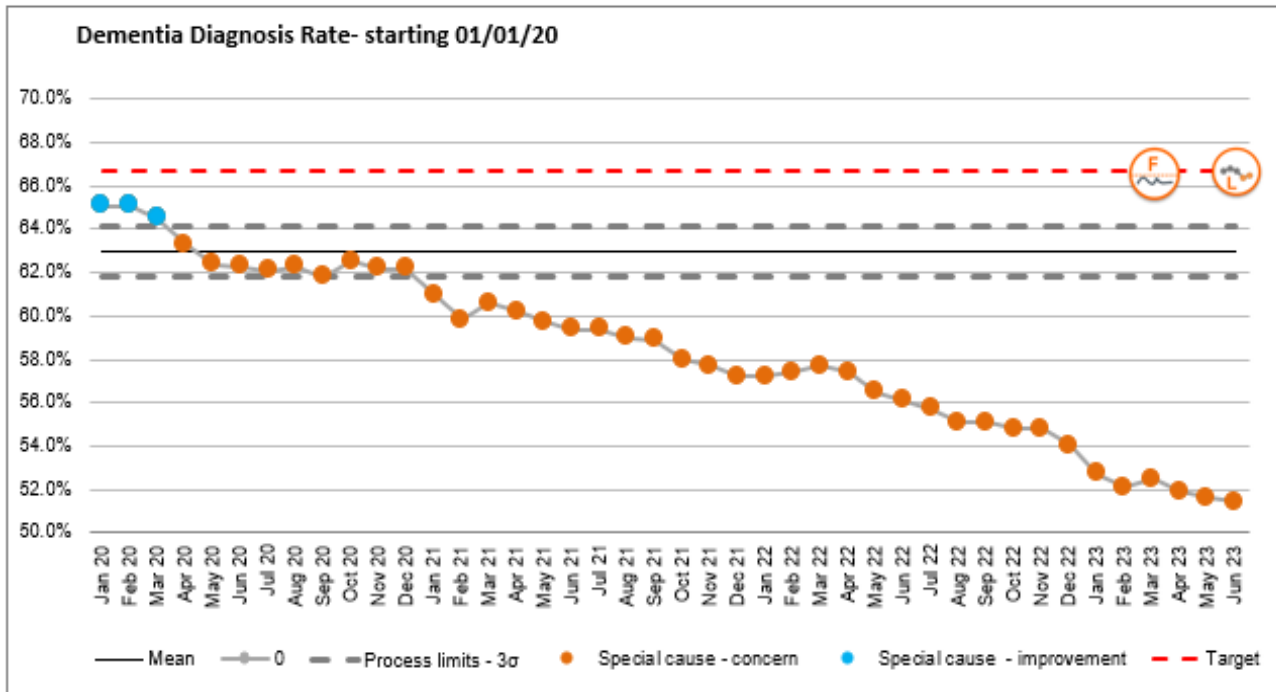
"Very informative, I thought I was up on knowledge about dementia but I learnt so much more and feel more confident"

"The Bookcase Model and Staging of Dementia were real stand out training points for me and I can see myself relating back to these on a daily basis"

DEEP DIVE Memory Service – Dementia Assessment (1/2)

The Dementia Diagnosis Rate for the Isle of Wight has seen a continual decline since February 2020, as seen in the chart below. The Memory Service waiting list has been analysed against GP practice data and shows that GP's continue to refer appropriately but the Memory Service is not meeting the demand.

Fig 1: Isle of Wight Dementia Diagnosis Rate



There are a number of reasons why the Memory Service hasn't been able to keep up with demand which include:

- Historically the service has worked in a medical model with assessments only carried out by Consultants.
- Nursing staff carried out post diagnostic support following diagnosis on the direction of the Consultants.
- The service has been working on reduced Consultant capacity for a number of years.
- Both Consultant Psychiatrists left the service in 2022, which resulted in interim locums being arranged however these posts were not filled consistently
- Recently there has been an increase in the number of referrals for assessments received by the Memory Service

Due to these issues the service has built up a significant caseload with limited capacity to deliver the assessments to clear the waiting list.

DEEP DIVE Memory Service – Dementia Assessment (2/2)

Due to issues in staffing and a significant waiting list, an improvement project has been started to look at increasing assessment capacity. This project has been implemented over the last year since the Dementia Strategy has been launched. This work is based around the agreed and signed off new service model for the Memory Service, moving away from a Consultant led and delivered service to Consultant led but Nurse delivered service. This new service model will increase the amount of assessment capacity. To date the key actions that have been implemented as part of the improvement plan include:

- Recruitment to a Trainee Nurse Consultant and Trainee Advanced Care Practitioner (ACP)
- A Middle grade Doctor allocated to Older Peoples Mental Health Services
- Temporary appointment of an agency Nurse Assessor to support with assessment capacity in the service while the new model is implemented
- Appointment of a substantive Older People's Mental Health Consultant Psychiatrist to oversee the service, and commitment to identify a further Consultant for the service
- Delivery of Nurse Assessor training via an in house training course developed and delivered by the Trainee Nurse Consultant and Consultant Psychiatrist, and access to academic course for those who would like to attend further training
- Implementation of a waiting list initiative with a private provider to support the IW Trust service with delivering more memory assessments to support reducing the waiting list
- Dementia Navigators have been implemented to provide support to those on the waiting list with access to emotional support, voluntary and community sector support, and other relevant statutory services
- A process has been set up to clinically manage the waiting list and ensure that those on the waiting list are reviewed regularly and escalated when needed

There is no waiting list in any other part of the Memory Service (Cognitive Stimulation Therapy, Medication Reviews and Physical Health Checks). Although we have not seen a reduction in the waiting list for memory assessments yet, we have seen the waiting list stabilised and seen a reduction in the over 12 month waits, as this improvement plan is only part way implemented we are expecting to see continued improved results over the next year.

DEEP DIVE Dementia Mental Health Inpatient Services (1/2)

BACKGROUND

In 2019 the Isle of Wight NHS Trust made the decision to temporarily shut the inpatient ward for dementia 'Shackleton'. This was due to ongoing concerns around safety due to staffing. Following this patients that needed to be admitted under the Mental Health Act due to their dementia were either admitted to a mainland provider (usually a private provider), or to the Older People's Mental Health ward Afton as a temporary admission, however this was only while arrangements were made for an off island dementia bed.

INITIAL STEPS

Following the temporary closure, initial steps were taken to support people with dementia going into a mental health crisis by developing the Dementia Outreach Team who have the following functions

- To support people at risk of a hospital admission in the community with clinical support to prevent admission
- To monitor people who are admitted and liaise with the inpatient ward to support people to be discharged and come back to the Isle of Wight as quickly possible

CURRENT STATUS

In late 2022 it was agreed that the trust would pilot bringing back dementia inpatient beds on the Isle of Wight, by formally turning Afton ward at Sevenacres (the current Older People's Mental Health ward) into a mixed ward that would accept older people with dementia as well as other mental health conditions. A project was agreed and set up to trial this way of working and implement this pilot.

DEEP DIVE Dementia Mental Health Inpatient Services (2/2)

DETAILS OF DEMENTIA INPATIENT PILOT

It was agreed that the 10 bedded Older Peoples Mental Health ward (Afton ward) would reduce capacity and become an 8 bedded ward with 2 beds for people detained under the Mental Health Act for dementia and 4 for older persons mental health. The other 2 beds would be flexible and could be used for either cohort depending on what was needed by the ward . To support this pilot the following has been arranged:

- Additional de-escalation space set up with the space made available by reducing the number of beds on the ward
- Additional staff training set up to support staff with the skills needed to support the mixed cohort
- Updated Standard Operating Procedure to include details of the pilot ward including criteria for admission
- Additional staffing support from Dementia Outreach Team to support ward staff though out the pilot
- Updates to the existing Mental Health delayed transfer of care (DTC) meeting to include planning for IW dementia patients currently admitted

NEXT STEPS

This pilot is due to be completed in October, a detailed review of impact to date is currently being completed that will look at demand, capacity, quality and finances for the pilot including the impact it might have had on working age mental health services. Following the pilot a final report with recommendations will be completed and appropriate substantive changes made to deliver the service.

What next?

- Monitor and support the progress with development of the Dementia Hub in Cowes.
- Work with Island Care Providers to encourage as many as possible to take up the free dementia training opportunity.
- Undertake a review of Adult Social Care processes to improve the experience of people with dementia and their families contacting us for support or advice.
- Undertake a review of the Disabled Facility Grant (DFG) process to ensure that it is fair and equitable for people living with dementia.
- Continue to explore options for extra care housing which is designed to meet the needs of people living with dementia.
- Monitor the progress of embedding and delivering the multi-disciplinary approach to dementia diagnosis, ensuring that staff are recruited and trained to deliver this service.
- Review the findings of the appraisal of the dementia in-patient bed pilot, seeking to ensure that adequate on-island provision is provided long-term.
- Complete the procurement exercise to commission a suite of respite options that meet the needs of unpaid carer's and people living with dementia.
- Healthwatch to complete a consultation in the autumn to speak to people about the impact of the dementia strategy in the first year