

the Mental Health Services for Older People Service and Northumberland, Tyne & Wear NHS Foundation Trust (NTW). NHCT provides services to most of the borough except for the North West area which, instead, is covered by NTW Trust.

3. Background to the study

- 3.1 At its meeting on the 2 June 2016, the Adult Social Care, Health and Wellbeing Sub-committee considered topics for in-depth study and agreed to establish a sub-group to carry out a study into older person's mental health.
- 3.2 Realising the importance of ensuring that people with dementia, their families and carers receive the appropriate services and level of support to enable them to have a good quality of life and to live at home, the main aim of the study was to review services and support available in North Tyneside to ascertain what works well, where there were any gaps and where improvements could be made.
- 3.3 The Members of the sub-group included:
- Councillor Pamela Brooks (Chair)
 - Councillor Joanne Cassidy
 - Councillor Marian Huscroft
 - Councillor Alan Percy
 - Councillor Lesley Spillard
- 3.4 The sub-group was supported by:
- Susan Meins, Commissioning Manager, People Based Commissioning - Whole Life Disability, North Tyneside Council
 - Sheila Watson, Strategic Commissioning Manager, North Tyneside Council
 - Anya Paradis, Commissioning Manager, North Tyneside Clinical Commissioning Group
 - Sharon Ranadé, Democratic Services

4. Scope of the study and subsequent issues

- 4.1 The sub-group initially met with the Council's Strategic Commissioning Manager and Commissioning Manager - People Based Commissioning as well as the Commissioning Manager from North Tyneside Clinical Commissioning Group (NTCCG), who assisted with the scoping of the review.
- 4.2 The sub-group were informed that the Memory Support Service (MSS), provided by Northumberland, Tyne and Wear Trust (NTW), was based in Wallsend and available to any North Tyneside resident who has a diagnosis of dementia or has a memory problem. MSS also provided support to family members and carers looking after a person with dementia. The MSS contract was due to expire on 31 March 2017 and due to be re-commissioned, in light of this a new service specification was being prepared. Taking this into account it was agreed that the main objective of the study would be to add value to the work which was taking place in relation to the review of the MSS and the new service specification which was being developed.
- 4.3 Another main objective of the review was to add value and contribute towards the development of an Older Person's Mental Health Strategy for North Tyneside. Specifically the sub-group would provide feedback in relation to the action plans linked to the strategy.

5. Work carried out by the sub-group and findings

5.1 Following the initial scoping meeting the sub-group held a series of evidence gathering meetings with expert witnesses, people with dementia and their carers.

Consultation sessions with people with dementia and their carers

5.2 During August 2016 sub-group Members attended a number of consultation sessions with established groups and heard first hand the views and experiences of people with dementia and their carers in relation to the MSS and other services and support that was available in North Tyneside.

5.3 The consultation sessions took place at various locations across the Borough including Age UK in North Shields, the Carers Centre Group at the White Swan Centre, Killingworth, Alzheimer's Society – Singing for the Brain Group in North Shields and the MSS Dementia Cafe in the Comrades Club in Whitley Bay. There was a wide range of consultees including people with dementia or memory problems, their families and carers; as well as health and social care professionals.

5.4 Feedback from the user consultation was circulated to Members. Across the Borough there was a range of experiences, some of the key findings/issues are listed below:

- There is a gap in relation to services and support for younger people with dementia, who have different needs to older people with dementia.
- Activities on offer are more in the form of day services to cater for a wider group rather than individualised.
- Although there is a lot of services and support available, often service users didn't know about them or how to access them.
- There is some duplication of services or the same activity is described in a number of different ways e.g. Peer Support Groups/Dementia Cafes/ Dementia Drop Ins which all do the same or similar things.
- Consultation with all the existing dementia groups proved the value of a range of support. Depending on the group visited, the positive feedback on the service was greater e.g. Age UK groups have natural brand loyalty to Age UK; Carers' Centre groups couldn't do without the Carers Centre etc.
- The Council's Gateway service needs to be promoted more.
- In the North West area, feedback was less positive in relation to health and social care services.
- Singing for the Brain sessions stood out as being an excellent and well attended service. Currently there are two of these groups in the Borough run by the Alzheimer's Society.
- Future support needs to include a range of memory problems, not solely dementia.

Changes to the scope due to issues arising

5.5 At the beginning of September 2016 the sub-group were informed that NTCCG were not able to fund the provision of a MSS in North Tyneside after 31 March 2017 due to considerable financial challenges they were facing. Although NTCCG had withdrawn funding of £70,000, Members were informed that there was still approximately £46,000 available via the Adult Social Care budget for dementia services and support. The sub-group agreed to re-focus and revised the scope of the review to consider how best to provide services and support to people with dementia and their carers with the reduced amount of funding.

- 5.6 Although the information gathered at the consultation sessions, mentioned above, was originally going to be used to develop the new MSS in North Tyneside, the sub-group believed that the information would still be useful in the planning of any future provision of services and support for people with dementia and their carers.

Meeting with the Memory Support Service – Northumberland, Tyne and Wear Foundation Trust

- 5.7 On the 20 September 2016 the sub-group met with representatives of MSS. Although the sub-group acknowledged that it was unlikely that MSS would continue in its current form after 31 March 2017, they were keen to speak to MSS to tap into their experience and to ascertain their views about how services could be delivered in future.

- 5.8 The sub-group learned that the MSS covered three key areas:

- Information/advice/support
- Facilitation of peer support networks
- Emotional support for people with memory problems and their carers

- 5.9 Members of the sub-group were impressed with MSS and the support that they offered to people with dementia and their carers. Below is a summary of the key services and support they offered:

- MSS take self-referrals as well as receiving referrals from care professionals. They support and provide advice to people who are worried about their memory as well as people who have had a diagnosis of dementia.
- The service employs 3 qualified psychiatric nurses (2 FTE), this makes them unique as no other service currently employs psychiatric nurses. Psychiatric nurses can offer clinical advice as well as identify the signs of stress and anxiety, which means they can ensure that people with dementia and their carers are signposted to the most appropriate service.
- MSS remain neutral as they are not linked to a specific organisation. As a result they have a wealth of knowledge about the services in North Tyneside and Newcastle and ensure that service users are signposted to the service most appropriate to meet their needs.
- They support the development of short-term peer support groups and invite speakers to discuss various topics such as mindfulness, stress management etc. They run a carers support group – once a month.
- They provide a flexible service. The length of time people with dementia and their carers stay with MSS will vary; as does the reason for using the service, for example some just want practical advice, whereas others need more in-depth and on-going support. The aim of the service is to help people with memory problems move on, however because they are not formally discharged they always have the opportunity to dip in and out of the service as they feel necessary.
- They provide tailor made information packs for service users, so as not to overload users with too much information. They also raise awareness in relation to financial and legal advice and signpost people to the right services to get this specialist advice.
- Case finding work, for example visiting sheltered housing to identify people with memory problem issues and to provide the right advice and support.
- Offer personal support to people with memory problems who don't have any family, for example by accompanying to hospital appointments etc.

- 5.10 Members heard that people with dementia and their carers are often referred to a number of different organisations which causes confusion. MSS believe that there is a need for an effective single entry access point to ensure that people with dementia and their carers get the right service at the right time and also to avoid duplication and confusion.
- 5.11 MSS opening hours were Monday-Friday 9.00am–5.00pm. The sub-group thought that it would be beneficial to have an extended out of hour crisis service but acknowledged that this would be difficult in light of the reduced resources available. The sub-group suggested that providing this service through the third sector could be explored but understood that this option would still have a cost implication.

Meeting with the Memory Clinic - Northumbria Healthcare Foundation Trust

- 5.12 On the 30 September 2016, Members of the sub-group met with Dr Grieg Ramsey, Head of Mental Health Services for Older People, Northumbria Healthcare Foundation Trust (NHCFT).
- 5.13 Dr Ramsey informed the sub-group that the Memory Clinic is managed by NHCFT and based in the Priory Day Hospital, Hawkeys Lane, North Shields. This Memory Clinic serves most of North Tyneside apart from the North West of the Borough which is served by a Memory Clinic managed by Northumberland, Tyne and Wear Foundation Trust. The meeting with Dr Ramsey was in relation to the Memory Clinic based in North Shields.
- 5.14 Usually people were referred to the Memory Clinic via a GP; although referrals could come from elsewhere or through self-referrals. GP involvement is always needed for the medical records and patient history. Current waiting times is two weeks to see a nurse to have initial medical tests and memory test, and it usually takes 6-8 weeks after this to get the results of the tests, diagnosis and treatment plan. There are two community teams, one covering Whitley Bay and Tynemouth and the other Wallsend and North Shields, these teams visit people with dementia, in their homes. Post diagnosis sessions are provided to signpost people with dementia to the right organisations and services for support. Sessions are also provided for carers of people with dementia.
- 5.15 One of the main issues discussed with Dr Ramsey, is that the majority of resources are used in relation to diagnosis and ensuring that people are discharged with the right treatment/medication. At present the Memory Clinic doesn't have the resources to monitor patients once they are discharged, and as this is a progressive illness, patients often deteriorate quickly. This causes stress for the patient and their carer and often for the need to be re-referred to the service. Dr Ramsey feels it would be better not to discharge patients but to employ trained healthcare staff to provide monitoring and ongoing assessment of patients, to check their wellbeing. This would have a positive knock on affect, as it would alleviate pressure on other health care services, GPs and reduce admissions to residential care homes.

The Self Care and Prevention Board and recommendations made by the Sub-group

- 5.16 At the end of October 2016 the sub-group were informed that the Self Care and Prevention Board was going to look at the future of support for people with dementia and their carers and consider how the remaining budget of approximately £46,000 could be used effectively. It was explained that the Board is a multi-agency board comprising of representatives of Public Health, the Community Voluntary Sector, North Tyneside Clinical Commissioning Group, the Fire Service, Council officers etc., and reports to the Health and Wellbeing Board.

- 5.17 The first meeting of the Self Care and Prevention Board was scheduled for the beginning of December 2016. Due to the tight timescale the sub-group met with the Council's Commissioning Manager to discuss the findings of the review so far and request that the sub-group's recommendations were fed back to the Board for them to consider when reviewing future services for people with dementia and their carers. The Chair of Overview, Scrutiny and Policy Development Committee was informed and agreed to this approach.
- 5.18 The sub-group stressed the need to have good and accessible services and support for people with dementia and memory problems and their carers, to ensure that the right care at the right time was available and to alleviate pressure from other health professionals and services.
- 5.19 The recommendations fed back to the Self Care and Prevention Board is listed below:
- To keep specialist provision for people with dementia of all age groups (including younger people with dementia), which is not just referral based but offers walk-in access; and ensures that the specialist services currently provided by the Memory Support Service is carried on in some form.
 - To provide some sort of 24 hour crisis service for carers of people with dementia.
 - To ensure that the right level of medical expertise was available (however this didn't necessarily mean having a high-banded nurse or psychiatric nurse).
 - Ensure a single entry access point to services is established to avoid duplication of services and make it easier for people with dementia and their carers access the right service at the right time.
 - To ensure that all types of specialist advice was available, including raising awareness of financial and legal advice and signposting people to the right services to get this specialist advice.
 - To include services for a wide range of memory problems and not solely for dementia.

The future for services for people with dementia and their carers

- 5.20 On the 21 March 2017, the Council's Commissioning Manager met with the sub-group to update them on progress and inform them about what the new services for people with dementia and their carers may look like after 1 April 2017.
- 5.21 All of the recommendations put forward to the Self Care and Prevention Board except for the 24 hour crisis care were accepted and are being carried forward in some form, either to be delivered by the third sector or the Council. In relation to the 24 hours crisis care service, the sub-group understood that we can't afford this service at present but informed officers that they would like it kept on the table for future consideration.
- 5.22 It had also been agreed by the Self Care and Prevention Board to keep dementia services as a separate service from other preventative services. The likelihood was that any new services would be piloted for 12 months before formally commissioning a service.
- 5.23 The sub-group were informed that various options for delivering future services were being considered. However in the current economic climate and with the reduced funding available, officers believed that it would be more effective to strengthen relationships with the community and third sector as they already had established services and were in a good position to attract further charitable funding.

5.24 There are several organisations providing dementia services in North Tyneside including:

Age UKNT

5.25 Age UKNT will accept anyone with dementia (including younger people). Cases are triaged and then sent to the most appropriate part of the service, for example the Dementia Support Assistant or Admiral Nurse.

5.26 The main services/support provided includes:

- 3 Admiral Nurses (from 1 April 2017) - these are registered specialist dementia nurses who give expert practical, clinical and emotional support to families living with dementia to help them cope and stay in their home for longer. The band 7 nurse will also have a training and raising awareness role
- 2 Dementia Support Assistants – provide advice and information and one to one support where needed
- Memory Cafes - at various locations across the Borough
- Craft Clubs
- Peer Support Group
- Time Travellers – this is a partnership with Tyne and Wear Museum and a project for people with dementia to look back in time at local history.

Dementia Care

5.27 Also employ an Admiral Nurse, however they mainly work in the Newcastle area but will cover the North West of the Borough. They work with Age UKNT to co-ordinate referrals.

North Tyneside Carers' Centre

5.28 The NT Carers Centre provide a support group for carers at the White Swan Centre in Killingworth; and Caring with Confidence sessions which are specifically designed for carers of people with dementia. When funding is available they will offer other time limited sessions, for example mindfulness sessions.

Alzheimer's Society ® – Singing for the Brain

5.29 There are currently two Alzheimer's Society - Singing for the Brain groups in the Borough. During the consultation these sessions were greatly praised and were well attended. The Council is funding Alzheimer's Society up to August 2017 to continue to deliver Singing for the Brain sessions.

Community Navigator

5.30 Members were informed that it had been identified that what was missing was a specialist dementia navigator role – a key professional who could be sighted on the many support systems that are available in this area and who could support people to access these services where needed.

5.31 Therefore a Community Navigator (memory support) post has been developed using funding through Adult Social Care. The skills required for this role have been mapped against the Community Navigators who work as part of Care and Connect and there is significant overlap, however the person may require additional training regarding dementia.

- 5.32 The aim is for this person to develop expertise in this area; map out the current provision to ensure we have an accurate picture of what is available; and also to provide time limited support to people with dementia and their carers to access appropriate community services. It is hoped that this will strengthen the current offer for people with dementia and memory problems and their carers.
- 5.33 The sub-group welcomed the Community Navigator post and believed that this would provide the much needed single point of contact which had been identified by the sub-group, as an area which needed to be strengthened. They were also pleased to hear that it would cover all types of memory support and not just dementia. The sub-group stressed the importance of recording outcomes, numbers and data for people accessing this new post to provide evidence in future that the service is needed.

Future opportunities

- 5.34 There are also some additional initiatives that are being considered should funding become available in the future; a couple of examples are set out below:
- Groundworks – This project aims to deliver a programme of gardening and natural art craft activities for people with dementia or memory loss and their carers.
 - Virtual Dementia Tour Bus – This is a virtual reality experience and gives people an idea of what having dementia might be like. It is envisaged that this could be aimed to front line employees such as those working in libraries.

Developing the Preventative Offer

- 5.35 Adult Social Care is currently developing a new Customer Pathway and is re-designing the way the service is delivered. Alongside this, a pilot has been agreed to test out how we can work more closely in partnership with the Community and Voluntary Sector, to develop a new preventative 'offer' to residents in North Tyneside. The following organisations have agreed to participate in the Pilot:
- Age UKNT (Social Prescribing Service and Enabling and Befriending)
 - Tyneside and Northumberland MIND (Social Prescribing)
 - VODA (Good Neighbours Project)

The services will be open to all residents who may benefit, including those with memory problems, dementia and also their carers and will work closely with the newly appointed Community Navigator (memory support). The offer includes:

1. Support for residents by providing practical support to vulnerable people. Build community capacity by linking people together and identifying volunteers who can support them.
2. Befriending for people who are socially isolated (telephone and face to face)
3. Time limited 'enabling' to support people to access community services – this could be through a volunteer or a paid employee.
4. More intensive 1-1 and longer term support where needed by trained professionals (broadly time limited)
5. Building community capacity – opportunities to support the development of new groups where a need is identified.

6. Next Steps

- 6.1 The sub-group requested that the Adult Social Care, Health and Wellbeing Sub-committee as part of its work programme 2017/18, receive six-monthly updates on the re-configuration of services and support for people with dementia or memory problems and their carers, so that they can evaluate how successful the changes have been and if necessary make recommendations. In light of this Members stressed the importance of the Council and the third party organisations keeping a record of their outcomes and performance data for future evidence.
- 6.2 In relation to the Older Person's Mental Health Strategy which is currently being produced, the sub-group requested that when the action plans are being formed that they are presented to the Adult Social Care, Health and Wellbeing Sub-committee for their input/feedback.

7. Conclusion

- 7.1 The sub-group commended the third sector organisations who were delivering dementia services across the Borough; and understood that in the current economic climate that the third sector was a good way forward in delivering these much needed services and support for people with dementia and their carers; not only because of the vast experience they have in providing dementia services but also because they can access additional charitable funding independently for the development of dementia services where there has been a need identified. The sub-group did however express concern about totally relying on the third sector as there was no guarantee they would continue to get the same level of funding they currently get, and also that the Council would lose some level of control and accountability of these services.
- 7.2 Although the sub-group had to re-focus and revise the scope of the study due to the withdrawal of funding for the MSS by NTCCG, the detailed work carried out by the sub-group has still been beneficial and influential in shaping the development of dementia services in the future. The sub-groups views and comments have been considered in any decisions relating to dementia services that have been made by officers or the Self Care and Prevention Board; and they have strengthened the offer for people not only with dementia but also with memory problems and their carers in the Borough.

8. Acknowledgments

- 8.1 The sub-group would like to place on record their thanks to the following for the information, support and advice they have provided:

Sue Brotherton, Karen Sells, Karen Robson and Andrea Hart – Memory Support Service
Dr Grieg Ramsay – NHCFT Memory Clinic
Susan Meins – People Based Commissioning, North Tyneside Council
Sheila Watson - People Based Commissioning, North Tyneside Council
Anya Paradis - North Tyneside Clinical Commissioning Group
Sharon Ranadé - Democratic Services, North Tyneside Council