Wellness not illness

Speakers: Dr Mark Spencer, GP and Lead and Pauline Kennedy, resident, Healthier Fleetwood Primary Care Home and Jeremy Hughes, Chief Executive, Alzheimer’s Society
Healthier Fleetwood Primary Care Home
Dr Mark Spencer, GP and Lead and Pauline Kennedy, resident, Healthier Fleetwood Primary Care Home
Dementia patients: Better at home than in hospital

Jeremy Hughes CBE, Chief Executive, Alzheimer’s Society
The New Deal on Dementia

Alzheimer’s Society’s Strategy

2017-2022

We want people with dementia, their family, friends and carers, to know that they are not alone.

We want everyone affected by dementia to know that we are making change happen nationally and locally, galvanising all those who want to achieve change and joining them in the dementia movement.

We want everyone affected by dementia to know that our researchers are leading the way. They are finding answers that will make sure we better understand dementia, how to prevent it, improve care today and, ultimately, find a cure.
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Our ambition, by 2022, is to reach out to everyone from the time of diagnosis to offer help, and deliver a universally accessible support and advice service.
Primary care support for people with dementia – making the case

- Primary care/the GP practice acts as the gatekeeper to care and support
- People are forced to navigate a complex system between health and care that is not integrated
- More than 50,000 avoidable emergency admissions for people with dementia in 2016/17 (Alzheimer’s Society, 2018)
- An increase of 70% over five years
- Underlines the false economy to the state of limiting access to social care and lack of provision of specific dementia care and support in primary care

Dementia – the true cost: Fixing the care crisis

Alzheimer’s Society
Dementia Advisor Model: The cost effectiveness of post diagnosis support

Alzheimer’s Society’s Dementia Adviser service
Bexley and West Lancashire case study locations

For every £1 invested, nearly £4 worth of value is created*

*outcomes that generated the greatest value:

- Reduced cost to state mental health services (avoiding carer breakdown)
- Improved knowledge and information (carers)
- Building peer networks (people with dementia)
- Building peer networks (carers)
The Dementia Advisor model is developing further to become Dementia Connect.
What is Dementia Connect?

Tier 1
- Signposting to local, health, care & community resources
- Advice & information
- KiT Calls
- Outcome management
- Referral to T2 where needed

Tier 2
- Direct referral to local, health, care & community resources
- Advice & information
- KiT Calls
- Outcome management
- Referral to SbS where needed

Side by Side
- Ensures people with dementia stay engaged in their communities, get out & about, retain hobbies and interests or take up new ones.
- Creates longer-lasting, more resilient change for people with dementia
Dementia Connect

Tier 1 will provide a specialised information and signposting service to anyone who needs it. This part of the service will be 100% phone based. Advisers will provide an efficient analysis of a service user’s needs while also collecting relevant, person centred data about the service user and offer support.

When a service user needs further support, Tier 1 Advisors will escalate the service user to Tier 2 for further support and advice or refer to appropriate local services.

Everyone who accesses Dementia Connect will be offered a Keep in Touch (KiT) call at 6 months and then again at 12 months from their initial contact. The KiT call will be delivered by trained volunteers.

KiT checks in with the person to see if their needs are still being met or if they have any new requirements helping to reduce the likelihood of crisis emerging.

Tier 2 Advisers will provide time bound support and advice to our service users At Tier 2, service users will be assigned a named worker.

Each period of Tier 2 support will usually involve 2-3 interactions. If the service user requires long term support or is very isolated then they should be referred to our Side by Side service or another agency.

Service users can move between Tier 1 and Tier 2 as many times as they require throughout their dementia journey.

Side by Side for people who are isolated will allow our service users to stay active within their community and continue to do the things they love supported by volunteers.

Side by Side can provide regular support to our service users who no longer need one to one support from a Tier 2 Adviser, but who are socially isolated and would value regular contact and support from a volunteer.

As we develop our online resources, people affected by dementia will use these to manage their condition, however they can return to Tier 1 at any time when they need further support.

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Funding
Dementia
Connect

▪ Requires partnership funding to enable growth and to meet growing demand
▪ Lighter touch supports independence where possible
▪ KiT calls help avoid crisis – contributing to savings and efficiencies in health and care
Results from the first programmes

- >90% felt Dementia Advisers on DC understood their needs
- >90% felt the information, support and advice they received had been useful
- >80% said the service had made their lives better
Thank You

Jeremy Hughes
CBE
Chief Executive
NAPC ANNUAL CONFERENCE 2018

at Best Practice