

# Dementia Connect

Our offer of support for everyone affected by dementia

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Director of Operations



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## What is the size of the challenge?

- Around 850,000 people with dementia in the UK
- Set to rise to over 1.6 million by 2040
- Estimated 670,000 unpaid carers for people with dementia in UK
- Timely diagnosis and support is essential

## The need for a new service

- In 2016 – 17 we started thinking about how to reach more people
- We saw that the number of people affected by dementia was rising, a million by 2025
- We began to talk to people affected by dementia about their priorities
- In 2018 we looked at the challenges people affected by dementia face, resulting in two campaigns Turning up the volume and Unheard Voices
- We surveyed over 3,000 people affected by dementia to help us understand

# What is Dementia Connect?



## What are the benefits of Dementia Connect?

- Easy to access, through self referral or professional
- Single point of contact
- Free of charge to service user
- Person centred, appropriate to stage of dementia
- Long term support via Keep in touch calls
- Quality support
- Prevents crisis
- Fewer statutory interventions
- Our data will build an in depth picture of dementia

## Success so far

- Named in NHS 10 year plan
- 99% said their Dementia Adviser understood their needs
- 89% of all respondents would recommend Dementia Connect to others
- Dementia Connect helps Health and Social Care professionals stay connected to their patients



# Dementia Connect



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**Video - Mark  
Clarke,  
Commissioning  
Officer Solihull  
Metropolitan  
Borough Council**



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## A Local Authority Perspective

Georgia Chimbani  
Dementia Lead

# Our Commitment



To champion and uphold the rights of people with dementia and those that support them, to lead full and independent lives in the manner of their choosing.

- ADASS is committed to keeping dementia high on national and local agendas
- Influence policy through engagement with parliamentary and other key stakeholders
- Collaborative working
- Co-production with adults and their carers
- Strength based approaches / Social prescribing
- Seek and share models of best practice in dementia

- 87% of ADASS members surveyed have improved the experiences of people with dementia and their carers through reduction in hospital and care home admissions
- Training for health and social care staff who work with people with dementia and their carers has increased with 87% of local authorities surveyed confirming this
- Almost 70% of local authorities have achieved the commitment to be dementia friendly communities by 2020
- 74% of local authorities are part of a local dementia action alliance

\* Based on a survey of 69 Local authorities undertaken during the first quarter of 2019

# Best Practice

## London Borough of Barnet

- Specialist Dementia Support Service
- Training for carers on understanding dementia and developing skills to help in caring role
- Simultaneous sessions for adults with dementia and their carers with support from specialists to focus on individual needs



# Best Practice

## Central Bedfordshire

- Dementia Quality Mark accreditation scheme for providers that includes a financial incentive for providers
- Managing the accommodation needs of older people team to ensure new developments and projects consider needs of adults with dementia

# Best Practice

## Essex County Council

- Community Dementia Support Service is currently commissioned with Alzheimer's Society and is closely aligned to the Dementia Connect model
- Asset Mapping of the whole Essex system for Dementia to maximise opportunities for joining community, health and ASC services

# Best Practice

## Essex County Council & Southend Borough Council

- Community Dementia Navigators based in 12 Locality hubs and community spaces
- A Dementia Navigator based in Southend Hospital to ensure best inpatient experience and facilitate safe discharge
- Worked with 19 GP Practices to become accredited Dementia Friendly Practices
- Dementia Action Alliance of 107 active members
- Carers Wellbeing Programme of support and education
- Joint working with IAPT colleagues to enhance the teams skills to recognise and support older adults mental ill health

# Opportunities for Future Development

- Adult Social Care, focus on early intervention and prevention
- BCF/iBCF funding
- Primary Care Networks
- NHS Long term plan
- STPs / ICOs / ICSs

# Parting thoughts



# Dementia Connect

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Kathy Clarke,  
Local  
Representative



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## National Model & Local Systems

- Offers a consistent model nationally
- Dementia Connect phone support and online resources available wherever you live
- Not a call centre – trained experts triaging every call.
- Fits with STP level planning but can respond to ‘place’ and local health & care delivery systems
- Defined offer for local commissioning
  - Face to face support for those who need it
  - Side by Side
  - Signposting to community resources



## Effective use of resources

### Best use of resources for all:

- Person centered support
- Support through full dementia journey & clinical pathway– not just for diagnosis, people only need to tell their story once
- Extending access to support and advice to reach more of the 800,000 + people living with dementia
- Trained volunteers as well as staff deliver Dementia Connect
- Ease of access including referrals through online portal <https://www.alzheimers.org.uk/refer>

**Collaborative  
working:  
Strength based  
and community  
assets**

**Builds on individual strengths:**

- Responds to individuals' preferences, interests and needs captured via telephone support
- Face to face support for those who wish to access it
- Side by Side
- Keeping in touch calls
- Support to plan for the future

This helps individuals feel reassured about their dementia journey, knowing they will be supported how they wish to be, at every stage.





## **Collaborative working: Strength based and community assets**

### **Builds on community strengths and assets:**

- Alzheimer's Society continues to support Dementia Friends, Dementia Friendly Communities and Singing for the Brain.
- Formal partnerships developing with other organisations to continue community-based support groups for service users.
- More collaborative working with GP practices, local dementia/carers support organisations

This ensures professionals can refer once, to one organisation and people affected by dementia have access to more support options, closer to where they live



**Any  
questions**



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