

# Promoting access to community dementia support services in Hertfordshire

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# Integrated support ABC Model

Emergency support

Lot 3 Specialist support

*Carers in Herts & Dementia  
UK*

Lot 2 Extra support when you need it and  
after diagnosis

*Alzheimer's Society*

Lot 1 Community support and activities that helps you  
live independently

*Age UK Herts, Carers in Hertfordshire, Herts Mind  
Network, Herts Independent Living, local organisations*

# Lot 1: Community Partnership

## *'Hertswise'*

A partnership all working as one team 'Hertswise' bringing a range of expertise both in running activity services and in supporting people with dementia, their carers and families

1. AUKH
2. Herts Help
3. Carers in Herts
4. HILS
5. HMN
6. AUKD
7. Howard Cottage
8. NHEMF
9. Hertfordshire Careline

*All working on the same CMS so people only tell their story once*

# Listened to what service users/carers said they wanted

- Services and **information needs to be easy to find** and well connected
- Support should be **flexible and proactive**, as close to me as possible and running when I need the support
- The **best advice often comes from other carers**, who have been through this before
- There must be a **variety** of things to do, local to me and my community
- Groups and activities need to clearly **explain what the benefits are** of attending
- **Emotional support** is vital and I need to be able to tap into it easily when I need it
- More **practical support** is needed
- Services must have a **presence in my community**

# New Lot 1 Service: Hertswise

- New service - Project Manager to lead
- **Herts Help** SPA – single number
- **Dementia**, undiagnosed, awaiting a diagnosis or not wanting a diagnosis and carers support
- CIN – LPA, DI, assistance with benefit forms (**home and telephone support**)
- **Carers specialist** worker
- **10 Locality workers** (hosted by partners) and supported by **volunteers** – range of activities offered – district based staff
- **121 peer support** (SWIFT model)
- **Low level groups** (10 week cycle) – contribution (but no one refused) (Healthwise model)
- **High level groups** (district hub based) – contribution (Healthwise +)
- **Training** for organisations

# Accessibility

- Herts Help **SPA** – Single Number
- **Seamless** referral process
- Partnership ‘One’ **CMS**
- **Steering group**
- Community Information Network Adviser (**CIN**) – navigation across lots
- Groups (contribution based/ **no one refused** basis)
- Times **7/7** with flexibility and evening sessions
- **Supported** to access transport
- Co-produced / **Equality Impact Assessed** activities
- Accessible venues in all **10 districts**
- Range of **promotional materials** with publications inc **Dementia Roadmap**
- Promotion of services to **Health** (GP, Pharmacies etc), **Social Care**, **Voluntary Sector** and **Private Sector**
- **Community** Network Organisations communication **links**
- Service **launch** (each district)
- Enhanced access to organisations (**training**)

# Lot 2: Specialist Dementia Support

- Alzheimer's Society will provide individualised **1:1 support** to people newly diagnosed with dementia, their carers and families as part of the post diagnostic support within EMDASS
- **Community** 1:1 support will also be provided to those people who have been transferred from **EMDASS**, referrals from **Lot 1 & Lot 3**, as well as those people contacting Alzheimer's Society directly
- Information and signposting will be provided by **Dementia Advisers**, supported by volunteers. More complex cases will be referred on to the **Dementia Support Workers**
- If there is an identified need **referrals** will be made into Lot 1 and/or Lot 3
- Monthly **well-being telephone checks** will be made to all non-active cases

# Lot 3: Admiral Nurses

- Carers in Hertfordshire supported by Dementia UK Admiral Nurses
- Admiral Nurses currently being recruited
- From 1<sup>st</sup> April 2017



# Evidence of effectiveness

All three services will use **wellbeing measurement tools** to demonstrate effectiveness.

- ***Community Support & Activities and One to One support:*** The service will be evaluated using the Warwick Edinburgh Scale approach
- ***Specialist carer support:*** Ac-Quol, allowing analysis of self-management of crisis and wellbeing, alongside key outcomes in Carers strategy
- **Data will be shared across all three lots** and annual raw data made available to HCC for in depth analysis. The measurement and recording of data forms a key part of delivery for all three services

# Next steps

- Existing services will continue March to May 2017
- Presentations to current service users and carers
- March to May 2017 there will be a gradual change to new community dementia services
- Formal launch (countywide)
- District events and promotion of new services

# Thank you

For questions on the new service:

Call HertsHelp:

**0300 123 4044**