

Service Specification

'The services' (funded through the grant).

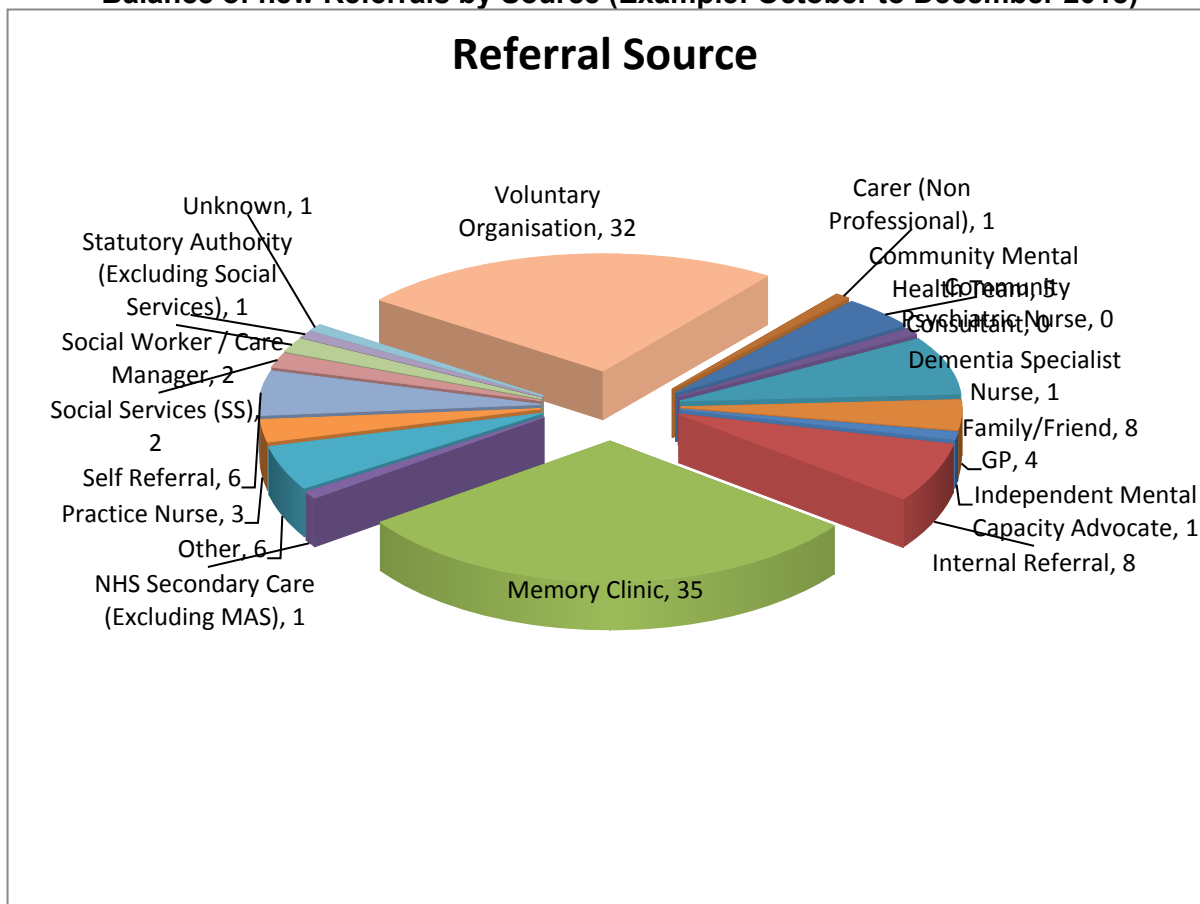
Dementia Support Service

Dementia Support Workers provide a one to one service for people living with dementia and /or family carer. From the point of diagnosis and for as long as is necessary to support and advise those persons in the identified matters and outcomes related to their journey with dementia. Once these identified outcomes are met, the case may be closed. Although people may re-engage with the Society, usually following a deterioration in condition or changes within family carer circumstances.

A Dementia Support Worker will usually visit the client in their own home although occasionally a family member/carer may request a meeting away from the home, so that they may talk more freely about their situation. Although a direct cause effect cannot be proved, it is believed that the service supports the good performance of the council compared to comparable areas with fewer dementia support services, in ensuring timely discharge from acute care.

As of December 2018, the active case load was 65. There is a constant churn of cases, with 130 new clients taken on by the service between April and December 2018. The largest number of referrals to the Dementia Support Service come from NHS bodies, but referral is not restricted to professionals. Anyone who is affected by Dementia can refer to this service as illustrated below:

Balance of new Referrals by Source (Example: October to December 2018)



Each quarter the Alzheimer’s Society provides activity details, enriched by case studies identifying the outcome of the interventions made for specific individuals. This evidences support is being provided in a wide range of areas:

- **Practical** (for example powers of attorney, housing and benefits)
- **Healthy living** (for example information on the disease, activities, social isolation)
- **Emotional** (for example support groups, peer support, informal and formal counselling)
- **Multi-Disciplinary Working** with social care and health teams (for example in areas such as assistive technology, safeguarding, primary and secondary health care, liaison with the memory services)

A considerable emphasis of the service is working with the person living with dementia whilst concurrently supporting /advising their family/ carer. The majority of people supported are frail elderly, which is consistent with demographic profiles. Given the challenges of limited mental capacity and behavioral issues for many of the clients, achieving the outcomes can often take longer than they do for a comparable cohort of older people but living without the condition. The age profile of the caseload as of December 2018 is set out below:

| 55-64 | 65-74 | 75-84 | 85+ | Not known | Total |
|-------|-------|-------|-----|-----------|-------|
| 12 | 21 | 38 | 27 | 14 | 112 |

Unknown “Date of Birth” was not routinely recorded in the past, but is now and being retrospectively inputted onto case files.

For 23 of these cases, the support is being provided to the family carer, in a bid to maintain the caring relationship and keep the person living with dementia in the community.

In Quarter 3, October to December 2018, consistent with the identified increase in diagnosis rates from people from BME communities recorded by SLaM as set out in the body of the report, a significant number of people supported by dementia support workers are from BME communities, with significant representation from the African and Caribbean communities

| Ethnicity of people supported by the Dementia Support Workers | | | | | | | | | | | | | | Total | | | | | |
|---------------------------------------------------------------|--------|-----------|---------|------------------------|---------|-----------|------------------------|---------|-------|-----------------------|------------------------|---------------|-----------------------|-------------------------|------------------------|----------------|--------------------|--------------|-----|
| Asian | | | | Black or Black British | | | White | | | | Mixed | | | Arab | Other | | Total | | |
| Bangladeshi | Indian | Pakistani | Chinese | Other Asian | African | Caribbean | Other Black background | British | Irish | Gypsy/Irish Traveller | Other white Background | White & Asian | White & Black African | White & Black Caribbean | Other mixed background | Middle Eastern | Other Ethnic Group | Not recorded | |
| | | | | 1 | 5 | 14 | 1 | 22 | 8 | | | | | | 2 | | 7 | 52 | 112 |

The Daffodil Dementia Café

The café provides a support and activity group located at The Green Community Centre, Nunhead, and provides a weekly meeting place for people with dementia, their family, friends

and carers. The group offers a varied programme of activities to promote wellbeing, social inclusion and other activities to stimulate and support attendees.

The activities are co-ordinated by sessional workers and volunteers, who work with a wide range of partner stakeholders) For example, theatre groups, solicitor practices - giving talks on powers of attorney etc).

This was the sole café operating until recently and as such is more established than the Primrose Café (See below) On average 25 people attend the cafe. The age group for this service is slightly younger and by definition, they tend to be less housebound than people who use the Support Worker Service. Likewise, the age profile is slightly younger as set out below:

| 55-64 | 65-74 | 75-84 | 85+ | Not known | Total |
|-------|-------|-------|-----|-----------|-------|
| 5 | 6 | 7 | 3 | 4 | 25 |

The ethnic background of the cohort has a higher proportion of white attendees and as such is closer aligned to the general ethnic profile of the older population in Southwark. There are no ethnic profile of dementia diagnosis in Southwark readily available and even at national level the data is unreliable. However, this also reflects the ethnicity of service users who were seen at the Southwark & Lambeth Memory Service in September 2016 and September 2017.

| Ethnicity | | | | | | | | | | | | | | Total | | | | | |
|-------------|--------|-----------|---------|------------------------|---------|-----------|------------------------|---------|-------|-----------------------|------------------------|---------------|-----------------------|-------------------------|------------------------|-------|--------------------|--------------|----|
| Asian | | | | Black or Black British | | White | | | | Mixed | | | Arab | Other | | Total | | | |
| Bangladeshi | Indian | Pakistani | Chinese | Other Asian | African | Caribbean | Other Black background | British | Irish | Gypsy/Irish Traveller | Other white Background | White & Asian | White & Black African | White & Black Caribbean | Other mixed background | Arab | Other Ethnic Group | Not Recorded | |
| | | | | 1 | 3 | 2 | 2 | 4 | 2 | | | | | | | | 3 | 8 | 25 |

Primrose Dementia Cafe

There had been a single memory café, but due to increasing demand and the necessity to ensure that the support was available in both Local Care Network areas, the Alzheimer's Society opened a second "Primrose" dementia café in the autumn of 2017.

The Primrose Café is located at Time and Talent Community Centre, Rotherhithe. It provides a bi-weekly meeting place for people with dementia, their family, friends and carers prioritising the provision of information and advice in all areas affected by dementia. The group provides a varied programme of information provision coupled with related activities to promote the learning and understanding of the subject matter. (For example, the benefits of life-story work and reminiscence were explored). The programme of events is planned with the involvement of the members of the Group and supported by partner organisations like Southwark Council Library Archives (Surrey Quays) focusing on issues such as the dockyard heritage of the area and the café members involvement in it.

The café currently has 13 active and regular members, with a younger profile than the support service.

| 55-64 | 65-74 | 75-84 | 85+ | Not known | Total |
|-------|-------|-------|-----|-----------|-------|
| 1 | 4 | 5 | 1 | 2 | 13 |

The ethnic profile of this group differs to the Daffodil Café and is currently 60% white and 40% other ethnic groups. The Alzheimer's Society has undertaken further outreach amongst the BME population in the area.

| Ethnicity | | | | | | | | | | | | | Total | | | | | |
|-------------|--------|-----------|------------------------|-------------|---------|-----------|------------------------|---------|-------|-----------------------|------------------------|---------------|-----------------------|------------------------|------|--------------------|--------------|----|
| Asian | | | Black or Black British | | White | | | Mixed | | | Arab | Other | Not Recorded | | | | | |
| Bangladeshi | Indian | Pakistani | Chinese | Other Asian | African | Caribbean | Other Black background | British | Irish | Gypsy/Irish Traveller | Other white background | White & Black | White & Black African | Other mixed background | Arab | Other Ethnic Group | Not Recorded | |
| | 1 | | | | | 1 | | 4 | 3 | | | | | | | 2 | 2 | 13 |

Dementia Action Alliance (DAA)

The DAA in Southwark is closely linked with the Council's Age Friendly Borough (Fairer Promises 10) agenda and the Council's achievement of being awarded Age Friendly City status by the World Health Organisation in 2015. The DAA bring together local organisations and bodies to improve the lives of people with dementia in Southwark. Members include the local authority, NHS acute providers, Housing provider such as the Peabody Trust Housing Association, community sector organisations such as Age UK, Wheels for Well-being, arts organisations such as Dulwich Picture Gallery, The Picture House, private sector care providers (Home In Stead) and commercial and retail organisations (Surrey Quays shopping centre) the DAA has also established a network of partners who support its work (For example Millwall FC). It is currently establishing links with faith-based organisations and groups that specifically support people from BME communities as well as working closely with the Dementia Nurse in the outreach work to raise awareness of dementia within the BME community. The DAA has also had initial discussions with the other organisations to join the DAA, for example Menier Gallery, Southwark Street, Big Local Works and Healthwatch Southwark. The local DAA also works on pan London initiatives on issues such as public transport.

The Alzheimer's Society employs a part time DAA coordinator who works with volunteers and DAA members. Examples of recent activities include contact with Dulwich Hamlet FC about the possibility of providing dementia friendly day out for local people affected by dementia at one of football matches and encouraging them into membership. The DAA provided support to 2 apprentices from Southwark Council repairs team to consult local elderly people including those living with dementia on their experience of the repairs reporting system and their suggests for improvements.

The co-ordinator helped facilitate Dementia Friends sessions at the Tower Bridge care home, Southwark Pension Centre and two sessions for reception staff from a local GP surgery, and

also for volunteer befrienders from South London Cares and staff from the Southwark Wellbeing Support at Home Service with 39 people becoming Dementia Friends. The DAA have produced and updated a “Dementia Friendly Getting Out and About Guide” that was widely circulated during Dementia Awareness Week 2018 and will be the main focus of activities on behalf of the Council for Dementia Awareness week in May 2019.

A significant part of the DAA is to provide outreach within the wider community. In quarter 3, it is estimated that approximately 266 members of the public were engaged with the DAA and approximately 21 organisations during this quarter. The Co-ordinator facilitated 2 Dementia Friends sessions for volunteer befrienders from South London Cares and staff from the Southwark Wellbeing Support at Home Service with 39 people becoming Dementia Friends as a result.

Key performance indicators

The service shall also be considered against the following Key Performance Indicators agreed between the Society and the Council to shape the development and focus of the service. KPIs will also support review meetings between the Council and the Society. In agreeing the development of the KPIs provided here, we are seeking an enhanced focus upon reducing the time between formal diagnosis via the Memory Clinic and the provision of post-diagnostic support and the need to establish a baseline and target going forward. The KPIs also seek to better capture the engagement and participation of carers in activity returns to the Council, acknowledging the key role that informal carers play in supporting people with dementia and helping them to stay health and well for as long as possible.

Key performance indicators:

| Number | Performance indicator | Frequency | Baseline / threshold |
|--------|------------------------------------------------------------------------------------------------------------------------|-----------|--------------------------------------------------------|
| 1 | Number of referrals received. | Quarterly | % of Person with Dementia, % of carers |
| 2 | Referrals triaged to other organisations | Quarterly | Breakdown of organisations referred to / signposted to |
| 3 | % of clients to receive acknowledgement of their referral within 5 working days | Quarterly | 90% |
| 4 | Time taken from 'diagnosis event' at Memory clinic to post-diagnostic support being in place | Quarterly | Baselined for improvement* Principally (DA) data |
| 5 | People with dementia receive timely face to face post diagnostic support within 4 weeks of the referral being received | Quarterly | 90% |
| 6 | All eligible clients offered a 1-1 visit and assessment and support | Quarterly | Reasons for non-eligibility provided each quarter |
| 7 | Participation levels in groups activity by people with dementia and or carers | Quarterly | Baselined with variations |

| Number | Performance indicator | Frequency | Baseline / threshold |
|---------------|-------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------------------------------------|
| 8 | Breakdown of number of clients receiving follow-up calls | Quarterly | RST to determine timeframe for call back. 80% of call backs completed within 5 days |
| 9 | % re-referred to Dementia Support worker for further support | Quarterly | % reported |
| 10 | Alzheimer's Society will report quarterly on number of complaints received & Internal and External feedback | Quarterly | Total figure each quarter |
| 11 | Alzheimer's Society will report quarterly on the Number of safeguarding concerns raised | Quarterly | Total figure each quarter |