

NORTH YORKSHIRE COUNTY COUNCIL

Care & Independence Overview & Scrutiny Committee

30 June 2016

Dialogue with Providers: Dementia Support Workers

1.0 Purpose of Report

- 1.1 To guide the Committee's question and answer session with the providers of the commissioned service for Dementia Support Workers.

2.0 Introduction

- 2.1 The Committee agreed to hold a series of conversations with providers and organisations that provide social care services in partnership and/or via the council's commissioning arrangements. For this October meeting, it was agreed the focus will be on the commissioned service for Dementia Support Workers. Jill Quinn from Dementia Forward and Roy Tomlinson from Making Space will be in attendance.
- 2.2 This interest stems from the committee's review of the challenges social care providers are facing, and how the authority and health are managing (joint) commissioning. That said, dementia has long been a topic of interest to this scrutiny committee. So, the conversation the committee is looking to have with the providers will be geared towards helping members understand the dementia navigator support role in communities - their experiences, how they work, what obstacles they face - rather than, say, contractual and governance matters.
- 2.3 The Chairman will invite Jill and Roy to introduce themselves and, briefly, say something about the organisation they work for - what it does, its mission statement, the nature and status of the business, its size/commercial and community reach etc.
- 2.4 After this, and before the start of the Q and A session, the Chair will ask the Corporate Director for Health and Adult Services to set the scene by saying something about how the authority's position on extra care and varying operating models in place, the business case, the scale of provision, how it meets need, and any proposed changes plans for the future.

3.0 Outline of the Commissioned Service

- 3.1 At a time when an increasing number of people have to deal with the impact of dementia, North Yorkshire County Council and the NHS have jointly commissioned an essential new service to address this which supports people in their own homes.

- 3.2 The service includes dementia support workers, who are able to work on a one-to-one basis with people diagnosed with dementia to help them to continue to enjoy an active and independent life for as long as possible.
- 3.3 The county council, in partnership with the NHS clinical commissioning groups in North Yorkshire, has commissioned the Dementia Support Service with two providers - Dementia Forward and Making Space. The two voluntary organisations work on a local basis across North Yorkshire.
- 3.4 Support workers help people to link with agencies and groups who support them, including, if they wish, others who are living with the condition.
- 3.5 The overall aim of the service is to improve people's quality of life, promote their independence and help them to plan and to maintain or widen their social networks.
- 3.6 As well as providing advice, information and signposting to relevant services, the service works alongside other community organisations providing help for people with dementia and their carers. It also provides learning programmes, so that people can understand the condition better and develop coping strategies to live as well as possible with dementia.
- 3.7 The Dementia Support Services are based across North Yorkshire and workers work in the community, visiting people in their own homes as much as possible. The service is run by a team of paid staff and also by volunteers.
- 3.8 The services are organised on the clinical commissioning group areas for North Yorkshire and so cover:
- Hambleton, Richmondshire and Whitby CCG area
 - Airedale, Wharfedale and Craven CCG and South Lakes CCG areas (within North Yorkshire)
 - Harrogate and Rural District CCG area
 - Vale of York CCG area (Selby, Easingwold and some of Ryedale
 - Scarborough and Ryedale CCG area

4.0 Line of Enquiry to Providers

- 4.1 The topics below have been agreed by your group spokespersons who are not expecting to cover all the points in one meeting; it is for you decide which areas to explore. The list has been sent to the representatives well in advance of the meeting.

What is the support made up of

How navigators provide advice, practical help and support for people with dementia, their families and their carers. How the commissioned service contributes to helping people to live well with dementia, and to remain in their chosen environment for as long as possible. What challenges are navigators coming across when carrying out their role to advise and signpost people with dementia and their carers/families to information and sources of support? Are

there enough community resources, groups etc. to ensure that people can access the general and specialist support and opportunities they need at each stage of the journey.

The extent to which navigators work (directly and independently) with carers and family.

The dementia journey

What are navigators seeing in terms of the effectiveness of early identification and diagnosis?

The post Diagnosis experience: how referrals to the service work, and how Dementia navigators fit into, and can influence thinking about, the care pathway

Getting help if it is not possible to stay at home, or if hospital care is needed.

Receiving care, compassion and support at the end of life

General Discussion of Dementia

The more general themes associated with dementia, like local awareness of dementia. Are people able to get the right help at the right time to live well with dementia?

Commissioning

Information will be made available to the committee by the Health and Adult Services Directorate on the monitoring and performance information that is used - how the Directorate demonstrates the effectiveness of the service not just in terms of compliance, but also what it says about the advantages of a longer term view of support and investment.

5.0 Recommendation

5.1 This discussion is intended to help the committee take a view about how the Health and Adults Services Directorate approaches commissioning - not just of this service, but other areas of community based support.

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Background Documents Nil