

High level mapping of dementia services across the West Midlands – overview

This information is taken from the results of the commissioner survey run in June 2015 and may not be representative of the views or experiences of people diagnosed with dementia and their carers who may have used them.

- All Clinical Commissioning Groups (CCG) / Local Authority (LA) areas have a support pathway for people diagnosed with dementia and their carers, although not all areas could say that these were available for the public to view.
- Local dementia services are mostly identified to people with a diagnosis of dementia and their carers through discussions with their GP, discussions with the Memory Assessment Service, the voluntary sector or by council/ LA. Half of the geographical area covered used locally tailored information packs or information prescriptions.
- All areas commissioned or provided the following services that could be accessed by people with a diagnosis of dementia, either at diagnosis or at any time following diagnosis:
 - Specialist dementia advisor – non clinical
 - Memory support services
 - Dementia cafés/ peer support
 - Assistive technology
 - Medication support
 - Training in managing dementia (self care)
 - Fall prevention services
 - Independent advocacy
 - Respite/ replacement care services

Some, though not all, commissioned specialist dementia nurses, signing for the brain, counselling and provided information on how to get involved in dementia research.

The same services were also available for those caring for people diagnosed with dementia for most of the CCG/ LA areas in the West Midlands

- Services not currently commissioned/ provided that CCGs/ LAs feel could improve outcomes for people diagnosed with dementia include:
 - Post diagnostic counselling
 - Early onset dementia
 - Continence services for people diagnosed with dementia
 - Cognitive stimulation therapy (CST)
 - Cognitive behavioural therapy (CBT)
 - Mobile night care

Services not currently commissioned/ provided that CCGs/ LAs feel could improve the outcomes for carers of people diagnosed with dementia include:

- Pre and post diagnostic counselling
- Availability of bedded respite that can be accessed at short notice

- Peer support phone service
- The majority of CCGs/ LAs routinely give people diagnosed with dementia a named dementia advisor, the majority of these were classed as ‘special dementia advisor – non clinical’. Three areas did not provide dementia advisors or nurses.
- The majority of CCGs/ LAs commissioned or provided services supporting those with Young Onset Dementia, young carers, people living in residential or care homes, people with learning disabilities (LD) and those from black and ethnic minorities populations (BME).

Services not currently commissioned that CCGs/ LAs feel may help to improve outcomes for people diagnosed with dementia and their carers who may have special needs are:

- Specific support for those caring for those with LD and dementia
- Increased young onset dementia services
- Support for those with rarer dementias
- Nurse led service to go in to care homes to diagnose people with dementia
- CCG/ LA commissioners and providers felt that the two biggest barriers to people diagnosed with dementia accessing services were lack of awareness of availability of services to help those with dementia and lack of awareness of services by health professionals that meant that referral opportunities were missed.

Other issues included that health and social care staff struggled to find out about services, lack of services and/ or lack of capacity in services were also factors that created barriers.

- All LAs understand the implications of the Care Act and the majority have implemented the requirements. A minority understand the implications but, at the time of the survey, had not yet implemented the recommendations.
 - Wellbeing principle
 - Preventative services so that people retain/ regain skills and confidence and deterioration is delayed
 - Safeguarding
 - Advocacy
 - Duty to integrate health and social care services
- Half of LAs have metrics around dementia as part of the Better Care Fund, with others planning to include some in the future
- All areas engaged with the Alzheimer’s Society to engage with the public around dementia, those diagnosed with dementia and their carers. Age UK and Dementia Action Alliance were also involved in all but one geographical area. Other organisations involved were Healthwatch, CCG patient groups or representatives, GP practice patient participation groups and Dementia UK.

Further information on the surveys and survey results can be found on the WM SCN website.