



**Health and Wellbeing Board  
8 December 2016**

**HEALTHWATCH DEMENTIA REPORT (DEMENTIA UPDATE)**

**Responsible Officer**

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**1. Summary**

**Dementia services – engaging for the future**

This collaborative project was undertaken during 2015-16 to inform a refresh the Dementia Strategy Action Plan across Shropshire by raising awareness and encouraging the participation of people living with dementia and their carers in Shropshire. Providers of services were also involved. The aim of the refreshed action plan is to improve outcomes for people living with dementia.

In order to gather people's views about the dementia services they use, and the views of the professionals involved, Healthwatch Shropshire worked with partners including the Alzheimer's Society, the Memory Service (South Staffordshire and Shropshire NHS Foundation Trust - SSSFT) and also Help 2 Change (Shropshire Council) and a working group was set up to explore the best way of taking this piece of work forward. The Commissioning Manager in Shropshire CCG was involved initially and following staffing issues engagement was re-established in early 2016.

A project officer was appointed to develop the methodology, in partnership with the working group. Focus groups were arranged at existing meetings for service users and their carers across the county and a provider forum was also held. Participants were asked what worked well, what didn't work well, what / how could your experience have been improved and where are there gaps at the different stages along the dementia journey?

The findings showed a synergy between the findings from the people living with dementia, their carers and the service providers, which gave confidence to the recommendations.

**2. Recommendations**

The recommendations identified through this project have been used to inform the new Dementia Strategy 2017-2020 and there is a cross linking to the revised Dementia Strategy Action Plan.

In addition to the specific recommendations in the report four cross cutting recommendations were identified:

- It was recognised that there is currently good practice across the county but that it was inconsistent and that these inequalities should be addressed
- Joint working between Health & Social Care and the voluntary and community sector should be encouraged, including establishing joint budgets
- Develop a communications and engagement plan to raise awareness of the action plan and its implementation. Key organisations including Shropshire Clinical Commissioning Group (CCG), Shropshire Council, Shropshire Dementia Action Alliance, the Business Board, Public Health should be involved (8.4.10)
- Further engagement with other groups of people whose voices are seldom heard is needed to raise awareness of services and support and to identify any additional needs

## **REPORT**

### **3. Risk Assessment and Opportunities Appraisal**

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

### **4. Financial Implications**

N/A

### **5. Background**

In Shropshire the Dementia Strategy 2014-16 was implemented through an Action Plan. The Dementia Strategy Action Plan was criticised for being complex, long and lacking in co-production with the people it was intended to support. There was concern that it was not person-centred enough and lacking in focus on positive outcomes.

Healthwatch Shropshire was commissioned by the Director of Public Health in Shropshire Council to undertake a collaborative project to gather views of people living with dementia, their carers and the providers of services to contribute to the production of a refreshed Dementia Strategy Action Plan.

Following the collaborative project Healthwatch Shropshire has continued to work with the Health Economy Dementia Steering Group and the Shropshire Commissioners to contribute to the development of a refreshed Action Plan.

### **6. Additional Information**

### **7. Conclusions**

Healthwatch Shropshire will continue to gather user feedback on Dementia Services to continue to and inform implementation for the new Action Plan

**List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)**

**Cabinet Member (Portfolio Holder)**

**Local Member**

**Appendices**

'Dementia Services - Engaging for the Future' – report by Healthwatch Shropshire, Nov 2016.