



The Norfolk and Waveney Health and Care Partnership

Norfolk and Waveney Dementia Support Review Update March 2019

We are writing, as promised, to update everyone who contributed to the dementia support events we organised in Norwich, Beccles, King's Lynn and Aylsham in autumn 2018.

The story so far

Over 160 people, including people living with dementia, carers and family members affected by dementia, and professionals, from across Norfolk and Waveney shared their experiences, ideas and suggestions for improving dementia support with us at the events. Many other people contributed through an online survey. This was part of a wider review of adult mental health support being overseen by the Norfolk and Waveney Sustainability and Transformation Partnership.

Find out more information about the Norfolk and Waveney Sustainability and Transformation Partnership via Healthwatch Norfolk's website:

<https://www.healthwatchnorfolk.co.uk/ingoodhealth/> or contact HealthWatch Norfolk
tel: 0808 168 9669 email: enquiries@healthwatchnorfolk.co.uk

What people told us

1. Norfolk and Waveney needs to do more to support healthy living
 - for people affected by dementia
 - for people at risk of being affected by dementia.
2. Health services should do more to help people access dementia diagnosis services closer to where they live
 - in GP practices
 - through community health services.

3. When people need support, before or after a dementia diagnosis, this should
- be from a named individual, they can speak with easily.
 - vary depending on their level of need.

Specialist support is also important and valued.

4. Everyone with a diagnosis of dementia should have the opportunity to develop a support plan

5. There should be much better sharing of information between different parts of the health system and social care, so that
- people's experience of dementia support improves
 - people affected by dementia do not have to tell their story repeatedly.

6. We need to do more to promote good quality peer support
- building on the great work happening in communities across Norfolk and Waveney.
 - to help everyone, wherever they live, to access this vital support and other help from local organisations, groups and charities.

7. Employers, and the wider community have an important role to play
- to make sure society understands and responds better to the needs of people affected by dementia.

8. There is a need for much more education and training relating to dementia care and support.
- Family carers and home support carers play a very significant role, especially in dementia care. They should be prioritised to benefit from long term investment in dementia training.

9. We need to recognise that the health and social care system is changing. There is a new appetite to support GPs and other community health professionals to provide more support, in or close to the communities people live in.
- Support should be clustered around these communities, with health and social care professionals designing services and working together to make this happen, more effectively, and in a way that works for everyone, wherever people live in Norfolk and Waveney.

- The support for people with dementia and their families should be provided in the same way across Norfolk and Waveney.

10. Advanced dementia should be recognised as a terminal illness.

- Health professionals should be more transparent about this.
- Everyone should have the opportunity - and access - to support and resources necessary - to plan for a good end of life.

11. There should be no difference in support available to someone affected by end of life relating to dementia, and end of life related to other health conditions that can cause early death. For example cancer.

What happens next?

Norfolk and Waveney Dementia Review Working Group has created four 'Task and Finish Groups'. These are time-limited groups which will each consider what you have told us and how we can transform your ideas into real practice. This work will be part of the wider review of adult mental health services.

What each Task and Finish Group will work on:

Group 1: The development of new approaches that deliver dementia diagnosis closer to home

Group 2. The development of a new dementia support service, for everyone affected by dementia. Ideally this new service will

- have a central hub and single point of contact
- operate from bases across Norfolk and Waveney, through local community organisations, or clusters of GP practices.

Group 3: The development of a new plan for dementia training and education

- for everyone affected by dementia
- for everyone supporting someone living with dementia.

Group 4. The development of new peer and community-based dementia support

- building on, and learning from, great examples of community support already provided in many parts of Norfolk and Waveney.

We may create other Task and Finish Groups in the future as we progress this work.

Trying out new approaches

Norfolk and Waveney Dementia Review Working Group plans to test some new approaches to dementia support over the coming months, in particular places, based on what the Task and Finish Groups recommend. This will be an opportunity to find out what works, and what doesn't, so that we can make improvements before making the changes more widely.

Would you like to stay involved?

We really appreciate your insights and ideas. If you would like to stay involved, for example, with our four Task and Finish Groups, please send your name, address and contact details to William Snagge

Email: dementiareview@nhs.net

Telephone: 01603 275 000

Post: Norfolk and Waveney Dementia Review, South Norfolk Clinical Commissioning Group, Lakeside 400, Old Chapel Way, Broadland Business Park, Norwich, Norfolk, NR7 0WG