

Dementia Carers' Forum

16th January 2019 – Letchworth Centre for Healthy Living, Letchworth



1	Present	
	Carers	15
	Speakers	Victoria Port – HertsWise Locality Worker
	Carers in Herts	Sally Stratford – Forum leader Paula Campbell – CinH Carer Support Advisor Karen Denny – CinH Passport Officer Toby Purnell – CinH volunteer
2	Welcome	
	All carers and speakers were welcomed to the forum. The content of the meeting was explained, along with the facilities of the building.	
3	Questions from Previous Minutes	
(a)	Question	What has been the result of the consultation in relation to the changes in dementia services provided by HPFT (Hertfordshire Partnership Foundation Trust)?
	Answer	The services will be reduced; Prospect House a 16 Bed Treatment and Assessment unit in Watford will be closing on 31 st March 2019. There will be some money re-invested into Dementia Community Services, but only about 1/3 of the cost of the ward. The exact figures are not clear yet but will be spent on improving the Continuing Health Care process, supporting/training care homes to help them manage people with Dementia, improve the offer of crisis support, provided 2 more Admiral Nurses and improve the offer of assistive technology. Carers in Herts (CinH) have raised concerns over the reduction in assessment facilities and will be involved in co-producing the re-investment services.
(b)	Question	Is the general principle one of moving money into community services?
	Answer	The money involved in this consultation only relates to Herts Partnership Foundation Trust (HPFT) assessment beds only. It is these facilities which is being reduced
(c)	Question	Is it correct there has been a reduction in community/day centres?
	Answer	There has been; it has been suggested they are not being used. CinH have suggested that there could be some joint working regarding the use of Day Centres and HPFT.
	Comment	It is hoped that two more Admiral Nurses will be funded by HPFT
	Comment	Community/Day centres provide a range of activities. Those that attend become friends, and are looked after by trained carers.
4	Victoria Port, HertsWise – Overview of Services	
	<p>The HertsWise service is a partnership project for people with mild/Moderate Dementia and mild cognitive impairment and their carers. You do not require a diagnosis to access this service.</p> <p>Some of the partners are CinH, Age UK, Herts Independent Living Service, Mind Network, and Isobel Hospice.</p> <p>Hertwise have groups which run for about 10 weeks in any one location, as well static/longer-term hubs (such as the one at the Letchworth Centre for Healthy Living, run every Wednesday afternoon). These cost around £5 per visit for the person with</p>	

Dementia but are free to carers.

Healthy Memory Clinics are being run with HPFT. It is a free monthly, drop-in type meeting, with a variety of professionals on hand. Next meeting to be held in February at the Letchworth Centre for Healthy Living, the date is currently not confirmed.

One-to-one support is available, for those who don't feel able to join a group. This is a free service and provides similar activities to the groups.

Carer Support groups are also run. There are seven currently operating; a Stevenage group is currently being put together.

For those diagnosed with Young Onset Dementia, HertsWise provides one-to-one and group help, run by Sam Balding the Hertwise Young Onset Dementia Worker.

Other services that are available are the Information and Advise Service which support people with benefits, blue badges, lasting power of attorney. They can arrange a home visit to help support people to complete the appropriate paperwork and ensure that they are receiving the correct support that is on offer.

If people are finding things difficult there are Alzheimer's support workers, who work in the community supporting the person with Dementia and their carers. They work on 1; 1 basis and will do home visits or meet you in a community location. If further support is needed, as the carers health and wellbeing is at risk then there are four Admiral Nurses working in the community.

All of the services work together and people can often be accessing more than one of these series. These services use one single electronic record, which makes referrals in and out of services easy and prevents the carer/person with Dementia having to repeat their story.

The access point for all of these services is Hertshelp: 0300 123 4044.

Carers were given Hertwise leaflets with the information and contact details.

5 Clarification/Questions/Comments on the HertsWise Presentation		
(a)	Question	Is it true an Admiral Nurse is not involved in a person's care, if they are under the care of the Early Memory Diagnosis and Support Service (EMDASS)?
	Answer	Yes
(b)	Question	What is the role of HPFT?
	Answer	They provide the assessment of a person's cognitive impairment (EMDASS); training and counselling; and they also provide crisis support. Community support is funded by HCC (e.g. HertsWise; Adult Care Services)
(c)	Question	When does a Lasting Power of Attorney become active?

	Answer	<p>When a LPA comes into effect can be based upon the person's mental capacity – the ability to understand the decision being made (not if it is right or wrong)</p> <p>A property LPA may give the attorney the power to act on their behalf whilst they still have mental capacity; or it may stipulate that the power is only transferred once mental capacity is lost.</p> <p>A Health LPA can only ever be used once the person has lost capacity; it cannot be used whilst the person still has capacity.</p> <p>See https://www.gov.uk/lasting-power-attorney-duties/start-using-power</p> <p>(See https://www.gov.uk/lasting-power-attorney-duties for further information on LPAs.)</p>
	Comment	Every carer is entitled to a yearly Carers Check-up via their GP, but it generally has to be requested
	Comment	Age UK can provide help with filling in forms/paperwork
	Comment	<p>Crossroads Care provides a companion service, to allow the carer to be released from their caring role for short periods of time. The first 18 hours is free. This service provision can be extended: Crossroads Care can arrange this.</p> <p>Crossroads Care North: https://crossroadshn.org.uk/ ; 01462 455578</p> <p>Crossroads Care South: http://www.hertfordshirecrossroads-south.org.uk/ ; 0208 905 1158</p>

6 Feedback on Early Memory Diagnosis and Community Support Service

	<p>See https://www.hpft.nhs.uk/services/older-peoples-mental-health-services/ for information</p> <p>Carers took part in some table top discussions around the Early Memory Diagnosis Service (EMDASS) and Community support. This is part of some background work to feed into Hertfordshire's Dementia Strategy which is due to be re-written later this year.</p> <p>EMDASS feedback:</p> <ul style="list-style-type: none"> • Occupational Therapist and Speech and Language therapist were of very little help and not clear that they are part of the EMDASS pathway • Carers Assessments and Contingency plans were not discussed with all carers • Did not release that we were still under EMDASS, especially at the point of discharge • Did not receive support of an Alzheimer's community support worker • Offered Training courses at diagnosis point but was not ready for this type of training at that time. Training carers is key but not a diagnosis point. Unclear when the EMDASS pathway begins, lots of people around but not clear they are path of the EMDASS pathway • A clear pathway diagram/flow chart for people with Dementia and their carers would be useful • Diagnosis came in a letter addressed to the cared-for before the consultant appointment which was very distressing • Good service from EMDASS. I was offered a carers assessment,
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	<p>contingency plan and community support</p> <ul style="list-style-type: none"> • Earlier access to Alzheimer's support workers would have been very useful • Carers felt partly supported and included in the pathway <p>Community Support feedback:</p> <ul style="list-style-type: none"> • Crossroads care is the most used service, alongside Alzheimer's support workers, Admiral Nurses, Hertwise Hubs and Carers in Hertfordshire. • Gaps in the services are training for carers, counselling for the person with Dementia and their carers, Crisis support • Most difficult thing is navigation around the services and finding out about them in the first place • The most important thing to carers to enable them to carry on carrying is regular/local respite care and training
7	Closing Information
	<p>Carers and the speakers were thanked for attending and invited to stay for lunch.</p> <p>If there are any issues that carers would like to look at in future forums then please let Sally Stratford know on 01992 586969 or sally.stratford@carersinherts.org.uk</p> <p>Next forum</p> <p>The next Dementia Carers' Forum is on Wednesday 6th March 2019 at South Hill Centre, Cemetery Hill, Hemel Hempstead, HP1 1JF. At this forum Hertfordshire Partnership Foundation Trust (HPFT) will be present to discuss the services that they provide for people with Dementia including EMDASS (Early Memory Diagnosis and Support Service) and Crisis Support.</p> <p>This Forum runs from 10:30am until 12:30pm, with a lunch at 12:30pm. Please call 01992 586969 to book a place.</p>