

Health and Adult Social Care Overview and Scrutiny Committee

BRIEFING NOTE – No. 2/18

Regeneration, Culture and Environment Overview and Scrutiny Committee

BRIEFING NOTE – No. 3/18

Date: 11/09/18

Briefing paper to: All Members of the Health and Adult Social Care Overview and Scrutiny Committee and of the Regeneration, Culture and Environment Overview and Scrutiny Committee

Purpose:

The attached progress report (Appendix 1) updates the Committee on progress made in relation to each of the recommendations on the Dementia Task Group entitled, 'How Far Has Medway Gone in Becoming a Dementia Friendly Community', since the previous update presented to both Committees in January 2018.

Background

In May 2017, following an extensive review, the Dementia Task Group review entitled 'How far Medway has gone in developing a Dementia Friendly Community?' was agreed by Cabinet. As a cross cutting review, the report had previously been presented to the Health and Adult Social Care Overview and Scrutiny Committee, to the Regeneration, Culture and Environment Overview and Scrutiny Committee and to the Health and Wellbeing Board.

The recommendations made by the Task Group aimed to complement the wide variety of work already being undertaken by the Council and partners to implement the Council's Dementia Strategy. The review had a particular focus on how Medway Council and its partners could lead by example to help make Medway a Dementia Friendly Community. This included services that the Council directly controls and those, which while not directly under the control of the Council, it could influence through partnership working.

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Appendices

Appendix 1 Dementia Task Group – 'How Far Has Medway Gone in Becoming a Dementia Friendly Community' - Progress Report

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Progress Update - How Far has Medway Gone in becoming a Dementia Friendly Community?

No.	Recommendation	Progress Update HASC 18 January 2018 / RCE O&S 23 January 2018	Progress Update September 2018
1	<p>That Cabinet agrees to designate a Medway Dementia Ambassador, who will take the lead in representing the Council at external events and functions relevant to dementia and would promote action to sustain and enhance Medway as a Dementia Friendly Community.</p>	<p>Throughout 2016 and 2017 council officers from partnership commissioning have attended the Dementia Action Alliance meetings and the Medway Community Engagement meetings. Both these meetings are designed to provide a forum where partners across Medway can discuss, agree, plan and review actions designed to maintain and enhance Medway's' status as a dementia friendly community.</p> <p>Initial discussions have taken place with the Portfolio Holder for Adults' Services in relation to the appointment of a Medway Dementia Ambassador.</p>	<p>Councillor Brake has been appointed as the Medway Dementia Ambasssador and has attended the Dementia Action alliance meetings. Officers from Adult Social Care continue to attend both meetings and since the Alzheimer's Society representative, who chaired the dementia alliance meetings, left her post this has started to be chaired by service users as the post has not been filled. The DAA meeting was well attended at the last meeting with many awareness sessions held discussing what was happening in the community.</p> <p>Medway Council Social Care and Medway NHS Clinical Commissioning Group also attend other events such as the dementia cafes and other events such as "Opening Doors to Dementia" that was held in Rochester.</p>

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2	<p>That Cabinet agrees that all new staff should be encouraged to attend a Dementia Friends awareness session within 12 months of starting employment with the Council and that this is made compulsory for all staff who are considered to be frontline. In addition, it is requested that consideration is given to whether an awareness session could be delivered to managers via Corporate Management Team and Service Manager meetings. The Chief People Officer is asked to work with service managers and the Alzheimer's Society to ensure that awareness sessions take place and that existing staff, especially frontline staff, attend them.</p> <p>The Chief People Officer is also asked to ensure that Dementia Friends awareness sessions and the role of Dementia Friends Champions are promoted to staff via appropriate communications channels, to consider whether the awareness sessions can be included as part of the induction process and to investigate the feasibility of providing refresher sessions for staff who have previously attended a Dementia Friends session.</p>	<p>Corporately, information on Dementia Friends is included in new starter induction packs. Training is available for all staff via the iShare e-learning portal and a face-to-face learning package is delivered by Public Health colleagues.</p> <p>Information on Dementia Friends and Dementia Awareness was included in the March 2017 and May 2017 monthly staff newsletter and the Communications Team is planning a focus on Dementia in May 2018 to coincide with Dementia Awareness Week.</p> <p>Dementia Friends awareness has been placed in the RCET Induction pack for new starters and will be reviewed annually as part of the Personal Development Review process. Dementia was discussed at a joint Public Health & RCET DMT on 19 January and again at RCET DMT on 13 April 2017. RCET Service Managers discussed the dementia actions on 12 September 2017.</p>	<p>There have been 135 awareness sessions delivered to date. However there are other sessions available externally that we do not deliver and therefore have no knowledge of uptake.</p> <p>Dementia Action week took place in May 2018. The Medway Council Communications Team promoted an open day at Hoo Leisure Centre which is now a dementia friendly centre. The open day was held for those with dementia and older adults (including those socially isolated). It was extremely well received and the residents all heard about it though The Net and Village Voices (2 local magazines the Council advertised in) 65 people attended the open day. A press release was issued advising residents of the open day and the release included information about the sports centre being dementia friendly. KMTV and ITV Meridian attended with there being positive coverage showing a variety of classes and positive interviews.</p> <p>Staff wore their Dementia Friends badges on the day and the sports team posted a photo on social media to promote the centre being dementia</p>

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3	<p>That Cabinet agrees that all Councillors, both those newly elected and those re-elected, should be strongly encouraged to attend a Dementia Friends awareness session as part of the Councillor induction process following the next Medway Council elections in May 2019.</p> <p>In view of the time period until the next Council elections, it is further recommended that all Councillors are given the opportunity to participate in a session ahead of May 2019 and that the provision of a refresher every two years is investigated.</p>	<p>A large number of Members have participated in the Dementia Friends awareness session during 2016/2017 and will continue to have the opportunity to attend sessions.</p> <p>The need for this training for newly elected Members' has been captured and this will now be incorporated into the members' induction programme.</p>	<p>Dementia Friends awareness sessions continue to run and are available for Members to attend.</p>
4	<p>That Cabinet asks the Medway Rural Liaison Committee to discuss the possibility of offering Dementia Friends awareness sessions to parish Councillors and to consider how this could be promoted.</p>	<p>Public Health to deliver a Dementia Friendly session to the full Rural Liaison Committee in March 2018, which all Parish Councillors and Clerks are invited to attend.</p> <p>Dementia Friends does not have the capacity to visit each of the 11 Parish Councils individually.</p>	<p>A Dementia Friends session has been delivered to the Rural Liaison Committee</p>

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5	<p>That Cabinet requests that the Youth Service works with the Alzheimer's Society and the Medway Youth Parliament to consider expansion of Dementia Friends awareness sessions for young people and works with the Medway Dementia Ambassador and Medway Dementia Action Alliance to investigate how to promote this to local schools and youth organisations.</p>	<ul style="list-style-type: none"> • Participation youth worker has been trained to deliver Dementia friends training. • Training has been given to young people from Medway Youth Council. (10 young people) • Training is being delivered to young people attending Health and Social Care lessons at Thomas Aveling School. (30 young people year 9) • Training has been delivered to a group of young carers. (4 young people) • Training has been delivered to a group of full time youth workers so they can share their knowledge with young people attending youth centres. (6) <p>Future plans</p> <ul style="list-style-type: none"> • To deliver training to more schools who request training. • To deliver training to the new members of Medway Youth Council. (approx. 15) 	<p>The offer has been made to schools in a variety of forums, however there has been no further take up. A further offer is going to be made in September with a letter from Cllr Potter to support and encourage take up.</p> <p>Training was due to be delivered to new MYC members as part of the Summer Holiday program.</p> <p>New Youth Services starters will receive training in September (this is in line with their general induction.)</p>

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		<ul style="list-style-type: none"> To deliver to newly employed youth workers and the part time youth work staff team. 	
6	<p>That the Head of Legal Services and the Partnership Commissioning Teams give consideration to how the Council's procurement and commissioning arrangements could encourage organisations tendering for Council and jointly commissioned services to ensure that their staff and models of service delivery are dementia friendly and that this should include existing contractors / providers.</p>	<p>As contracts are tendered, managers will consider dementia and work with the procurement teams to ensure compliance.</p> <p>The Highways Team will be including a target on dementia into the Year 1 Service Improvement Plan for the Highway Infrastructure Contract that has been awarded to Volker Highways and will be taken forward in Q4 17/18.</p> <p>Where appropriate, integrated transport services will include relevant requirements in tendered services for dementia awareness policies. The supported bus service is due for review and retender in 2019. However, officers will look to raise the issue of dementia awareness and dementia training with current bus operators before this.</p> <p>The new three year capital works budget for HRA Housing projects is</p>	<p>Dementia friends training was held on the 19th April with our Contractor Volker Highways. This included all their office staff on the Medway Highways contract as well as their site supervisors. Following the training, handouts were provided to all the site operatives.</p> <p>Whilst no services were commissioned by Integrated Transport during Q4 17/18, this principle will be carried forward into 2018/19 and included in upcoming tenders and commissioning projects, including the bus shelter contract renewal and supported bus tender.</p> <p>Dementia awareness and training has been discussed with current bus operators; see update at point 16</p> <p>Landlord Services repairs contractors Mears received Dementia Friends training on the 6 and 7 December 2017.</p>

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		<p>currently being developed. These works will commence tendering in early 2018/19. The Contracts Manager is aware of this requirement and the specifications will be adapted accordingly.</p> <p>The HRA Contracts Manager has attended Dementia Training and made contractors aware of the dementia friend initiative. Training will be cascaded to contractors in 2017/18.</p> <p>Dementia awareness has been discussed as part of the monthly contract meetings with Veolia and will be raised with NORSE as part of the new contract at the Household Waste Recycling Centres. Both have expressed an interest in a 'train the trainer' session for their senior staff to enable them to pass onto frontline staff.</p> <p>Strategic housing have had discussions with existing providers of sheltered housing around how capacity can be freed up to work with vulnerable people in the community.</p>	

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		E.g. MHS now provide a twelve week program of support to people over 55 who are having difficulty living independently. This includes identification of unmet need and referrals to long term services where appropriate.	
7	That Cabinet requests that Adult Social Care and Sports, Leisure & Tourism should be represented, as appropriate, at meetings of the Medway Dementia Action Alliance to ensure that opportunities for engagement and shared learning are maximised and that Cabinet also requests that departmental management teams consider whether there are other services within their respective areas that could benefit from engagement with the Alliance.	<p>The Leisure Manager attended the last Dementia Action Alliance meeting. Subsequent meetings have been held, which culminated in dementia audits being carried out at every sports centre during October 2017. These audits are currently being collated and a report was due to be written, with actions/recommendations, for consideration by the leisure management team in December 2017.</p> <p>Other examples of recent engagement include:</p> <ul style="list-style-type: none"> • Enabling Integrated Transport officers to explain the rationale of the new crossings at the bus depot. • Officer attending a meeting to answer concerns on challenges 	Completed previously - No further update

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		<p>the Alliance members had with regards to using a Blue badge without visible disabilities.</p> <p>The Alliance are very pleased with this 'you say, we do' level of interaction.</p>	
8	That the Cabinet asks Medway NHS Clinical Commissioning Group to consider being regularly represented at meetings of the Medway Dementia Action Alliance.	Throughout 2017 a project manager from Medway CCG has regularly attended Dementia Action Alliance and Medway Community Engagement meetings. The project manager has led on a number of improvement work streams and as such, has been able to join a network of organisations across Medway who are working to sustain Medway as a dementia friendly community.	Medway Clinical Commissioning Group is on the mailing list for the Dementia Action Alliance and receives the minutes for the meetings. Unfortunately, due to other commitments, the CCG has not been represented at the last few meetings but is planning to attend the next meeting in September.
9	<p>That Cabinet:</p> <p>i) Notes and commends the impact achieved by the Chairman and Co-ordinator of the Medway Dementia Action Alliance (DAA), who has significantly contributed to the establishment and development of the Alliance.</p>	Continued funding for the Dementia Action Alliance Co-ordinator was secured by the Alzheimer Society in June 2017. The funding will enable the co-ordinator to remain active in the role for the next 2 years.	Completed previously - no further update

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	ii) Commits to support Medway DAA and Alzheimer's Society in their efforts to identify alternative mechanism through which the DAA can be supported following the funding for the Co-ordinator post having expired.		
10	<p>That Cabinet asks the Chief People Officer to:</p> <p>i) Ensure that the Council's employment policies provide appropriate support in the case of a member of staff being diagnosed with dementia and to bring forward any recommendations for change to the Employment Matters Committee.</p> <p>ii) Investigate the establishment of a support group for staff with caring responsibilities for a person living with dementia and for any staff member who has dementia themselves.</p>	<p>i) The existing suite of employment policies are fully inclusive and the level of support to a colleague who is either diagnosed with dementia or is acting as a carer will be applied consistently.</p> <p>ii) The Council fully supports the role of the Disabled Workers Forum which is a support network operated by colleagues and is available to disabled and non-disabled colleagues to discuss and raise issues whether they be work or non work related. The DWF meet regularly, they have a dedicated email address and hold networking events in the Gun Wharf café area.</p>	Completed previously – no further update

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11	<p>That the Head of Communications and Marketing ensures that all service managers are aware of the Council's style guidelines and promotes awareness of the Dementia Engagement and Empowerment Project writing guidance, including reminding service managers that the guidelines must be adhered to.</p>	<p>The Head of Communications and Marketing has researched best practice guidelines when designing for people with dementia and will ensure it is taken into account in all relevant design.</p>	<p>The Head of Communications and Marketing has sought to work with the Dementia Action Alliance to identify a design brief which will help us produce dementia friendly communications and marketing collateral. They have received advice on use of text and continue to search for an authoritative source for advice on design. It is important to embrace appropriate advice - it could have a major impact on longstanding design solutions such as the council tax booklet, What's On, annual plans, directories and information booklets, festivals and event literature. Meanwhile, Communications continues to include dementia content in external and internal communications.</p> <p>The Council branding and style guidelines will be updated once the place branding is complete, therefore this project has not yet been completed.</p>

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12	That the Communications and Marketing team investigates how awareness of dementia could be better promoted.	An article on dementia featured in Medway Matters September 2017 edition. Further opportunities are being investigated.	A further article on dementia will be included in Autumns Medway Matters 2018.
13	That the Chairman of the Dementia Task Group, in conjunction with Medway Dementia Action Alliance, writes to the Medway BME Forum to request that they consider representation at the Medway Dementia Action Alliance, with a view to this being used as a vehicle to consider how engagement and awareness of dementia amongst BME communities can be improved.	Engagement with BAME communities remains a national priority for the Alzheimer Society. Locally the Dementia Action Alliance continues to engage with BAME communities outside of the meetings to the extent that clarity has been gained about the wide variety of communities and therefore approaches to engagement that are best suited. For example engagement with a local Sikh, Gurdwara determined that stigma in relation to Dementia still prevents many families engaging with statutory services as there is a view that the family can and should take care of their own with little or no engagement from outside agencies. Engaging with the BAME community is a standing item on the Medway Community Engagement meeting agenda and as such is continuously being reviewed and approaches evaluated for	The Community Engagement Forum continues to discuss how it can engage with BAME groups. NHS England South East has reduced its resource relating to dementia so it is not clear whether the BAME review was fully completed. This will be discussed at the next forum.

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		effectiveness. The Dementia Action Alliance is actively awaiting feedback from NHSE who are currently undertaking an in-depth review of the BAME community and access to services, utilising data direct from GPs.	
14	That Cabinet asks the Chief Finance Officer to review the existing Council Tax leaflet and other material providing Council Tax information to ensure that accessible advice is included for people living with dementia and carers that they may be entitled to a Council Tax Reduction.	To be completed during Q3 and Q4 in preparation for council tax leaflet next year.	<p>When the Council launched its new website in April 2018, the Council worked hard to ensure that information relating to Council Tax and discounts was easily sign posted for people living with dementia or those helping people living with dementia.</p> <p>The Council sought advice from other local authorities as part of this work.</p>
15	<p>That the Sports, Leisure & Tourism teams:</p> <p>i) Review the dementia friendly recreational activity sessions on offer in Crawley and any lessons learnt, in light of the Task Group visit to see existing good practice and consider whether similar provision could be made in Medway.</p> <p>ii) Work with Communications and</p>	<p>The programme at Crawley will be reviewed to identify opportunities for Medway's sports centres. This was due to be reviewed in November 2017 and fed in to the dementia facility audit report that was being compiled for December 2017.</p> <p>Tranquil swimming sessions were introduced at Hoo Pool during 2017 to offer the residents of Medway an</p>	<p>New signage has been installed inside and outside Hoo Sports Centre. During Dementia Action Week an open day was held on 23 May 2018 at Hoo. This was targeted at carers and people who know someone living with dementia.</p> <p>Site audits have been completed at all Medway Sports Centres by internal audit. As part of the audit the service</p>

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	Marketing, in consultation with the Alzheimer's Society, to enhance the dementia friendliness of signage at Medway leisure centres.	<p>opportunity to have a quiet swim. These sessions form part of our offer for those groups of people that prefer a quieter, more relaxed, environment such as the elderly, those with dementia and customers on the autistic spectrum.</p> <p>The Council's Communications and Marketing Team has researched good practice guidelines when designing for people with dementia and will ensure it is taken into account in all relevant design. This will be done when signage is reviewed / updated.</p>	met with local groups to discuss ideas and ways forward.
16	That, within existing budgets, the Integrated Transport Team explores the possibility of developing a Transport Companion Scheme, which would include provision for people living with dementia.	Officers in Integrated Transport have contacted other Local Authorities to ascertain if companion schemes are operated in other areas, and if so how they are run. Officers have also contacted local voluntary groups to see if there are any similar services operating in Medway already. Results were due to be reported in December 2017.	During Q2 17/18 officers engaged with the Alzheimer's Society, members of the Medway Dementia Action Alliance and members of the public at Dementia Roadshows. A range of recognised challenges and possible solutions were discussed with these groups. The Companion Scheme was not considered as a priority by any of the individuals spoken to at the roadshows. In exploring this, Arriva confirmed that they have specific disability cards that can be obtained

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			<p>free of charge and presented to drivers on buses to inform the driver of the particular disability the passenger has and what support they may require. These can be obtained from the Chatham Bus Station Information Centre.</p> <p>In addition, the Council's bus travel web page has been updated to include details of what services and support is available for people living with dementia.</p> <p>Operators have been contacted to understand more about the range of services they offer to people living with dementia, including "Turn Up and Go" travel assistance, travel mentoring and travel buddy services. TfL has confirmed that the "Turn Up and Go" style of travel assistance requires no additional cost to provide as it is part of the transport operator's existing staff duties and is included in their staff training. Steps taken to extend Dementia training to Chatham Bus Station Information Centre will go some way to ensure staff are aware of the assisted travel requirements of</p>

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			<p>people living with dementia.</p> <p>The Integrated Transport Service has engaged with The Alzheimer’s Society and members of Medway Dementia Action Alliance to hear their experiences of using transport services nationally. Integrated Transport are currently reviewing their list of recognised challenges and solutions. If the need for a Transport Companion Scheme, or alternative assisted travel scheme, is identified then officers will put forward their recommendations. However, an appropriate budget will need to be identified as one doesn’t currently exist.</p> <p>Integrated Transport will consider updating their Transport and Mobility webpage to promote services available for people living with dementia.</p>

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17	<p>That the Integrated Transport Team writes to Arriva to:</p> <ul style="list-style-type: none"> <li data-bbox="271 448 887 592">i) Express support for the improvements made to make local bus services more dementia friendly to date and for Arriva's future proposals. <li data-bbox="271 632 887 847">ii) Request that consideration is given to promoting existing provision for people living with dementia more widely and to making customer service staff available at the bus stops within Chatham Bus Station. 	<p>Officers have liaised with Arriva regarding their improvements to their services to make them more dementia friendly. On 11 October Arriva hosted a roadshow visiting five different sites in Medway to promote understanding of dementia, dementia support available, and the new policies Arriva have put in place. All new Arriva staff will undertake dementia awareness training as part of their standard induction and key members of staff, including staff based at the bus station have undertaken dementia awareness training. Arriva are also updating their fleet to the new Sapphire vehicles which include voice prompts for stops and improved/easy to navigate layout.</p> <p>The contract with Medway Norse, for the operation of Chatham Bus Station Information Centre, will be updated to specifically state that customer facing staff should have an understanding of dementia awareness and attend Dementia Friends training.</p> <p>Local Authorities, transport bodies and operators have been contacted to</p>	Completed previously – no further update

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		<p>understand more about the range of services they offer to people living with dementia, including “Turn Up and Go” travel assistance, travel mentoring and travel buddy services. TfL have confirmed that the “Turn Up and Go” style of travel assistance requires no additional cost to provide as it is part of the transport operator’s existing staff duties and is included in their staff training. Steps taken to extend Dementia training to Chatham Bus Station Information Centre will go some way to ensure staff are aware of the assisted travel requirements of people living with dementia.</p> <p>The Integrated Transport Service has engaged with The Alzheimer’s Society and members of Medway Dementia Action Alliance to hear their experiences of using transport services nationally. Integrated Transport is currently reviewing its list of recognised challenges and solutions. If the need for a Transport Companion Scheme, or alternative assisted travel scheme, is identified then officers will put forward their</p>	

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		<p>recommendations. However an appropriate budget will need to be identified as one doesn't currently exist.</p> <p>Integrated Transport will consider updating their Transport and Mobility webpage to promote services available for people living with dementia.</p> <p>Integrated Transport wrote to Arriva to gain a clear understanding of the dementia friendly improvements they have made. In addition to the initiatives previously outlined Arriva have confirmed that:</p> <ul style="list-style-type: none"> • 10 senior drivers (who also provide in-house training to new drivers) have joined the Dementia Friends initiative. • Arriva will expand their training program in 2018 to give drivers a greater understanding of the needs of those living with dementia. • Arriva have worked with Medway Dementia Action Alliance (MDAA) to promote existing provisions for people living with dementia more 	

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		<p>widely. Together they have:</p> <ul style="list-style-type: none"> • Distributed journey assistance cards across Medway. • Held a Dementia Roadshow Bus Tour on 12 October 2017, visiting key locations across Medway. Further events will be held in the New Year to raise awareness. Integrated Transport will explore how they can offer support at future events. <p>At the Roadshow, officers from the Integrated Transport Service met with members of MDAA, living with dementia to discuss their positive experiences and difficulties of using transport in Medway. As a result of the roadshow:</p> <ul style="list-style-type: none"> • Officers shared details of the Medway Mobility Bus Service with the Alzheimer's Society through MDAA. Providing alternative transport options promotes independence for those living with dementia. • MDAA have included Integrated Transport officers on the invitation 	

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		<p>list for all future MDAA meetings. An Integrated Transport officer attended the MDAA group meeting in November, promoting the Medway Mobility Bus Service and the English National Concessionary Travel Scheme. Officers will attend a Dementia Café Session in the New Year to raise further awareness.</p> <p>Chatham Bus Station crossing points have been resurfaced (as approved by Public Health) to make them more conspicuous and suitable for people living with dementia.</p> <p>Chatham Bus Station Information Centre is operated by Medway Norse. Information Centre staff have been invited to attend a Dementia Friends training session in the New Year.</p> <p>Integrated Transport will consider making journey assistance cards available at Chatham Bus Station Information Centre so that people living with dementia can communicate</p>	

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		discreetly with staff.	
18	<p>That the Chief Legal Officer writes to local licensed taxi and private hire companies to:</p> <ul style="list-style-type: none"> i) Raise awareness of the ambition of Medway to achieve national recognition as a Dementia Friendly Community and encourage the companies to raise awareness of dementia amongst drivers and call handlers. ii) Request that they ensure that their staff are dementia aware, such as by attending a Dementia Friends awareness session or completion of on-line training. 	<p>Taxi and private hire firms have been written to raise awareness of the need to be dementia friendly and to signpost to sources of information. The firms have also been asked to indicate whether they would be interested in participating in a Dementia Friends awareness with a view to a session being arranged if demand is sufficient.</p>	Completed previously – no further update
19	<p>That Cabinet:</p> <ul style="list-style-type: none"> i) Recognises and promotes the importance of ‘Safe Havens’ for people living with dementia and supports the work being undertaken through the Community Safety Partnership to increase the number of Safe Havens, 	<p>Kent police have set up nine third party hate crime reporting hubs, or safe havens. At the moment these are all within community organisations.</p> <p>The work on dementia safe havens is a workstream for Kent Police, under the Community Safety Plan, through</p>	Completed previously – no further update

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	<p>including the linkage being made with the Telecare database. This link is in order to facilitate timely contact being made with relatives of individuals presenting to a Safe Haven who are registered with the scheme.</p> <p>ii) Requests that the Head of Safer Communities and Greenspaces ensures that the Medway Dementia Action Alliance is provided with regular updates on the Safe Havens work to ensure that awareness of the scheme and the opportunity to participate is maximised amongst organisations who are members of the Alliance.</p>	<p>their third party reporting hubs. The requirement to update the alliance has been communicated. (3 Nov update)</p>	
20	<p>That Cabinet:</p> <p>i) Agrees that the work undertaken to date and the 2017/18 plans to make Community Hubs and Library Services and Adult Education in Medway dementia friendly should remain a priority for the service.</p> <p>ii) Requests that Community Hubs and Library Services investigate the introduction of a library card aimed at people with dementia and carers and</p>	<p>Library services proposes to review in Q3 how this 'exempt status' is administered.</p> <p>The Library Service does not have a specific separate Library card for people with Dementia, but what it does do is apply an exempt status to certain borrowers.</p> <p>- Exempt status means the borrower does not have to pay fines or postage costs.</p>	<p>The Service has reviewed how this 'exempt status' is administered and has removed any barriers to access in terms of requiring evidence of need. The 'exempt status' removes the payment of fines and charges for Audio Visual material.</p>

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	that the abolition of fines is considered for people living with dementia / holders of the new card.	Dementia is one of the categories where an exempt status is able to be applied to the card by Library staff. This process of not charging fines is automatically administered by the card, i.e. the customer would not have to flag it up.	
21	<p>That Cabinet agrees that:</p> <p>i) The work being undertaken to help ensure that new developments in Medway are dementia friendly, including the development of a Medway Code of Practice, should be progressed as part of the Local Plan Workstream.</p> <p>ii) The importance of Extra Care Housing provision being developed in Medway, including its use as accommodation for people living with dementia, should be highlighted to housing providers by Strategic Housing, on an ongoing basis.</p>	<p>Regeneration Officers have worked with Public Health during the design stage and development of the draft Strood Masterplan (SPD) to take the needs of people with dementia into consideration.</p> <p>Dementia Friendly Communities (the Built Environment Guidance) is listed under the policy guidance for the scheme to be taken into consideration.</p> <p>The SPD sets out the importance of health and wellbeing of residents and visitors, having access to green spaces and supporting healthy lifestyles and active travel. It is noted particular care should be given to appropriate design to meet the needs</p>	<p>Public consultation has now closed on the draft Strood Masterplan SPD, and it is being progressed for adoption. Public Health was involved during the design stage and aided the development of the masterplan to take the needs of people with dementia into consideration.</p> <p>Dementia Friendly Communities (the Built Environment Guidance) is also listed under the policy guidance for the scheme.</p> <p>RDT and Public Health have committed to progress a Collaborative Working Agreement (CWA) in 18/19, and this is expected to be a key area for continued prioritisation.</p>

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		<p>of those with dementia. This will include design and location of signage and the inclusion of wayfinding and legibility cues in architectural and landscape design.</p> <p>The design of public and communal open spaces should reduce social isolation and promote social integration, looking at aspects such as dementia-friendly design.</p> <p>The HRA Property Services Team will work with the Category Management team to ensure extra care housing provision. The HRA has over 3000 properties including 280 units of sheltered housing accommodation. This will require officers to ensure specific and individual customer needs are addressed and services are adjusted according to individual requirement. This will ultimately lead to improved customer satisfaction and quality of life.</p> <p>There are three Extra Care housing schemes in Medway with a total of 163 units and another two housing schemes in development which will</p>	

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		<p>provide another 125 units. These schemes have a number practical design features to ensure they are dementia friendly. These include:</p> <ul style="list-style-type: none"> • Colour themes for different floors to help wayfinding. • Wall art/Murals to easily identify floor location and artwork throughout the scheme to help identify the area of the apartment. • Memory shelves. • Clear signage on white Perspex. • Textured wallpapers / textured Kitchen design in apartments. • Light worktops in affordable rented / illuminated light switches to bedroom/s and bathroom furnishings. <p>In addition to this, the provider at one of the housing schemes development <i>Atlas Place</i> is looking to develop a dementia/sensory room to incorporate soft lighting/soft furnishings/memorabilia. Integrated Transport officers have</p>	

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		<p>written to South Eastern Railway to gain a clear understanding of the measures they have taken in the design of the new Strood Train Station building.</p>	<p>South Eastern has now responded to confirm the following design proposals will be included in the new Strood Station building:</p> <ul style="list-style-type: none"> - Use of matt floor tiles throughout the booking hall to reduce glare. - A balanced approach to glazing through avoiding excessive glazing which can contribute to glare but while providing an element of natural lighting to the station. - A suite of new way-finding signage throughout the station including symbols to indicate routes and key items of interest e.g. toilets, cash machine etc. The signage is white writing and symbols onto a dark blue background giving a good contrast and will include a capital letter at the start of each word followed by lower case. There will be a minimum 30 point contrast between upstanding items and the background they are against. This is essential for visually impaired users, which will also benefit people with dementia.

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			<ul style="list-style-type: none"> - The use of in-laid York stone on top of service manholes on the paths around the new station to match footpath material and to avoid the potential that a service cover might be misconstrued as a hole or other obstacle on the pathway - The use of corduroy paving at the top and bottom of the newly installed steps at the front of the station. The change of texture provides a non-visual indication of a change of level approaching. - On some of the internal glazing, landscape scenes will be installed to provide privacy but also to provide an element of colour to the booking hall and waiting room. The landscape scenes are a dementia friendly recommendation in terms of government research. - We've avoided the use of mirrored finishes apart from vanity mirrors in the toilet areas as we understand that the proliferation of mirrored finishes can cause confusion and glare to people with dementia.

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			<p>In respect of Southeastern itself, a number of their managers have now received online training to become Dementia Friends and it's hoped this initiative will be extended to frontline staff in the near future. South Eastern's Accessibility and Inclusion Manager is working on the best method of disseminating this initiative to their workforce given they're spread across around 180 locations and on trains.</p>
22	<p>That the Partnership Commissioning Teams should work with Medway NHS Clinical Commissioning Group and Medway NHS Foundation Trust to seek to reduce waiting times for scans.</p>	<p>During 2017 much work has been undertaken to improve the Dementia referral pathway. Amongst the initiatives implemented have been a GP advice line, which enables consultation with a consultant, the introduction of a revised referral form and the ability to request scans earlier in the diagnosis process. It is hoped that this work and other initiatives will lead to an increased referral diagnosis rate from 55% as of July 2017 to the national standard of 66%.</p>	<p>Medway NHS Clinical Commissioning Group is attempting to meet with the head of imaging to discuss the timing of scans and the distribution of the outcome reports. However, communication has been challenging. The KMPT Community Mental Health Service for Older People has met with the imaging department recently and is working to strengthen the working relationship between the two services.</p>

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23	That Cabinet recognises the importance of keeping progress in achieving the key deliverables of the Medway Dementia Strategy under review, including provision for people in the later stages of dementia.	All Dementia actions have been placed into RCET Service Plans and are reviewed quarterly.	Dementia actions in RCET Service Plans continue to be reviewed regularly.
24	<p>That Cabinet requests that:</p> <p>i) In recognition of the potential impact of the 'Test for Change' pilot in Rainham, the Partnership Commissioning Teams should work to identify efficiencies and funding opportunities to enable the project to commence as soon as possible.</p> <p>ii) The initial impact of 'Test for Change' is identified, as soon as is practical and that consideration is given to how this learning could be applied to other areas. This could enable other areas within Medway to benefit before completion of the initial project.</p>	<p>A needs analysis conducted in 2015 identified serious weaknesses in post diagnostic support locally, namely that it is fragmented, sparse, and reliant on voluntary services. A cross organisational working group was set up and has been able to deliver a number of key initiatives that are already making a significant impact on the lives of people living with Dementia in Medway. Amongst these initiatives has been the introduction of Dementia Support worker role that has integrated into existing workers role across a number of organisations including Carers First, Alzheimer Society, IMAGO (care navigators), Age UK and is being supported by Admiral Nurses from KMPT and MCH. This initiative was developed in direct response to the original "Test for Change"</p>	<p>The Dementia Support Worker roles will be discussed at the next Community Engagement Forum. It is not currently clear how this has progressed and whether the impact on services users and carers has been recorded.</p>

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		<p>approach being challenged. Practically this means that in addition to Admiral Nurses there are a number of dementia trained workers that can visit individuals in their own homes to provide specific support and advice to them and their carers. The evaluation of the Dementia Support Worker role is due to take place during 2018, however it has already been shown to be a more cost effective and efficient way of providing easily accessible support direct within the community as the provision is open to all and not just one locality.</p> <p>Elizabeth House in Rainham has started a second diagnostic support group and will have a psychologist join them for 3 months on secondment</p>	

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25	That Cabinet recognises the importance of Dementia Cafes and Peer Support Groups and requests that the Partnership Commissioning Teams work with the Alzheimer's Society and other organisations, as appropriate, in order to consider how existing provision can be sustained, in the event the Communities Fund bid is not successful and to look at opportunities for future expansion, including provision as part of 'Test for Change' in Rainham.	The Communities Fund bid was not successful however; in addition to the collaboration above drop in clinics which run alongside dementia cafes have been developed. The clinics are open to anyone and are staffed by representatives from a range of organisations including KMPT, Carers First, Age UK, MCC, IMAGO and Medway Social Care. This ensures that several times a month an individual living with Dementia and/or their carer can access a range of support and advice all in one place and all at the same time. This is increasing cross organisational co-ordination of support for individuals and leading to increased satisfaction with services and support.	Cafes with professional representation continue to run in the Rainham and Rochester. However, despite the continued success of the Rainham café, the café in Rochester does not regularly get a high number of people attending. Adult Social Care ensures that it is represented at these meetings to ensure service users and families' can receive information and appropriate sign posting to other services where necessary to support needs.

Other work undertaken not directly relevant to a recommendation:

- Customer Contact – Rainham Contact Point and Kingsley House have had directional signage installed as a result of the recommendations from the Task Group.