

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications

<b>Service Specification No.</b>	1
<b>Service</b>	Dementia Advisor Service
<b>Commissioner Lead</b>	Kevin Day Portfolio Manager – Mental Health
<b>Provider Lead</b>	Kumbi Mandinyenya, Alzheimer’s Society
<b>Period</b>	1 <sup>st</sup> April 2023 to 31 March 2024
<b>Date of Review</b>	As and when required by either Commissioner or Provider

<b>1.</b>	<b>Population Needs</b>															
<b>1.1</b>	<b>National/local context and evidence base</b>  This is detailed in section 3 below.															
<b>2.</b>	<b>Outcomes</b>															
<b>2.1</b>	<b><u>NHS Outcomes Framework Domains &amp; Indicators</u></b>															
	<table border="1" style="width: 100%;"> <tr> <td style="width: 15%;"><b>Domain 1</b></td> <td><b>Preventing people from dying prematurely</b></td> <td></td> </tr> <tr> <td><b>Domain 2</b></td> <td><b>Enhancing quality of life for people with long-term conditions</b></td> <td></td> </tr> <tr> <td><b>Domain 3</b></td> <td><b>Helping people to recover from episodes of ill-health or following injury</b></td> <td></td> </tr> <tr> <td><b>Domain 4</b></td> <td><b>Ensuring people have a positive experience of care</b></td> <td></td> </tr> <tr> <td><b>Domain 5</b></td> <td><b>Treating and caring for people in safe environment and protecting them from avoidable harm</b></td> <td></td> </tr> </table>	<b>Domain 1</b>	<b>Preventing people from dying prematurely</b>		<b>Domain 2</b>	<b>Enhancing quality of life for people with long-term conditions</b>		<b>Domain 3</b>	<b>Helping people to recover from episodes of ill-health or following injury</b>		<b>Domain 4</b>	<b>Ensuring people have a positive experience of care</b>		<b>Domain 5</b>	<b>Treating and caring for people in safe environment and protecting them from avoidable harm</b>	
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<b>2.2</b>	<b>Local defined outcomes</b>															
	<ul style="list-style-type: none"> <li>• <b>Overarching Outcomes:</b> I can live the life I want to the best of my ability</li> <li>• <b>High level:</b> I can live independently, I can cope, I can make informed choices and decisions</li> <li>• <b>Intermediate:</b> I am listened to, I am supported , I am informed</li> <li>• <b>Service:</b> I am supported by staff/volunteers, I am supported by peers, I have social contact, I have access to useful information, I have a supportive point of contact</li> </ul>															
<b>3.</b>	<b>Scope</b>															
<b>3.1</b>	<b>Aims and objectives of service</b>															

The aims of the dementia advisor service are to:

- To provide support to people with dementia and their Carers.
- To assist people with dementia and their Carers to identify their needs and access services.

The aims will be achieved by the dementia advisors becoming an integral part of the memory clinics service being commissioned across the localities of Stafford and Surrounds, Cannock Chase, South East Staffordshire and Seisdon Peninsula and East Staffordshire.

Care will be consistent with the National Dementia Strategy. Other national policies, standards and evidence will inform operational principles and philosophy.

### **3.1.1 Evidence Base**

Prime Minister's challenge on dementia 2010. Policy paper, published February 2015  
Living Well with Dementia: A National Dementia Strategy Implementation Plan, DH July 2009  
Joint Commissioning Framework: National Dementia Strategy. DH June 2009  
Dementia Clinical Pathway Group Metrics – Baseline Reports. NHS West Midlands July 2009  
Living Well with Dementia: A National Dementia Strategy DH February 2009

Caring for people with Dementia: It's really time to do something now! NHS West Midlands April 2008

Dementia UK. A report on the prevalence & cost of dementia  
Alzheimer society 2007 Skills for Health & Skills for Care

National Institute of Health & Clinical Excellence  
Clinical Guideline 42. Dementia – supporting people with dementia and their Carers in health and social care.

Technology Appraisal Guidance 111 (amended September 2007, August 2009)

Donepezil, galantamine, rivastigmine (review) and memantine for the treatment of Alzheimer's disease (amended)

NHS Planning and Targets  
Operating Framework (08/09 09/10 & 10/11)  
Vital signs 08/09 & 09/10

### **3.1.2 Local Strategy**

Prioritization for funding in PCT LDP 2008/2009

### **3.1.3 General Overview**

The ICB covers the GP registered population of 647,527. Whilst the ICB overall is broadly similar in age structure to England, some local authority areas have higher numbers of older peoples compared to the national average, i.e. South Staffordshire, East Staffordshire, Stafford & Lichfield.

Full details of the numbers of people with dementia and the numbers predicted for future years are given [in data provided by NHS England]

Clearly these predictions show substantial growth in the number of people with dementia in the coming years coupled with existing under recording of dementia of the QOF registers.

The anticipated support capacity of the service is 620 people per annum, and will have to cover assessments and ongoing support as required.

### **3.1.4 Objectives**

The Dementia Advisors will:

- Form a network of Dementia Advisors across the 4 South Staffordshire localities.
- Promote and publicise dementia services.
- Identify and work with other services and Providers to ensure they are an integral part of the dementia pathway
- Demonstrate transparent partnership working with open communications with all agencies.
- Work with Memory Services to build good local relationships and networks with GP's, Social Care and Health, Third Sector providers and secondary care providers.
- Accept patients with a prior diagnosis of dementia.

### **3.1.5 Expected Outcomes including improving prevention**

Every patient will:

- Be assessed for referral to a social worker by the Dementia Advisor.
- Be given tailored information, sign-posting and referral to Third Sector, Social Care and Health.
- Be seen provided they live within the GP Registrant population of South Staffordshire.
- Be offered access to the Dementia Advisor as required
- Be offered to opportunity to undertake planning for the future with their Carer and/or family should they wish this.

All Carers will:

- Be offered the opportunity to attend free training/education about dementia.
- Be able to access the Dementia Advisor
- Be given a leaflet of services to access/buy from the Third Sector and Adult Social Care.
- Be asked to consent to their names being given to their GPs to build up a database of Carers, which will facilitate looking after the Carer's own healthcare needs.

### **3.2 Service description/care pathway**

This specification describes a service model which is designed to meet the needs of everyone with dementia, no matter what type of dementia they have.

This service will be accessible to, and appropriate for, people with Learning Disability and/or with Down's Syndrome. The Provider will demonstrate links with existing Learning Disability and/or Down's Syndrome services across the ICB including the Learning Disability Team, accessing Learning Disability and/or Down's Syndrome services and training where required.

### **3.3 Population covered**

The Service shall be made available to adults within the GP registrant areas across the localities of Stafford and Surrounds, Cannock Chase, South East Staffordshire and Seisdon Peninsula and East Staffordshire.

### **3.4 Any acceptance and exclusion criteria and thresholds**

Accessibility/Acceptability

The Service is available to Carers and adults, who are exhibiting possible signs of dementia. The service is available to those who are registered with a GP in the 4 South Staffordshire localities.

The Provider will ensure that the service is inclusive and accessible to all communities across the identified ICB areas and within the local population, including any groups who are not currently accessing the service. The Provider will ensure that translation and interpreting services are made available to people where English is not their preferred language.

### **3.5 Interdependence with other services/providers**

- South Staffordshire localities.
- General Practitioners
- Community Nursing Teams
- Midlands Partnership NHS Foundation Trust
- Staffordshire County Council
- Acute Hospitals
- Nursing and Residential Care Homes, as appropriate
- Third Sector Providers

Relevant networks and screen programmes

- The service provider will be a part of the South Staffordshire Dementia Network including the Dementia Service Development Group. The service provider will demonstrate links with other partners for the purpose of education and research.

The Provider will make available information and expertise to the Commissioner to help optimise the care of people with dementia.

#### **4. Applicable Service Standards**

##### **4.1 Applicable national standards (eg NICE)**

###### **4.1.1 Whole System Relationships**

The service must be part of a seamless pathway for people with dementia and their Carers, delivered by multiple providers. Service providers must be able to collaborate with delivery models for the ICB, Health and Social Care, Midlands Partnership NHS Foundation Trust and voluntary agencies. Building in and agreeing collaboration across service delivery models. Therefore service providers must demonstrate the ability to work in partnership with other agencies to create a seamless pathway for Carers, people living with dementia and other service providers. The service provider will attend contract monitoring meetings with the ICB when required. The contract monitoring meetings shall be arranged locally by the ICB.

###### **4.1.2 Service model**

- Appropriate communication and negotiations must be maintained with the referring service/team/agency, in order to ensure smooth transition for care across care settings.
- The referrer will provide appropriate, timely and comprehensive information to the service provider.
- The provider may not provide the service in the event that appropriate information is not completed correctly or where the provider identifies any unacceptable risks, this will be communicated to the referrer.

###### **4.1.3 Carers Pathway**

- All Carers will be offered a referral for a Carers Assessment under the Carers Act
- When relevant, the Dementia Advisor will, subject to consent from the Carer, notify the GP Practice that a Carer needs to be added to the GP's Carer's Register

##### **4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)**

##### **4.3 Applicable local standards**

#### **5. Applicable quality requirements and CQUIN goals**

##### **5.1 Applicable Quality Requirements (See Schedule 4A-C)**

##### **5.2 Applicable CQUIN goals (See Schedule 4D)**

<b>6. Location of Provider Premises</b>
<b>The Provider's Premises are located at:</b> Tricorn House, 6th Floor, 51-53 Hagley Road, Edgbaston, Birmingham, B16 8TP
<b>7. Individual Service User Placement</b>

