

Scrutiny Inquiry Panel - Dementia Friendly Southampton

DOCUMENTS FOR THE MEMBERS ROOM

Thursday, 3rd December, 2015
at 5.30 pm

MEMBERS ROOM DOCUMENTS ATTACHED TO THE
LISTED REPORTS

Contacts

Cabinet Administrator
Judy Cordell
Tel: 023 8083 2766
Email: judy.cordell@southampton.gov.uk

MEMBERS ROOM DOCUMENTS

6 MEETING FOUR - RESPECTABLE AND RESPONSIVE BUSINESS AND SERVICES, CONSISTENT AND RELIABLE TRAVEL OPTIONS (Pages 1 - 42)

Wednesday, 25 November
2015

SERVICE DIRECTOR, LEGAL AND GOVERNANCE

Report to Southampton City Council Scrutiny Committee

3rd December 2015

Wessex AHSN – what is it?

This is an NHS funded innovation and quality improvement organisation, focussing on priority areas in Wessex such as alcohol misuse, respiratory disease, malnutrition, medicines management, mental health and dementia. It also has a role to bring Wealth into this region by bringing together NHS bodies and commercial companies – industry links - to collaborate on wealth creation activities.

An example of this is the development of an orthopaedic research institute at Bournemouth University. This will bring clinical trials into this region and further our knoweldge of a topic that is of much interest due to the large numbers of older people in this region and the costs of treatment and complications that can arise.

We work with universities, the clinical commissioning groups, city and county councils, and all the provider trusts, acute, community and primary care. www.wessexahsn.org.uk

Dementia Quality Improvement Programme (QIP)

<http://wessexahsn.org.uk/programmes/3/dementia>

The work of the Dementia QIP addresses issues that members have identified. It also responds to national drivers, national data sources and to work being done locally. Parts of Wessex had low diagnosis rates and variable services post diagnosis.

ISPACE

<http://wessexahsn.org.uk/projects/45/creating-dementia-friendly-gp-surgeries-ispac>

The Dementia programme funded a piece of work in primary care to make GP surgeries “dementia friendly” and this was then evaluated by the University of Southampton.

This work is now being rolled out across Wessex. 16 surgeries have completed the process, 23 are in train and a further 10 are being approached.

In Southampton Old Fire Station Surgery was the first to complete the process and other surgeries are in train, these are Portswood Solent, Woolston Lodge, Atherley Surgery and Brook House surgery.



ISPACE consists of a bundle of actions

I – identify a champion

S – Staff Training and links to the pathway

P – Partnerships with patients, carers and the voluntary sector

A – Assessment and processes in the surgery

C – Care planning and future care during the disease progression

E – Environment of the surgery

The WAHSN is supporting surgeries to undertake these changes and to forge links with patients and carers. Staff training, partnerships, signing up to the dementia action alliance and involving patients and carers are the building blocks of this work.

Acute Care Development programme

The 8 hospitals in Wessex have signed up to be part of a development programme working to improve dementia care for patients and for their carers. Quarterly meetings are held in Chilworth and have covered a variety of topics from the value of research to telecare and to sharing work from other parts of the country. All 8 hospitals are engaged in projects to better support carers of people with dementia and most are in the process of signing up to John's Campaign. (John's Campaign simply says that carers should have the same rights as parents of children when admitted to hospital to stay with them and provide comfort and succour at a highly stressful time.)

This work is now being spread to community hospitals in the region and a website has been populated with examples of work being done, <http://wessexahsn.org.uk/projects/47/working-with-acute-hospital-dementia-leads-to-improve-care-in-their-hospitals>

Dementia quality care collaborative conference

WAHSN along with a number of other regional bodies collaborated to hold a dementia conference in October 2015. This was attended by over 160 people and examples of work being done across the region were shared. A website with examples of over 130 projects in the region can be accessed at www.wessexhealthlines.nhs.uk

Katherine Barbour – Senior Programme Manager

Katherine.barbour@wessexahsn.net 07990 002106

Southampton Legible Cities & Networks

Paul Walker
Travel & Transport Manager

Page 3

Agenda Item 6
Appendix 2

Aim of Southampton Legible City....

**The aim is to develop a
city communication system
that is of outstanding quality,
is easy to use and speaks
of the city.**

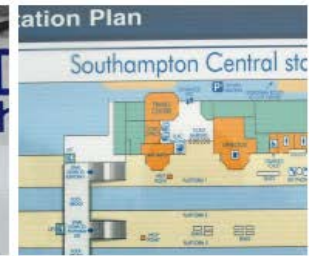
Page 4

Southampton Signage 2006

Train station

Mixed messages
Poor sense of arrival

Mixed identities
Confusing directions



Page 5

Southampton Signage 2006

Direction signs

Multiple messages
No consistency

Pedestrian
wayfinding
systems

Page 6



Southampton Signage 2006

Bus liveries

Not intuitive
Dated

Confusing
messages

Transport
systems



Audience & User Needs

Page 8

“Which is the
quickest way?”



Tell me



Audience & User Needs

“What are the choices?”

Show me



Page 9

Audience & User Needs

Page 10

“Let me explore”

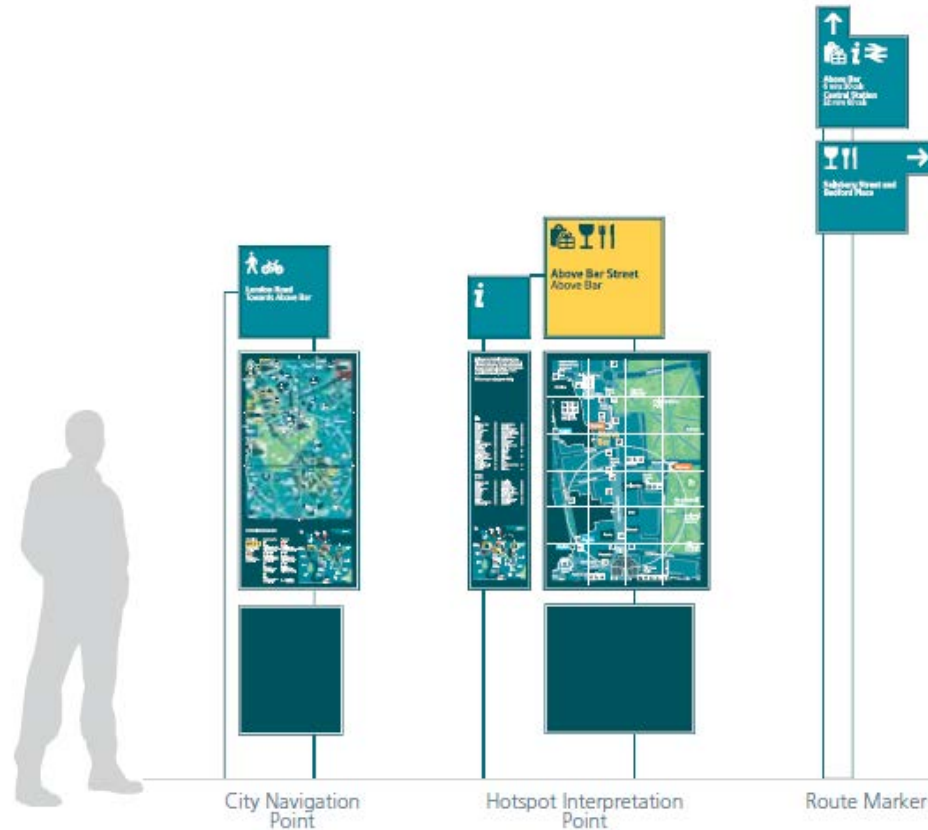
Involve
me



Legible Cities Phase 1

Phase 1 Design

Page 11



Legible Cities Phase 1 - Signage

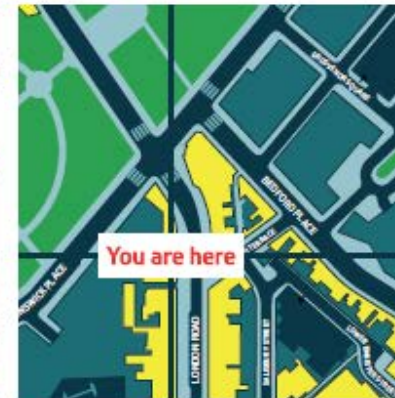
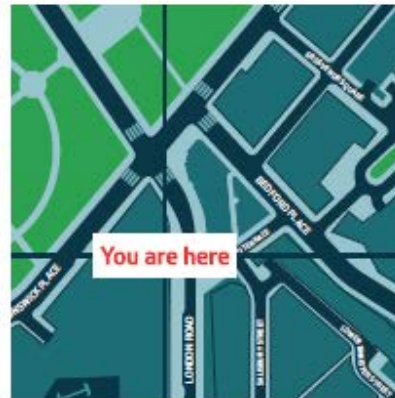
Page 12



dup

Phase 1 Review- Colour Identity

Page 13



Existing map

Development Recommendations

DUO ATKIN

Phase 2 Signage

Page 14

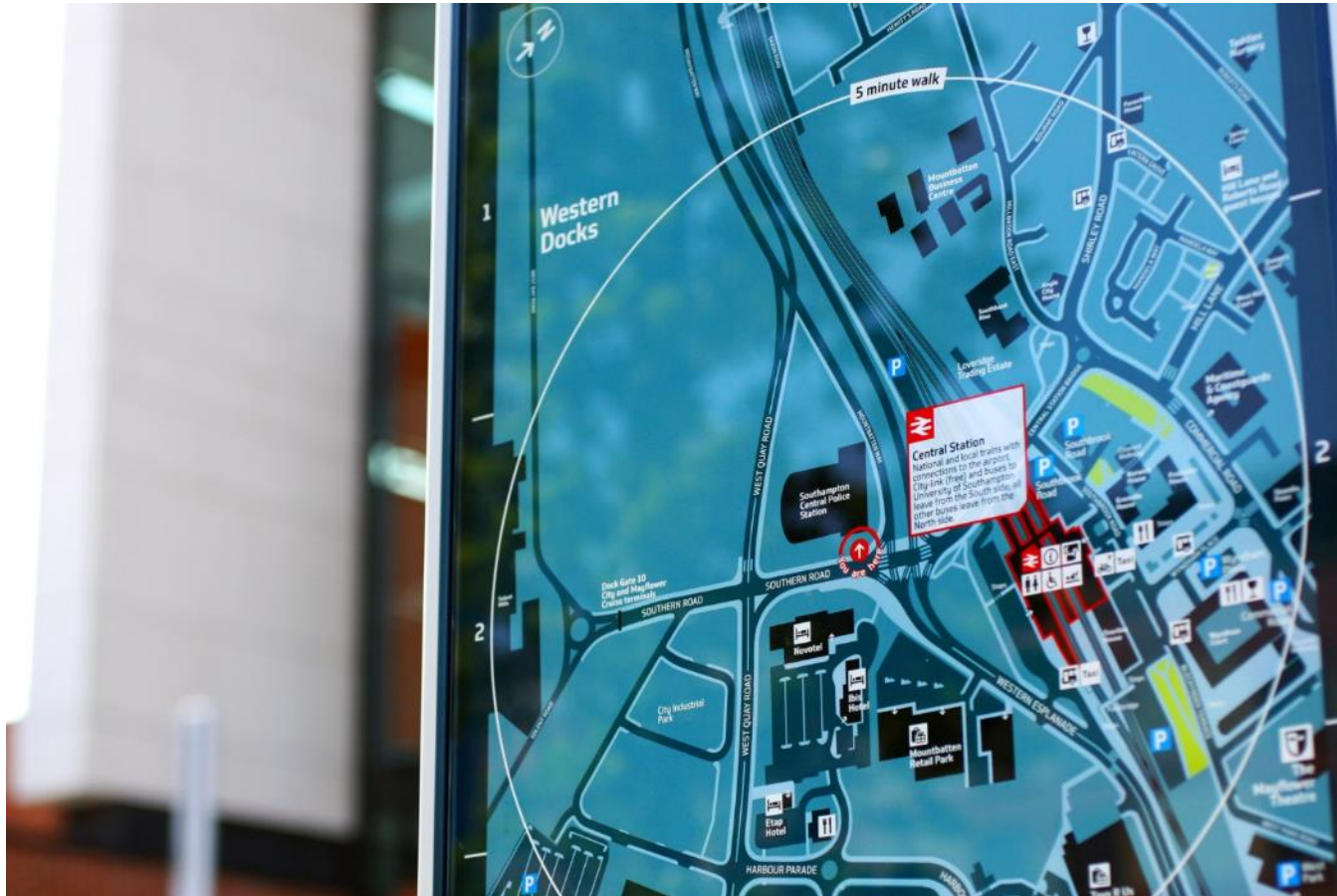


Phase 2 Signage



Phase 2 Signage

Page 16



Legible Network Expansion

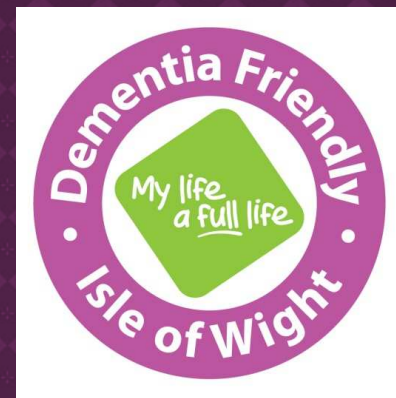


This page is intentionally left blank

A DEMENTIA FRIENDLY ISLAND?



Southern Vectis Working with Age UK to promote a dementia friendly place to live and travel by bus



BACKGROUND

- ◉ Reacting to the challenge raised by David Cameron, PM, to have 20 towns in the UK recognised for Dementia Friendly practice, Age UK IW have been working to create a dementia friendly community - funded by Isle of Wight NHS 2012 Challenge Fund.
- ◉ Age UK IW have worked with a really supportive Steering Group who have helped to drive this project forward; GP's, Public Transport, Police, Fire Department, local Businesses.
- ◉ They named Ryde Town as the pilot town to be known as the first Dementia Friendly Town on the Island, which was launched in February 2013.



OUR COMMITMENT

- ◉ Southern Vectis joined the Dementia Alliance Web page.
- ◉ Our pledge is to train our staff to recognise the signs of Dementia and to be able to assist where practical.
- ◉ Southern Vectis to raise awareness across the Company



HOW WE GOT THERE

- Southern Vectis - Introduced Safe Journey Cards



- A Logo was designed



WHAT IS A SAFE HAVEN?



Our trained staff will listen and make you comfortable



NEWPORT LAUNCH



WE ARE PROUD OF OUR BUS



The highlight of the launch day was when Vehicle 1104 arrived with a fabulous Bus Back, provided by Southern Vectis - with the Dementia slogan - My Life, a Full Life!

NOSTALGIA DAYS

Doris, 94, First Lady Conductor and one of the first Female Bus Drivers - in the Safe Haven at Newport Travel Shop



A SPECIAL MOMENT

Sue using her Safe journey card



Sue and Tony in the Safe Haven at Ryde Travel Shop



GOING FORWARD

- Southern Vectis, part of the Go-Ahead Group and Go South Coast have embedded elderly and dementia training in their Certificate of Competency (CPC) Training Course and these two topics sit under the day course, Customer Equality and Diversity.
- We aim to reassure people that although they may have difficulties which may limit what they do, they should not stop travelling around the island by bus, meeting their friends and having “a full life”.



First

- A full driver cpc module has been developed in conjunction with the Alzheimer's Society and the Mental Health Action Group
- The first few slides of this module are shown here
- Safe Journey Cards can be downloaded from our website (last slide shows an example)
- Awareness raising days have been held in Hampshire in conjunction with Solent MIND and local dementia charities

Introduction to Dementia

For First Group

Memory Test

Solution

Page 30



Aims

- To recognise dementia as a range of different physical conditions.
- To understand the link between physical damage to the brain and everyday skills and abilities
- To give First Group drivers the knowledge and confidence to help a person with dementia use their bus service
- To recognise our own responsibility in creating a dementia friendly community

Facts

Page 32

- There are currently over 800,000 people with dementia in the UK.
- There are currently over 17,000 younger people (under 65) with dementia in the UK.
- There are over 11,500 people with dementia from black and minority ethnic groups in the UK.
- There will be over a million people with dementia by 2021.

Facts

- 60,000 deaths a year are directly attributable to dementia.
- The financial cost of dementia to the UK will be over £23 billion in 2012.
- Family carers of people with dementia save the UK over £8 billion a year.
- Two thirds of people with dementia live in the community while one third live in a care home.
- Improving support for people with dementia goes beyond the vital role of the health and care system

Page 33

What is dementia?

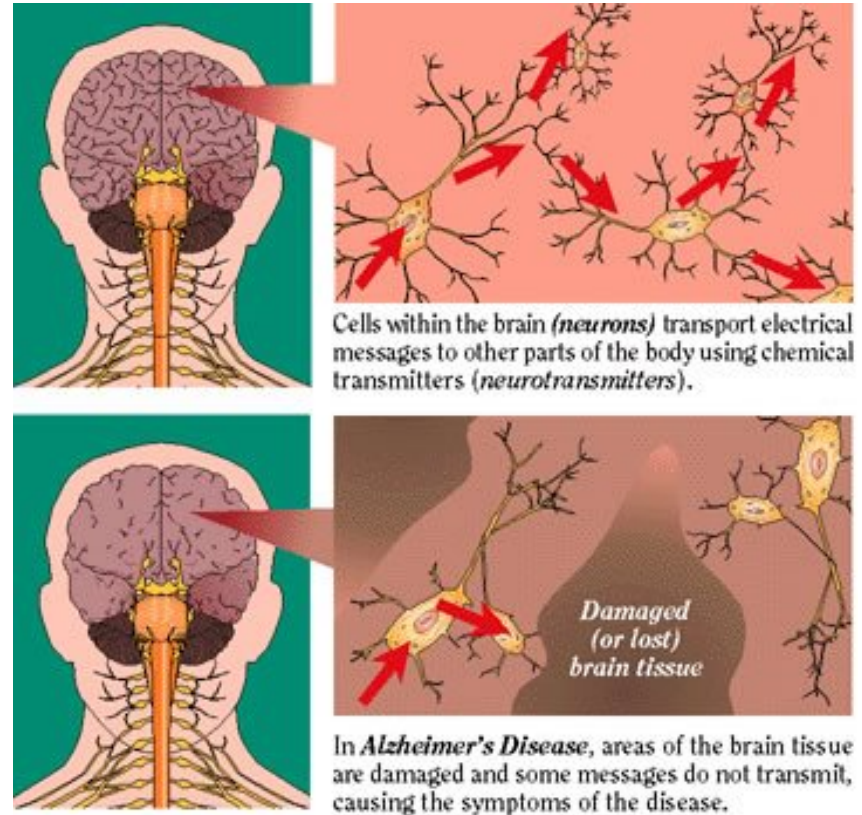
- Dementia is not a natural part of ageing.
- The term 'dementia' is used to describe the symptoms that occur when the brain is affected by specific diseases and conditions.
- Dementia is progressive,
- Each person is unique and will experience dementia in their own way.

Page 34

What is dementia?

- The connections in the brain deteriorate
- Connections don't get made
- Messages don't get through
- Detours take longer

Page 35



What are the symptoms?

- Loss of memory

Page 36

- Confusion
- Communication problems
- Changes in emotional control or behaviour

How would you know someone may have dementia?

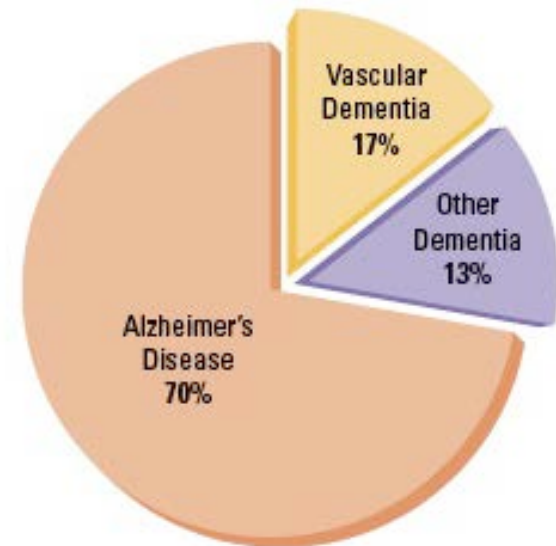
- Confusion - Which stop they want (might just say “Home”)
 - Difficulty finding right money to pay
 - Day/date/time
- Difficulty understanding you – and you them
- Sudden unexpected outbursts – using abusive terms
- No evidence of alcohol on breath

What causes dementia?

There are several diseases and conditions that cause dementia. These include:

- Alzheimer's disease
- Vascular dementia
- Dementia with Lewy bodies
- Fronto-temporal dementia (including Pick's disease).

Page 38



The bookshelf model of memory storage

Hippocampus memory

- memories like books on a bookshelf
- stored over time
- most recent on top.

Person with dementia

- bookshelf wobbles
- top shelf books affected first
- progressively lower books fall.

Moderate Dementia

Page 39



60-75

45-60

30-45

15-39

0-15



Mild Dementia

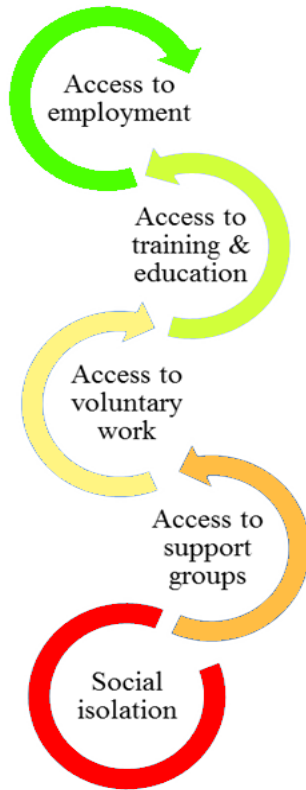


Severe Dementia

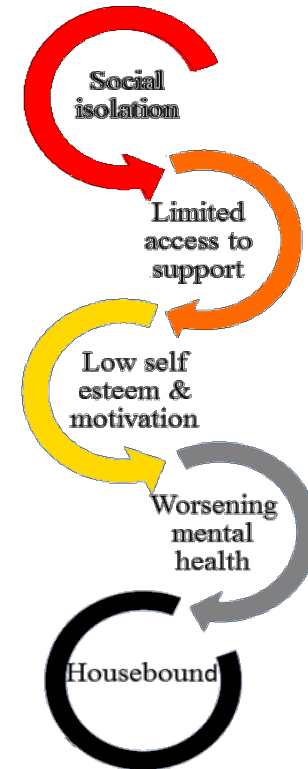
Communication – Hints and Tips

- Make eye contact
- Smile
- **KISS** (Keep It Short and Simple)
- Be aware of confusion - offer help
- Be patient
- Don't contradict the reality of the person with dementia

customers with unseen needs
our help can make the
difference between 2 clear
paths



positive



negative

Safe Journey Card



Please cut out and use these cards to let your driver know if you need any help with your journey.



Please speak slowly
I am hard of hearing



Please be patient,
I have difficulty in speaking



Please be patient,
I am visually impaired



Please be patient,
I have a hidden disability



Driver, please let me know when we get to

Please wait for me to sit down
In case I fall

