

**REGENERATION, CULTURE AND ENVIRONMENT  
OVERVIEW AND SCRUTINY COMMITTEE  
28 MARCH 2017**

**DEMENTIA TASK GROUP REPORT - HOW FAR HAS  
MEDWAY GONE IN BECOMING A DEMENTIA FRIENDLY  
COMMUNITY?**

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**Summary**

The report asks the Committee to consider the final report of the in-depth Dementia Task Group review on 'How far Medway has gone in developing a Dementia Friendly Community.' The Committee is asked to consider the findings and recommendations of the Task Group, in view of the comments made by the Health and Wellbeing Board on 14 March and by the Health and Adult Social Care Overview and Scrutiny Committee on 16 March.

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

**1. Budget and Policy Framework**

1.1 Under Chapter 4 of the Constitution (Part 5 – Overview and Scrutiny Rules - paragraph 21.1 (xvii), each overview and scrutiny committee has the responsibility to appoint time limited Task Groups to undertake in-depth reviews within the overall programme of reviews agreed each year by the Business Support Overview and Scrutiny Committee and to make recommendations to the Council and Leader and Cabinet as appropriate. The review topic, 'How far Medway has gone in developing a Dementia Friendly Community.' is within the remit of each of the Health and Adult Social Care Overview and Scrutiny Committee and the Regeneration, Culture and Environment Overview and Scrutiny Committee. Membership of the Task Group has been comprised of Members drawn from each of these committees. A number

of the recommendations will be of interest and relevance to the Health and Wellbeing Board.

- 1.2 The recommendations arising from the review are consistent with the Council's Policy Framework.

## **2. Background**

- 2.1 In June 2011 the Business Support Overview and Scrutiny Committee agreed to exercise a more pro-active role than previously in prioritising the programme of in-depth scrutiny review work. This followed a Council decision that a maximum of three reviews or themed meetings can be undertaken annually across all four Overview and Scrutiny Committees, in light of shrinking capacity across the organisation. This represented a shift from the previous position of multiple Task Groups, with no fixed timelines, running at any one time.
- 2.2 In line with best practice, the Committee also decided to adopt a more systematic approach to the selection of topics, with nominations submitted by each Committee, taking into account suggestions and advice from Directors and Deputy / Assistant Directors.
- 2.3 In June 2015, the Business Support O&S Committee agreed a timetable and process for the selection of topics for the next round of in-depth scrutiny reviews. The topic of dementia was chosen for a review due to Medway having an ageing population, with the result that the prevalence of dementia is expected to increase. The topic is particularly suitable for review given the existing national and local focus on dementia, including publication of the Council's Dementia Strategy.
- 2.4 It was agreed that the Dementia Task Group should commence its work following the completion of a Housing Task Group, with the first meeting of the former having taken place in September 2016.
- 2.5 The Membership of the Task Group included Councillors Wildey (Chairman), Freshwater, Griffin, Purdy and Shaw. As the Task Group's review is on behalf of both the Health and Adult Social Care Overview and Scrutiny Committee and the Regeneration, Culture and Environment Overview and Scrutiny Committee, the membership of the Task Group was drawn from Members of each of these committees.

## **3. Scope of the Review**

- 3.1 The Task Group's Terms of Reference were as follows:

*To assess how far Medway has gone in developing a dementia friendly community and make recommendations on potential further areas for action with a view to Medway achieving national recognition by the Alzheimer's Society as a dementia friendly community by 2020 in line with the (former) Prime Minister's Challenge on Dementia.*

- 3.2 To support consideration of the Terms of Reference the Task Group agreed a number of key lines of enquiry:

1. To undertake a self assessment and review action required by the Council, partners and the wider community to meet the standards within the Alzheimer's Society's national recognition process and to make recommendations on the viability of, and a route map for, national recognition of Medway as a dementia friendly community by 2020.
2. To review progress in implementation of the Council's Dementia Strategy and seek assurance that the redesign of health and social care dementia services will support the outcome of Medway being a Dementia Friendly Community.
3. To assess, in particular, what the Council has done and could do more widely to develop a Dementia Friendly Community against the framework outlined in the LGA guidance for Councils and formulate recommendations on areas of focus for further action (with reference to the domains in the LGA guidance; The voices of people with dementia and their carers, the place, the people, the resources and the networks).

#### **4. Methodology**

- 4.1 During Summer 2016, service managers across the Council provided evidence to facilitate the completion of a Self-Assessment. This reviewed how much progress Medway had made in meeting the recommended actions set out by the Local Government Association (LGA) in its publication, 'Dementia Friendly Communities – Guidance for Councils.'
- 4.2 The first meeting of the Task Group took place in September 2016, with the Task Group agreeing the scope and Terms of Reference at this meeting. A second meeting agreed, using input from the Alzheimer's Society, the key areas that the Task Group should focus its review on. It was agreed that these areas should be how to ensure that Medway Council is dementia friendly – 'Leading by Example', the provision of dementia friendly services, particularly leisure services and post-diagnostic support.
- 4.3 In addition to the information gathered at the meeting with the Alzheimer's Society, The Task Group agreed to hold the following evidence sessions:
  - **Visit to Crawley** – to find out about the developments that had been made to make Crawley Dementia Friendly. Crawley is already recognised by the Alzheimer's Society as being a Dementia Friendly Community.
  - **Visit to Rainham Dementia Café** - to gather views from people living with dementia and their carers.
  - **Leading by Example evidence session** - how the Council could play a lead role in making itself more dementia friendly and how external organisations could be encouraged to do the same.
  - **Post-diagnostic Support evidence session** – Looked at the availability of post-diagnostic support and how this could be improved.

#### **5. Conclusions and Recommendations of the Task Group**

- 5.1 The recommendations of the Task Group are presented under the three main areas of focus of the Task Group – Leading by Example, Provision of Services and Post-

diagnostic Support. The recommendations made in relation to Post-diagnostic support aim to complement the Council's Dementia Strategy.

- 5.2 It was concluded that one of the most significant contributions that Medway Council can have towards making Medway a Dementia Friendly community is to 'lead by example' by ensuring that its staff and services are dementia friendly. It is anticipated that this will not only will this help to support people living with dementia, but will also help to give the Council greater influence in the encouragement of other local organisations and businesses to be dementia friendly.
- 5.3 The second area of focus was the provision of services. The main element of this was universal services that are available to everyone, whether living with dementia or not, and how these could be adapted or customised to make them more dementia friendly.
- 5.4 The third area of focus was post-diagnostic support, including the ongoing work to implement the Council's Dementia Strategy and the proposals for a 'Test for Change' pilot in Rainham.
- 5.5 The recommendations recognise both constraints on financial resources and that implementation of the Dementia Strategy will already be facilitating improved dementia provision. It has still been possible to put forward a set of recommendations that are considered likely to make a significant contribution to making Medway a Dementia Friendly community.
- 5.6 The key aim of the review was to consider how far Medway had gone in creating a Dementia Friendly community, in particular to identify which of the Alzheimer's Society Foundation criteria to enable Medway to be officially recognised as a Dementia Friendly Community (DFC) had been met and where further work would be required. It is anticipated that the Task Group evidence will help inform submission of an application for DFC status.
- 5.7 Medway Dementia Action Alliance has indicated during the review that it considers that Medway is close to being ready to submit an application. An assessment of the the progress made in relation to the Foundation Criteria, against which an application for an area to be recognised as a DFC, has been included in the Conclusions and Recommendations section of the report. Notwithstanding the progress made towards Medway becoming a DFC, it is recognised that improving the lives of people living with dementia is a much bigger task than Medway being awarded DFC status and that there will be always scope for improvement. It is anticipated that the recommendations of the Task Group will have a key role to play in improving the dementia friendliness of Medway.
- 5.8 The recommendations of the Task Group are set out in full in the Appendix. The recommendations shaded out do not fall within the remit of this Committee.

## **6. Comments from the Health and Wellbeing Board**

- 6.1 The Health and Wellbeing Board considered the report at its meeting held on 14 March 2017 and Members' comments are set out below:

- 6.2 The Head of Adults' (25+) Partnership Commissioning and the Better Care Fund introduced the report of the Dementia Task Group. The Members of the Task Group had undertaken external visits and participated in a number of evidence sessions. The report summarised the outcomes and recommendations arising from this work.
- 6.3 The key conclusions of the Task Group included the need for the Council to lead by example to ensure that its staff and services are dementia friendly. There was also support for the Test for Change Pilot in Rainham and the development of the Council's existing Dementia Strategy. The importance of the Medway Dementia Action Alliance had also been recognised, including the need to work with the Alliance to ensure that the anticipated submission of an application for Medway to be recognised as a Dementia Friendly Community was a success. The review had also recognised the constraints on financial resources.
- 6.4 The Risk Management section of the covering report stated that there were no risks arising from the report. There had been discussions between system leaders to ensure that, in the event that there were specific changes to services, these would be incorporated within service development.
- 6.5 The Board raised a number of points and questions as follows:

**Role of the Council in promoting a dementia friendly community:** A Member considered that the Council had a key role to play in encouraging staff, Members and external organisations to be dementia friendly. It was suggested that contractors should also have a responsibility in this area and that this could be made a condition of contracts awarded by the Council. It was requested that further work be undertaken in this area.

- 6.6 A Board Member, who was also Chairman of the Procurement Board, said that he would ensure that the matters raised in relation to procurement were considered by the Procurement Board. He advised that that Council suppliers had already been encouraged to sign up to the White Ribbon campaign that works to stop violence against women. The Board Member was also Chairman of the Transformation Board and it was suggested that how to make digital transformation work for people with dementia could be considered.
- 6.7 **Communications and Engagement:** A Board Member said that the report was excellent. In relation to communications and engagement, he suggested that there should be a focus on effective communication with people living with dementia as well as on communication with carers.
- 6.8 **Wording of Recommendation:** It was requested that the word "diagnostic" be removed from recommendation 22. This was due to the fact that dementia could not be accurately diagnosed through a scan. Scanning was part of the process used to diagnose dementia and was used to rule out other causes of particular symptoms. The revised recommendation would read as follows:

"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."

- 6.9 The Healthwatch Medway representative on the Board advised that the Citizens' Advice Bureau and Healthwatch had secured external funding for dementia action.
- 6.10 The Director of Children and Adults welcomed the news that the Citizens' Advice Bureau and Healthwatch had secured dementia funding. He acknowledged that there was a risk that the Task Group's recommendations would not be implemented effectively by all the constituent members of the Health and Wellbeing Board. A key aspect of the Task Group's work was the focus on the impact of dementia on the wider community, rather than solely from a health and social care perspective. There was a need to ensure that people with dementia were able to lead full and valued lives for as long as possible and were able to be included in all aspects of their local community.
- 6.11 One example of improving community provision was that bus operator, Arriva, the company having contributed to the Task Group, would be putting measures in place to ensure that their services became more dementia friendly.
- 6.12 The Chairman of the Board said that dementia provision was becoming increasingly important given that there were nearly 2,900 people living with dementia in Medway in 2015 and that this number was expected to increase in time. The Chairman referenced the case of the Chair of the Medway Dementia Action Alliance, who was herself living with dementia. She had developed strategies to cope with having dementia which had enabled her raise dementia awareness in the local community. The Chairman considered this contribution to be inspiring.

### 6.13 **Decision**

The Board:

- i) Considered the recommendations of the Dementia Task Group and provided comments ahead of it being presented to the Health and Adult Social Care Overview and Scrutiny Committee, the Regeneration, Culture and Environment Overview and Scrutiny Committee and Cabinet.
- ii) Members committed to encouraging their respective organisations to ensure that they support Medway becoming a Dementia Friendly Community and subject, to approval of the Council's Cabinet, support implementation of the Task Group's recommendations.
- iii) Agreed that recommendation 22 of the Task Group report should be amended to remove the word "diagnostic".

## 7. **Comments from the Health and Adult Social Care Overview and Scrutiny Committee**

- 7.1 The Health and Adult Social Care Overview and Scrutiny Committee considered the report at its meeting held on 16 March 2017 and Members' comments are set out below:
- 7.2 The Committee discussed the Task Group report. A Member considered that the recommendation to designate a Medway Dementia Ambassador to represent the Council at external events and functions should be revised to specify that two

ambassadors should be appointed. Some other Members agreed with this view. The Member also felt that all Councillors had a role to play in promoting Medway as Dementia Friendly Community. It was agreed that the role of Ambassador was not considered to be a political one .

- 7.3 The same Member said that, although there were a large number of recommendations, implementation of them would not be financially costly to the Council. The Member also noted that an update on the implementation of the recommendations was due to be presented to the Committee in January 2018 and hoped that the majority had been implemented by then.
- 7.4 A Committee Member felt that there may be too many recommendations to enable their delivery to be monitored effectively and suggested that some recommendations could be combined, particularly in relation to making facilities and services dementia friendly. Another Committee Member said that a large number of recommendations had been needed to ensure that the significant amount of evidence collected by the Task Group could be covered by the recommendations.
- 7.5 The Chairman of the Committee, who had also been Chairman of the Task Group, stated that he would wish for the recommendations to remain as agreed by the Task Group, aside from agreeing the minor change proposed to the wording of one of the recommendations made by the Health and Wellbeing Board.
- 7.6 In relation to recommendation 9 ii), which recommends that Cabinet commits to support Medway Dementia Action Alliance and The Alzheimer's Society in their efforts to identify a mechanism through which the Medway Dementia Action can be supported, a Member advised that this had been partially addressed following the Citizens' Advice Bureau and Healthwatch having recently secured external funding for dementia action.

## **7.7 Decision**

The Committee:

- i) Considered the report and recommendations made by the Dementia Task Group, set out at Appendix 1 and noted the comments from the Health and Wellbeing.
- ii) Agreed to remove the word "diagnostic" from recommendation 22 of the Task Group report, as recommended by the Health and Wellbeing Board.
- iii) Agreed to refer the recommendations and content of the report to Cabinet on 9 May, subject to any comments made by the Regeneration, Culture and Environment Overview and Scrutiny Committee.

## **8. Risk Management**

- 8.1 There are no risks arising from the report. However, adoption by Cabinet of the recommendations would lead to various options being explored and, at that point, any risks would need to be assessed.

## **9. Financial implications**

- 9.1 Any service improvements as a result of the recommendations of this report will need to be delivered from within existing budgets. The work of the Task Group was supported by Democratic Services and officers from the Children and Adult Services and Regeneration, Culture and Environment Directorates.
- 9.2 There is a small budget held by Democratic Services to meet the cost of any visits, stakeholder events or expenses incurred by expert witnesses associated with the review. The only cost incurred during this review was the hire of a mini bus for the Task Group visit to Crawley.
- 9.3 Task Groups are advised to formulate recommendations in the context of the prevailing financial climate.
- 9.4 The work of this Task Group was framed to complement rather than duplicate work already underway.

## **10. Legal implications**

- 10.1 Medway Council has a legal obligation under section 149 Equality Act 2010 to have due regard to the need to eliminate discrimination, advance equality, and foster good relations between those with a protected characteristic (pregnancy and maternity, age discrimination, disability, gender reassignment, marriage and civil partnerships, race, religion or belief, sex and sexual orientation) and those who do not share it.
- 10.2 To assist the Council in fulfilling the legal obligations set out above, a Diversity Impact Assessment is attached to the report of the Task Group.
- 10.3 There are no other legal implications arising from the recommendations. However, officers may need to consider the legal implications of some recommendations as the proposals are developed.

## **11. Equality**

- 11.1 A Diversity Impact Assessment is attached to the report of the Task Group.

## **12. Recommendation**

- 12.1 The Committee is asked to consider the report and recommendations made by the Dementia Task Group set out at Appendix 1, together with the comments from the Health and Wellbeing Board and the Health and Adult Social Care Overview and Scrutiny Committee, for referral to Cabinet on 9 May.

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## **Appendices**

Appendix 1 – Draft report from the Dementia Task Group

### **Background Papers:**

The background papers relied on in producing the report from the Task Group are set out within the main report.