

## 1 INTRODUCTION

We want every person with dementia in Waltham Forest and their carers to receive high quality support that enables them to live independently in their own homes for longer, prevents crises and avoids unnecessary admissions to hospital.

Some of the outcomes for Waltham Forest residents with dementia are currently worse than other similar areas. For example, Waltham Forest has:

- The largest numbers in London of people with dementia aged 65 and over in hospital
- The fifth highest numbers in London of emergency inpatient admissions of people with dementia
- 26.6% fewer people with dementia dying in their usual place of residence than the national average.

We are working with the local NHS and other partners to sort these issues out. As part of this work, we are looking at the services we are providing, and whether they are offering the best possible support to residents. If we don't think that they are; then we want to make them better.

The Council's Dementia Support Service supports about 114 people with Dementia and their carers a year. It runs clubs that they can go to, visits people at home and runs training sessions.

We have looked at this service and feel that we could use the money in a better way that supports more people. We are therefore recommending that the Dementia Support Service is closed and some of the money is used to set-up alternative services (see Section Appendix 1). Some of the Dementia Support Service budget would also be put towards savings that the Council needs to make.

We need to know what you think about this proposal. We will include your responses in a report that will be reviewed by the Council's Deputy Chief Executive who leads on Families & Homes and the Portfolio Holder for Adult Social Care. They will then make a decision on the future of the service in early 2018.

## 2 WHY YOUR VIEWS ARE IMPORTANT

It is important to the London Borough of Waltham Forest that that the views of people who use the Dementia Support Service, and their families and carers, are carefully considered; as well as feedback from other stakeholders.

## 3 HOW TO HAVE YOUR SAY

### 3.1 Open public consultation

You are invited to give your views on the proposals to close the current service and re-invest some of the budget into new dementia services. You can do this by using the online Response Form at: that [www.walthamforest.gov.uk/dementia-consultation](http://www.walthamforest.gov.uk/dementia-consultation). The Information Pack and Response Form are available to download and print from the consultation webpage.

If you require a paper copy of the Information Pack or the Response Form, or if you have any queries about the consultation, please contact [consultation@walthamforest.gov.uk](mailto:consultation@walthamforest.gov.uk), or call: 020 8496 3000 and ask to speak with John Giffney (Interim Head of Provision and Independence). You can also email your response directly to Waltham Forest Council using [consultation@walthamforest.gov.uk](mailto:consultation@walthamforest.gov.uk). Please also contact us using these details if you require the Information Pack and the Response Form in alternative formats such as large print, Braille and translation service.

Please return paper Response Forms in the Freepost envelope provided. If you do not have a Freepost envelope, please post your response to:

John Giffney (Interim Head of Provision and Independence)  
Willow House  
869 Forest Road  
London  
E17 4UH

The consultation is open from 9.00 on 2<sup>nd</sup> January 2018 and closes at 23:59 on 13<sup>th</sup> February 2018. Please note that responses received after this date will not form part of the decision making process.

### 3.2 Consultation drop-in events for people who use the Dementia Support Service and carers

Drop-in events have been arranged to help people who use the Dementia Support Service and their carers to take part in the consultation. Booking is not required to attend these events.

At the drop-in events you will be able to:

- Find out more about the new service we would like to set-up;
- Talk to Waltham Forest Council staff; and

- Pick up a paper copy of the consultation Information Pack and Response Form.

Details of the events are set out below:

Date	Time	Venue
Saturday 13 <sup>th</sup> January 2018	11.30 – 13.30	The Markhouse Centre, 247 Markhouse Road, Walthamstow E17 8DW
Tuesday 23 <sup>rd</sup> January 2018	18.00 – 20.00	The Chantry, 2-8 The Ridgeway, Chingford E4 6QL
Thursday 8 <sup>th</sup> February 2018	18.00 – 20.00	Clifton House, 4 Beachcroft Road, E11 3PN
Saturday 10 <sup>th</sup> February 2018	14.00 – 16.00	The Markhouse Centre, 247 Markhouse Road, Walthamstow E17 8DW

## 4 WHY ARE WE PROPOSING TO CLOSE THE CURRENT SERVICE AND SET-UP A NEW ONE?

There are a number of reasons why we think that we need a different kind of service:

- Only about 114 people with dementia use the service per a year. However, there are approximately 1,300 people with dementia aged 65 and over in Waltham Forest.
- We don't know of any other Local Authority who runs a service like this one.
- The service costs £6,000 – £7,000 per year for each person it supports without demonstrating any benefits.
- The Dementia Support Service is provided in addition to those services that meet people's eligible care needs. For example, many of the people who attend the service still have home-care or other services that meet their eligible care and support needs.
- Some of the people using this service actually live in Extra Care housing (see Section 10: Glossary), where the Council already pay for day activities. This means we are paying twice for the same thing.
- Nearly half the people who are attending the group sessions may not have been diagnosed with dementia.
- The local NHS already pays for a service that provides advice and information for people with dementia and their carers.

- The groups are not well attended; during 2016/17 the attendance only reached 62% of capacity.
- Other types of support available at other places that are similar to Waltham Forest support more people and demonstrate the benefits of using the services. For example, the Dementia Hub in Merton.

## 5 NATIONAL DRIVERS FOR CHANGE

The Department of Health's 'Prime Minister's Challenge on Dementia 2020' (2015) sets out a vision create a society by 2020 where every person with dementia, and their carers and families, receive high quality, compassionate care from diagnosis through to end of life care.

## 6 OTHER OPTIONS WE LOOKED AT

We also looked at other options:

- We looked at doing nothing and letting the service continue as normal. We didn't recommend this for the reasons set out in Section 4. In addition, we wouldn't be able to achieve the savings target.
- We thought about putting together a Service Improvement Plan to change the current service. We didn't recommend this since the service would still be costly and support limited numbers of people with dementia. There is evidence that better outcomes would be achieved through a different type of service, which would also achieve the required savings target.

## 7 THE PROPOSED NEW DEMENTIA SERVICES

Please see Appendix 1 for more information about the new Dementia Service that we are proposing.

## 8 QUESTIONS

**If the Dementia Support Service closes will everyone using it be left without support?**

No. If you have been assessed as having Care Act eligible needs then the Council have a legal obligation to meet those needs.

If the decision is taken to close the Dementia Support Service then everyone going to the groups who live at home from the community will still have access to a variety of dementia-specific support, including the proposed new services and a range of community-run groups (see the Community Directory at <https://directory.walthamforest.gov.uk> for examples). Everyone who lives at home

and receives home-visits will be reviewed on a case-by-case basis to ensure that they are not adversely affected. Those who attend groups and who live in Extra Care (see Section 10: Glossary) should already have day activities provided.

### What would happen to the staff if the Dementia Support Service closes?

If the decision is made to close the service then staff will be supported through the Council’s Managing Change process.

## 9 CONCLUSION

Thank you for reading through this Information Pack. If you have any questions then please get in touch through the channels set out in Section 3.

## 10 GLOSSARY

Extra Care	Similar to Supported Living, but with additional care and support available 24/7. Extra-care housing may be an option if living alone at home is difficult, but you do not wish to opt for residential care. It allows you to have your own home, either rented or bought, with personal care and domestic help readily available.
Home Care	Care provided in your own home by paid care workers to help you with your daily life. It is also known as domiciliary care. Home care workers are usually employed by an independent agency, and the service may be arranged by your local council or by you (or someone acting on your behalf).

Adapted from [http www.skillsforcare.org.uk/Site/Glossary.aspx](http://www.skillsforcare.org.uk/Site/Glossary.aspx)

## 11 APPENDIX 1: HOW THE PROPOSED NEW SERVICE COULD LOOK

We have looked at the problems with dementia support in Waltham Forest. Some of these are to do with:

- services lacking knowledge about dementia
- people not receiving the right support at the right time.

We are therefore looking at two new services:

### An Intensive Dementia Outreach Service

We would like to create a new Intensive Dementia Outreach Service, where dementia specialists support people in their own homes with traditional homecare services but also offering services like cognitive stimulation therapy or helping the person to go out into the community. We want this service to support and stabilise people to help them to continue living in their own homes, while also preventing emergency hospital admissions and providing much needed support for carers.

## A Dementia Hub

We would like to see the focus for the Council's dementia support within borough to be provided from a dedicated Dementia Hub, located near to the Memory Clinic in Leyton, but with outreach support available from locations across the borough. The Hub would be completely dementia-friendly inside, with accessible toilets and showering facilities available. We would like to run sessions within this Hub for people with dementia and their carers, such as: therapies, advice and information, music groups, exercise sessions, health services, benefits advice, assistive technology roadshows and many other types of support that we would design by talking to people with dementia and their carers.

We have partly based our Dementia Hub on one situated in Merton, which supports approximately 1,300 people a year through a range of services from an attractive and full dementia-friendly environment (see pictures below).



However, these are only ideas at the moment. We need you to tell us what you would like to see for people with dementia and their carers in Waltham Forest and the proposal to close and redesign the current service by completing a questionnaire.

## End of Information Pack