

28 June 2016

Mr Steve Manley
Manager
Healthwatch Hampshire
Westgate Chamber
Staple Gardens
Winchester
SO23 8SR

Dear Steve

NHS West Hampshire CCG – response to dementia report

Many thanks for sharing your report – Spotlight on Dementia – and for the hard work your team have done with people living with dementia and their carers. Understanding the views of patients is an important part of our work and this report provides an excellent insight into the issues people are currently facing. We welcome your recommendations listed in both your letter and the report and are delighted to provide our response below.

In west Hampshire alone the current estimates of prevalence suggest there are 8948 people living with dementia. We recognise the need for more support for people with dementia and their family carers and increased the funding available to help the service reach more individuals. And so in 2013 we jointly commissioned a dementia advisor service with Hampshire County Council.

1. The dementia advisor service brings together a wealth of knowledge about local services and support. We are supporting forums in Eastleigh and the New Forest to help dementia advisors and the local population understand what is available to support those living with dementia.

There are a large number of local dementia action groups that provide help and social opportunities for people with dementia and their carers. It is sometimes difficult for GP's and others to keep up with all the opportunities and so the CCG has established a Dementia Roadmap website for West Hampshire. This brings together all the local knowledge into one place for

GPs, but is also publicly accessible. The CCG encourages its practices to use the website and refer always to the dementia adviser service to help signpost people to the best sources of help and support for them.

We aim to jointly re-commission the dementia advisor service as a single point of access for signposting and support information with our Hampshire County Council Partners by April 2017.

2. Will consider, through our strategic estates work with NHS Property Services and Community Health Partnership Ltd, how we can incorporate dementia friendly design elements into both our community and acute building developments.
3. Work has already started within the CCG to train and support people to become more dementia aware. This will be rolled out over the coming year to ensure adequate dementia training is available for all our staff by April 2017.
4. We have invested in a programme of work to identify the most important steps for GP practices in becoming dementia friendly. These are published on our dementia roadmap and are amongst the most frequently downloaded resources. Currently one third of practices in west Hampshire have become dementia friendly, or are in the process of achieving this status and the CCG has its own plan for becoming dementia friendly. Many of the practices who have become dementia friendly have increased their dementia diagnosis rate, meaning more people get a timely assessment. The help and support of the Dementia Friendly Hampshire charitable organisation has been key to increasing the number of dementia friendly practices in west Hampshire, which we hope will continue to grow.

We will continue to encourage all of our practices to become dementia friendly, reviewing our progress by April 2017.

5. The finding of inconsistency in the way care at home is delivered is of great concern to us. For many people with dementia routines and consistency is a key part of being able to remain living independently. We are continuing to work with Hampshire County Council to try and improve the quality and cost effectiveness of staffing, which also benefits those who fund their own care.

Our community care teams include older people's mental health specialist. This principle will be continued as new and improved services in the community are developed. The ongoing support and development integrated care teams is a priority for the CCG.

In conclusion, we will work to ensure all our health settings and commissioning plans consider the needs of people with dementia in the design, planning and implementation stages as part of our Dementia Friendly Action Plan for 2016/17.

I hope that this provides you with confidence that we are committed to the ongoing support for people and families living with dementia in west Hampshire. I look forward to sharing with you our progress over the coming months.

Yours sincerely

A handwritten signature in black ink, appearing to read 'H Hauschild', written in a cursive style. The signature is positioned above a thin horizontal line.

Heather Hauschild
Chief Officer