**NHS LEWISHAM CCG – LONDON BOROUGH OF LEWISHAM**

**Integrated Dementia Services**

Specification for Lewisham Dementia Services providing:

* Advice and Information Service
* Dementia Training
* Carers Support and Information
* Horticultural Project
* Arts Reminiscence Groups
* Development and Chairing of the Lewisham Dementia Action Alliance

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1. Introduction
   1. This specification sets out the requirements for the London Borough of Lewisham Dementia Services.
2. Background and Context
   1. In August 2007, the Government announced a programme to develop the first National Dementia Strategy and implementation plan for England. Following public consultation publication of the National Dementia Strategy *2009 ‘Living Well with Dementia’* was released. The Strategy outlines three key steps to improve the quality of life for people living with dementia and their carers:

* **Improved awareness**
* **Earlier diagnosis and intervention**
* **A higher quality of care**
  1. The Strategy identifies 17 key objectives which, when implemented, largely at a local level, should result in significant improvements in the quality of services provided to people with dementia and should promote a greater understanding of the causes and consequences of dementia.
  2. The National Dementia Strategy states that **‘Local Commissioning and planning mechanisms are to be established to determine the services needed for people with Dementia and their Carers, and how best to meet these needs..’** this describes a need for bespoke services designed to fit the needs of the patients in the borough.
  3. The Prime Minister’s Dementia Challenge aims to deliver major improvements on dementia care and research by 2020. The Lewisham Memory Service is an important part of the work towards meeting this challenge, and the Dementia Services are an integral part of this care pathway.
  4. The Lewisham Memory Service offers comprehensive assessment, treatment and support options to anyone over the age of 18 years who is experiencing memory problems which are likely to indicate dementia in the borough of Lewisham. It is an integrated service with University Hospital Lewisham, South London and Maudsley NHS Foundation Trust, and voluntary organisations working with Lewisham residents living with memory problems and their carers. The service offers a full assessment followed by a range of treatment and support and meaningful activities for individuals and their carers.
  5. The Mental Health Joint Commissioning team at the London Borough of Lewisham and NHS Lewisham Clinical Commissioning Group is seeking to appoint a provider who can evidence their ability to provide high quality advice, information and support (including a range of meaningful activities, such as horticultural projects and arts reminiscence groups) to people with a diagnosis of dementia and their carers. Further, the Joint Commissioning Team is seeking a provider who will be committed to raising awareness for dementia in Lewisham through a programme of training on topics about dementia and caring for people with the disease as well as further expanding the Lewisham Dementia Action Alliance to make Lewisham a Dementia Friendly Community.
  6. Lewisham’s goal is for people with dementia and their family carers to be helped to live well with dementia, no matter what the stage of their illness or where they are in the health and social care system. The vision to achieve this is to:
* **Encourage help-seeking and help-offering** (referral for diagnosis) by changing public and professional attitudes, understanding and behaviour
* **Make early diagnosis and treatment the rule rather than the exception**; and achieve this by locating the responsibility for the diagnosis of mild and moderate dementia in a specifically commissioned part of the system. This will first, make the diagnoses well, second, break those diagnoses sensitively and well to those affected, and third, provide individuals with immediate treatment, care and peer and professional support as needed
* **Enable all people with dementia and their carers to live well with dementia** by the provision of good-quality care and support from diagnosis to the end of life

1. Aims and Objectives of the Lewisham Dementia Services
   1. Through implementation of the Prime Minister’s Dementia Challenge, Lewisham is looking to establish a community that accepts and understands dementia and which has an infrastructure that provides opportunities for people living with dementia and their carers to lead fulfilling and rewarding lives for as long as possible. People with dementia and their family/carers, should be supported to “live well” with the condition regardless of the level of need, severity of the disease or where they receive their generic health or social care services.
   2. The Lewisham Dementia Services are to deliver the following services:

* Advice and Information Service
* Dementia Training
* Carers Support and Information
* Horticultural Project
* Arts Reminiscence Groups
* Development and Chairing of the Lewisham Dementia Action Alliance
  1. The Lewisham Dementia Services are intended to:
* Maximise wellbeing for local people living with dementia and their carers
* Maximise independent living
* Offer a clear pathway to care and support
* Provide Advice, Information and Support to local people living with dementia and their carers
* Provide Advocacy
* Provide support to access activities and resources in the local community
* Deliver activity groups (such as peer support, exercise, horticultural and arts reminiscence)
* Provide information about accessing Advanced Directives
* Support Black and Minority Ethnic communities (BME)
* Support LGBT communities
* Support primary care management of those with Dementia
* Advise individuals on the care options available to them in adherence with the personalisation agenda
* Provide support for writing Future Wishes
* Raise awareness for Dementia in Lewisham through the on-going development and chairing of the Lewisham Dementia Action Alliance
  1. Delivery of the voluntary sector Dementia service requires the ability to work in a climate of great change. It is therefore expected that the provider will develop flexible and partnership working practices both within their own organisation and at other organisational levels as appropriate, to be able to meet the challenges and opportunities of delivering the service. There will be regular quarterly contract monitoring evaluating service delivery and outcomes and an annual report at the end of each financial year.
  2. People will be referred and accepted if they meet the following:
* Need information about Dementia
* Need support and information post diagnosis (both the person living with dementia and their carers)
* Require training
* The person is a resident in London Borough of Lewisham and/or registered with a Lewisham GP
  1. This service will be accessible to all people within the borough regardless of learning and/or Physical Disability, Sex, Race, Religion, Faith or belief, Gender and Age
  2. Exclusion criteria:
* The person is not a resident in London Borough of Lewisham and/or not registered with a Lewisham GP.
  1. Geographical population served:
* Resident in London Borough of Lewisham and/or registered with a Lewisham GP.

1. Service Descriptions Overview
   1. Dementia Advice and Information Service:
      1. The service will aim to meet 5 main outcome areas:
         1. Information:
   * Focus on the individual – empowering them to access the information they need, promoting independence, self-help, well-being, choice and control;
   * Ensure people with dementia and their carers have good-quality information on Dementia pre and post diagnosis and throughout the course of their care;
   * Provision of information that is comprehensive, easily read and available via whichever medium the individual prefers – telephone, email, post or face-to-face (through pre- booked appointments);
   * Provide a written information pack.
     + 1. Advocacy:
   * Supporting people in accessing information in order to better understand what is happening to them;
   * Supporting people in exploring options, making better-informed decisions and actively engaging with decisions that are being made;
   * Supporting people articulating their own views;
   * Speaking on the patient’s behalf and representing them;
   * Supporting people in other ways to ensure they can participate in the decisions that are made about their care and treatment.
     + 1. Support and assistance accessing services and community resources:

* The service will offer support to individuals to help them:
  + - Identify their own support needs;
    - Find out what resources and services are available to them;
    - Work out what support package will best meet their needs and preferences (given the available resources);
    - Organise and manage this support review and adapt this support over time;
    - Potentially identify problems and avenues for help in resolving them.
      1. Support and Care Planning:
* Supporting people with dementia and their carers from the point of diagnosis through the progression of their illness, helping them to navigate the range of services in the London Borough of Lewisham, working within the structure of the four Neighbourhood Care Networks;
* Develop a personal and tailored individual care plan, as appropriate to client needs;
* Coordinate and signpost the individual to preferred dementia support organisations;
* Follow up appointments via telephone, physical appointment or other suitable methods of contact
* Signposting to local and national services e.g. Carers Lewisham;
* Support carers to look after their own physical and mental health. Support self-referral to the Lewisham Improving Access to Psychology Therapies (IAPT) service as necessary;
* Listening to and answering questions raised by the person affected by dementia;
* One-to-one support with future planning, such as Benefits advice, advice on advance directives and/or end of life care;
* Maintain and update a portfolio of community based services aiming to ensure clients and their carers are able to access as many mainstream community services as possible.
  + - 1. Interface with Primary Care Services and the Memory Service:
* Work with primary care and local neighbourhood care networks to facilitate referrals to this service and understanding of what the service offers;
* Support referrals to the Lewisham Memory service as necessary;
* Support clients to be informed about the benefits of Assistive Technology and refer to the Assistive Technology service as necessary;
  1. Dementia Training
     1. Dementia awareness training is a key part of the offering of the Advice and Information Service. The duration and curriculum should be best adapted to the group in attendance and their needs. Possible topics could include general dementia information and specialist information sessions as required by a specific audience. The content and length of sessions should be tailored to the audience. Some examples are:
* Understanding Dementia
* Delivering Person-Centred Care for people with dementia
* Managing the challenges of supporting people with dementia
* Successful Communication in dementia care
  + 1. Potential audiences to whom the training sessions could be advertised include:
* Domiciliary Care staff
* Primary Care staff (including GPs, Practice Managers, Receptionists)
* Voluntary organisations and community groups
* Housing Association staff
* Staff in Extra Care Housing schemes
* Hospital and Community Healthcare staff
* Staff at community venues such as libraries and leisure centres
* Managers and information and security staff at shopping centres
* Day Care providers
* Emergency services staff
* Family and friend Carers (separate sessions as required)
  + 1. In addition to the courses themselves, the provider should provide access to further information and support, including access to updates on best practice, signposting to relevant support services in the borough, and written information related to the training which was received.
  1. Dementia Carers Support and Information
     1. The overall aim of the Dementia Carers Support and Information Service is to provide carers of people with dementia with a central, well-informed gateway to relevant information, advice and short-term support which will help prevent or delay their need for more intensive intervention, enabling them to continue caring whilst leading independent lives.
     2. The service will aim to meet the following three main outcomes:

* Information:
  + Provide advice, information and advocacy to carers
  + Proactively identifying carers through targeted interventions
* Support and Assistance:
  + Provide carers with practical and emotional support
  + Offer carers well-being sessions
  + Encourage to complete Lasting Power of Attorney as well as Court of Protection Applications
  + Provide peer-support groups
  + Supporting carers to relieve the stress of the caring role
  + Supporting carers to access a range of universal services
  + Enable carers to maintain social contacts and personal relationships
* Support and Care Plans:
  + Offer one-to-one support for carers
  + Develop personal support plans for carers
  1. Horticultural Project
     1. In line with NICE guidance people with mild‑to‑moderate dementia of all types should be given the opportunity to participate in a structured group cognitive stimulation programme.
     2. A horticultural Project based on the principles of cognitive behavioural stimulation therapy is to be offered to people with mild cognitive impairment, mild to moderate dementia and early onset dementia. The project will be structured as follows:
  + Six 24-week courses of activities will be run per year.
  + Each course will accommodate 8 service users and run weekly.
  + Each session will last for 2.5 hours.
  + Each session will start and end with a service user led discussions ending with a review of the achievements of the day as appropriate.
  + The sessions will be tailored to meet the groups’ needs and requirements, and will consist of practical activities with focussed outcomes and opportunities for discussion.
  + Both gardening and art & craft sessions will have themes which can be explored by service users.
  + Reminiscence will also be used and individuals’ memory from the previous week and from the previous few hours will be encouraged in an acceptable way.
  1. Arts Reminiscence Groups
     1. In line with the National Dementia Strategy, The Prime Minister’s Challenge on Dementia 2020 and NICE-guidance people living with any type of dementia and their carers should be given the opportunity to take part in a reminiscence group.
     2. A weekly arts-reminiscence group is to be offered to Lewisham residents living with dementia and their carers for up to 30 people (15 couples).
  2. Lewisham Dementia Action Alliance
     1. In line with the Prime Minister’s Challenge on Dementia 2020 Lewisham is working towards becoming a dementia friendly community. The Lewisham Dementia Action Alliance is Lewisham’s vehicle to do so and therefore transform the quality of life of people living with dementia and their carers.
     2. The aims of the Lewisham Dementia Action Alliance are:
* To help make Lewisham a Dementia Friendly Community where all generations and communities inspired to respond to the challenges faced by the growth in the numbers living with dementia.
* To promote the voice of people living with dementia and their carers in Lewisham
* To ensure that services and recreational and commercial resources are accessible for people living with dementia and their friends and families
* To share information and good practice, as well as DAA information from a national and regional level.
* To compliment other initiatives locally and regionally to support people living with dementia and their friends and families
  + 1. The chairing and management of the Lewisham DAA is to be transferred from Lewisham Clinical Commissioning Group to a local voluntary sector organisation. This will include:
* To have an Dementia Alliance Steering Group which meets quarterly and oversees and ensures continued development of Action Plans
* To increase the membership of the DAA by identifying key organisations including businesses, voluntary, community, private sector and education across the region with a common intent of improving lives for people living with dementia.
* To secure commitment from these organisations to support the Alliance
* To ensure all member organisations commit to producing Action Plans against which they will report progress over time
* To create a monitoring framework to track progress over time that may include peer monitoring
* To Compile a quarterly newsletter

1. Management and Service Delivery Expectations:
   1. The management and the delivery of individual services should meet the following criteria.
      1. Advice and Information Service:

* An appropriate office location is required in central Lewisham with good transport links. Staff will have the potential for collocation with the Lewisham Memory Service however require their own office space, areas for group work etc.
* Monday-Friday between 9:00 am – 5:00 pm anticipated. There must be flexibility for out of hours working as necessary and required.
* Following a referral, the provider will make initial contact with the client to make an appointment within 3 working days
* Appointments will take place within ten working days of the initial contact.
* All people with dementia and their carers should be treated as valued individuals with respect for their dignity and privacy, and staff should be sensitive to the needs of people with protected characteristics.
* All clients accepted onto the caseload will be offered a plan setting out the support expectations of, and agreed outcomes with, the service.
* Records relating to referral routes, referral acceptances, individual agreements, activity undertaken (by client and by group), outcomes and the timescales within which each was delivered will be accurately maintained. These will be analysed for presentation as part of the contract monitoring and evaluation process.
* The provider will work in line with the Council’s Provider Code of Conduct. It will maintain and work in a way that evidences its role as a provider rather than a campaigning organisation
* The provider will evidence in contract monitoring its high level of competence in risk assessment and risk management to deliver positive outcomes through supported risk taking
* Information and advice developed and distributed will reflect known validated evidence bases or strong (clinical) academic hypotheses rather than speculative claims
* The provider will work to and provide practical evidence of working in accordance with Lewisham Council’s multi-agency procedures governing safeguarding, including the Pan London Guidelines, working with vulnerable adults and adult protection
* Service management and delivery systems will be sufficiently robust to deliver to high standards even through times of disruption (“business continuity”)
* The service will delivered so that there are both core delivery times and a flexible “out of hours” component shaped to meet the needs the clients
  + 1. Dementia Training:
* Training sessions will be offered in a central location with good transport links. Training rooms can be provided free of charge by the London Borough of Lewisham within the Townhall Chambers.
* The provider will work closely with the Joint Commissioning Team to ensure room bookings are made well in advance.
* 42 one day training sessions per year accommodating up to 16 participants per session. This includes specific sessions for family carers.
  + 1. Dementia Carers Support and Information:
* An appropriate office location with good transport links is required. Staff will have the potential for collocation with the Lewisham Memory Service however require their own office space, areas for group work etc.
* Monday-Friday between 9:00 am – 5:00 pm anticipated. There must be flexibility for out of hours working as necessary and required.
* Following a referral, the provider will make initial contact with the client to make an appointment within 3 working days
* Appointments will take place within ten working days of the initial contact.
* All dementia carers and their cared-fors should be treated as valued individuals with respect for their dignity and privacy, and staff should be sensitive to the needs of people with protected characteristics.
* All clients accepted onto the caseload will be offered a plan setting out the support expectations of, and agreed outcomes with, the service.
* Records relating to referral routes, referral acceptances, individual agreements, activity undertaken (by client and by group), outcomes and the timescales within which each was delivered will be accurately maintained. These will be analysed for presentation as part of the contract monitoring and evaluation process.
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* Service management and delivery systems will be sufficiently robust to deliver to high standards even through times of disruption (“business continuity”)
* The service will delivered so that there are both core delivery times and a flexible “out of hours” component shaped to meet the needs the clients
  + 1. Horticultural Project:
* An appropriate project location is required with transport links and close working relationships with the Access Lewisham Project.
* Six groups with a minimum of eight service users per year each lasting 24 weeks will be offered.
* Following the referral contact will be made with the service user and following a risk assessment a place in the next group will be offered.
* All people with dementia and their carers should be treated as valued individuals with respect for their dignity and privacy, and staff should be sensitive to the needs of people with protected characteristics.
* Records relating to referral routes, referral acceptances, individual agreements, activity undertaken and outcomes achieved will be accurately maintained. These will be analysed for presentation as part of the contract monitoring and evaluation process.
* The provider will work in line with the Council’s Provider Code of Conduct. It will maintain and work in a way that evidences its role as a provider rather than a campaigning organisation
* The provider will evidence in contract monitoring its high level of competence in risk assessment and risk management to deliver positive outcomes through supported risk taking
  + 1. Arts Reminiscence Groups:
* An appropriate project location is required with transport links and close working relationships with the Access Lewisham Project.
* One group per week for up to 30 people (15 couples) will be offered.
* Following the referral contact will be made with the service user and following a risk assessment the next available place in the group will be offered.
* All people with dementia and their carers should be treated as valued individuals with respect for their dignity and privacy, and staff should be sensitive to the needs of people with protected characteristics.
* Records relating to referral routes, referral acceptances, individual agreements, activity undertaken and outcomes achieved will be accurately maintained. These will be analysed for presentation as part of the contract monitoring and evaluation process.
* The provider will work in line with the Council’s Provider Code of Conduct. It will maintain and work in a way that evidences its role as a provider rather than a campaigning organisation
* The provider will evidence in contract monitoring its high level of competence in risk assessment and risk management to deliver positive outcomes through supported risk taking
  + 1. Lewisham Dementia Action Alliance (LDAA):
* The chair of the LDAA will be working closely with local communities and local assemblies to raise awareness for dementia in Lewisham and continue to grow the LDAA.

1. Referral and Eligibility Criteria
   1. It is anticipated that the source of the majority of referrals to services will be the Lewisham Memory Service, self-referrals, carers, GP, Social Services – London Borough of Lewisham, South London and Maudsley NHS Foundation Trust (SLaM), University Hospital Lewisham (UHL) and local voluntary sector providers.
   2. People will be referred and accepted if they meet the following:

* Need information about Dementia
* Need support and information post diagnosis (both the person living with dementia and their carers)
* Require training
* The person is a resident in London Borough of Lewisham and/or registered with a Lewisham GP
* This service will be accessible to all people within the borough regardless of learning and/or Physical Disability, Sex, Race, Religion, Faith or belief, Gender and Age
  1. Exclusion criteria:
* The person is not a resident in London Borough of Lewisham and/or not registered with a Lewisham GP.
  1. Geographical population served
* Resident in London Borough of Lewisham and/or registered with a Lewisham GP.

1. Staffing
   1. Clear policies will be in place to ensure that the provider supports staff members to have the necessary skills, knowledge and commitment, to deliver a high quality service in accordance with this service specification and that staff are assisted to this end through their line management structures.
   2. All staff must have the appropriate skills and knowledge base to support people with dementia and their carers. Staff must be familiar with national and local Dementia strategies and policies and ensure that they keep abreast with policy development and legislation changes.
   3. Lewisham Council reserves the right to specify particular training requirements for staff.
   4. Staff should have access to Continuing Professional Development (CPD) opportunities and the necessary support in relevant specialist areas, which includes multi-disciplinary training and education in the team.
   5. All staff must receive Dementia End of Life training.
   6. Clear policies should be in place to ensure staff maintain and develop their specialist skills and knowledge. These policies should include:

* Access to specialist journals, textbooks and databases
* Time allocated for regular training
* Support to attend conferences and courses

1. Audit and Research
   1. The provider and its staff will be willing to be involved in ongoing national and local audit, research and evaluation of the service and of the care pathway development for people with Dementia as required
2. Key Relationships with other agencies
   1. The service provider(s) will be responsible through contract monitoring to the London Borough of Lewisham/ NHS Lewisham Clinical Commissioning Group Joint Commissioning Team.
   2. Effective relationships and liaison arrangements will be developed with all agencies (statutory and third sector) commensurate with the level of partnership and other contact required to deliver this specification. Successful partnership working to smooth the pathway and deliver this service will be a key contract compliance measurement.
   3. The Service Provider(s) will attend and be an active participant at stakeholder events as agreed with Commissioners.
3. Contract Monitoring
   1. Contract monitoring will consist of both quarterly reporting and an annual report as a minimum
   2. As a reflection of the developmental nature of the service specification, the successful provider(s) will work with Commissioners to identify appropriate contract monitoring reporting systems to evidence how they have met the requirements of the specification. This will have been agreed by month 4 of the contract.
   3. The provider(s) will meet with Commissioners in order to monitor performance against the specification and the contract. These meetings will usually be quarterly, but the Commissioners reserve the right to change the frequency in line with a) the performance of the provider(s) and b) the operational demands of the Joint Commissioning Team.
   4. It is anticipated that the successful provider(s) will be committed to working with Commissioners to further refine the service provision/specification and to develop it over the contract period in order to meet the emerging needs of adults with Dementia living in the London Borough of Lewisham.