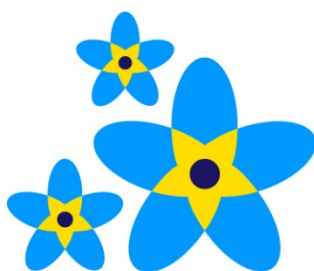


Working to become  
**Dementia  
Friendly**  
2017-2018

**Dementia Friendly Community**  
**Monmouthshire**

**Annual Progress Report**  
**2017/18**



Yn gweithio i fod yn  
**Dementia-Gyfeillgar**  
2017-2018

## Introduction

Monmouthshire was accredited as '*working to become dementia friendly*' in June 2015. During 2017/18 considerable progress has been made to raise awareness of dementia and encourage organisations to adopt dementia friendly practices and support people living with dementia and their carers. Below is a progress update against each criterion of the '*working to become dementia friendly*' criteria.

## Progress Update

### 1. **Ensure the right local STRUCTURE is in place to maintain a sustainable dementia friendly community.**

Monmouthshire County Borough Council have established an Ageing Well Executive Group (AWEG) to drive forward the older people agenda and Dementia Friendly Community Monmouthshire is discussed as a standing item at each meeting. The AWEG provides an opportunity for wider partners engagement as well as DFC coordination and dementia awareness. The group provides regular feedback to the Public Service Board (PSB) in Monmouthshire and a PSB officer is a member of the implementation group.

A statutory duty under the Social Services and Wellbeing Act was to develop a regional **Population Needs Assessment** and the DFC implementations group supported the process by ensuring the needs of people living with dementia are recognised. A subsequent regional action plan has also been produced - **Gwent Area Plan** - and this includes a priority to '*Improve outcomes for people living with dementia and their carers*'. The progress of the Area Plan is overseen by a **Regional Partnership Board** and the DFC group will highlight progress of work completed across Monmouthshire.

The PSB is a strategic multi agency group and has membership at Chief Executive and Chief Officer level from a range of partners such as the Local Authority, Gwent Police, Aneurin Bevan University Health Board (ABUHB), Housing Associations and the Voluntary Sector. The PSB developed a **Wellbeing Assessment** which set out the predicted levels of need for the next 20 years. Under the Well-being of Future Generations Act the PSB have also developed a Well-being Plan and one of the objectives is to '*Support healthy lifestyles and enable people to age well*' and development of a Dementia Friendly Community (DFC) will contribute to this objective. The PSB have adopted DFC as a priority work programme and this will ensure strategic 'buy in' from partners and accountability at the highest level.

The implementation of a DFC is also meeting the objectives of the '**Ageing Well in Wales**' and the work of the Older People's Commissioner

A **regional Dementia Board** has been established by the ABUHB and chaired by the Director of Nursing. The regional board leads on the implementation of the Welsh

Government's new *'Dementia Action Plan for Wales 2018/22'* and a corresponding regional action plan. The DFC group will also report to the Dementia Board to ensure regional alignment with other areas progressing DFC. The implementation group will also work in partnership with ABUHB's Neighbourhood Care Networks (NCNs) to ensure partnership working with local GPs and other health practitioners.

The **strategic oversight and 'buy in' from the RPB, PSB and Dementia Board has created an effective and sustainable structure**, to ensure that DFC is progressed and overseen at the highest level. This report will be shared with RPB, PSB and Dementia Board as means of an update.

**2. Identify leads - CHAMPIONS - to take responsibility for driving forward the work to support your community to become dementia friendly.**

We have identified a champion in Monmouthshire: Councillor Penny Jones. Nick Ramsey Assembly Member has also provided support. We feel champions at both Welsh Assembly and Council level will provide the accountability required to progress DFC.



**3. Have a plan to raise AWARENESS about dementia in key organisations and businesses within the community that support people with dementia to ensure a better understanding of dementia and an appreciation of the condition.**

We have used the Dementia Friends awareness sessions as the main vehicle to raise awareness across Monmouthshire. We have also trained a number of 'Dementia Champions' through Alzheimer's Society Dementia Champion training, and encouraged each partner to identify staff to become champions. We are building on good foundations in Monmouthshire and over the last 3 years we have increased the number of Dementia Friends, sessions and Champion 'Train the Trainer' sessions which are set out below

<b>Training &amp; Awareness</b>	<b>15/16</b>	<b>16/17</b>	<b>17/18</b>	<b>TOTAL</b>
<b>Dementia Friends</b>	Target 500 <b>Actual 626</b>	Target 750 <b>Actual 766</b>	Target 750 <b>Actual 609</b>	<b>2001</b>
<b>Dementia Friends sessions</b>	Target 25 <b>Actual 95</b>	Target 50 <b>Actual 61</b>	Target 50 <b>Actual 44</b>	<b>200</b>
<b>Dementia Champions</b>	Target 10 <b>Actual 21</b>	Target 12 <b>Actual 9</b>	Target 12 <b>Actual 11</b>	<b>41</b>

The implementation group continues to rollout Dementia Friends awareness sessions to partner organisations. A number of different organisations have supported DFC and received Dementia Friends awareness sessions and identified champions to train staff. Organisations and businesses that are supporting a DFC are

- Local Authority staff including Social Services, Business Development, Adult Education and Elected Members
- Elected Members
- Melin Housing Association staff
- Waitrose supermarket
- Gwent Police and Office of Police Crime Commissioner
- Raglan Community Group
- Monnow Vale Health & Social Care Facility staff
- Old Station, Tintern
- Llandegfedd Reservoir Visitor Centre
- Monmouth Museum - Providing Reminiscence boxes for use in the community and plan to extend this to a Memory Café in the local secondary school as an intergenerational project.
- Bridges Centre.

**Case Study: Bridges Centre** have identified community champions that arrange tea dances and social circles, bereavement support, befriending projects and other services. Other organisations have identified community champions who provide support and awareness training to others and attend forums and groups to drive forward meaningful community work.

**Case Study: Monmouthshire Museum** are working with partner organisations to make the community more inclusive. They are also promoting intergenerational work using heritage to aid reminiscence.



**4. Develop a STRONG VOICE for people with dementia living in your communities. This will give your plan credibility and will make sure it focuses on areas people with dementia feel are most important**

There are Dementia friendly cafes and carers group running across Monmouthshire. The views of people living with dementia and their carers will be a standing item on the AWEG as part of the DFC agenda. The regional Dementia Board has developed a carers sub group to prioritise the needs of carers. The AWEG will link with the carers sub group to ensure local delivery is aligned to the regional views of carers of people living with dementia.

**Case Study: Monnow Vale Hospital** are using personal interaction with patients, carers, staff, volunteers and linking in with care forums and partners. They also run service user's sessions to encourage improvements.

**5. RAISE THE PROFILE of your work to increase reach and awareness to different groups in the community**

The implementation group has also developed and agreed a DFC accreditation 'check list' so that organisations can adopt the DFC logo. To date organisations and businesses that are working towards adoption of the logo are

- Monnow Vale Health & Social Care Facility
- Abergavenny 50 + forum  
<http://www.abergavennychronicle.com/article.cfm?id=100639&headline=Dementia%20friendly%20aim%20for%20Aber%20Action%2050%2B&sectionIs=news&searchyear=2015>
- MCC <http://www.monmouthshire.gov.uk/2016/08/08/cyngor-yn-cymryd-camau-tuag-gyrraedd-statws-cyfeillgar-dementia>
- Old Fire Station, Tintern  
[https://www.facebook.com/oldstationtintern/posts/1169032419807599?comment\\_id=1172449706132537&comment\\_tracking=%7B%22tn%22%3A%22R0%22%7D](https://www.facebook.com/oldstationtintern/posts/1169032419807599?comment_id=1172449706132537&comment_tracking=%7B%22tn%22%3A%22R0%22%7D)
- Melin Housing Association <http://www.melinhomes.co.uk/news/melin-recognised-for-dementia-awareness>
- Gwent Police and Office of Police Crime Commissioner  
<http://www.gwent.pcc.police.uk/news/story/article/dementia-friendly-recognition-for-police-and-opcc/>

**Dementia Roadmap website:**

<https://wales.dementiaroadmap.info/monmouthshire/#.W2rh7MuWzIU>

An information website has been developed for the borough – Dementia Roadmap – and funded by local GPs through Neighbourhood Care Networks; and coordinated by Gwent Association of Voluntary Organisations. The website provides a one stop shop for information and advice to support people living with dementia and their cares; and although developed for people living with dementia, there are developments to make the website more user friendly.

	Apr to June 17	Jul to Sep 17	Oct to Dec 17	Jan to Mar 18	Year total
<b>Visitors to site</b> Monmouthshire	55	23	74	41	193
<b>Page Views</b> Monmouthshire	216	119	299	221	855

**Case Study: Tintern station** are looking at services for people living with dementia, their families and carers. They have been measuring feedback through questionnaires to see what people have enjoyed about their visit and any changes that are needed for improvement of services.



## 6. Focus your plans on a number of key areas that have been identified locally

We have aligned our implementation action plan to existing strategic planning processes such as the Single Integrated Plan (SIP), Dementia Board work programme, Strategy for Older People in Wales, and Ageing Well in Wales: Dementia Supportive Communities. The agreed priorities included for 2017/18 were

To continue to coordinate dementia friends awareness and champion training	Achieved – 609 dementia Friends
Encourage more businesses/organisations to adopt the DFC logo	Achieved
Further Support MCC to become a dementia friendly council	Achieved
Develop website resource – linked to NCN Dementia Pathway website	Achieved and still developing

We have also worked Gwent Police to develop a regional missing persons protocol 'Herbert Protocol' which sets out safeguards to reduce the risk of people living with dementia going missing; and simple steps that can be taken if a person goes missing <https://www.gwent.police.uk/news/article/article/gwent-partners-will-use-herbert-protocol-to-help-locate-people-with-dementia-who-go-missing-1/>



**Case study- Promoting Good Practice - Monnow Vale Hospital** are planning to establish a dementia friendly environment using colour, pictures, signage and lighting. They will also be reviewing changes that will enhance the in hospital experience and promote recovery and return home for people with dementia. E.g. open visiting, care co-ordinator support for activities etc...

7. Have in place a plan or system to **UPDATE THE PROGRESS** of your community after six months and one year. To participate in the recognition process you will need to set out how you intend to report on progress towards becoming dementia friendly at the six-month stage and self-assess on an annual basis.

This report forms part of the process to update all relevant partners and Alzheimer's Society

#### **Next Step & Future Developments**

- I. **Continue to roll our Dementia Friends awareness and accreditation for organisations and businesses especially for Leisure Services and Transport organisations**
- II. **Establish intergenerational practices with schools through Dementia Friendly accreditation**
- III. **Further develop website resources and social media information through Dementia Roadmap website**
- IV. **Develop on-line training and awareness for Dementia Friends**
- V. **Explore how assessing needs of people living with dementia and their carers can be included in Equality Impact Assessments.**

#### **Partner actions**

- **HMP Usk and Prescoed prison** are to develop work being done this year to help support transition out of Usk.
- **Bridges Centre** are to arrange a meeting with Chamber of Commerce, plan for their exhibition and develop their programme for dementia friends and information sessions.
- **Tintern Station** will develop resources to support on site reminiscence projects. E.g. model railway project and raise funds for the Alzheimer's Society through summer events.
- **Gwent Police** will continue to provide Dementia Friends training as part of their new recruit package.
- **HMP Usk and Prescoed prison** are to create a buddy system for people living with dementia. Buddies will be DF's and will have a forum to address issues concerning people with dementia. They aim to achieve a DF population of 75% and will ensure that all options on site have accessibility for people living with dementia.
- **Monmouthshire Museum** will work with social services and Monmouthshire CC to promote health and wellbeing agenda for people living with dementia. Hold DF events such as tea parties, museum visit and intergenerational events. Pilot OCN Reminiscences Certificate to enable agencies to use reminiscence in a structured and effective way.

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