



## Living well with dementia across the South West

The South West Dementia Partnership brings together organisations from health and social care, the voluntary sector and people using dementia services to drive forward improvements in the care of people with a dementia, and their families / carers.


Our autumn issue focuses on the launch of the 'what works' resource pack, our workforce development portal and work to improve early diagnosis of dementia in primary care. We profile findings from the first national audit of memory services and examine the Government's announcement of £10 million extra funding for memory services to help identify people with dementia earlier and treat them more effectively. We also provide information about work to improve domiciliary care for people with dementia, an update on the peer review currently underway in each of the hospital sites in the South West and details about the Royal College of Nursing project to improve the care of people with dementia in general hospitals.

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## Involving people living with dementia - 'what works' resource pack

People and organisations wanting to engage and consult with people with dementia will soon benefit from a new 'what works' resource pack. The pack commissioned by the South West Dementia Partnership, has been written by people with dementia, carers, volunteers and staff who together with health and social care professionals from across the South West attended the launch on 7th October 2011 at the Hilton Hotel Bristol.

 Download [Involving people living with dementia - 'what works' resource pack](#)

There are approximately 79,200 people living with dementia in the South West. The pack will help people with dementia and their families to be able to play an active role within their own communities by providing appropriate opportunities and structure to express their own views.

People with dementia may experience memory loss, confusion, and struggle in unfamiliar surroundings or have problems with speech and understanding. The resource pack is made up of 18 cards each aimed at giving specific information, advice and top tips on a range of topics that will help overcome or prevent this, and support people with dementia to get involved in activities whilst



recognising their current abilities. The artwork chosen to be used on the cards was also selected from a range of designs created by people with dementia at Downend Day Centre in South Gloucestershire. The winning design was produced by Douglas Price.

Norrms McNamara (aged 53), from Torquay, diagnosed with early onset dementia, and contributor to the resource pack, says,  
*“ When you are diagnosed with dementia, no matter how much support you have, no matter how much information may be available, the feeling of helplessness and worthlessness is overwhelming. These cards will help to give people with dementia a voice; it will give people with dementia their self worth back, and the confidence to carry on doing things they used to do ”*

Debbie Donnison, South West Area Manager for Alzheimer’s Society says,

*“The aim of these cards is to strengthen and directly involve people with dementia as well as their families and carers. People with dementia have been the driving force behind this project by sharing their experience and showing how they can have influence in the things that matter to them. Everyone has worked together to provide tools and techniques for staff wanting to engage and consult with people with dementia. These cards are a true reflection of partnership working at its best”*



## Workforce development portal

Our new [dementia workforce development portal](#) provides access to a range of education and learning resources on dementia to benefit anyone interested in dementia.

The learning and education resources include:

- [a three-step dementia care learning pathway](#) including dementia workbooks and supporting bite-sized learning presentations
- [a library of learning resources about dementia](#)
- [a dementia competency framework](#)
- [a guide for transforming the dementia workforce](#)
- [information on the regional Dementia Workforce Network](#), the new [NHS South of England \(West\) e-learning platform](#) and [qualifications in dementia care](#).

### Dementia care learning pathway

These resources offer a range of learning and knowledge about dementia care in a 'three step pathway' where each step gives opportunities to enhance and increase learning. This material has been specifically developed so it is freely available to copy and use widely.

The resources include workbooks, bite-sized short presentations and links to other resources. All are useful to those wishing to learn directly and to others wishing to share learning with others through teaching or supervising

Each workbook is presented in an accessible, easy to understand format and can be completed at the learners own pace. Each workbook is supported by bite-sized presentations which highlight key points and is useful to those wishing to teach others in limited time.

Learners work through the workbooks online or print them off. Alongside the printable version of each workbook there are website links for any relevant handouts. Throughout the workbooks to test the learning there are a range of tasks and there is a short quiz at the end.

For those interested in finding out more about certain topics there are various website links within the workbooks for further learning and these can also be found within our library of resources.

The workbooks are not accredited but are linked to the Qualifications and Credit Framework, Knowledge and Skills Framework and Common Induction Standards.

→ [Step 1 Essential dementia awareness: Describing Dementia and Person Centred Approaches](#)

This workbook highlights the basic, essential competencies relevant to all sections of workforce and society. Also this could form part of mandatory induction training for all health and social care staff.

→ [Step 2 Further knowledge in dementia](#)

This workbook builds on Step 1 and

highlights competencies needed for those working with people with dementia.

→ [Step 3 Behaviours that challenge us](#)

Step 3 is relevant to those working in a more specialist and intensive way with people with dementia. It covers specific topics such as 'Psychological and social needs', 'Practical solutions to vocally disruptive behaviour', 'Observation tools' etc.

### Dementia Competency Framework

The Dementia Competency Framework maps the different competencies in dementia care across three levels, from basic awareness to specialist knowledge and skills. It is a resource to support employers and staff to identify the necessary knowledge and skills to provide high quality dementia care.

Employers can use this framework for:

- Identifying training needs
- Developing job descriptions
- Commissioning, designing and delivering training



- Informing supervision and appraisal
- Informing service redesign
- Demonstrating skill mix and competence within a performance framework
- Demonstrating competence and competence levels in practice

 [Download the Dementia Competency Framework](#)

 [Download the Dementia Competency Framework](#)


The Framework builds on and enhances the 'Common Core Principles for supporting people with Dementia' which describes common core principles together with indicative behaviours that the workforce should demonstrate to show the principles have been embedded in the way they respond to the person with dementia.

The Framework has been mapped where possible against suggested National Occupational Standards (NOS). These define the competencies which apply to job roles or occupations in the form of statements of performance, knowledge and the evidence required to indicate competence. They cover the key activities undertaken within the occupation in question, in relation to the circumstances the job holder is likely to encounter.

If you are considering accreditation with your dementia education the current qualification and credit framework units for dementia are included at the back.

## Guide for transforming the dementia workforce

We have published guidance to support commissioners to understand better workforce planning and development issues that may impact staff working with people with dementia and their carers and families.

 Download [‘Caring, compassionate, skilled – transforming the dementia workforce.’](#)

The guidance was written by Diane Bardsley in consultation with the Regional Dementia Workforce Network and the Regional Dementia Commissioners’ Network.

The guidance provides a checklist of questions which are linked to web pages containing supporting information and resources. This is shown on pages 7-8.

### Workforce planning and development issues to consider throughout the commissioning cycle

- Monitoring contracts
- Monitoring performance
- Monitoring workforce
- Evaluation
- Research opportunities

- Working with providers & stakeholders
- Working with education & training providers
- Learning approaches
- Evidence of accreditation & competencies
- Continuous improvement
- Continuing professional development



- Workforce demand & supply
- Establish vision with stakeholders
- Map & review dementia services
- Resources & funding
- Policy & legal drivers
- Market opportunities
- Efficiency opportunities

- Define outcomes across care pathway
- Integrated approaches
- Competencies & accreditation
- New ways of working
- Workforce capacity & capability
- Incentives
- Timescale
- Risk analysis

## Commissioners' checklist – dementia services and workforce issues

### Analyse

- [Do the strategic plans take account of current and future needs for dementia services and consider the implication for service redesign and commissioning?](#)
- [Have you a clear vision around dementia services that has been developed through a fully inclusive and systematic engagement with people with dementia, carers, practitioners, providers and other stakeholders and enables them to consider needs and the actions, knowledge and skills to meet these needs?](#)
- [Have you mapped and reviewed local dementia services across agencies and completed a gap analysis around opportunities for improvement or change in provider market such as potential skill shortages, wasted resources?](#)
- [What resources and funding are available?](#)
- [Have you considered all policy and legal drivers](#)
- [Have you considered the local workforce market and where it may be possible to share workforce resources or work more collaboratively to reduce costs?](#)

### Plan

- [Are you taking an outcomes based approach to commissioning dementia services?](#)
- [Are you clear around what is needed in terms of necessary actions to meet the defined outcomes across dementia care pathways within different settings?](#)
- [Do your service contracts specify the minimum competencies and educational training and development requirements in dementia care?](#)
- [For those individuals and families directly purchasing care \(privately, using direct payments or personal budgets\), is there information, advice and support arrangements in place to inform them about the competencies they should expect to meet particular needs in different settings?](#)
- [Have you considered new roles and ways of working within dementia services which may improve outcomes?](#)
- [How can you be assured that there is sustainable capacity and capability in the workforce of the dementia care providers you commission to deliver the required outcomes, and assure quality and safety and in future?](#)
- [What incentives are you using to encourage improvements to the dementia workforce and higher quality services?](#)
- [Is there a realistic timescale planned with a risk analysis to establish risks to delivery related to capacity and capability in workforce, and mitigation of these risks?](#)

**Do**

- [How do your dementia service providers improve their workforce through dementia education and learning approaches?](#)
- [How do your dementia service providers ensure the voice of people with dementia and carers are included in education and learning?](#)
- [Have you a method of collecting evidence from your providers to ensure they are meeting minimum dementia competencies](#)
- [Are you assured that the dementia care providers from which you commission are demonstrating continuous improvement within the workforce such as through the use of observational tools, supervision and appraisal, and continuing professional development](#)

**Review**

- [Do you have robust methods in place for monitoring contracts and performance to ensure dementia service outcomes, and standards of quality and safety are met, linked to workforce capacity and capability?](#)
- [Are you and the relevant workforce leads aware of useful workforce information offered by Higher Education for Dementia Network, Skills for Health, Skills for Care and support through the Regional Dementia Workforce Network?](#)

**New ways of working within dementia care**

We have gathered a range of good practice examples highlighting innovative and new ways of working within dementia care across the South West and nationally.



To finding out more go to

[www.southwestdementiapartnership.org.uk/workforce-development/innovation/](http://www.southwestdementiapartnership.org.uk/workforce-development/innovation/).

## GP education seminar programme

We have published a report which explains the methodology and outcomes of a locally-delivered GP education seminar programme intended to improve primary care awareness, knowledge, early identification and management of people with dementia and their carers.

 [Download the report on the GP education seminar programme](#)

It is intended to inform commissioners and educationalists who wish to deliver GP education on dementia matters in an effective format, both in terms of learning and behaviour change and cost implications.

Although earlier research failed to show significant difference between different models of primary care education, a more recent study showed that decision support

software and practice-based workshops significantly increased the detection of dementia (Downs 2006).

The EVIDEM-ED trial is a cluster-randomised controlled trial of an educational intervention to improve dementia detection and management in primary care. This trial is developing and testing an intervention that is customised to the educational needs of individual practices. The educational intervention consists of practice based workshops with a tailored curriculum designed by a multidisciplinary expert group and supplemented by electronic resources (Illiffe 2010).

Based on the interventions that have already been trialled it was felt by the authors of this paper that an educational intervention involving a blended-learning approach, using an e-learning module along with practice-based workshops, linking in with a locally-

developed Map of Medicine pathway for Dementia, would be the most likely format to have a positive impact on dementia detection rates, knowledge, skills and attitudes among primary care practitioners.



[Map of Medicine](#) is an on-line resource for healthcare workers. It can provide a single point of reference on the identification, diagnosis and management of medical conditions, including both national and local guidelines, referral criteria and patient information. It is presented in a format which is quick and easy to navigate. Although a commercial product, NHS employees have free access via Athens login details and in Devon many GPs have a desktop icon which automatically logs them into the website without the need to remember or enter in their username and password each time.

There are two dementia map pathways available:

- [Dementia assessment](#)
- [Dementia management](#)

Another advantage of using Map of Medicine to support primary care teams is that Map pathways are readily updated when there are any changes to local information or patient services, whilst paper-based information will quickly become obsolete.

In addition, the South West Dementia Partnership commissioned Dr Leah Jones, ST4 GP trainee, to develop an e-learning platform for primary care. This platform draws on existing e-learning programmes developed by NHS clinical knowledge summaries, the BMJ, e-GP learning and the Alzheimer's Society CD-ROM Dementia: Management in Primary Care.

The new e-learning platform has been developed with Peninsular Medical School and

combines learning modules with case studies, on-line quizzes, and background information. Primary care workers receive continuing professional development credits for undertaking various components of the platform and can download certificates to evidence learning for their annual appraisal.

The e-learning platform is linked to a learning node in the local Map of Medicine pathway for easy access, but may also be accessed at [www.dementialearningzone.co.uk](http://www.dementialearningzone.co.uk).

## References

Downs, M., Turner, S., Iliffe, S., et al (2006) Effectiveness of educational interventions in improving detection and management of dementia in primary care: cluster randomised controlled study. *BMJ* 332, 692-696

Iliffe, S., Wilcock, J., Griffin, M., et al (2010) Evidence-based interventions in dementia: A pragmatic cluster-randomised trial of an educational intervention to promote earlier recognition and response to dementia in primary care (EVIDEM-ED). *Trials* 11, 13

## Memory services funding

In September 2011 Care Services Minister, Paul Burstow announced £10 million extra funding for memory services to help identify people with dementia earlier and treat them more effectively.

The investment aims to boost provision of advice and support on memory services including information about local care and support services. It is expected to fund follow up and review services including peer support, assessment of carers' needs as well as advice and support on planning for the future. Local authorities and Primary Care Trusts will decide where the money is best spent in each community. This additional funding will provide a powerful incentive to local NHS and local authorities to prioritise putting in place sustainable, high quality dementia services.

Findings from the first [national audit of memory services](#) show real progress is being made in giving everyone in England access to a memory service. These include:

- ➔ 94% of Primary Care Trusts (PCTs) have a dedicated memory service for dementia and a further four per cent of PCTs are planning to set up a memory service;
- ➔ average PCT spending on memory services has increased by 22% between 2008/9 and 2009/10 from £486,000 to £593,000;
- ➔ the average number of people using a memory service increased by 57%, from 605 in 2008/09 to 951 in 2010/11; and
- ➔ 44% of hospitals have identified a clinical leader for dementia and almost half of all

hospitals have, or are developing a care pathway for dementia.

[Read more about the national audit of memory services](#) on the NHS Information Centre for health and social care website

Care Services Minister, Paul Burstow said:

*“While there is no cure for dementia, we know that early diagnosis and early intervention can help people take control of their condition and plan for the future. With access to the right services and support, people with dementia can continue to live well for many years. Memory services have a really important role to play in this.*

*It's not always easy to talk about but dementia is an issue that we can not ignore. That is why ... I have announced a further £10million for memory services. I want to further strengthen the support memory services can provide and make it possible for all those who need it to be able to access the help they need.”*

Jeremy Hughes, Chief Executive of Alzheimer's Society said:

*“Being diagnosed with dementia can leave people feeling isolated and alone unless they are given the necessary help and support. Memory services have a vital role to play in providing this lifeline so it is reassuring to see the government giving them the financial backing they*

*need and that the number of people using memory services is increasing.*

*However, we are still some way from having a nationwide picture of good quality care and support. It is vital that we continue to make advancements in the provision of memory services and work with hospitals to ensure best practice becomes the norm."*

### Your story matters

Your Story Matters is a national project developed by The Life Story Network C.I.C in conjunction with the Department of Health which will support the delivery of new ways of working to realise dementia friendly communities with well trained staff. The development and use of Life Stories is one of the keys to delivering person centred care by placing the individual and their biography at the heart of care and support. It provides people with a practical set of tools to help them engage with the real person and see them beyond their illness, disability or diagnosis.

Your Story Matters aims to:

- ➔ Establish a national network of people who are trained to deliver a training course on implementing the use of life story- through the facilitation of a managed learning network utilising action learning, coaching and peer support

- ➔ Produce a comprehensive set of training materials to embed the use of life stories for paid staff, volunteers and carers
- ➔ Support learning networks of people trained in using life story with the development of new materials and the dissemination of new and existing products, to intergenerational multi organisation work, voluntary groups, care providers
- ➔ Deliver awareness and training on the Human Rights Act and the legal duty placed on public bodies to be compliant with the Act

Care Services Minister Paul Burstow announced the roll out of the training across England during 2011-12 at the 6th UK Dementia Congress. The Minister said:

*"Improving education and training on dementia is key to delivering the National Dementia Strategy. Your Story Matters is an innovative project that will make a real difference to the care given to people with dementia. It will help staff and volunteers see every person as an individual, looking beyond their dementia."*

Full details and online application forms can be found at [www.lifestorynetwork.org.uk](http://www.lifestorynetwork.org.uk)

## Improving domiciliary care for people with dementia: a provider perspective


The South West Dementia Partnership has commissioned the United Kingdom Homecare Association to research and deliver the findings of this important report 'Improving domiciliary care for people with dementia: a provider perspective'.


Home care providers from a variety of backgrounds and geographical locations across the South West contributed to the research. This was supplemented by organisations and key people with knowledge and experience in the field of dementia from other parts of England.

With the future of health and social care under the microscope, this opportunity to look at how home care can rise to the challenge of providing person-centred care and support for people with dementia and their families, could not have come at a more critical time.

The project has been designed to show how providers are meeting the challenge of supporting people with dementia and their carers, and how they can deliver person-centred care and support in the future.

The experiences and aspirations of providers and care workers shared in this research are crucial in helping to tackle the difficulties that exist today and implement the changes needed to enable home care to meet the challenges ahead.

 Download [Improving domiciliary care for people with dementia: a provider perspective](#)

 Download [key messages for commissioners and providers](#)

The research identified the following key messages for commissioners and providers.

### Key messages for commissioners

#### Dementia care pathway

- ➔ Support and work more closely with homecare providers to achieve a referral and diagnosis of dementia
- ➔ Explore and develop homecare providers' capacity to deliver more person-centred care and support throughout the pathways for the person with dementia and their carer
- ➔ Work closer with homecare providers to support early diagnosis, interventions, palliative and end of life care
- ➔ Building a relationship with providers will increase greater understanding and recognition of the knowledge and abilities of the sector and the people who work within it.

#### Person centred service delivery

- ➔ Develop a partnership approach that includes homecare providers and informal carers to achieve a more accurate assessment of the abilities of a person with dementia's abilities
- ➔ Utilise the skills and knowledge of providers in the care review process

- Delegate more responsibility for care closer to the point of delivery, giving providers more autonomy
- Aim to reduce unnecessary layers of bureaucracy, by working more closely with homecare providers
- Planning care in 'banks of time' rather than allocating set times for care and support to be delivered is effective in supporting flexibility and choice
- Short visits i.e. '15 minutes' only have a place when used to complement person-centred dementia care and support already in place.

#### **Funding**

- Develop and facilitate a relationship with homecare providers that allows for alternative funding options, approaches or solutions to be explored
- Reduce confusion by simplifying or clarifying the terminology and range of language that is being used regarding funding
- Build in greater flexibility around finance and monitoring processes
- Encourage, support and promote the uptake of personal budgets for people with dementia and their families;

#### **Contracting clauses**

- To improve on the provider's abilities to deliver flexible care and support, remove punitive penalty clauses i.e. missed or late calls or visits
- Take into consideration the effects on the homecare sector of using framework agreements or similar contracting

arrangements, in terms of potential reduction in providers and social capacity and the ability to provide consistent flexible services.

#### **Costs**

- Foster closer working relationships with homecare providers to improve understanding and recognition of the true cost and implications beyond direct service user contact time of delivering good quality person-centred care and support for people with dementia.

### **Key messages for providers**

#### **Personalisation**

- Encourage and support people with dementia to take up personal budgets
- Clarify frameworks to deliver outcomes (thinking about identifying needs, inputs, outputs and outcomes)
- Develop monitoring and quality assurance systems that support a person-centred and outcome-focussed approach.

#### **Service delivery**

- Diversify and support growth in the private market
- Build on existing skills and resources
- Develop more flexible and responsive person-centred care and support, based on individual needs
- Address how you can provide more flexible weekend, evening and overnight services to support people with dementia
- Consider extending office opening hours and use it as a base for on-call managers and staff to work from improving access to

information, communication and support to care workers

- Organise staff into smaller teams, adopt a key worker structure and consider merging traditional field and office management roles into one
- Move towards developing new community based service initiatives and partnerships including assistive technology.

### **Workforce development**

- Look for staff from other sectors with comparable skills, life experience and the right approach
- Invest in developing specialist dementia knowledge and training.

### **Links and multi-agency working**

- Continue to develop and maintain links that support managers and care staff to provide services for people with dementia.
- Everyone has to change if we are to truly achieve outcomes-focused, person-centred care and support for people with dementia. Home care providers have the opportunity to take the lead in personalisation – and should not wait to be given permission to move forward or to follow someone else's vision.

## **Living well with dementia - developing the home care response**

During October we ran a series of half-day workshops to assist providers and commissioners with the exciting but challenging task of developing services to support people with dementia at home.

The workshop facilitators presented:

- Recent research in the South West into the needs of home care providers and people with dementia
- Practical examples of organisations and places that are making personalised dementia care at home a reality

Participants explored:

- How to develop services and grow the business for clients with dementia
- How to make sure commissioning activity tackles some of the obstacles in getting better outcomes for people with dementia at home
- How staff can improve the quality of care they give to clients that have or may have dementia

Key issues highlighted include:

- Valuing and supporting home care workers is one of the most important aspects of improving home care services
- Providing career progression and recognition of staff accomplishments is vital if the workforce is to remain motivated and up to date
- Keyworker systems can be a useful way of improving continuity of care to people with dementia, as well as developing staff abilities and confidence
- Working with people with dementia, their carers and providers was shown to be effective in improving the quality of support to people with dementia
- Honest conversations and a partnership approach are instrumental in ensuring

that providers are delivering the outcomes that people with dementia want

- Being prepared to move away from traditional "time and task" purchasing is possible, but it isn't straightforward and takes time so partnership working and good provider communication is vital
- Listening to the ideas of people with dementia, their families and home care staff is a key way to tap into innovative, effective improvements

For more information go to


[www.southwestdementiapartnership.org.uk/domiciliary-care-workshops/](http://www.southwestdementiapartnership.org.uk/domiciliary-care-workshops/).

## Hospital peer review

We have developed and implemented a set of standards for dementia care in hospitals in the South West. Commissioners are working with providers and local stakeholders to implement the standards.

Each of the acute hospital NHS Trusts in the South West has undertaken a self-assessment against these standards, using a range of resources and support materials ([www.southwestdementiapartnership.org.uk/hospital-standards](http://www.southwestdementiapartnership.org.uk/hospital-standards)).

Hospitals have produced local improvement plans and a peer review is currently underway in each of the hospital sites in the South West.

 [Download a 2-page briefing about the Dementia care in hospitals peer review](#)

The site visits are revealing much excellent and innovative practice. The review findings and positive practice will be brought together into a report after the site visits conclude, and these will be shared at a South West conference being planned for March 2012.

## Dignity in dementia: improving care in general hospital settings

Over the last 12 months the Royal College of Nursing (RCN) has led on a national project about the care of people with dementia in general hospitals: *Dignity in dementia: improving care in general hospital settings*.






One of the key outputs from the project is the commitment which sets out key principles and considerations for promoting a positive experience for people with dementia and their families. Another key output is the Online Dementia resource which includes:

- information to support [understanding dementia](#)
- resources for [supporting people with dementia](#) and understanding their needs
- resources for [supporting carers](#) and understanding their needs
- [learning resources](#) such as interactive e-learning and courses/training
- [national strategies, standards and guidelines](#) influencing the provision of care across the UK
- details of [agencies and networks](#)
- information specific to different [care settings](#)
- resources you can use to [discover more](#).


## Dementia Commissioning Pack

In the last issue we reported in detail about the launch of the Dementia Commissioning Pack. Here we provide quick links to the tools and templates to help health and local authority commissioners to design needs centred and cost effective services.


### Guidance

-  [Handbook: using the Dementia Commissioning Pack](#)
-  [Commissioning framework for dementia](#)
-  [Briefing paper - Dementia Commissioning Pack](#)
-  [Technical Annex - agreeing and monitoring services using the service specifications](#)
-  Additional resources via the Dementia information portal <http://dementia.dh.gov.uk/dementia-commissioning-pack/>

### Early diagnosis and interventions

-  [Case for change - memory service for people with dementia](#)

### At home, and in care homes

-  [Case for change - community-based services for people living with dementia](#)

### Hospital



-  [Case for change - mental health liaison service for dementia care in hospitals](#)

### Reducing inappropriate prescribing of antipsychotics


-  [Reducing the inappropriate use of antipsychotic medication for people with dementia](#)
-  [The Right Prescription: a call to action on the use of antipsychotic drugs for people with dementia](#) (Dementia Action Alliance and NHS Institute for Innovation and Improvement, 2011)
-  [The Right Prescription: a call to action on the use of antipsychotic drugs for people with dementia. Commitment for commissioners in health, social care and GP commissioning](#) (Dementia Action Alliance and NHS Institute for Innovation and Improvement, 2011)
-  [Optimising treatment and care for behavioural and psychological symptoms of dementia. A best practice guide for health and social care professionals](#) (Alzheimer's Society, 2011)


### Templates


#### Early diagnosis and interventions


-  [Service specification for dementia: memory service for early diagnosis and intervention](#)
-  [Service specification for dementia: memory service for early diagnosis and intervention](#)

#### At home, and in care homes

-  [Service specification for dementia: better care at home, and in care homes](#)

 [Service specification for dementia: better care at home, and in care homes](#)


 [Template action plan to improve care for people with dementia in the community](#)


 [Template action plan to improve care for people with dementia in the community](#)


 [Better care at home and in care homes - contract inserts](#)


 [Better care at home and in care homes - contract inserts](#)

### **Hospital**


 [Service specification for dementia: mental health liaison service for general and community hospitals](#)

 [Service specification for dementia: mental health liaison service for general and community hospitals](#)

 [Request for proposal: action plan to improve care for people with dementia in hospital](#)

 [Request for proposal: action plan to improve care for people with dementia in hospital](#)

### **Reducing inappropriate prescribing of antipsychotics**

 [Reducing the inappropriate use of antipsychotic medication for people with dementia](#)

### **Cost / benefit tools**


 [Cost / benefit tools - introduction](#)

For further information about the cost / benefit tools, please email [dementiacommissioningpack@dh.gsi.gov.uk](mailto:dementiacommissioningpack@dh.gsi.gov.uk)

 [Assessment tool](#)


 [Memory assessment service cost / benefit tool](#)

 [Primary care support service cost / benefit tool](#)

 [Hospital mental health liaison service cost / benefit tool](#)

### **Patient information**


#### **Early diagnosis and interventions**

 [Worried about your memory?](#) (Alzheimer's Society, 2011)


 [What your diagnosis means for you](#) (Alzheimer's Society, 2010)

 [Memory service - easy read](#)

 [At home, and in care homes](#)


 [Keeping safe in your home](#) (Alzheimer's Society, 2010)

 [Living alone](#) (Alzheimer's Society, 2010)

 [Dementia service for people living at home or in a care home - easy read](#)

#### **Hospital**

 [Dementia service in hospital - easy read](#)

 [Reducing the use of antipsychotic drugs. A guide to the treatment and care of behavioural and psychological symptoms of dementia](#) (Alzheimer's Society, 2011)

## More information

The **South West Dementia Partnership** website

[www.southwestdementiapartnership.org.uk](http://www.southwestdementiapartnership.org.uk)

provides further information about implementing the strategy along with examples of innovative practice.

The **National Dementia Portal** <http://dementia.dh.gov.uk> provides access to the latest national policies and research findings.

The **Dementia Gateway** [www.scie.org.uk/publications/dementia/](http://www.scie.org.uk/publications/dementia/) produced by the Social Care Institute for Excellence (SCIE) offers high quality information, video and training programmes.

The **Alzheimer's Society** website

[www.alzheimers.org.uk](http://www.alzheimers.org.uk) offers a wide range of fact sheets, studies, discussion forums, advice and sources of support.

## Regional lead

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## Bulletin and website

If you have information that you would like to appear in a future bulletin or on the Partnership website then please send it in to [info@southwestdementiapartnership.org.uk](mailto:info@southwestdementiapartnership.org.uk) or call Rowan Purdy to discuss it on 07852175374.

