


Flash report

Improvement Hub

Inverclyde care co-ordination for people with dementia programme

Learning Session 5
Friday 22 October 2021

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 @ihubscot

#Focusoncoordination

Join in the conversation!

Thank you for joining Learning Session 5

We were delighted to host 49 professionals at our fifth learning session via MS Teams on Friday 22 October 2021. The aim of the session was to:

Assist local service providers to meet the needs of people with dementia and their carers by enhancing knowledge about what supports are available and how they can be accessed.

The session was chaired by Anne Malarkey (Interim Head of Mental Health, Alcohol and Drug Recovery and Homelessness Services, Inverclyde Health and Social Care Partnership).

Brenda Friel started the session by providing an overview of the programme so far. Brenda touched on some of the challenges of the past year and highlighted the good work currently ongoing. This includes the addition of two Post-diagnostic Support (PDS) Link Worker posts which has resulted in a considerable reduction in waiting times and the development of a self management leaflet, which is available to download [here](#). More information can be found in the [slides](#) and on our [website](#).

Services speed presentations

Gillian Neal facilitated a session with representatives from local services. Presenters gave a brief overview of their service, using [slides](#), followed by time for questions.

GP, District Nursing, Community Link Workers	Access First and Core Services	Mental Health Services
<ul style="list-style-type: none"> • Dr Sarah Luty, General Practice • Yvonne Lever, District Nursing • Elaine McKendrick, Community Link Workers 	<ul style="list-style-type: none"> • Martin McGarrity, Access First • Nicole Lafferty, Inverclyde Centre for Independent Living 	<ul style="list-style-type: none"> • Gillian Neal, Community Mental Health Services • Claire Donaghey, Psychological Interventions • Karen McLaughlin, Older People’s Mental Health Services • Janice Stewart, Post Diagnostic Link Worker Service • Kate Lowson, Occupational Therapist Role and Intervention • Alison McMenemie, Role of Care Home Liaison • Margaret Carswell, Older People’s Mental Health Inpatient Services Case Study

Following the services speed presentations we did some informal networking via breakout rooms. This was a nice opportunity to chat with colleagues during the tea break and make connections - something we have all missed with virtual working.

Community services

Brenda Friel facilitated a discussion with representatives from four local community services. We heard from, **Norman Williamson (Alzheimer Scotland)**, **Karen Haldane (Your Voice)**, **Anne Marie MacDonald (Carers Centre)** and **Carol Pyper (Ardgowan Hospice)**.

Norman talked about the **day care facility** which provides **therapeutic activities** for up to 12 people and respite for carers. There are also plans for an **early onset service** to help people maintain interest in their activities as their abilities change. Referrals can be made through a **Dementia Advisor**, enhanced day opportunities referrals through **Access First** and the **Young Onset Service** via a **PDS Link Worker** or Dementia Advisor. **Post-diagnostic support** is through a GP or consultant at time of diagnosis.

Karen talked about the **outreach hubs** where staff work with people to motivate and improve confidence. This involves getting to know what the person would like to do, sourcing information and helping deal with barriers or challenges. Your Voice also work with the wider community to address attitudes, behaviour and stigmas to help improve quality of life for people living with dementia and carers. Referrals can be made by phone, email, in person or online.

Anne Marie talked about how the **Carers Centre** offers support and sign-posting to services. This includes **financial advice, other support organisations, carers respite/ short breaks** and to local care agencies on a short term basis. Referrals are made to social work for any long term help, including day care. Referrals can be made by phone, email or by completing an online referral form.

Carol talked about their services providing **physical, emotional and social support** which includes **symptom management, end of life care and post bereavement care**. They also sign post to other services. Referrals can be made by any healthcare professional through the SCI Gateway, by phone to the hospice for clinical support, and people can self-refer for bereavement support.

All agreed that communication is key. It is important to look to improve and to change culture whilst engaging with people with dementia and carers such as the **Dementia Reference Group**.

Feedback

Thank you to those who completed our evaluation, sharing thoughts on what was good and what could be improved.

“The coffee break rooms were very small, it would have been nice to meet more people”

“Love the enthusiasm of everyone”

“It was great that presenters were able to provide a really good overview of their service in such a short period of time. The networking element was great”

93% agreed or strongly agreed that they understand the roles and responsibilities of the different services that support people living with dementia and their carers



93% agreed or strongly agreed that they know how to refer to the other services which support people with dementia and their carers in Inverclyde



Next steps

We'll be in touch in due course with more detailed services information. In the meantime please visit our [website](#) or keep in touch by [email](#).