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Cardiff and Vale of Glamorgan Dementia Strategy 2018-2028

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Thanks go to all who participated in the focus groups, interviews, dementia strategy development event and steering group: including people with dementia and their carers, service providers and many third sector organisations. Thanks to the Director of Cardiff Camera Club and Diverse Cymru for some of the photos included within this Strategy.

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FOREWORD

Welcome to the Cardiff and Vale of Glamorgan Dementia Strategy 2018-2028. In Cardiff and Vale there are approximately 5,000 people with dementia. We know that as well as changing the life of the person with dementia, dementia has a significant impact on the lives of relatives, friends and neighbours who often take on caring roles.

We want people with dementia and their carers to live well and be supported to do so throughout the progression of the illness. They will know about and be able to access the right support and services at the right time. We want dementia to become everyone's business. That means that we need to ensure everyone knows about dementia and that people can live well with dementia.

This strategy has been co-produced by a range of stakeholders including people with dementia, carers, a range of third sector organisations, Cardiff Council, The Vale of Glamorgan Council and Cardiff and Vale University Health Board. By collaborating to produce this Strategy we hope that all stakeholders will be fully engaged in the delivery of the ambitious vision over the next ten years.

This strategy sets out how organisations and people across Cardiff and the Vale of Glamorgan will work together to improve the lives of people with dementia and their carers and we hope that you will support and join us in this challenge.



Susan Elsmore

CLlr Susan Elsmore

**Chair, Regional Partnership Board, Cardiff and the Vale of Glamorgan
Cabinet Member for Health, Housing and Wellbeing Cardiff Council**

EXECUTIVE SUMMARY

The vision and strategic objectives for this strategy were produced through the Dementia Needs Assessment, by consensus at the Dementia Strategy Development Event in March 2017, and through consultation.



The vision is:

By 2028 the population of Cardiff and the Vale of Glamorgan will be dementia aware and will reduce their risk of dementia.

People with dementia will have equitable and timely access to a diagnosis; they will have person-centred care delivered locally with kindness. Carers will feel supported and empowered.

The eight strategic objectives are:

1. Dementia is everyone's business
2. The risk of dementia will be reduced and there will be a timely diagnosis
3. Access to services will be equitable
4. Services will be fully coordinated
5. Services will be delivered with kindness and compassion
6. Support will be centred on Primary Care
7. Carers will be for cared for
8. Crises will be avoided

All actions in the action plan for dementia will fall under the eight key strategic objectives. Action areas incorporate high level aspirations, and will take time to achieve fully. Through working in partnership, we will aspire to meet the actions by their target dates.

INTRODUCTION

Older people are an important and growing population in Cardiff and the Vale of Glamorgan. To stay well we need to work together as a community to provide opportunities to maintain good health and then care and support for people when their health deteriorates.



In Cardiff and the Vale of Glamorgan we want to do two things: to help people live healthier lives so that the number of new people with dementia decreases over time and to make positive changes for people with dementia, their carers, families and friends.

Dementia describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. It is caused when the brain is damaged by diseases such as Alzheimer's disease or a series of strokes. Dementia is progressive, which means the symptoms will gradually get worse. Dementia is rare for people under 65 years, but becomes progressively more common as people age.

In recent years there has been an increased focus on dementia both nationally and locally because the population is ageing, and this has led to increasing numbers of people with dementia. There are approximately 5,000 people living with dementia in Cardiff and the Vale of Glamorgan. It is estimated that approximately two-thirds of people living with dementia live in the community, with one-third living

in residential or nursing care homes. A large number of people are living without a formal diagnosis, hindering their access to relevant support and services.

This strategy has been developed as a partnership by the University Health Board with Cardiff Council and the Vale of Glamorgan Council together with local partners from the third sector, as well as through talking to people with dementia, their carers, staff and service providers about their experiences.

This Strategy has a 10 year time frame to allow long term planning, this is especially important when planning housing and hospital provision which will take a substantial time to develop and implement.

The Cardiff and Vale of Glamorgan Dementia Strategy will:

- Set out the vision for what we want to achieve by 2028
- Enhance partnership working
- Identify key priorities for what needs to improve
- Engage local people in discussion on what works best for them
- Ensure that we provide person-centred care

POLICY CONTEXT

There are a number of national policies which are relevant to the prevention of dementia and services for people with dementia and their carers. We will ensure due consideration for these in the Dementia Strategy.

THE SOCIAL SERVICES AND WELL-BEING (WALES) ACT 2014

The Social Services and Well-being (Wales) Act 2014 came into effect in April 2016 to improve the well-being of people who need care and support, and carers who need support.

The new Act promotes a range of help available within the community to reduce the need for formal, planned support and is based on the premise that:

- Services will be available to provide the right support at the right time
- More information and advice will be available
- Assessment will be simpler and proportionate
- Carers will have an equal right to be assessed for support
- There will be stronger powers to keep people safe from abuse and neglect

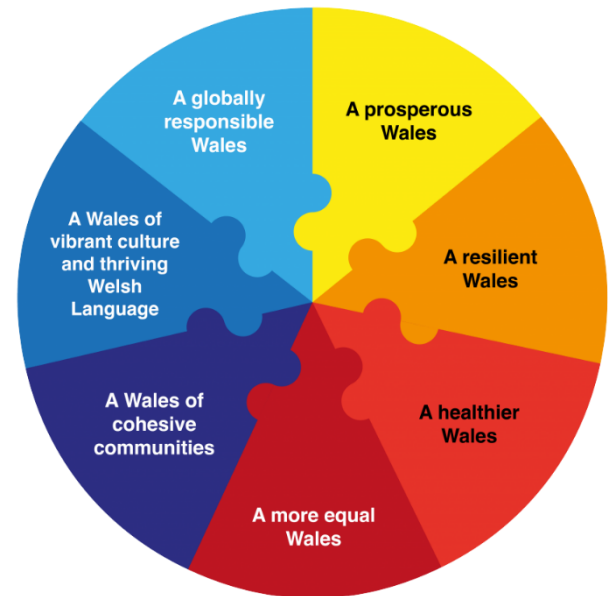
Part 9 of the Social Services and Well-being Act requires local authorities to make arrangements to promote cooperation with their relevant partners and others, in relation to adults with needs for care and support and carers. The Act also encourages partnership arrangements between local authorities and local health boards.

The Social Services and Wellbeing (Wales) Act 2014 introduced a duty on local authorities and local health boards to prepare and publish an assessment of the care and support needs of the population, including carers who need support. The population needs assessment was undertaken between February 2016 and January 2017. The Cardiff and Vale Dementia Health Needs Assessment (February 2017) which describes unmet health needs of people with dementia and carers was used to inform the population needs assessment.

WELL-BEING OF FUTURE GENERATIONS ACT (WALES) 2015

The Well-being of Future Generations Act (Wales) 2015 came into effect in April 2016. This Act is about improving the social, economic, environmental and cultural well-being of Wales. It gives a legally binding common purpose – the seven well-being goals – for national government, local government, health boards and other specified public bodies. It details the ways in which these public bodies must work, and work together, to improve the well-being of Wales.

The Act will make public bodies think more about the long term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. This law requires public bodies to act in a sustainable way.



PARLIAMENTARY REVIEW OF HEALTH AND SOCIAL CARE IN WALES

The establishment of a Parliamentary Review into the long-term future of health and social care in Wales is a key commitment in the Welsh Government's Programme for Government launched in September 2016. The independent panel of experts, established in November 2016, was tasked with producing a report focusing on the sustainability of health and social care in Wales. The [final report](#) was launched in January 2018, with 10 key recommendations:

1. One seamless system for Wales
2. The Quadruple Aim for all
3. Bold new models of seamless care – national principles, local delivery
4. Put the people in control

5. A great place to work
6. A Health and Care System that's always learning
7. Harness innovation, and accelerate technology and infrastructure developments
8. Align system design to achieve results
9. Capacity to transform, dynamic leadership, unprecedented cooperation
10. Accountability, progress and pace

WELSH GOVERNMENT'S DEMENTIA ACTION PLAN FOR WALES 2018-2022

Welsh Government's National [Dementia Action Plan 2018-2022](#) was published in February 2018. The key themes from the action plan are:

- Risk reduction and delaying onset
- Raising awareness and understanding
- Recognition and identification
- Assessment and diagnosis
- Living as well as possible, for as long as possible with dementia
- The need for increased support
- Supporting the implementation

Alongside the launch of the plan, Welsh Government committed a recurrent £10 million nationally from 2018/19, for the following initiatives:

- Developing 'teams around the individual' to provide additional support for people with dementia and their families/carers.
- Reviewing and standardising the role of dementia support workers – increasing their numbers as required.

- Development of an All Wales Dementia Allied Health Practitioner Consultant post which will give advice and support to health boards and local authorities to drive forward service improvements.
- Increasing the rate and timeliness of dementia diagnosis.
- Strengthening collaborative working between social care and housing to enable people to stay in their homes longer.
- The roll out of the 'Good work – Dementia Learning and Development Framework' to enable people who work with those living with dementia to have the skills to recognise symptoms earlier and help them feel confident and competent in caring for and supporting those living with dementia.
- Introducing the principles of 'John's Campaign' across all health boards and trusts.

Where there are links to the National Action Plan for Wales, this will be illustrated in **purple text**.

OLDER PEOPLE'S COMMISSIONER'S REPORT DEMENTIA: MORE THAN JUST MEMORY LOSS

The Older People's Commissioner's Report details the extensive interviews that were held with people across Wales. This research gave people living with dementia and their carers a voice, to drive the change to improve support and services for people living with dementia and their carers. Key conclusions included:

- There is a widespread lack of knowledge and understanding of dementia amongst professionals and the wider public
- Dementia services lack the flexibility to effectively meet the needs of people living with dementia and their carers
- A lack of cooperation between services creates unnecessary difficulties and barriers for people living with dementia and their carers
- The combination of the factors set out above results in significant variation and inconsistency in the experiences of people living with dementia and those who care for them

CARDIFF AND VALE UNIVERSITY HEALTH BOARD SHAPING OUR FUTURE WELLBEING STRATEGY

The [‘Shaping our Future Wellbeing Strategy’](#) 10-year strategy was developed by Cardiff and Vale UHB in partnership with other sectors.

The key principles of the strategy are:

- Empower the person
- Home first
- Outcomes that matter to people
- Avoid harm, waste and variation

There are seven topic-based service standards, of which dementia is one of them. Within this, there are six key dementia outcomes:

1. People are aware of and are supported in minimising their risk of dementia through healthy lifestyle choices.
2. Dementia is detected quickly where it does occur, with people receiving timely, effective treatment and care so they have the best possible chance of maintaining cognitive ability.
3. People who care for family members or friends, as well as clinical staff, are supported to maintain their health and wellbeing, with local services which are easy to understand and navigate.
4. Dementia care and support is available across the organisation, with all staff trained to be confident and capable in identifying and responding appropriately to dementia related needs.
5. People are placed at the heart of dementia care with their individual needs identified and met so they feel well supported and informed, and able to manage the effects of their own, or a loved one’s dementia.
6. The end of a person’s life is dignified and care is directed at achieving their own goals and aspirations.

CARDIFF AND VALE DEMENTIA HEALTH NEEDS ASSESSMENT

In preparation for the new 10 year strategy, the Partnership completed and published a [Dementia Needs Assessment](#) in February 2017. The Dementia Health Needs Assessment triangulated data from the following sources: reviewing existing data; holding a focus group with people with dementia; interviewing 27 carers, staff and stakeholders. From this work nine key themes were identified:

1. Dementia is everyone's business
2. Prevention is essential
3. Isolation and loneliness
4. Co-ordination of services
5. Kindness and compassion
6. Moving support to Primary Care
7. Caring for carers
8. What to do in a crisis
9. Inequality in access to service

These themes have been used as the key themes for the Dementia Strategy 2018 - 2028 as they are the main issues that were identified by the local stakeholders, staff and service users and carers.

STRATEGY DEVELOPMENT

In order to produce this strategy, we held an event on 14 March 2017 to gather views on what the vision should be and to gather ideas for improvements. As part of this we undertook an exercise to help prioritise actions that had been suggested for both acceptability and compatibility.

This strategy describes the vision and strategic objectives for dementia for the next ten years. The time frame of ten years was chosen to allow planners to consider longer term initiatives such as new housing developments in relation to dementia.



VISION STATEMENT

This vision statement is a culmination of the views put forward as part of the Dementia Health Needs Assessment and the new world described in the visioning session held at the Dementia Strategy Development Event in March 2017 by a group which included people with dementia, carers, stakeholders and service providers.

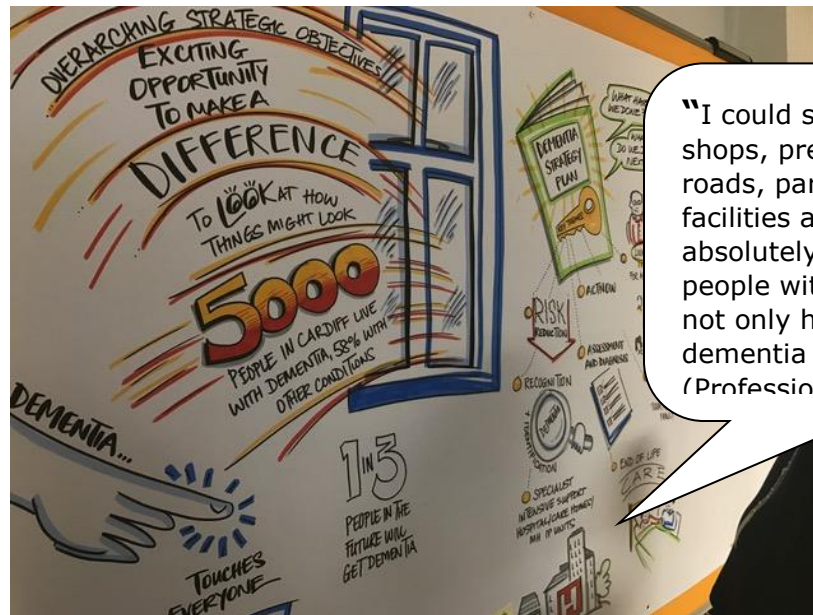
It identifies three areas we need to work on over the next ten years: the whole population; people with dementia; and their carers.

This vision statement was created from the work of the five groups' ideas on the day.

Our Vision is:

By 2028 the population of Cardiff and the Vale of Glamorgan will be dementia aware and will reduce their risk of dementia.

People with dementia will have equitable and timely access to a diagnosis; they will have person-centred care delivered locally with kindness. Carers will feel supported and empowered.



"I could see a situation where shops, premises, buildings, roads, parking, community facilities and other things were absolutely geared upfor people with dementia. It would not only help people with dementia but all of us."
(Professional from DHNA)

STRATEGIC OBJECTIVE 1 - DEMENTIA IS EVERYONE'S BUSINESS

There is wide acknowledgement by stakeholders, staff, carers and people with dementia that dementia is everyone's business. There is also a shared understanding that as with any illness, the society that we live in can adapt to make life easier for people with dementia and their carers.

The dementia friendly communities and dementia friends schemes were seen as a large part of this solution, with recognition that dementia friendly environments also play a part.

The five areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:

- 1.1 All new buildings should be dementia friendly. This would be established by working with planners and designers to understand the issues for people with dementia and their carers. The [Dementia Friendly Housing Charter](#) is a useful aide for this. [\[Linked to Dementia Action Plan for Wales action 33\]](#).
- 1.2 Signage should be clear, and standardised, like road signs are. This consistence ideally with symbols as well as words will help if people with dementia change environment, for example within a ward of a hospital. [\[Linked to Dementia Action Plan for Wales action 33\]](#).
- 1.3 To explore a range of suitable accommodation options for people living with dementia. For example: shared living schemes were popular as a potential solution, and Cardiff particularly has a large population of students who may benefit from this. [\[Linked to Dementia Action Plan for Wales action 31\]](#).
- 1.4 The work to make more areas of Cardiff and the Vale of Glamorgan Dementia Friendly Communities should continue. [\[Linked to Dementia Action Plan for Wales action 4\]](#).
- 1.5 Dementia Friends training should be mandatory for all public facing staff in Cardiff and the Vale of Glamorgan. [\[Linked to Dementia Action Plan for Wales action 7\]](#).

For the future years the following issues should be tackled:

- Opportunities for intergenerational interactions need to be rolled out. [\[Linked to Dementia Action Plan for Wales action 6\]](#).
- Green space should be designed to be dementia friendly. [\[Linked to Dementia Action Plan for Wales action 33\]](#).
- Advise and support businesses to be dementia friendly

Additional actions from the National Dementia Action Plan for Wales include:

- Work with local communities and third sector organisations to encourage them to open their services so that people with dementia, their families and carers can participate [Action 5].

STRATEGIC OBJECTIVE 2 - THE RISK OF DEMENTIA WILL BE REDUCED AND THERE WILL BE A TIMELY DIAGNOSIS



Key messages around prevention of dementia need strengthening and further promotion. There is limited public knowledge of the six steps that people can take to reduce the risk of dementia: be physically active; maintain a healthy weight; be socially and mentally active; avoid drinking too much alcohol; stop smoking; and commit to review your health.

Age is considered the highest risk factor for dementia, and the percentage of older people in the population is increasing. There is evidence for midlife healthy lifestyle approaches to delay or prevent onset of dementia.

National Institute for Care and Health Excellence (NICE, 2015) recommends:

- Encouraging healthy behaviours
- Raising awareness of risk of dementia, disability and frailty
- Producing information on reducing the risks of dementia, disability and frailty
- Preventing tobacco use
- Improving the environment to promote physical activity
- Reducing alcohol related risk

Furthermore, ensuring a timely diagnosis means that people with dementia and their carers will obtain the care and support that they need at the right time.

The four areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:

- 2.1 Ensure a timely diagnosis of dementia. [[Linked to Dementia Action Plan for Wales action 19](#)].
- 2.2 Raising awareness of prevention messages should start with children. Mid-life interventions should promote the messages around risk reduction. [[Linked to Dementia Action Plan for Wales action 2](#)].
- 2.3 Children should be linked to older adults in a safe structured environment to benefit both groups with intergenerational interactions. [[Linked to Dementia Action Plan for Wales action 6](#)].
- 2.4 The message “What’s good for your heart is good for your brain” should be a promotional campaign across Cardiff and the Vale of Glamorgan. [[Linked to Dementia Action Plan for Wales actions 1 and 2](#)]

For the future years the following issues should be tackled:

- Green space should be designed to be dementia friendly
- The existing GP referral scheme to encourage physical activity should be inclusive for people with dementia

Additional actions from the Dementia Action Plan for Wales include:

- Ensure that people living with dementia receive advice about the changes that they could be supported to make to increase their general health and wellbeing [Action 3].
- Ensure every diagnosed person with dementia receives a tailored information pack in an accessible format, including as needed, digital options, and is offered access to a dementia support worker or equivalent [Action 26].

STRATEGIC OBJECTIVE 3 - ACCESS TO SERVICES WILL BE EQUITABLE

Carers described having to “fight for services.” There is widespread concern that without the family requesting services that people with dementia would not have access to all the services that they needed. This strategic objective is about ensuring that everyone will get an equitable service. An Equalities and Health Impact Assessment showed that the following groups required particular consideration:

- Older people
- People with young onset dementia
- People with caring responsibilities
- People with Downs Syndrome
- People with sensory loss
- People of Afro-Caribbean or Asian origin
- People with a religion or belief
- Women
- People who identify as transgender or currently transitioning
- People whose first language is not English
- People trying to achieve/maintain a healthy lifestyle
- People on low incomes such as paid carers
- People who are socially isolated
- People living in rural areas
- People who identify as lesbian, gay or bisexual

The four areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:

- 3.1 Develop a pathway of care that is equitable. [[Linked to Dementia Action Plan for Wales actions 17, 18 and 38](#)].

- 3.2 Different transport needs should be acknowledged and addressed. [[Linked to Dementia Action Plan for Wales action 9](#)].
- 3.3 Data on protected characteristics and geographical location (as a proxy for socio economic group) should be collected to assess any inequities that need to be addressed. Specific interventions to address any inequities will then require implementation. [[Linked to Dementia Action Plan for Wales action 23](#)].
- 3.4 Access to information in the language of choice.

For the future years the following issues should be tackled:

- Specific evidence-based interventions to address inequalities in dementia care should be further explored

Additional actions from the Dementia Action Plan for Wales include:

- Ensure compliance with the Welsh Government’s All Wales Standards for Accessible Communication and Information for People with Sensory Loss [[Action 22](#)].

STRATEGIC OBJECTIVE 4 - SERVICES WILL BE FULLY COORDINATED

Whilst much work has been undertaken to improve the coordination of services there is still room for improvement. This is an important area for people with dementia who value continuity and carers who feel that there is duplication in the system.



The three areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:

- 4.1 Social care and health services should be fully co-ordinated, with positive reablement as a focus. [[Linked to Dementia Action Plan for Wales action 17](#)].

- 4.2 All information should be given to services only once; this information (with permission) should be shared across all relevant agencies. [[Linked to Dementia Action Plan for Wales action 17](#)].
- 4.3 There should be a single point of access for dementia services in Cardiff and the Vale of Glamorgan. [[Linked to Dementia Action Plan for Wales action 17](#)].

For the future years the following issues should be tackled:

- Not only should health and social care services be fully coordinated; further third sector, housing and transport services should be seamless
- Research proposals should be supported. [[Linked to Dementia Action Plan for Wales action 61](#)]
- Access to support solutions when needed, including end of life. [[Linked to Dementia Action Plan for Wales action 48](#)]

Additional actions from the National Dementia Action Plan for Wales include:

- Review the capacity and role of the dementia support workers to ensure that all individuals with dementia living in the community have a dedicated support worker working to agreed occupational standards [[Action 25](#)].
- Develop multidisciplinary 'teams around the individual' which provide person-centred and coordinated care, support and treatment as needed [[Action 28](#)].
- Work with Social Care, health services and housing providers and involve people with dementia, their families and carers to strengthen collaboration on a strategic approach to housing to enable people to stay in their homes [[Action 31](#)].
- Ensure health boards provide access to evidence-based pharmacological and psychological interventions in line with [Matrics Cymru](#) and other relevant guidance [[Action 36](#)].
- Ensure that the new 'teams around the individual' enable families and carers to access respite care that is able to meet the needs of the person living with dementia [[Action 39](#)].

- Ensure that psychiatric liaison services are available to all general hospitals in Wales [Action 43].
- Ensure that the recommendations from the Royal College of Psychiatrists National Audit of Dementia in general hospitals are implemented including instructing health boards and trusts to adoption of the principles of 'John's campaign' [Action 44].
- Expand the use of Dementia Care Mapping as an established approach to achieving and embedding person-centred care for people with dementia and ensure that health boards implement 'Driver Diagram – Mental Health Inpatient Environments for people with dementia' [Action 45].
- Ensure older person mental health units have agreed care pathways for accessing regular physical healthcare [Action 46].
- Ensure that access to advocacy services and support is available to enable individuals to engage and participate when local authorities are exercising their statutory duties under the Social Services and Wellbeing (Wales) Act 2014 [Action 47].

STRATEGIC OBJECTIVE 5 - SERVICES WILL BE DELIVERED WITH KINDNESS AND COMPASSION

All people with dementia should be treated with kindness and compassion by all. In the context of paid care staff, they need to be trained to a level appropriate to their role.



The three areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:

- 5.1 There should be a person-centred approach to care and support, which should be needs led, not service led. [\[Linked to Dementia Action Plan for Wales action 28\]](#).
- 5.2 All staff who come into contact with people with dementia should have a level of training appropriate to their role, in line with the Good Work training framework for dementia. [\[Linked to Dementia Action Plan for Wales actions 7, 15, 16, 32, 51, 52, 53, 54, 55 and 56\]](#).
- 5.3 The needs of people with dementia at the end of life need addressing through the creation of end of life guidance. [\[Linked to Dementia Action Plan for Wales action 48\]](#).

For the future years the following issues should be tackled:

- The changing needs of people with dementia should be recognised and carefully managed over time
- The changing needs of carers should be recognised and carefully managed over time
- Volunteers and the workforce will help to break down cultural barriers to accessing services
- Staff will show kindness and compassion in every interaction
- Evaluation of services will include the levels of kindness and compassion of staff

STRATEGIC OBJECTIVE 6 - SUPPORT WILL BE CENTRED ON PRIMARY CARE

Support needs to be centred on primary care. This will require further training, support and development to ensure that primary care feel supported to deliver the services that are required.



The three areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:

- 6.1 More primary care staff will be trained to have a thorough understanding of dementia. [[Linked to Dementia Action Plan for Wales action 13](#)].
- 6.2 More use should be made of the whole primary care team at every primary care practice. [[Linked to Dementia Action Plan for Wales action 13](#)].
- 6.3 The social prescription model should be used in primary care for people with dementia. Professionals working in the community (for example: Dementia Link Workers, occupational therapists and the third sector), should work together to support people with dementia and their carers.

For the future years the following issues should be tackled:

- Primary care should work with families to help improve family awareness
- Primary care should be involved and included in the support plan for individuals
- The number of GPs with a special interest in dementia should increase to meet the increasing need in the population

Additional actions from the Dementia Action Plan for Wales include:

- Encourage GPs to take up the dementia component of the mental health Directed Enhanced Service (DES), introduced in 2017 [Action 11].
- Ensure that primary care practices are able to evidence that they are dementia supportive [Action 13].
- Further develop use of the new directed enhanced service for residential and nursing care homes [Action 41].

STRATEGIC OBJECTIVE 7 - CARERS WILL BE CARED FOR

The value of caring for the carers of people with dementia is recognised. The wellbeing of carers has a direct impact on the quality of life for people with dementia.



The four areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:

- 7.1 Accessible and flexible respite is necessary. [[Linked to Dementia Action Plan for Wales action 39](#)].
- 7.2 Training for carers is required. This would also provide peer support. [[Linked to Dementia Action Plan for Wales action 52](#)].
- 7.3 A dedicated carers resource is needed. [[Linked to Dementia Action Plan for Wales action 26](#)].
- 7.4 Carers should be able to retain their own sense of identity through activities and hobbies. [[Linked to Dementia Action Plan for Wales action 27](#)].

For the future years the following issues should be tackled:

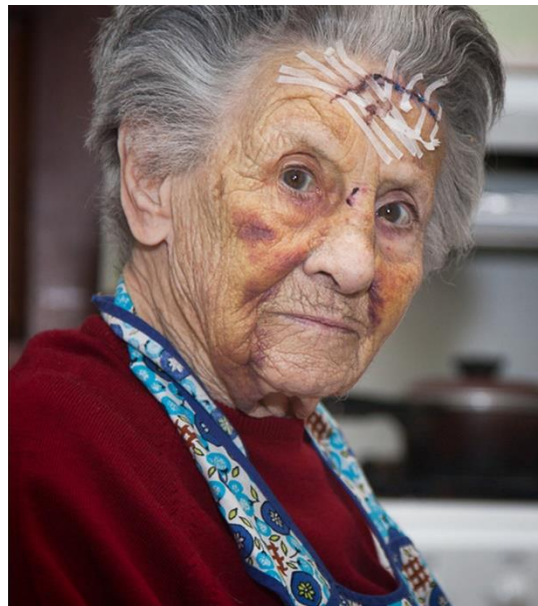
- Carers need emotional support when moving through the different stages of dementia
- Employers should offer flexible working policies to support carers
- The post-caring transition and how carers can help other carers needs to be explored

Additional actions from the Dementia Action Plan for Wales include:

- Ensure that carers will be offered an assessment of their own needs and, if eligible, a support plan will be developed with them to identify appropriate support (in line with the Social Services and Well-being (Wales) Act 2014) [Action 27].

STRATEGIC OBJECTIVE 8 - CRISES WILL BE AVOIDED

We need to have information about what to do in a crisis. In addition, timeliness of services is important. Carers often only ask for help when a crisis occurs, and they therefore need support quickly.



The five areas identified at the Dementia Strategy Development Event to prioritise in the first three years are:

- 8.1 Timely support for carers will be provided. [\[Linked to Dementia Action Plan for Wales action 27\]](#).
- 8.2 What to do in a crisis should be clearly identified in every care plan. [\[Linked to Dementia Action Plan for Wales action 38\]](#).
- 8.3 Appropriate crisis response services should be further developed. [\[Linked to Dementia Action Plan for Wales action 38\]](#).

8.4 Carers should be actively supported to look after their own health. [\[Linked to Dementia Action Plan for Wales action 27\]](#).

8.5 There should be one single number to call in a crisis. [\[Linked to Dementia Action Plan for Wales action 38\]](#).

For the future years the following issues should be tackled:

- A repository of all available services should be maintained to help prevent crises; for example, through Dewis
- More training, advice, guidance and peer support may help carers

Additional actions from the Dementia Action Plan for Wales include:

- Ensure that relevant recommendations received from the National Independent Safeguarding Board are considered and embedded into policy development across Government and integrated into operational practice.

DELIVERY

To ensure we are making progress towards the strategic objectives laid out in this strategy we will enhance our monitoring and evaluation processes. We will work to improve the quantity and quality of data that is collected. This will include focused activities on monitoring the accessibility of dementia services and redressing any imbalance in diagnosis levels in areas of deprivation.

The partnerships responsible for planning dementia care across Cardiff and the Vale of Glamorgan are ultimately responsible to the Regional Partnership Board and this group will take responsibility for ensuring a strong evaluation plan is in place and is regularly reviewed.

Several participants in the Dementia Health Needs Assessment referenced the need to integrate actions into existing plans to aid delivery, rather than having a separate framework, strategy and plan that sits outside the standard delivery mechanisms. Whereas, others felt it was important to have a separate document that spelled out the direction and all the related actions. This document sets the direction through the overarching vision and describes actions for the first three

years in the action plan (Annex A). It will however be important to encourage partners to include their actions in their own plans, rather than the actions listed here being 'in addition' to the normal workload.

DEMENTIA PLAN 2014-2017

The Cardiff and Vale Dementia 3 Year Plan has been in place since April 2014 and ended in March 2017. It has been a driver for much improvement over the last three years. A summary of the actions completed through the existing Dementia 3 Year Plan can be found [online](#).

MONITORING OF PROGRESS ON THE 2018-2028 DEMENTIA STRATEGY AND ACTION PLAN

The current Dementia Taskforce acts as a multi-agency steering group and has overseen the delivery of the Cardiff and Vale of Glamorgan Dementia 3 Year Plan 2014-2017, and the development of this new 2018-2028 Strategy. From May 2018 this structure will change, and there will be a Dementia Delivery Group delivering on the actions set out in the new Dementia Strategy and associated Dementia Action Plan (see Annex A). Representation from service users and carers will be ensured as per action 8 of the Dementia Action Plan for Wales. In line with action 30, the Cardiff and Vale Regional Partnership Board will prioritise ways to integrate services, care and support for people with dementia by having an overview of commissioning arrangements for the National Dementia Action Plan for Wales.

APPENDIX A: MONITORING AND EVALUATION

LOCAL INDICATORS

Strategic Objective	Indicator	Baseline (March 2018)	Target (March 2021)
1. Dementia is everyone's business	<ul style="list-style-type: none"> • Increase the number of dementia friends • Increase the number of communities and organisations working towards being dementia friendly 	19,280 TBC	>25,000 Dementia Friends created TBC
2. The risk of dementia will be reduced and there will be a timely diagnosis	<ul style="list-style-type: none"> • Increase the percentage of people, reporting 'good healthy lifestyle behaviours' • Decrease waiting time between new referral and new appointment for memory team • Decrease wait for a preliminary diagnosis 	TBC 12 weeks TBC	Continuous improvement < 28 days < 12 weeks
3. Access to services will be equitable	TBC	TBC	TBC

4. Services will be fully coordinated	TBC	TBC	TBC
5. Services will be delivered with kindness and compassion	<p>Increase the percentage of people who rate the care and support they receive as excellent or good</p> <p>Percentage of NHS frontline staff trained in appropriate level of dementia care as outlined in 'Good Work'</p>	<p>TBC</p> <p>TBC</p>	<p>TBC</p> <p>>75%</p>
6. Support will be centred on Primary Care	<p>Increase the number of GPs who undertake training in early identification, effective management, advice and support for people with dementia and their carers</p> <p>Increase the percentage of people aged 65 and over with dementia with a dementia diagnosis</p>	<p>TBC</p> <p>63.4%</p>	<p>Continuous improvement</p> <p>>72%</p>
7. Carers will be cared for	TBC	TBC	TBC

8. Crises will be avoided	Delaying care home and/or hospital admission	TBC	TBC
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APPENDIX B: VISUAL MINUTES FROM DEMENTIA STRATEGY EVENT

