

Reference:	FOI.13712.24
Subject:	Dementia treatment, advice and support
Date of Request:	1 February 2024

Requested:

1. With Reference to The Trust's Documents, their Sections and paragraphs please quote the relevant text that sets out The Trust's Policies regarding target timescales that require medical practitioners to provide a diagnosis for those suspected of having Dementia.
2. With Reference to The Trust's Documents, their Sections and paragraphs please quote the relevant text that sets out The Trust's Policies that require medical practitioners to provide information relating to the support that is available for those diagnosed with Dementia.
3. With Reference to The Trust's Documents, their Sections and paragraphs please quote the relevant text that sets out The Trust's Policies that require medical practitioners, (and where in some cases working with Local Authority Departments) ensure that advice and on-going care to those living with dementia and their carers is provided.
4. Please explain how you implemented your policies to inform those medical professionals (and where appropriate, civil servant covered by The Area) of their obligations. Please include dates and presentation methods.
5. Please explain how you monitor adherence to your policies giving details of the dates of your last audits and include findings and charts to show the level of compliance with the policies. Comparisons with other health trusts in Wales, England and Scotland will be appreciated.
6. In the event that policies and monitoring regarding dementia health care are non-existent in The Trust, please explain why AND also inform me as to what measures The Trust takes to ensure that:
 - a. those suspected of having dementia are diagnosed as soon as possible in order that appropriate medication can be delivered to "*stop symptoms progressing for a while*",
 - b. that those diagnosed with dementia know of their Rights to receive medical support and benefits (Financial and otherwise) that they and their household are entitled to,
 - c. that those who become carers know of their Rights and what Financial Support is available to them.

Response:

1. Hywel Dda University Health Board (UHB) confirms that the target timescales that medical practitioners are required to provide a diagnosis for those suspected of having Dementia are detailed within its Memory Assessment Service (MAS) Specification - 1043 version 1. The specific wording is as follows:

'All MAS teams aim to:

- Offer assessment within 28 days of referral
- Provide a diagnosis within 12 weeks of referral'

The UHB reports the timescales above to the Improvement Cymru for All Wales Dementia Care Pathway of Standards (standard 6) and West Wales Care Partnership.

A link to the All Wales Dementia Care Pathway of Standards has been provided below:

phw.nhs.wales/services-and-teams/improvement-cymru/news-and-blog/publications/dementia-standards/

2. The UHB provides below, the information that medical practitioners provide relating to support available for those diagnosed with Dementia:
 - Personalised information packs regarding the diagnosis (including pharmacological where appropriate) and personal advice including health (6 steps to wellbeing), finances and driving
 - Existing Service Level Agreements (SLA) with Alzheimer's Society and future SLA with Age Cymru Dyfed to support patients, families and carers with holistic needs
 - Carers support, including carers assessment. The UHB has provided a link to the Carers Support West Wales website below:
[Carers Support West Wales | Cymorth Gofalwyr Gorllewin Cymru](#)
 - Technology enabled care.
3. The UHB provides below, the advice and ongoing care that medical practitioners provide to those living with dementia and their carers:
 - Existing SLA with Alzheimer's and future SLA with Age Cymru Dyfed to support patients, families and carers with holistic needs
 - Courses for carers and patients [Journey through Dementia, Alzheimer's Society Carer Information and Support Programme (CrISP) and Admiral Nurse START]
 - Admiral Nurses specialist support for carers. The UHB has provided a link to the Dementia UK website below:
[What is an Admiral Nurse and how can they help? - Dementia UK](#)
 - Carers Support, including carers assessment
4. The UHB provides below, details on how it informs its medical professionals of their obligations:
 - West Wales Care Partnership (WWCP) Dementia Strategy across health, Local Authorities and third sector partners, including a quarterly Dementia Steering Group and regional/local workstreams. The UHB has provided a link to the Dementia Strategy below:
[Dementia Strategy – West Wales Regional Partnership Board \(www.rpb.org.uk\)](http://www.rpb.org.uk)
 - MAS Service Specification developed and promoted in partnership across health, social care settings and third sector partners, which is due for review in March 2024.
 - Stepped care model across health and social care to provide various levels of training, advice and resources, including a Dementia Wellbeing Team
 - Training, including Foundations for Dementia, Bread and Butter and But First a Drink
 - Carmarthenshire Dementia Communities Development Officer, Pembrokeshire Dementia Connector, and a Ceredigion Dementia Steering Group
 - National Improvement Cymru workstreams
5. The UHB provides below, information on how it monitors adherence to policies:
 - Monitoring and reporting through Improvement Cymru for the All Wales Dementia Pathway of Standards and through the Regional Partnership Board for the Regional Dementia

Strategy and Regional Investment Fund Dementia Funding. The link has been provided in response to question 4

- Ongoing monitoring of referrals and diagnostic timescales, on a monthly basis
- Regular review of quality and standard of documentation
- Patient Reported Outcomes Measures (PROMs)

6. Not applicable.