

Dementia Care (Learning and Development in Line with the Good Work) and Access to Timely Diagnosis

Organisation	Hywel Dda University Health Board	Date of Mid-Year Report		Mid-Year Report Prepared By	Gemma Littlejohns
		Date of End of Year Report		End of Year Report Prepared By	

As outlined in the [‘Good Work – Dementia Learning and Development Framework’](#) all staff who work for NHS Wales need to have a good awareness of dementia and the issues that surround it so that they can support people with dementia to live well. NHS organisations are required to evidence the actions that have been implemented to deliver and record training at an informed, skilled and influencer level.

Individuals are diagnosed early so that the individual and their families can plan for the future, access support services and start treatment at an appropriate point.

Responses should consider the relevant [Dementia Care Standards](#). Specifically **standard 17** for learning and development and supporting diagnosis - **standards 3-6**.

Reporting Schedule: Progress is to be reported bi-annually. This form is to be submitted on:

- 14 September 2022 (covering the period 1 April 2022 to 31 August 2022)
- 14 April 2023 (covering the period 1 September 2022 to 31 March 2023)

Completed form to be returned to: hss.performance@gov.wales.

Dementia Care (Learning and Development in Line with the Good Work)



	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
Informed Level			
Training delivered at an informed level. <i>Focusing on Dementia Friends training programme and essential communication skills.</i>	Update at 31 August 2022		
	93.37% of staff have received Dementia Awareness training via eLearning	Natural turnover and absence will keep % below 100%	None needed
	Update at 31 March 2023		

	93.74% of staff have received Dementia Awareness training via eLearning	Natural turnover and absence will keep % below 100%	None needed
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	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
Skilled Level			
Actions to identify staff groups that require training at a skilled level.	Update at 31 August 2022		
	There remains little progress resulting from the joint work carried out as part of the West Wales Care Partnership due to conflicting priorities and covid-19 recovery.	Covid-19	New representation agreed for the Regional Working Group & set up of an internal Dementia Working group within Hywel Dda Health Board to drive agenda, feeding into the strategic education structure.
	Update at 31 March 2023		
	Reflecting on the WWCP training framework. The HB have set up the Working group to map different levels of training required. An action plan will result in forward planning for gaps at the skilled level	Actions & Issues will emerge from the working group plan due end May 2023	None needed
Training delivered at a skilled level. <i>Covering the well-being themes of: rights & entitlement; physical & mental health; physical environment; social & economic well-being; safeguarding; meaningful living; meaningful relationships; community inclusion & contribution.</i>	Update at 31 August 2022		
	No update, however, the formation of an internal Dementia Working group within Hywel Dda Health Board will drive this work. In addition, local work is not captured at an organisational level and the creating of an internal Dementia Working group will support implementation	Lack of dementia training strategy Covid-19	New representation agreed for the Regional Working Group & set up of an internal Dementia Working group within Hywel Dda Health Board to drive agenda, feeding into the strategic education structure.
	Update at 31 March 2023		
	The working group has had its first meetings and agreed a structure for a dementia training strategy, currently being populated. The plan will also support local training being capture and reported on	Dementia experts also have clinical responsibilities which is impacting capacity to attend the working group	The plan will help to identify priorities and gaps

Mechanisms to record the completion of training at a skilled level. <i>Including details of how the organisation will measure the impact the learning is having on practice and people living with dementia and carers.</i>	Update at 31 August 2022		
	Once mapping has been completed, a competency process has been identified on ESR to record data as this is developed, linked to the framework	Lack of framework and training resources	New representation agreed for the Regional Working Group & set up of an internal Dementia Working group within Hywel Dda Health Board to drive agenda, feeding into the strategic education structure
	Update at 31 March 2023		
	The working group plan will consider how training outcomes can be measured	The WWCP framework has not been published yet. There are gaps in suitable training provision for some staff groups	The HDdUHB working group will feed their draft plan into the Regional group

	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
Influencer Level			
Actions to identify staff groups that require training at an influencer level.	Update at 31 August 2022		
	There is little progress resulting from the joint work carried out as part of the West Wales Care Partnership due to conflicting priorities and covid-19 recovery.	Covid-19	New representation agreed for the Regional Working Group & set up of an internal Dementia Working group within Hywel Dda Health Board to drive agenda, feeding into the strategic education structure.
	Update at 31 March 2023		
	This staff group will be considered as part of the working group reflecting on the WWCP training framework	Capacity & funding to deliver actions in the plan	The plan will identify priority groups & options to support funding
Training delivered at an influencer level.	Update at 31 August 2022		
	No update, however, the formation of an internal Dementia Working group within	Lack of dementia training strategy	New representation agreed for the Regional Working Group &

<p><i>Focusing on: drivers, policy & research; effective service mapping & co-ordinated delivery; collaborative & integrated working; shared values; creating & owning a clear & shared vision; culture & language; delivering excellence; creative approaches; safeguarding and; quality assurance & improvement.</i></p>	<p>Hywel Dda Health Board will drive this work.</p> <p>In addition, local work is not captured at an organisational level and the creating of an internal Dementia Working group will support implementation</p>	Covid-19	<p>set up of an internal Dementia Working group within Hywel Dda Health Board to drive agenda, feeding into the strategic education structure.</p>
	<p>Update at 31 March 2023</p>		
	<p>This staff group will be considered as part of the working group reflecting on the WWCP training framework</p>	<p>Capacity & funding to deliver actions in the plan</p>	<p>The plan will identify priority groups & options to support funding</p>
<p>Mechanisms to record the completion of training at an influencer level. <i>Including details of how the organisation will measure the impact the learning is having on practice and people living with dementia and their carers.</i></p>	<p>Update at 31 August 2022</p>		
	<p>Once mapping has been completed, a competency process has been identified on ESR to record data as this is developed, linked to the framework</p>	<p>Lack of framework and training resources</p>	<p>New representation agreed for the Regional Working Group & set up of an internal Dementia Working group within Hywel Dda Health Board to drive agenda, feeding into the strategic education structure</p>
	<p>Update at 31 March 2023</p>		
	<p>This staff group will be considered as part of the working group reflecting on the WWCP training framework.</p>	<p>Capacity & funding to deliver actions in the plan</p>	<p>The plan will identify priority groups & options to support funding</p>
<p>Provide detail on any delivery of integrated learning and development, particularly with social care.</p>	<p>The Regional Dementia Steering Group via West Wales Partnership Board has commissioned work to produce a regional (co-designed and coproduced) L&D Dementia framework – aligned with Good Work) for <u>health and social</u> care providers founded on rights and evidence based care for people living with Dementia and Their Carers. Hywel Dda UHB will adopt this when it has been approved and signed off.</p>		
<p>If you have a regional, integrated learning and development plan for dementia. Please provide a hyperlink.</p>	<p>As above, the framework is in development for both Health & Social Care, drafts and outlines as below (status for July 2022). The application of this is an item on the Delivery Table update for nursing and midwifery 5 year strategic framework.</p> <div style="display: flex; justify-content: center; align-items: center; gap: 20px;"> <div style="text-align: center;">  <p>WWCP Dementia L&D Framework 3 th</p> </div> <div style="text-align: center;">  <p>wwcp engagement report 1st Draft April ;</p> </div> </div>		

Access to Timely Diagnosis of Dementia

	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
<p>What actions are you taking to support timely diagnosis of dementia?</p> <p>Please consider how this work aligns with the relevant Dementia Care Standards when responding.</p>	<p>Update at 31 August 2022</p> <p><u>Service Risk Register Item: 1422 Memory Assessment Services (MAS)</u></p>		
	<p>MAS waiting Lists are for assessment to formulate a diagnosis, whether someone is living with dementia, or not. MAS is the diagnostic section of the broader Dementia Wellbeing Pathway that is being modelled in West Wales against the recently published (March 2021) All Wales Dementia Pathway of Standards. We have four MAS Teams in the Health Board and effectively two sets of interlinked waiting times. Waiting for pre-diagnostic assessment (Ax.4wks) and waiting for diagnosis (Dx.12wks), both from referral, one timeline.</p> <p>Waiting List Initiatives appear to be showing progress, all teams moving in the right direction, one team is now setting appointments up as referrals arrive and helping other teams. Assistant Psychologists contracts</p>	<p>Continuation of Pandemic in West Wales via staff infections/absences.</p> <p>Ill-health/sickness and subsequent retirement of Lead Memory Assessment Service (MAS) Consultant Psychiatrist, including resignation of an Advanced Nurse Practitioner (ANP) i.e. loss of diagnostic capacity and senior clinical leadership.</p> <p>General recruitment challenges for medical staffing in particular, Occupational Therapists, and Nurses.</p> <p>Developing and changing culture within MAS Service and stakeholders to achieve transformation towards a Regional Dementia Wellbeing Pathway as</p>	<p>Use of Slippage specifically for pre-diagnostic assessment to address COVID waiting list (see attached plan).</p> <p>Skill-mix review of remaining ANP's, change of portfolio cover (see attached plan).</p> <p>Memory Assessment Service are engaged with Improvement Cymru Dementia Standards, National Work-stream 2a.</p> <p>YMA https://www.dymani.cymru/ and Here https://hereweare.org.uk/what-we-do/brighton-hove-memory-assessment-service/ have been commissioned by Regional Dementia Steering Group to carry out a design</p>

aligned until Feb. /March 2023. An IMTP Target of 7% reduction month on month is agreed (may not be a linear delivery pattern due to summer holidays, sickness and other vacancies) – see data for August position in detail.





MAS Financial Plan
v1 Data from SharePc

opposed to a diagnostically focused Memory Assessment Service.

Level of engagement with GP clusters/GPs with this type of work, especially around the update of on-going prescribing of memory drugs in some clusters being negligible. This consumes capacity in MAS to diagnose efficiently. And in addition, GP engagement in annual reviews, let alone in keeping with the Dementia Standards of 6 monthly.

process on the current Memory Assessment Service. This values-based co-productive journey will bring together people working in the MAS, those leading it and those receiving care and support from it, in a collaborative space to listen openly to issues, ideas and opportunities. Those involved include GP Cluster Leads, Consultant Psychiatrists, MAS nursing team, Marie Curie, Local Authority, Alzheimer's Society, Voluntary Sector and Primary Care Pharmacy amongst others. The design process is centred on the perspective of those living with dementia with an overall aim to improve dementia wellbeing in the region for all, whether they are living or working with dementia. The output will be a series of recommendations for the service/Health Board built from solutions which are co-created during the design phase of the project. This is linked to Work-stream 2. of Improvement Cymru's National Dementia Pathway development programme. Workshops started in June and conclude on the 12th of August 2022.

Recruitment for a Locum Psychiatrist to cover another service in order to release

			<p>capacity for MAS. Oct. 1st start date.</p> <p>Updated Financial Plan 22/23 re: additional MAS funding via <i>Integrated Care Fund Project Proposal Form – Revenue</i> (see attached), now RIF.</p> <p>See Plan for details of actions NB already reposted to Welsh Assembly Gov. via WWCP/RPB.</p>  <p>MAS 2022-23 384k financial plan.docx</p>
	<p>Update at 31 March 2023</p>		
	<p>There is only 1 out of the 4 teams with a waiting list after 28 days.</p> <p>Within all MAS teams we are on target to achieve the goal of zero breaches, and this should be reflected in the final data of the year. The data highlights referrals have remained comparable to 21/22 demonstrating better ability in managing timely response- seeing an overall 85% reduction across the two targets.</p>	<p>Workforce/medical cover and sickness continues to have an impact on service and requires regular monitoring.</p>	<p>The regional Workstream 2a/b is now established following the Yma Report with subgroups being identified to explore pilots and systems of working to ensure an accessible service and to maintain zero breaches.</p> <p>See Operational Performance Review attached below.</p>  <p>PodHandler.pptx</p>