

# Wiltshire Council

## Health Select Committee

3 September 2019

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**Subject:** Wiltshire Dementia Strategy and Action Plan Update.

**Cabinet member:** Cllr Laura Mayes, Cabinet Member for Adult Social Care, Public Health and Public Protection

### Executive Summary

This report updates Health Select Committee on the progress of the implementation of the Wiltshire Dementia Strategy. The paper provides an example of outcomes achieved from each section of the Dementia Strategy Action Plan; it also details future ongoing work and priorities.

The number of people living with dementia in Wiltshire is rising; there are currently 4721 people with a formal diagnosis ("Sum of Dementia Registers (65 + only) latest available") from an estimated 7192 people who are likely to be living with dementia ("Estimated Dementia Prevalence Rate (65 + only) CFAS II"). This equates to a Dementia Diagnosis Rate for Wiltshire of 65.6%. The national target is 66.7%.

### STP Benchmarking:

Org.	Mar-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Month	YTD
BaNES CCG	61.8%	63.8%	62.9%	63.6%	61.0%	63.7%	63.6%	63.4%	↓	↓
Swindon CCG	61.9%	61.1%	60.4%	59.9%	59.4%	59.3%	58.5%	58.2%	↓	↓
Wiltshire CCG	64.7%	65.9%	65.8%	65.7%	65.2%	64.9%	65.3%	65.6%	↑	↓
BSW CCG	63.5%	64.5%	64.1%	64.1%	63.2%	63.6%	63.6%	63.7%	↑	↓
National	67.5%	67.9%	67.9%	68.7%	68.4%	68.4%	68.5%	68.7%	↑	↔

These figures, taken from the July 2019 data provided by NHS England, refer only to people over 65. When considering research carried out by the Alzheimer's Society, which suggests that there are 15,000 people under 65 with dementia in the UK; it can be predicted that there is also a number of Wiltshire residents who are under 65 and living with dementia.

Moving forward, the strategy will seek to develop more integration between health and care in providing services for people living with dementia in Wiltshire. There will be a joint focus on improving prevention and health and social care services and promoting dementia friendly communities within the county.

This approach will improve people's awareness and understanding of dementia, how risk can be reduced, importance of early diagnosis, ongoing support, and the role of services in ensuring people can live well with dementia.

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#### **Purpose of Report**

1. To update Health Select Committee on key areas of progress against the Wiltshire Dementia Strategy Action Plan and on the ongoing work and priorities to meet the outcomes detailed in the Strategy by 2021.

#### **Relevance to the Wiltshire Council's Business Plan & Wiltshire CCG Five-year Strategy**

2. The main purpose of The Wiltshire Dementia Strategy is to ensure that people with dementia, their carers and families are able to live well and are supported to do so through being able to access the right services and support at the right time. The strategy also meets the Business Plan outcomes of:
  - a. Wiltshire has inclusive communities where everyone can achieve their potential
  - b. People in Wiltshire have healthy, active and high quality lives
  - c. People are as protected from harm as possible and feel safe
3. NHS Wiltshire CCG's Five-Year Strategic Plan seeks to ensure the provision of a health service which is high quality, effective, clinically led and local.
4. The Wiltshire Dementia Strategy is particularly relevant in three domains of the Key Priorities for 2018-19 within the Wiltshire CCG Five Year Plan:
  - Domain 2. Enhancing quality of life for people with long term conditions (including dementia)
  - Domain 4. Ensuring that people have a positive experience of care
  - Domain 5. Treating and caring for people in a safe environment and protecting them from avoidable harm

#### **Background**

5. The focus on dementia has been increasing in recent years, both at a national and local level, largely due to the increasing population with dementia; the cost of this to services, communities and families; and the variable quality of care that many people

with dementia receive from health and care services. The Wiltshire JSA supports this identifying that the number of people with dementia will nearly double by 2030 in Wiltshire, whilst the Health and Wellbeing Strategy acknowledges the increasing population living with dementia and identifies it as an area for action.

6. The key national policies include the Living well with dementia: A National Dementia Strategy (Department of Health, 2009) and Prime Minister's Challenge on Dementia: Delivering major improvements in dementia care and research by 2015 (Department of Health, 2012). These place a focus on improving health and care services and dementia friendly communities, as well as improving people's awareness and understanding of dementia, the importance of early diagnosis and ongoing support and the role of services in ensuring that people can live well with dementia.
7. The Wiltshire Dementia Strategy was published in 2014, following its approval at the Health & Wellbeing Board on 31<sup>st</sup> July 2014. During its development, work took place to engage with people with dementia and their carers and families in Wiltshire. The specific feedback from Healthwatch has been welcomed by the Dementia Delivery Board and has been used to shape and inform the on-going work. The Wiltshire Dementia Delivery Board has overseen the strategy in all its pre-published development and engagement processes and has since been responsible for the implementation of the Dementia Strategy Action Plan.
8. A full county – wide service gap analysis was undertaken in January 2017 to identify areas of need and was used as the basis of work and growth planning for the new single provider.
9. On the 1st April 2017 Alzheimer's Support was awarded the county wide contracts for the delivery of the Community Based Service and the Dementia Adviser Service to people living with dementia in Wiltshire. Both contracts are due to expire on 31<sup>st</sup> March 2020 and are in process of being re-tendered.

## **Main Considerations**

10. The Wiltshire Dementia Strategy Action Plan is split into eight sections. For this summary update, each section will be discussed separately. The key achievements can be directly related to comments raised by the public during Healthwatch Wiltshire Dementia Engagement work and subsequent published reports. These can be seen in links detailed at the end of this report.

## **Wiltshire Dementia Delivery Board**

11. The Wiltshire Dementia Delivery Board (WDDDB) was formed to oversee the development, governance and work streams of the Wiltshire Dementia Strategy; and is made up of a wide range of stakeholders including GPs, Acute Hospitals, third sector representatives, Healthwatch Wiltshire, Care Support Wiltshire and Wiltshire CIL. The WDDDB is committed to continue to take responsibility of the implementation of the Wiltshire Dementia Strategy; supporting people with dementia from prevention, early diagnosis, treatment and end of life care.

## **Conclusion**

12. It is concluded that a significant amount of work is in progress or has been completed to develop and implement the Wiltshire Dementia Strategy. The Strategy Actions Plans are being followed, and there is ongoing work to continue to enable to overall outcomes to be achieved.

## **Recommendations**

13. It is recommended that the Health Select Committee:
  - a. Review the summary of the action plan and reconfirm its commitment to the ongoing work and priorities of the Wiltshire Dementia Delivery Board flowing from the Dementia Strategy and its associated Action Plans.
  - b. Agree that the Wiltshire Dementia Delivery Board will continue to monitor progress against the implementation plan and approve developments and additions to deliver on the outcomes between now and 2021, reporting into future Health Select Committee Meetings and the Health & Wellbeing Board on progress.

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Appendix 1 - Wiltshire Dementia Strategy Action Plan Update

## APPENDIX 1

### Wiltshire Dementia Strategy Action Plan Update

#### 1. REDUCING RISK

##### Objectives

- To keep up to date with the latest knowledge and research regarding dementia prevention, services and care and ensure these are integrated as appropriate into the initiatives and services provided.

##### Priorities

- To ensure that the strategy is linked to other relevant strategies involved in minimising people's risk of developing dementia, emphasise the dementia prevention aspect of their activities and that their outcomes are being achieved with any support that dementia services are able to provide.

##### Update:

- **Health Improvement Leaflets have been designed and distributed, which include information on mental wellbeing and 'what's good for your 'heart is good for your brain' messages'**
- **Public Health initiatives e.g. Exercise, smoking cessation, alcohol awareness, diet & lifestyle events information**
- **Joint work undertaken during Dementia Awareness Week re Public Health messages**
- **Public Health Specialist representative on WDDB**

#### 2. RECOGNISING MEMORY PROBLEMS

##### Objectives

- To ensure that there is awareness raising resources within the community to support and encourage people to seek advice when they have concerns about their memory
- To ensure that there are processes in place across services to identify people who may have concerns about their memory

##### Priorities

- Awareness raising within the general public and across mainstream services e.g. leisure and libraries
- Ensure that health services, e.g. GPs and hospitals, have in place standard processes to identify, diagnose and treat people when they may have problems with their memory

##### Success Measure:

- Evidence of local arrangements to ensure people worried about possible dementia in themselves or someone they know can discuss their concerns, and the options of seeking a diagnosis, with someone with knowledge and expertise
- Public engagement evidence – Healthwatch reports, service provider feedback

**Update:**

- **New Guide to Dementia Services in Wiltshire published September 2018 –this has been very well received**
- **Dementia Aware Wiltshire Project – over 600 of Wiltshire Council Staff have become Dementia Friends and each of the 18 Area Boards are registered as Dementia Action Alliances, which means they are on the journey to becoming Dementia Friendly Communities**
- **One of the Dementia Aware Project workers was awarded the Third Sector Care Award for her community engagement work**
- **The Dementia Road Map was launched in November 2018 - a comprehensive ‘infographic’, acting as a web-based guide to the formal and informal support that is available to people living with dementia and their carers in Wiltshire. It will take the role of a virtual Dementia Adviser, mainly aimed at professional and web-competent users. It is envisaged to lighten the workload for the Dementia Advisers Team**
- **Dementia Friends Sessions delivered across Wiltshire including; Leisure Centre, Library, Fire Service, Police Service and other public sector staff**
- **The Dementia Friends Session was included in the Wiltshire NHS Community Teams Induction Programme**
- **Dementia Aware Project now linked to Safer Places initiative so that integrated projects support the widest population of vulnerable people**
- **Pilot sites for integrated working – e.g. Bradford – on – Avon-are working well, linking with Area Boards**
- **Dementia Action Week held in May included large-scale events to raise awareness across the county**
- **Dementia information has been reviewed and updated for the Your Care Your Support Website**
- **Dementia Advisors are working within GP Surgeries to raise awareness and offer signposting & Information (a Service Review is currently being undertaken)**
- **Dementia training is due to be delivered to primary care practitioners to allow increased levels of dementia awareness and diagnosis to take place in primary care**

**To Do:**

- **Continue to work with each Area Board/Dementia Action Alliance to improve dementia friendly communities**
- **Introduce a means of gathering and sharing information across Dementia Action Alliances (6 monthly/annual) meetings of representatives to ensure consistency and sharing of information/events/best practice**
- **Review and report back on recent Healthwatch Report**

### 3. LEARNING IT'S DEMENTIA

#### Objectives

- To work with primary care and specialist health services to ensure that people can obtain a timely and quality assessment and diagnosis.

#### Commissioning priorities

- Monitor and review the delivery of timely and quality assessments by GPs and the memory service and make improvements as necessary
- Undertake a research project to identify the understanding of dementia within black and minority ethnic communities and access to services to inform future service delivery
- Work to make primary care dementia friendly
- Develop a pathway within primary care through to community services

#### Success measure:

Evidence of local arrangements to ensure that when people present memory concerns to their GP they are supported to obtain a timely and quality assessment and diagnosis. Specific measures will include:

- Wiltshire dementia diagnosis rate
- Waiting times for diagnosis
- Feedback from people with dementia and carers on their experiences.

#### Update:

- **Local Enhanced Service (LES) now mainstream throughout the County (to provide for certain dementia diagnosis taking place in GP practices)**
- **% diagnosis rates are up to 65.3%, an increase from Feb 2015 rate of 55.3%**
- **Dementia Advisor Service provides confidential advice and up-to-date information that can help people to understand more about dementia and what might happen in the future, and to make informed decisions about care, treatment and support**
- **Needs analysis completed to identify needs and gaps in service within black and minority ethnic communities and access to services to inform future service delivery**
- **Memory Clinic waiting times have been reduced for a year down to 4 weeks – Service review underway**
- **Diagnosis Pathway within primary care developed and implemented – including integrated working**
- **Primary Care Liaison Service working with Memory Service and co-located to increase joint working and reduce hand-offs**
- **Carers support work increasing – Salisbury Hospital steering group is leading pilot of John's Campaign, which enables carers to stay with the person with dementia during their stay in hospital. Reducing their anxiety and helping to make their stay shorter and less traumatic for the person with dementia**
- **Royal United Hospital Bath and Salisbury District Hospital have now set up drop-in carers' groups on weekly basis**
- **Healthwatch Dementia engagement reports have been published**

**To Do:**

- **Continuous effort to improve Dementia Diagnosis Rate to national target of 66.7%**
- **Evaluation of Bradford on Avon Demonstrator site to determine benefits for people with dementia**
- **Review current carer liaison services within acute hospital services especially around the involvement of carers in hospital discharges**
- **Focus awareness within black and minority ethnic communities particularly during Dementia Awareness Week. Continue and augment relationship development with BAME groups across Wiltshire**
- **Planning in progress to review the pathways and develop an overall Wiltshire Dementia Pathway – linking with other pathways e.g. LD, Mental Health**

**4. PLANNING FOR THE FUTURE****Objectives**

- To ensure that following diagnosis, people (including those who fund their own care) can access good quality information and advice so that they can make informed and timely decisions and plan for their future.

**Priorities**

- Monitor and review the effectiveness of the dementia adviser service and make improvements as necessary
- Monitor and review the interface between the dementia adviser services with other GP based services and make improvements as necessary.
- Commission a generic information portal linked to the Council's website and available also in GP practices and libraries. Information included on the portal will include community services, universal services as well as registered services

**Success measure:**

Evidence of local arrangements to ensure that when people have received a diagnosis they are supported to make informed and timely decisions and plan for their future.

Specific measures will include:

- Dementia adviser service caseloads
- Feedback from people with dementia and carers on their experiences.

**Update:**

- **Clear care pathways are now in place, supported by systems and processes that all organisations understand and use**
- **Review of GP performance and practice procedures with regards to people with dementia and their carers will identify which surgeries need more support and gap in county wide continuity**
- **Workforce development – see above re dementia friends for universal services e.g. Libraries & Leisure**

- **Information portal launch – Working group set up including Healthwatch Wiltshire to ensure information is accurate informative, easy to use, up to date and using different media e.g. Videos, pod casts etc.**
- **Dementia Advisors and Home Support Workers being trained with Wiltshire Advance Planning document – also received training from Dorothy House re difficult discussions**
- **Links with End of Life Delivery Board now in place – cross working on advance care planning – with Dementia Advisers**
- **Dementia Adviser Service developed a countywide information pack for people with dementia post diagnosis**
- **SWAN Advocacy project for people living with dementia has been launched to support people with Life Planning**

**To Do:**

- **Launch of information pack to integrated teams and through the information portal.**
- **Help To Live at Home and HomeFirst – Scope training needs for care providers including Advance Care Planning**

## **5. MANAGING AT MORE DIFFICULT TIMES**

### **Objectives**

- To ensure that there are good quality services in place that are able to appropriately support people with dementia and their carers at more difficult times in their lives.

### **Priorities**

- Work to shape and develop dementia related specialist mental health services, including the role and model of advanced dementia care, to ensure timely access to specialist assessments and treatment as required, including the support they provide to other services e.g. care homes and hospitals
- Ensure that all emergency / response / intermediate care services are skilled and knowledgeable about working with people with dementia
- Monitor and review progress within hospitals to deliver high quality dementia care in all relevant departments and disciplines
- Analysis of triggers for people reaching crisis / requiring a move of home to receive appropriate care to inform future commissioning
- Further develop and implement care options to support people with dementia when carers become unwell and unable to provide care

### **Success measure:**

Evidence of local arrangements to ensure that people are supported at more difficult times in their lives. Specific measures will include:

- Acute liaison service – service activity levels and meeting response time targets
- Specialist inpatient units – number of admissions, length of stay and location
- Feedback from people with dementia and carers on their experiences
- Reduction in Delayed transfers of care

#### **Update:**

- **Workforce development – 150 places funded for Care Home Managers – Sterling University Dementia Training Completed. Report to review the results of this training and its implementation is underway**
- **Review of Mental Health Liaison Services at GWH, SFT and RUH completed. Report agreed by the Mental Health & Disabilities JCB. Augmented PCLS now in service in acute settings, covering out of hours service**
- **Implementation of service developments currently being progressed to extend service operational hours and improve access**
- **Mental Health Liaison review completed. Assessments occur within required time frames. Any breaches in meeting assessment targets are/will be reported through performance meetings**
- **Implementation of the expanded Care Home Liaison Service (CHLS) service so that an augmented service covers the whole of Wiltshire, offering Care Homes individual support, training and advice to manage people with dementia in their setting, reducing the need for people to move homes or be admitted to hospital unnecessarily**
- **Review of AWP community service is underway. This review will feature a gap and needs assessment for Dementia and determine the structure and remit of services moving forwards**
- **Link with End of Life Board now in place**
- **Training being planned for community teams & Dementia Advisors/ HACSS support workers**

#### **To Do:**

- **Undertake an analysis & evaluation of the factors that lead to hospital and care home admissions to inform future commissioning**
- **Review decision making processes in relation to s117 funding and specialist placements and recommend improvements**
- **Scoping work to identify needs of carers during times of crisis and explore support options to address these**
- **Increase the delivery of CriSP 2 (nationally recognised training programme for carers) for carers of people with more advanced dementia to meet the recommendations in the Carers Training report commissioned by WCCG**
- **Needs assessment of Community Hospitals**

## **6. LIVING WELL WITH DEMENTIA**

### **Objectives**

- **To ensure that people have access to community-based services and activities that support them in their local communities**
- **To ensure people with dementia have access to appropriate specialist therapeutic services**
- **To ensure that people have access to peer support opportunities so that they can share their experiences and socialise with people in similar circumstances**

- To support people to remain in their own home (whether that be a family home, extra care or residential care setting) for as long as possible through the provision of a range of care and support services, including respite care
- To support people to remain independent for as long as possible through the use of telecare (assistive technology) and dementia friendly environments
- To ensure that there are a range of appropriate housing options for people with dementia, where their care needs can be met appropriately
- To ensure that carers are recognised and supported to care for as long as they are able and willing to do so through providing appropriate care and support
- To work with local communities so that they are inclusive and supportive of people with dementia and their carers and family

### **Priorities**

- Continue to work to promote and improve services for carers, including carers breaks
- Continued oversight and maintenance of treatment packages by general practitioners
- Establish dementia friendly communities across Wiltshire
- Work with mainstream care and health services, including Help to Live at Home, Neighbourhood Teams and GPs to ensure that they are able to appropriately support people with dementia and their carers and families
- Work with public services, e.g. libraries and leisure, to ensure that they are able to appropriately support people with dementia and their carers and families to access their services
- Further implement Help to Live at Home and its principles, including the delivery of initial support and outcome-based care planning and delivery
- Implement personal budgets and develop a personalisation policy
- Develop links with the Community Campus programme
- Develop community therapeutic activities
- Development of new care homes delivering specialist dementia and nursing care
- Support to make improve the quality of care in different settings including care homes
- Development of new extra care schemes designed to meet the needs of people with dementia
- Increase in awareness of dementia of the general population of Wiltshire
- Explore the use of Staying Well plans and Crisis plans

### **Success measure:**

Evidence of local arrangements to ensure that people are supported to live well through provision of a range of services (as described in the objectives)

Specific measures will include:

- % of people with dementia receiving care funded by Wiltshire Council who are living at home
- Peer support / community-based activities – activity levels
- Number of people accessing community activities per year
- Number of new care home / extra care places provided
- Progress on dementia friendly communities' pilots
- Feedback from people with dementia and carers on their experiences
- Number of Dementia Friends in Wiltshire

**Update:**

- **At least 1 group/activity within 5-mile radius of person with dementia in Wiltshire**
- **Opening of new Dementia Centre in Warminster in 2018**
- **Enhanced Care Home Liaison Team (CHLT) now live – Augmented team now in place to support Care Homes in the care of those with dementia**
- **Pilot of library memory groups was completed in 2014-15 and is now mainstreamed, funded by Public health – Led by Library Service, Reader Group & Volunteers**
- **Dementia Aware project – see above**
- **5 x Formal Healthwatch Engagement Reports completed**
- **All Library & Leisure Staff now Dementia Friends**

**To Do:**

- **Review range of respite available for carers**
- **Review work Carer Support Wiltshire GP support workers in relation to Carers of people with dementia – ensuring they supported in their own right to look after their own health and wellbeing e.g. Annual health Check, Crisis Plans etc.**
- **Specifically establish ways to engage with people with dementia who are living on their own**
- **Develop a working group with Passenger Transport Unit to understand and address transport issues**
- **Review by engagement training needs of carers for people living with dementia**
- **Review the Integrated Demonstrator Sites and publish findings/learning**

**6. CARE AT END OF LIFE****Objectives**

- **To ensure that people have access to support so that they are able to plan for end of life and have a good death**

**Commissioning priorities**

- **Implementation of the End of Life Strategy, which will include people with dementia as a target group**

**Success measure:**

- **People with dementia and their carers are as prepared as possible for end of life and they have wishes respected – Measure to be defined by EOL group**

**Update:**

- **End of Life/Dementia report commissioned and published July 2015 – results now imbedded into Wiltshire Dementia Strategy – recommendations have been taken on**
- **Cross group working with the End of Life Board now in place**

- **Working groups to deliver on small projects that are identified by the cross-working group**
- **New EOL Care Plan for the Dying and Advance Care Planning booklets rolled out**
- **Representation from Dorothy House and Prospect Hospice attending Wiltshire Dementia Delivery Board (WDDDB)**

**To Do:**

- **Develop strategy for bereavement care that includes specifics of access and provision for people affected by someone dying of dementia**
- **Work with primary care to establish mechanisms so that existing registers identifying people at the end of life are linked with registers of people with dementia and that dementia registers are linked with carers registers to support care planning**
- **Develop and agree key competencies for dementia and end of life care. Priority areas to include: Dementia workforce: diagnosing dying, symptom recognition, assessment and treatment at end of life, Communication skills to include Advance Care Planning and end of life conversations, end of life care/palliative workforce: managing complex behavioural challenges**

## **7. CROSS CUTTING THEMES**

### **Objectives**

- To ensure that staff who work with people with dementia and their carers and families have the skills, knowledge and support to do so
- To ensure that people with dementia are encouraged and supported to make decisions and remain in control of their lives for as long as possible

### **Priorities**

- Development of a needs' assessment for people with learning disabilities and dementia to inform future service developments and commissioning
- Development of a needs' assessment for people with early onset dementia to inform future service developments and commissioning
- Ensure that all staff supporting people with dementia have the training, skills and qualities to do so to a high standard both in relation to how they support people with dementia, but also how they involve and support carers and family members
- Ensure that there is good quality information and support to people who fund their own care
- Work to ensure that whilst people are supported to maintain their independence, safeguarding is a key consideration in all activity, including identifying and addressing underlying factors that contribute to abuse and to increasing people's awareness of abuse and the steps to take when someone has concerns
- Ensure that there is provision of good quality advocacy services in Wiltshire
- Ensure that services are developed upon an equitable basis across Wiltshire

**Update:**

- **Swan Advocacy commissioned for specialist dementia advocacy service which will service Avon, Wiltshire & Somerset**
- **This work reflects public feedback from Healthwatch engagement reports regarding staff education & ongoing development**
- **Needs analysis completed for people living with learning disabilities and dementia in order to inform future commissioning. Work started on developing a data base of people with Downs Syndrome – to be able to plan and estimate the need for > 50's at risk of developing dementia. Ensure 30-year base line assessments are completed and planned for the future**
- **Commissioner Dementia sits on CTPLD Dementia Steering group**
- **LD Dementia Pathway developed by CPTLD**
- **A partnership with voluntary organisations has been set up by Healthwatch to engage with people with dementia and their carers to monitor the implementation of the strategy**
- **Pilot work with people with LD used by Healthwatch as Quality Checkers for providers**
- **29% (172 out of 590) of the Carers Assessments carried out by CSW were for people who were caring for someone with Alzheimer's/ other dementia, showing the need for bespoke support**
- **CSW Staff & Volunteers have undertaken Dementia Friends sessions sponsored by the Alzheimer's Society and delivered by in house volunteers**
- **Hospital staff and carer facing staff attend specific in-house dementia awareness training run by staff from Salisbury NHS Foundation Hospital, as part of their dementia services**

**To Do:**

- **Undertake a needs assessment for people who live alone in order to inform future commissioning and link with intermediate care work**
- **Increased support for self-funders forum. Promote services that are available to self-funders e.g. Care Fees Advisers**
- **Review to ensure that all providers have adequate safeguarding training for all staff and there are annual updates / workshops for providers from Wiltshire Council / Police on their procedures and feedback on any concerns/trends. This is generic training, however there is a focus on the vulnerability of people with dementia**
- **DoLs (Deprivation of Liberty) project group – pick up with AWP & Providers, to ensure that the DoLs test provided by the Supreme Court is understood and used by all professionals concerned; to ensure that regular reviews of an individual's status are undertaken. This is to ensure that the DoLs regulations are being used appropriately and safely across the county**
- **Develop care pathways to link LD Intensive Support Service to Dementia intensive support service to seamlessly meet the needs of people with a LD and Dementia when managing in difficult times**