

# Planning Mental Health Dementia Services for Older Persons across Cwm Taf Morgannwg University Health Board Briefing Document

## Introduction

This document has been produced to provide information about mental health dementia services for older persons within Cwm Taf Morgannwg University Health Board (CTM UHB). The document advises of the outcome of a recent review into the CTM UHB mental health dementia day services for older people and a proposal on how services could be delivered in the future. It is important that everyone who has an interest in mental health dementia services for older persons has an opportunity to understand the future proposals and to let us know their views.

## Background

The Health Board undertook a service review in the Autumn of 2023 of the three older person's mental health dementia day services run by the mental health service within CTM UHB to evaluate these services against the principles of value based healthcare and to inform the options for future service delivery. The three older person's mental health dementia day services which were reviewed were Ty Enfys which is run in partnership with Merthyr Local Authority; Lewis Merthyr based in Ysbyty George Thomas and Tonteg Day Unit based in Pontypridd Cottage Hospital.

This review was requested within the context of the Health Board strategy CTM 2030: Our Health Our future which builds on our regional strengths, whilst adapting to the growing healthcare changes and challenges of our local population. This is important given the fact that the expected rate for people over 65 with dementia is estimated to increase by more than 62% across the CTM in the next 10 years. In 2020 there was an estimated 6,271 people aged 65 and over, living with dementia in our geographical area. The 62% expected increase would mean there will be an increase of 10,140 of older people living with dementia in the next 10 years.

Health Boards have a responsibility to deliver health services to their population including mental health dementia services for older people. Whilst Health Boards must provide these services, a review of the CTM UHB services shows that there is currently variation in what is provided across our three Local Authority areas and limited evidence that the current services provide health interventions and outcomes. The review also identified that mental health dementia services for older people are now delivered differently in other areas of Wales and the UK, and these alternative services offer more capacity and support a higher proportion of patients with dementia in the community.

CTM UHB have agreed to engage on the design and requirements of a mental health specialist peripatetic community service for older people as an alternative to providing place based mental health day service provision. A peripatetic community services means the service will be able to travel around CTM region and in-reach into various locations to support individuals to live independently in the community. This means the service would become more flexible and be able to centre around the needs of the individual in line with the Dementia Action Plan and standards. The service would be available in a number of locations including individual homes and community settings for a defined time period to provide targeted mental health intervention and treatment for individuals living with Dementia. The development of this service aims to increase the capacity of specialist mental health multi-disciplinary professionals to support more individuals with dementia to live well in the community for as long as possible.

### **What are Mental Health Dementia Services for Older Persons?**

The term 'dementia' is used to describe a syndrome which may be caused by a number of illnesses in which there is progressive decline in many areas of function, including decline in memory, reasoning, communication skills and the ability to carry out daily activities. Alongside this decline, individuals may develop behavioural and psychological symptoms such as depression, psychosis, aggression and other behaviours which may challenge others. If this happens individuals may be referred to our Mental Health Dementia services for older people for assessment and intervention.

The purpose of the Older Person's Mental Health Dementia day services is to provide support to individuals living with dementia, residing in their community, regardless of age. Their aim is to enhance social and mental health well-being through positive interaction and meaningful activity, therefore reducing the impact on dementia on the person and their carers', whilst enabling the person to maintain independence.

The service involves an assessment of the patient to see if the patient is suitable for day services, and then, if suitable, provision of place based services in one of the day services locations for usually 1 or 2 sessions a week. The time spent in the service is currently variable. On review of the main reasons individuals have accessed the current services these tend to be for a social need and predominantly these day services provide a respite function.

### **Why are we talking about Mental Health Dementia Services for Older People?**

We are talking about Mental Health Dementia Services for Older People because the service review showed that the current service provision varies between each area and the current services support a very small proportion of individuals with dementia with limited health intervention and outcomes.

A review of the current and future population needs demonstrates that our services need to support a much greater number of patients in the community in the future. We want to design our future services to enable those individuals with dementia to have access to the relevant support at the right time and in the right place in line with the Dementia Area Plan and national standards.

### **Who is involved in this programme?**

CTM UHB are involved in this work. It is important to recognise that one of the services reviewed is run in partnership with Merthyr Tydfil County Council (Local Authority). Local Authorities also provide a range of day services that are accessed by individuals with dementia.

In line with national standards for dementia, the Health Board wants to ensure that the development of our future service provide seamless support across the patient's journey and complements other services making access to services easier for the individual and their carers.

### **Who needs Mental Health Dementia Services?**

It is proposed that over 90% of older people with dementia experience behavioural and psychological symptoms of dementia at some point in the course of their illness (Steinberg et al., 2008). These symptoms include: anxiety, depression, aggression, hallucinations or paranoia and, if not correctly managed, are one of the most common reasons why family

members are not able to continue caring for their relatives at home (Gallagher et al., 2011b).

These symptoms of dementia often represent attempts to communicate a need that has not been met. An explanation for the behaviour needs to be developed from information gathered about the person, taking into consideration their physical health, medication, recognising triggers of the behaviour and social and physical environment.

This information is used to develop a plan to address the person's needs, to try to reduce behaviours that challenge and improving understanding of their needs and their quality of life. This also helps the people around the person with dementia to know how best to respond.

The recognition and treatment of mental health problems enhances quality of life for older people, reduces suffering and decreases stress on family caregivers and has a positive impact upon physical health.

### **How are services provided now?**

Currently we have three different models of older person's Mental Health Dementia Day services across Cwm Taf Morgannwg University Health Board.

In Merthyr, there is an integrated older person's mental health day services run in partnership with the Local Authority called Ty Enfys, located in Kier Hardie Health Park. Access to the service is through the Local Authority who review and assess referrals. The service is staffed between health and social care.

In the former Rhondda Taff Ely locality, there are two older person's mental health day services run by the Health Board. One is located in Tonteg Day Unit within Pontypridd Cottage Hospital and the second is Lewis Merthyr Day Unit located within Ysbyty George Thomas. Referrals for the service are received by the Health Board for review and assessment. The services are predominantly staffed by the Health Board, although there are a few social care support staff that work across the units.

In Bridgend, there is a Bridgend Resource Day Centre and community hubs which are run by the Local Authority and funded via the Regional Partnership Board. There are two health staff (an Occupational Therapist and Community Psychiatric Nurse) seconded and funded via the Local Authority. Referrals to the service are reviewed and assessed by the Local Authority.

The Bridgend Resource Day Centre is not within the scope of this engagement work because it is funded and run outside of the Health Board.

However the future service will be designed to cover the whole of CTM footprint and provide a specialist health input where required into all three Local Authority areas.

### **How do services perform?**

The review of the three older person's mental health dementia day services concluded that there is variation in the current service provision and the support provided is a 'postcode lottery' depending on the local unit staffing and Local Authority involvement.

The review also demonstrated that the current services provided by the health board do not meet value based healthcare principles. This means they do not evidence sufficient health interventions and outcomes in comparison to the costs of delivering these services.

The three current day services are supporting approximately 87 patients who attend between once or twice a week; which represents just 1% of the current population living with dementia. 25 of these current individuals have been attending the day units for more than a year. However there is a high proportion of patients each week (on average 20%) who do not attend for their planned session for a number of reasons.

Since the pandemic there has been a decline in referrals to these day services and all day services are running below their full capacity. Individuals are choosing other flexible models of care to meet their individual needs.

Our future service development needs to be designed to provide more flexible capacity and support increased number of individuals with mental health needs and complexity.

### **Recent issues affecting the service**

#### **Demand**

The prevalence rate for people over 65 living with dementia is estimated to increase by more than 62% across the CTM region, which equates to an estimated increase of 10,140 older people living with dementia in the next 10 years.

There is consensus that the number of younger people developing dementia is rising as a proportion of our local population. There is an estimate of between 190 and 306 younger people living with dementia in our geographical region and anticipation this number will rise sharply in the

future. Most of these individuals are not currently known to our services. The needs of younger people who develop dementia are demonstrably different from those individuals developing dementia when they are older.

It is also acknowledged that there is a cohort of patients living with dementia with increased complex mental health needs which requires specialist multi-disciplinary mental health support and intervention.

The current service provision and capacity is limited and inflexible, and given the expected increase in demand and changing needs of our patients; our future services need to change the current emphasis away from building based services, where the person is required to fit in with the services available, towards a more personalised service that better responds to individual needs and outcomes.

If we are not able to adapt our services there is a risk that individuals living with dementia will have to wait longer for services and increased risk of individuals deteriorating in the community without the right specialist support. Quality of life would be affected for both the individual and their carers and there would be an increased risk of more individuals losing their independence and requiring emergency admission to hospital and into care homes.

#### Accommodation and physical space

The service review identified that the current health accommodation for the older person's mental health dementia day services in both Lewis Merthyr and Tonteg Day Unit were not fit for purpose and requires significant refurbishment. The review concluded that in particular Tonteg Day Unit located at Pontypridd Cottage Hospital is in a poor state with a number of areas not able to be used reducing the capacity of the service. It was also noted that the health units did not support a comforting environment required for individuals living with dementia and are sterile in comparison to similar services provided by the Local Authority.

Feedback from the engagement in the service review also highlighted that the location of the current health day units in hospital sites was a barrier to access to services for some because it reminded them of memories of other family members going into hospitals and not coming home.

Transport is also an important requirement to access the current day unit services. Given the geographical nature of the Cwm Taf Morgannwg region, some individuals have refused the service support due to the length of travel time.

### Capacity and efficiency

It has been highlighted there are approximately 87 individuals receiving services from the day units and some of these individuals access day services a couple of times a week. There is no clear time criteria for access to the service and there are a small proportion of individuals who have been receiving this service for over a year. However the main reasons for patients accessing these services identified by the independent review is largely for social needs and respite support for carers.

The proposal to move towards a specialist community peripatetic service would increase the capacity of the service to support approximately 410-620 individuals a year (subject to formal service design and staffing levels) which represents up to a 250% increase in capacity to support the diverse needs of individuals living with dementia.

### Workforce

Across the Health Board and the wider NHS in Wales and the UK there are shortages in the workforce and vacancies for all levels of medical, nursing and allied health professional staff. The average age of the current workforce is growing, and many experienced staff are approaching retirement age. Our current services are staffed mainly by nursing colleagues and some limited medical input, alternative models and future design of services aims to increase the specialist multi-disciplinary staff supporting individuals living with dementia.

### Review of older adult mental health dementia services in the UK

The service review also considered the services provided elsewhere in the UK. This concluded that the current model of place based mental health service provision in CTM UHB is out dated and an outlier compared to other health organisations across Wales, England and Scotland. 12 health organisations from across the UK indicated that they had developed a specialist multi-disciplinary dementia service which supported complex mental health patients in their own homes as well as in-reach into other locations in the community such as individual homes; care homes and Local Authority Day services.

### Sustainability and equal access

As a result of the issues outlined above, our current older person's mental health day services are not considered to be sustainable in the long term. It is recognised that continuing to provide the service in its current format is not financially sustainable given the Health Board financial pressures and

the need to ensure the services provided by the Health Board align with the principles of value based healthcare.

Expected demand for patients living with dementia will outstrip current capacity and currently there is a 'postcode lottery' in terms of what individuals access dependent on where the nearest service is. The Health Board believes that individuals living with dementia should receive the same levels of care and input regardless of where someone lives.

The proposal to move away from building based services, where the person is required to fit in with the services available, towards a more personalised service that better responds to individual needs and outcomes is also deemed to be more sustainable and meet the changing needs of the local population. This proposal would also align with the Dementia Action plan and Dementia Standards, which highlights that services should develop multidisciplinary 'teams around the individual' which provide person-centred and co-ordinated care; support and treatment as needed.

### Planning the Future Service

The health board wants to achieve the following aims when planning the future mental health dementia services for older people:

- To provide additional specialist mental health capacity and expertise and input designed around the needs of individuals living with dementia in line with the Dementia Action Plan
- To develop a flexible service which can adapt to individual changing needs of patients and their carers' within their dementia
- To use our assets and resources in the most effective and efficient way in line with best practice and evidence
- To work together with our partners to provide and deliver a seamless dementia care pathway, for the benefit of the individuals, and their carers'
- To improve outcomes and experiences for individuals living with dementia and aim to support individuals living independently as possible in the community.

### The proposed future service for consideration and feedback

The following high level service proposal for the future has been developed following the independent review by the senior clinical multi-disciplinary leadership team. We want to engage with the key stakeholders on this proposal and get feedback on how this service can be designed and developed to best support the needs of individuals living with dementia.

The Health Board is proposing to move away from the current place based mental health dementia care for older people and to develop a specialist



peripatetic multi-disciplinary specialist service which would be flexible to individual needs and in-reach into all areas of the community. The service would provide support to individuals living in the community with dementia and displaying mental health concerns, regardless of age.

This would include providing tailored person centred care to individuals within the home as well as supporting carers. The service could provide a specialist mental health service into care and residential homes as well as Local Authority Day Services. In addition, it is recognised there would be benefit to the service supporting individuals in hospital by supporting their discharge and reducing unnecessary admissions in the community.

The aim of the specialist health input is to enhance social and mental health wellbeing through positive interaction and meaningful activity, therefore reducing the impact on dementia on the person and their carers', whilst enabling the person to maintain independence.

The service would provide a period of assessment of the individual behaviour and needs in the most appropriate setting with the ability to work in the community to support with carer support. Examples of the specialist mental health interventions of this service include:

- Enable the reduction in the behaviours that challenge through the development of formulation and care plans/approaches;
- Reduce carer distress by providing additional intensive input; time and intervention for families and carers;
- Support maintenance or improvement in cognitive function;
- Assessment and intervention to support physical needs;
- Review and support of medication needs;
- Training of carers' or care providers to manage mental and physical health needs;
- Specialist mental health input support and supervision to support those providing services to individuals with dementia outside of health;
- For patients with complex needs extensive period of intervention using best practice psychosocial interventions.

The initial aims of the proposed service include:

- To support individuals living with dementia to remain at home as long as possible;
- To support the understanding and management of behaviours which challenge in a competent and person-centred manner;
- To support the understanding and management of behaviours which challenge in the setting where the behaviours are being exhibited;
- To work collaboratively with others to improve the wellbeing of individuals living with dementia and those providing their carers

The service would be staffed by a specialist mental health multi-disciplinary workforce and include nursing; medical; psychology; administrative support and access to allied health professionals. Subject to the design of the service model and workforce establishment, the service could have capacity to support approximately 410-620 individuals a year which represents up to a 250% increase in capacity to support the diverse needs of individuals living with dementia compared to the current place based day services.

### Seeking the Views of the Public

We are seeking your views regarding the above high level proposal and what you consider to be the most important issues and priorities for future mental health dementia services for older people. We will then use your views and feedback to develop our service proposal and to inform decision making about the best way to provide safe and sustainable services in the future.

It is important to us that all those with an interest in our mental health dementia services for older people understand the proposed service model and have an opportunity to provide full feedback. This will provide valuable information that will influence final decisions and the details of the service. We will also use the information received to update our Equalities Impact Assessment and Welsh Language Impact Assessment.

### How will the Health Board do this?

To ensure that everyone is able to make their views known, the Health Board is undertaking a 10 week period of engagement involving the following:

- Prominent display of information in service areas, to include posters and displays
- Information / survey forms provided for patients and their carers attending services
- Dedicated information page on the CTM University Health board website, to include access to patient survey
- Face to face and online public information sessions / engagement events
- Social media messaging
- Presentations to stakeholders
- Management meetings for internal NHS stakeholders.

It is planned that a 10-week engagement period will run from the 2<sup>nd</sup> September to the 11<sup>th</sup> November 2024.

### Survey

Please provide us with feedback by completing the online survey either via the QR code or URL link below:



URL: <https://forms.office.com/e/TqCnuMDSM1>

Alternatively you can fill out the form and send it to us by either:

- Scanning it, or taking a good quality photo, and emailing it to us at: CTM.MHLD.ServiceEngagement@wales.nhs.uk
- Posting it to the address below:

**Mental Health Dementia Services for Older People  
Glanrhyd Hospital  
Angleton Clinic  
Tondu Road  
Bridgend  
CF31 4LN**

### Public Engagement Sessions

The Health Board will be actively engaging with older people; their families and carers, as well as wider partners including Local Authorities and the third sector via a variety of groups and events. In addition to this people

can attend a generic public engagement session, where you will find out more about the proposal and can ask any questions on the following dates:

<b>Online via Teams</b>	<ul style="list-style-type: none"><li>• Tuesday 10th September 2024, 13:00 p.m. to 14:00 p.m.,</li><li>• Friday, 20<sup>th</sup> September 2024, 10.00 a.m. to 11.00 a.m.</li></ul>
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### Contact us

Contact us by e-mail with any comments or if you would like to join one of the on-line sessions above at [CTM.MHLD.ServiceEngagement@wales.nhs.uk](mailto:CTM.MHLD.ServiceEngagement@wales.nhs.uk) and we will arrange to send you a link for the session.

Contribute to any conversations via the Health Board's social media channels.

### What will happen after the engagement period?

Once the engagement period is complete, all responses and views will be collated, and conclusions reached regarding the design of the future older adult mental health dementia services. A final report and conclusions will be prepared and shared with Llais (the new health watchdog body that has replaced Community Health Councils in Wales). The response from Llais will enable us to conclude whether a final decision can be made on future service provision, or whether further actions are required.

Subject to further discussions with Llais, we may wish to enter a period of formal consultation, and should we do that we will once again invite your views.