

## NORTHAMPTON BOROUGH COUNCIL

### MINUTES OF SCRUTINY PANEL 3 DEMENTIA FRIENDLY TOWN

Monday, 26 March 2018

**COUNCILLORS PRESENT:** Councillor Cathrine Russell (Chair), Councillors Janice Duffy and Brian Sargeant

**Witnesses** Rob Purdie, Executive Director,  
Northampton Town Centre BID  
Tracy Keats, Head of Safeguarding  
and Dementia, Northampton  
General Hospital

**Officers**  
  
Louise Musson, Call Care  
Manager  
Tracy Tiff, Scrutiny Officer

**Members of the Public** Antony Montague  
Felicity Harrison

#### 1. APOLOGIES

An apology for absence was received from Gwyn Roberts, Co Optee.

#### 2. DEPUTATIONS AND PUBLIC ADDRESSES

Antony Montague, individual, addressed the Scrutiny Panel. He gave details of his personal situation and commented that his mother lives with dementia. He gave details of some of his frustrations and that he is also vulnerable and has concerns for his mother too. He closed his address by asking that the Council shows leadership to ensure both those living with dementia and their carers are supported. He welcomed this Scrutiny Review.

Mr Montague was thanked for his address.

#### 3. DECLARATIONS OF INTEREST

There were none.

#### 4. MINUTES

The minutes of the meeting held on 25 January 2018 were signed by the Chair as a true and accurate record.

#### 5. WITNESS EVIDENCE

At this point, the Scrutiny Panel was advised of work that the Northampton Museum and Art Gallery is undertaking:

- Northampton Museums and Art Gallery is continuing to pilot various activities for people living with dementia.
- Bi-monthly Memory Café and activities session at Abington Park Museum take place, which include reminiscence with objects and access to museum galleries. These sessions are free, but must be booked in advance due to limited spaces.
- It is being investigated how the physical museum environment can be dementia friendly.
- Northampton Museum and Art Gallery is currently going through a major redevelopment, including a new extension. The extension will contain new galleries and link space, including a terrace and café. Finishes for the building such as the café space and signage/wayfinding for the building are being worked on. The Museum and Art Gallery is keen that this space is as dementia friendly as possible.
- The Museum and Art Gallery will be setting up a Dementia Advisory Group to gather expertise and advice to inform the fixtures and fittings of the building, along with wayfinding and signage.

AGREED: That the information provided informs the evidence base of this Scrutiny Review.

#### **(A) DIRECTOR - NORTHAMPTON BID**

Rob Purdie, Executive Director, Northampton BID, gave background of the BID and confirmed that he is a member of the Dementia Alliance Group. He advised that he is happy to use communication channels to let people know what is going on and help the town to become dementia friendly. The BID uses social media which is a good communication tool.

The BID undertook a survey that was carried out in the Grosvenor Centre recently and from the results it was apparent that there is a need for a new Strategy regarding social issues, including the town becoming dementia friendly and street drinkers and beggars – looking at a different approach of the problem. The aim being to make the town more caring and friendly.

The Scrutiny Panel made comment, asked questions and heard:

- In response to a query regarding assisting those living with dementia visiting the town, better signposting, such as staff working, Monday to Friday, as hosts. Shop staff will receive awareness raising too.
- There is a need for a cohesive approach, including MIND and the Hope Centre – this should be steered by Northampton Dementia Alliance.

- The good work undertaken by Street Pastors was referred to.

Rob Purdie was thanked for his address.

### **(B) MARKET TRADERS**

The Scrutiny Panel considered a response to its core questions from a Market Trader.

AGREED: That the information provided informs the evidence base of this Scrutiny Review.

### **(C) LOCAL BANKS**

A response was not received from the local banks.

### **(D) DEMENTIA CAFE - LOCAL CHURCH**

The Scrutiny Panel considered information provided from a Dementia Cafe - Local Church.

AGREED: That the information provided informs the evidence base of this Scrutiny Review.

### **(E) HEAD OF SAFEGUARDING AND DEMENTIA, NGH**

Tracy Keats, Head of Safeguarding and Dementia, NGH, addressed the Scrutiny Panel. Key points:

- Northampton General Hospital (NGH) takes dementia very seriously
- Northampton has an aging population
- NGH has the provision of a Dementia Liaison Nurse that provides advice to carers and nursing staff and the Multi Agency Team on how to manage the symptoms of dementia
- Every person, over the age of 75, who is admitted to hospital is screened with the aim to identify the early stages of dementia
- A Patient Profile has been introduced and is led by the Dementia Liaison Nurse. This profile is completed on the ward with the aim to make care as personal as possible
- The “butterfly” is placed on clinical records on individuals living with dementia and has information about the person which will help interaction with staff about their life with the aim of reducing anxiety
- All training at NGH has been reviewed and it is aimed that Dementia training will become mandatory across the organisation. Security staff are receiving dedicated dementia training next month to ensure that they have a good understanding of the illness
- NGH has a dementia garden that opened in September 2017
- John’s campaign has been introduced at NGH, for example there are now flexible visiting times and carers are encouraged to be part of their loved one’s care.

- 25 feedback forms from carers are analysed each month for areas of good practice and areas for general improvement
- Wards have activity boxes, which include 'twiddle muffs.'
- Ryde, in the Isle of Wight, has introduced a number of initiatives to support people living with dementia such as a Dementia Friendly Easter Church Service, Safe Havens, assistance on buses.

Tracy Keats was thanked for her address.

Following conclusion of the meeting, the Scrutiny Panel watched a short UTube video around support for those living with dementia.