

NORTHAMPTON BOROUGH COUNCIL
Scrutiny Panel 3 – Dementia Friendly Town

Your attendance is requested at a meeting to be held in The Jeffrey Room,
The Guildhall, St. Giles Square, Northampton, NN1 1DE on
Monday, 26 March 2018 at 6pm

S Bovey
Interim Chief Executive

If you need any advice or information regarding this agenda please phone Tracy Tiff, Scrutiny Officer, ext 7408 who will be able to assist with your enquiry. For further information regarding **Scrutiny Panel 3 Dementia Friendly Town** please visit the website www.northampton.gov.uk/scrutiny

Members of the Panel

Chair	Councillor Cathrine Russell
Panel Members	Councillor Rufia Ashraf Councillor Mohammed Azizur Rahman (Aziz) Councillor Sally Beardsworth Councillor Janice Duffy Councillor Dennis Meredith Councillor Brian W Sargeant
Co-opted Member	Gwyn Roberts

Calendar of meetings

Date	Room
17 April 2018 6:30 pm	Jeffery Room at the Guildhall

Northampton Borough Scrutiny Panel 3 Dementia Friendly Town

Agenda

Item No and Time	Title	Pages	Action required
1. 6:00pm	Apologies		The Chair to note apologies for absence.
2.	Deputations and Public Addresses		<p>The Chair to note public address requests.</p> <p>The public can speak on any agenda item for a maximum of three minutes per speaker per item. You are not required to register your intention to speak in advance but should arrive at the meeting a few minutes early, complete a Public Address Protocol and notify the Scrutiny Officer of your intention to speak</p>
3.	Declarations of Interest		Members to state any interests.
4. 6:05pm	Minutes	1 - 6	The Scrutiny Panel to approve the minutes of the meeting held on 25 January 2018.
5.	Witness Evidence		The Scrutiny Panel to receive a response to its core questions from a variety of key expert advisors
5 (a) 6:10pm	Director - Northampton BID		
5 (b) 6:30pm	Market Traders	7 - 9	
5 (c) 6:40pm	Local Banks		
5 (d) 6:50pm	Dementia Cafe - Local Church	10 - 11	
5 (e) 7:00pm	Head of Safeguarding and Dementia, NGH		

NORTHAMPTON BOROUGH COUNCIL

MINUTES OF SCRUTINY PANEL 3 DEMENTIA FRIENDLY TOWN

Thursday, 25 January 2018

COUNCILLORS PRESENT: Councillor Sally Beardsworth (Deputy Chair, in the Chair),
Councillors Mohammed, Janice Duffy and Dennis Meredith

CO-OPTED MEMBER: Gwyn Roberts

Witnesses Lloyd Butcher and Helen Crawford,
Alzheimer's Society,
Northamptonshire
Jason Ball, UNO

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

1. APOLOGIES

Apologies for absence were received from Councillor Cathrine Russell (Chair) Councillor Brian Sargeant and Councillor Aziz.

At this point the Chair showed a short Utube video around support for those living with dementia. The video was well received by the Panel.

2. DEPUTATIONS AND PUBLIC ADDRESSES

There were none.

3. DECLARATIONS OF INTEREST

There were none.

4. MINUTES

The minutes of the meeting held on 27 November 2017 were signed by the Chair as a true and accurate record.

5. SITE VISITS

The Chair presented the briefing note on the recent site visits highlighting the salient points.

The Scrutiny Panel made comment, asked questions and heard:

- It was commented on the excellent support for both people living with dementia and their carers that was provided by the Churches in Lutterworth.
- The Call Care Manager confirmed that similar Groups are being investigated to being set up in Northampton. A Group will commence in March 2018, 3 times a week at the central Library, Northampton.
- Some churches in Northampton already host Dementia Cafes. NIFF is also managing an action alliance. A potential recommendation of the final report was suggested “that NIFF is involved in the creation of an action plan for Northampton town to become a Dementia Friendly town.

The evidence obtained from the site visit will inform the evidence base of this Scrutiny Review.

6. CONFERENCE - DEMENTIA 2017: MANAGING DEMAND, IMPROVING CARE

The Chair presented the briefing note on the recent conference highlighting the salient points.

The evidence obtained from will inform the evidence base of this Scrutiny Review.

7. FUTURE DIRECTIONS IN DEMENTIA CARE CONFERENCE

Councillor Duffy presented the briefing note on the recent conference highlighting the salient points.

The evidence obtained from will inform the evidence base of this Scrutiny Review.

8. WITNESS EVIDENCE- UNO BUSES, NORTHAMPTON

Jason Ball, Transport Manager, UNO Buses, Northampton, presented the written response to the core questions; highlighting the salient points. A copy of the response is appended to the minutes.

The Scrutiny Panel asked questions, made comment and heard:

- All drivers of UNO receive training and Jason Ball confirmed the organisation is keen to ensure the drivers are trained to a level of understanding and awareness of those living with dementia.
- It was suggested that it would be useful for UNO to liaise with the Police regarding raising awareness of those living with dementia
- Jason Ball confirmed that he was not currently aware of “Keep Safe Cards”, he acknowledged their value and added that it would be good for drivers of UNO to receive some short dementia friends and awareness raising training. Dementia Champions would deliver the training. Jason Ball would be provided with the relevant contact details.
- The Co-Optee confirmed that it would be most useful for carers to be aware that bus drivers had received the relevant training.

- Jason Ball confirmed that carers would be able to travel on the buses free, subject to proof of being a carer. The Co Optee confirmed a photo ID card could be investigated. The Scrutiny Panel confirmed it would consider this as a potential recommendation of its final report.
- “Keep safe” cards are very useful and are being rolled out to all those who are categorised as vulnerable.
- The Scrutiny Panel suggested a potential recommendation for its final report “That the Council investigates Dementia Friends Champion training for relevant members of staff.”
- The Scrutiny Panel suggested a further recommendation of its final report that the full criteria for the town of Northampton to become a dementia friendly town.

Mr Ball was thanked for his informative address.

9. WITNESS EVIDENCE

(A) ALZHEIMER'S SOCIETY - NORTHAMPTONSHIRE AND ALZHEIMER'S SOCIETY - NORTHAMPTONSHIRE (CARE SERVICES)

Lloyd Butcher and Helen Crawford, Alzheimer's Society, Northamptonshire, presented their written response to the core questions of the Scrutiny Panel; highlighting the salient points.

The Scrutiny Panel made comment, asked questions and heard:

- The written response was welcomed
- It would be useful for more businesses to come on board with Dementia Friendly town initiative, such as shops and banks. It is therefore very important for the BID to submit a response, a response from banks and a response from market traders. An additional meeting would be scheduled for further evidence gathering.
- There is a real need for better understanding and awareness of people living with dementia

Mr Butcher and Ms Crawford were thanked for their informative address.

(B) DIRECTOR, NORTHANTS HEALTH WATCH, DIRECTOR NORTHAMPTON HEALTH TRUST, DEMENTIA TEAM, NORTHANTS GENERAL HOSPITAL

A response from the Director, Northants Health Watch, Director Northampton Health Trust, Dementia Team, Northants General Hospital was not received.

(C) DIRECTOR NORTHANTS BID

A response from the Director, Northampton BID was not received. The Chair confirmed that they would be contacted again as a response from the BID is most important in informing the evidence base.

(D) DIRECTOR, HIGHWAYS, NCC

A response from Highways, NCC, was not received. The Chair advised that the Transportation Manager had been in contact and confirmed that should he have any information to report he would do; but currently there was nothing that could be added.

The meeting concluded at 7:42 pm

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY



SCRUTINY PANEL 3 – DEMENTIA FRIENDLY TOWN

CORE QUESTIONS – EXPERT ADVISORS (UNO BUSES NORTHAMPTON)

The Scrutiny Panel is currently undertaking a review: Dementia Friendly Town that is investigating the town of Northampton can become a Dementia Friendly Town. The projected outcome is to make recommendations for Northampton becoming a Dementia Friendly Town

CORE QUESTIONS:

A series of key questions have been put together to inform the evidence base of the Scrutiny Panel:

1. Are you aware of what Dementia is, and its symptoms, please provide details?

As an operator of bus services we are aware of the principles of this condition and its possible effects of life changing symptoms. This is principally experienced by our drivers when interacting with our customers whom are unfortunate to suffer dementia. Unfortunately none of our current employees are experts in understanding dementia.

2. Are you aware of the effect on the health, wellbeing and the safety of people with dementia and their carers/families, if so, please provide details?

We have no thorough understanding of this. There are possibilities we would like to include this in future periodic bus driver/CPC training. The depot manager during Jan 2017 participated in a Dementia awareness group jointly in Northampton with the University.

3. Please can you supply details of the current and potential partnership working regarding supporting people with dementia.

We have been involved in a Dementia Awareness alliance meeting party of NCC, NBC and Northants Police plus Alzhymers group forum. I am not aware that any further meetings have been arranged, Uno are happy to continue our participation in these areas.

4. Are you aware of any specific groups that are not accessing services, please provide details. Unsure of the specifics of this question, awareness services or access to bus services?

5. In your opinion please provide information of the benefits of Northampton becoming a Dementia Friendly Town.

Having all operational staff to be aware of the possible effects, symptoms and training in how to handle awkward situations where customers may be lost/confused and how to obtain assistance. Sufferers could carry cards/ID in order for transport staff to obtain assistance (ie contact details of family, carers etc)

6. Do you have any other information you are able to provide in relation to a Dementia Friendly Town? No

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY



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CORE QUESTIONS:

A series of key questions have been put together to inform the evidence base of the Scrutiny Panel, overleaf:

1. Are you aware of what Dementia is, and its symptoms, please provide details?

IT IS A CONDITION WHICH AFFECTS THE MEMORY AND CO-ORDINATION FUNCTIONALITY OF THE BRAIN. BECOMING INCREASINGLY COMMON IN THE UK IN ADULTS 50YRS+. SHORT-TERM + LONG TERM MEMORY LOSS BUT NOT NECESSARILY BOTH SIMULTANEOUSLY. AFFECTS CO-ORDINATION OF MOVEMENT IN TERMS OF MEMORY OF HOW TO PERFORM TASKS.

2. Are you aware of the effect on the health, wellbeing and the safety of people with dementia and their carers/families, if so, please provide details?

IT CAN BE VERY FRIGHTENING FOR THE SUFFERER WHEN HOME SEEMS UNFAMILIAR AS WELL AS SPOUSES, CHILDREN APPEARING AS STRANGERS. SUDDEN CHANGE AND IS HARD TO DEAL WITH E.G DAILY LIVING PATTERNS, HAVING TO SUDDENLY LEAVE THE HOUSE FOR APPOINTMENTS. SUFFERERS CAN WANDER AND GET LOST - WHICH IS VERY STRESSFUL FOR FAMILY AND CARERS.

3. Please can you supply details of the current and potential partnership working regarding supporting people with dementia.

NOT IN NORTHAMPTON.

4. Are you aware of any specific groups that are not accessing services, please provide details.

AFRICAN + CARIBBEAN COMMUNITY MEMBERS
NEED TO BE MORE INFORMED TO ACCESS
SERVICES

5. In your opinion please provide information of the benefits of Northampton becoming a Dementia Friendly Town.

IT WOULD GREATLY IMPROVE THE QUALITY OF
LIVES FOR SUFFERERS + THEIR FAMILIES
E.G. HAVING RESPITE DAYS FOR CARERS
SO THEY HAVE A BREAK
• THERAPIES TO ~~HELP~~ AID SUFFERERS
MAINTAINING MEMORY AND
ABILITY TO SELF-CARE

6. Do you have any other information you are able to provide in relation to a Dementia Friendly Town?

NO

Report to the Northampton Borough Council Panel: St. Peter's Memory Cafe, Weston Favell.

Introduction:

My name is Eileen Fox and I am a Lay Pastoral Minister at St Peter's Church. I have been a volunteer for the Alzheimer's Society since 2011 and helped at three of their Dementia Cafes. My husband had suffered from dementia which was what had motivated me to want to support those who were struggling with this disease and their carers. Last January we heard that the funding had been withdrawn, which was devastating news to all who had attended, so after speaking to the Ops Manager & Services Manager at the Alzheimer's Society, as a church we decided to set up a Memory Cafe in our church hall. Two volunteers who had worked with me at the Dementia Cafes were prepared to assist and we also had six more people volunteer from the congregation who had cared for their own family members with dementia. The Diocese of Peterborough has run two courses on Dementia-Friendly Churches, which I have attended.

What the Cafe provides:

We meet monthly on the third Thursday of each month from 2 – 4 pm (apart from December when we meet on the 2nd Thursday). We set out the tables and chairs in the hall and we provide tea or coffee as the people arrive. Later at about 3 pm we refresh their drinks and bring round cakes and biscuits. They are given name stickers so we can soon learn their names and they ours. The cakes are provided mainly by the congregation and volunteers on a rota system, which works well. There is no charge to those attending although we welcome occasional donations. We invite speakers from a variety of helping organisations to come along for a brief talk (about 15 min) and display the whole range of information provided by them and by the Alzheimer's Society to be available. We put table games on each of the tables and have some floor games for those interested. (These were donated by the Alzheimer's Society who also notified all the previous attendees of their Cafe of our new cafe opening) which was much appreciated..

Attendances & Activities:

The first meeting last May had 15 people come and the attendance has risen to 24 (so far) and last month we had six new people (3 with dementia & 3 carers) This is a mixture of people with dementia and their carers and occasionally by some who suspect they have a memory problem. The main activity is of fellowship and informal support in a relaxed atmosphere and the support they get from one another is immense. The volunteers all mingle and encourage friendly chatter and pick up any particular distress, so there is always the opportunity for them to speak to someone quietly about their particular concerns. The Dementia Support Worker from the Alzheimer's Society calls in each session so can initiate further help to anyone needing it. Many of the people attend the Society's Singing for the Brain activity weekly too so they particularly enjoyed the carol singing at the Christmas meeting when one of our choir members came to play the keyboard. During the summer we went on a canal trip, which was donated by one of our volunteers and we were taken to the canal in an old Red Northampton bus, driven by an enthusiast who was also a carer.

The St Peter's Memory Cafe is an open one so anyone who has concerns about dementia can come along. We can provide encouragement to access the Memory Assessment Team regarding a diagnosis if not already obtained, so they then can benefit from the services provided to assist them

and their families. Several of our members are now attending the new Memory Matters group which is being run by the Alzheimer's Society, but funded by Northamptonshire Carers, which enables the carers to go into a support group whilst their relatives with dementia are encouraged to do activities which will stimulate their brains and lead to feelings of well-being. We received some training from an Occupational Therapist on the types of activities which are used by the Memory Assessment Team in their Cognitive Stimulation Therapy groups, which can be offered to those newly diagnosed. I am involved in the Northampton Memory Matters group with another of the volunteers of the Cafe and the response so far, after two monthly meetings, has been encouraging.

At the recent Dementia-Friendly churches training session I learnt that the Diocese hopes to establish a network of at least two or three people who are knowledgeable in dementia to each of the deaneries. We also learned of ways to communicate with dementia sufferers at the various stages of the disease, which I believe would be useful to share with the carers. We are considering holding some Dementia Friends training which we will be discussing with the Management committee. I have already delivered a session for Lay Pastoral Ministers at their training course.

I hope this information is of use and I am happy for anyone from the Panel to visit us at St Peter's Memory Cafe, should it be thought beneficial. I can be contacted on 01604 469998.