

## CHATTER FROM THE CHAIR

Hello to everyone I do hope these few notes find you all fit and well and avoiding all the nasty bugs and most of all the Covid that seems to be sweeping our country at this present time.

Just a few notes to update you on matters that I have heard about.

May I wish our retiring practice manager a very happy and healthy retirement and I am sure you would like me to thank her for all she has done on behalf of us all. I would also like to welcome the new manager Jess who will have a very hard job to follow, and I am sure we all wish her well in her new role.

Unfortunately George our deputy chair has notified me that he has to resign from his position as he is moving home, and will no longer be able to continue. this is indeed a blow as we now have no secretary and no deputy chair, so in essence that leave me to hold the fort!! I am desperate to find at least two volunteers to help me, a deputy chair and a secretary, as I am unable to accommodate all three roles myself! Please contact either Toni at the surgery, or me via the surgery and I will welcome any help with open arms.

The November CCG meeting I felt was quite interesting and below are some of the notes from that meeting that I feel patients might find of interest

Improving care for people living with dementia and complex care needs Linda Caldwell goes through the narrative explaining there are currently 27,000 people living with dementia and this likely to increase to 37,000 by 2030. People want to stay at home although some develop challenging behaviours which can affect their family or carer. There is very little in the way of crisis support particularly evenings and weekends and hospitals are not the best place for someone living with dementia. It's unfamiliar and can exacerbate their condition and behaviour.

Linda says she is talking to as many people as possible to find out their thoughts about the support and quality of local dementia services and wanting to hear from people who have lived experience.

**Qu 1. We have listed a number of service principles below. Do you think any or all of these are all important or are some more important than others? Are there any principles which should be added?**

**“There are a range of services that support me with any aspect of daily living and enable me to stay at home and in my community, enjoying the best quality of life for as long as possible.”**

- Treating the person with dignity and respect.
- Place the person at the centre of their care: understanding their history, lifestyle, culture and preferences, including their likes, dislikes, hobbies and interests.
- Family, carers and the person with dementia (where possible) should always be involved in developing a care plan based on person-centred care. Their knowledge and understanding of the person is extremely valuable to make sure the care plan is right for them.
- Make the best use of existing resources and expertise
- the group suggested:
  - If you live alone, how would you know you have dementia?
  - GPs and other clinicians should be prepared to listen to others, not just the family members.
  - Crisis service is very important, has to be done by clinicians to take a phone call have an idea of the problem to go and visit the patient.
  - Communication is really important and needs to be right and appropriate. Need to be sure you're communicating to the right person.
  - Second statement ensuring aware of friends and family that are part of the daily living contact. Needs to be included in the paperwork of that patient.
  - Training isn't mentioned and staff in Care Homes need extra training and increase their understanding. Formal and informal carers.
  - Promote the importance of music and signing in Care Homes.
  - Statement or certificate that the GP keeps on our records, with our next of kin and in the event of having dementia having something which says who your friends are and the groups you attend.
  - Essential that community carers or domiciliary care services have mandatory training on dementia.

- There are people who are living with dementia and living a full life
- Ensuring carers or loved ones have a break/respite care and supporting carers in the long term.

## Questions

1. Why is it important for our loved ones to be diagnosed with dementia?

It gives the family an opportunity to plan for the future. Making sure their will is up to date, that you have a power of attorney in place and ensuring end of life wishes in place too. Also, we know if people are diagnosed earlier and can access the right level of support, it can maintain their independence for longer.

2. What form will the crisis service take?

LC was clear that looking over the country, there needs to be a joint approach by keeping in mind physical and mental issues.

The clinicians need to be trained in dementia who will support the crisis service.

3. Do we have sufficient places for these people to live and live a good life with a supporting team? What is happening for us to make sure they are there?

LC said we need to work with KCC to make sure we know what nursing homes are there. We are working to identify how many beds we may need.

4. Are there many centres offering respite care?

There are day centres like Age UK that provide this and it's mostly the voluntary sector who provides this.

George attended the last CCG meeting on 2nd December, and has given the following feedback. this meeting was obviously done via zoom or similar. a speaker attended the meeting from Connect well and outlined the services that were on offer from them, which are:-

A free counselling service

They will support with bereavement within the family – Cancer and a lot of other ailments that effect our health and wellbeing.

Those of us 56+ will offer 12 weeks

18+ learning difficulties and disability

Please find more at the web site: <https://www.connectwelleastkent.org.uk/>

Email: [connectwell@sekgroup0.org.uk](mailto:connectwell@sekgroup0.org.uk) or telephone Triage team 08:30 – 18:00

Hopefully these few notes will be of interest to you all.

. Please everyone follow the guidelines for our area and keep safe. It would not be right of my not to end by saying:-

Wash your hands frequently,

Wear a mask when in a public place such as shopping

Observe Social distancing at all times.

Finally may I wish each and every one of you a very Happy Christmas and above all a very healthy and happy New Year

A handwritten signature in black ink, appearing to read 'Jan Dell', written in a cursive style.

Jan Dell

Chairperson Northdown surgery.