

Dementia Select Committee – Hearing 5th April 2011

Panel on theme of crisis/emergency (prevention and response)

Linda Caldwell, NHS Eastern & Coastal Kent

Biography to follow

Dave Ivatt

Biography to follow

Michael Smith

Michael's role in the fire service is Team Leader of the service's newly formed Vulnerable People Team. He also manages the fire setters and BME engagement teams.

The Community Safety Team aims to deliver in depth home safety advice along with any identified fire safety measures to people identified as having additional needs by other agencies or as the result of operational incidents.

He has worked in the fire service for 30 years, the last 6 of those years being in the Community Safety arena.

Jamie Waldie

Biography to follow

Themes & Questions

1. Could you please introduce yourselves and briefly outline your current roles.

Questions below will be put to the panel and one or more people may wish to respond, as appropriate:

2. Are the right systems or services available in Kent to ensure that people experiencing problems, which could be undiagnosed dementia, are picked up early on in order to avoid crisis
 - a) who should be picking up the signals?
 - b) are cases proactively managed?
 - c) how are or how could professionals be better enabled to proceed in the right way?

3. Are there examples of good integrated case management in Kent? Is there a Kent-wide protocol and if not, what can be done in order to move towards one?
4. What situations most frequently result in crisis for a person and their family/carers/professionals if they are living
 - a) at home with dementia
 - b) in a care home
5. Who would typically respond to a crisis in either situation, including if an alarm was triggered by Telecare, during office hours or at night? (Is there a personal care response service?)
6. What low-level preventative services have been shown to improve the quality of life of people with dementia and their carers and who pays for such interventions?
7. If Police, Fire & Rescue or Ambulance services respond to an emergency and attend to find a vulnerable person who may be confused or unable to communicate that they have dementia:
 - a) what protocols or safeguards should be in place?
 - b) what would typically happen and what should ideally happen?
 - c) how can information about that person be quickly and safely obtained?
 - d) are personnel trained either in recognition of dementia or how to respond/interact with a person who shows signs of it?
8. Are emergency services aware of where vulnerable people are living in their communities – is there any proactive support or advice given to families?
9. If a person with dementia is reported missing, what usually happens in Kent – who responds and what safeguards are or could be put in place?
10. What are the three most important changes which needs to happen to shift the typical experience of people with dementia and their carers in Kent from one portrayed to the select committee of a carer coping largely unassisted and a diagnosis being obtained quite late on in illness progression to one of early signposting to IAG, early diagnosis and personalised, good quality care with improved quality of life for both the carer and cared for person?