

# LONDON HEALTH BOARD

<b>Date of meeting:</b>	18 December 2018
<b>Agenda item:</b>	6a
<b>Title:</b>	Dementia Friendly London update
<b>Presented by:</b>	Sally Copley Director of Policy, Campaigns and Partnerships, Alzheimer's Society
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<b>Status:</b>	For noting and discussion
<b>Classification</b>	Public

## 1. Purpose of this paper

- 1.1 This paper provides the Board with an update on progress towards Dementia Friendly London at the Greater London Authority and the wider GLA group i.e. Transport for London, Metropolitan Police and London Fire Brigade.
- 1.2 Board members are invited to:
  - Note the progress to date;
  - Consider plans for sectors in which they have a sphere of influence;
  - Suggest ways to guide the project lead on where they believe that the Mayor and LHB's leadership could best add value to the work already under way.

## 2. Recommendations

- 2.1 Board Members are invited to note progress and discuss the best way of using the Board's support.

## 3. Context

- 3.1 At the December 2017 LHB meeting, members received an update from the Alzheimer's Society on progress in London since the Prime Minister's Challenge on dementia (2012) and their Manifesto for a dementia-friendly London (2016).
- 3.2 Board members commented on the definition of dementia-friendly London. The Board agreed to endorse and support a London-wide commitment to support work to build on initiatives already underway; and agreed that examples of existing good practice should be highlighted. These commitments were announced at the 'Dementia Friendly London summit on 21 May during national Dementia Awareness Week.

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## 4. Dementia Friendly London

- 4.1 The Board is aware of the aims of Dementia Friendly London: people affected by dementia – no matter who they are or where they live – should be able to enjoy the best possible life. By 2022, London will be a dementia-friendly capital city.
- 4.2 At the Dementia Friendly London Summit we asked people with dementia and carers about their priorities for London. This event brought together 130 sector representatives and people affected by dementia, uniting to take action and create a Dementia Friendly London. The event was a great example of how people affected by dementia can and should be directly involved in influencing senior leaders take action to transform communities. People affected by dementia made up half of our audience. They travelled from all over London to join the discussions at City Hall. The event was chaired by Joanne McCartney, Deputy Mayor of London and senior leaders from Transport for London, NHS England (London), Social Care, Metropolitan Police and Confederation of British Industry took part and along with the Mayor of London signed the pledge wall committing to support the initiative. A [short film](#) of the event was made afterwards.
- 4.3 Here are a few headlines from the Summit's table work. People with dementia and carers want:

### Understanding

- Increased awareness, understanding and education so that more people understand what dementia is, how it effects people and how to support people living with dementia and carers in London
- Work to remove the stigma of dementia and negative attitudes towards people with the condition
- Increased understanding of the emotional and psychological impact of a diagnosis on a person with dementia or carer
- Understanding that employees may be living with dementia or caring for someone with dementia

### Action

- Improved signage which includes pictures and not just words
- That universal services are more inclusive of people with dementia
- That council services are more inclusive of people with dementia, making benefits easy to apply for, for example
- Setting a target for the percentage of staff who are Dementia Friends within organisations in London.
- Actions underway by sector include the following:

### Businesses and shops

- Organisations to be dementia-friendly, especially businesses and high street shops
- Clear simple steps given for London businesses to follow to become dementia-friendly

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## Transport

- All Transport for London staff to be trained to be dementia-friendly
- Clear stopping information including both visible and audible announcements on buses
- People with early onset dementia to be eligible for the Freedom Pass
- Taxicards and blue badges to be based on mental ability as well as physical mobility.

## Health

- GPs in London to be more dementia-friendly
- Scheme like 'Message in a Bottle' giving emergency information for people living with dementia and carers
- Support services to be co-ordinated when a person with dementia is discharged from hospital.

## Arts, Leisure and Culture

- More for people living with dementia to do - theatres/galleries/sports facilities having dementia-friendly days
- To be able to find out what services are available in their area *already*. Some people said that London boroughs work in silos and people with dementia want to access services across borough borders
- Many suggested a scheme to advertise events and opportunities 'maybe a Dementia Friendly Time Out'
- Accessible offline information, including for people with English as a second language.

## 5. Targets and progress overview

The targets for Dementia Friendly London are as follows:

- **2,000 dementia-friendly organisations**

There are currently 872 member organisations of dementia-friendly groups in London. We will be auditing this figure to count those who are taking action on dementia.

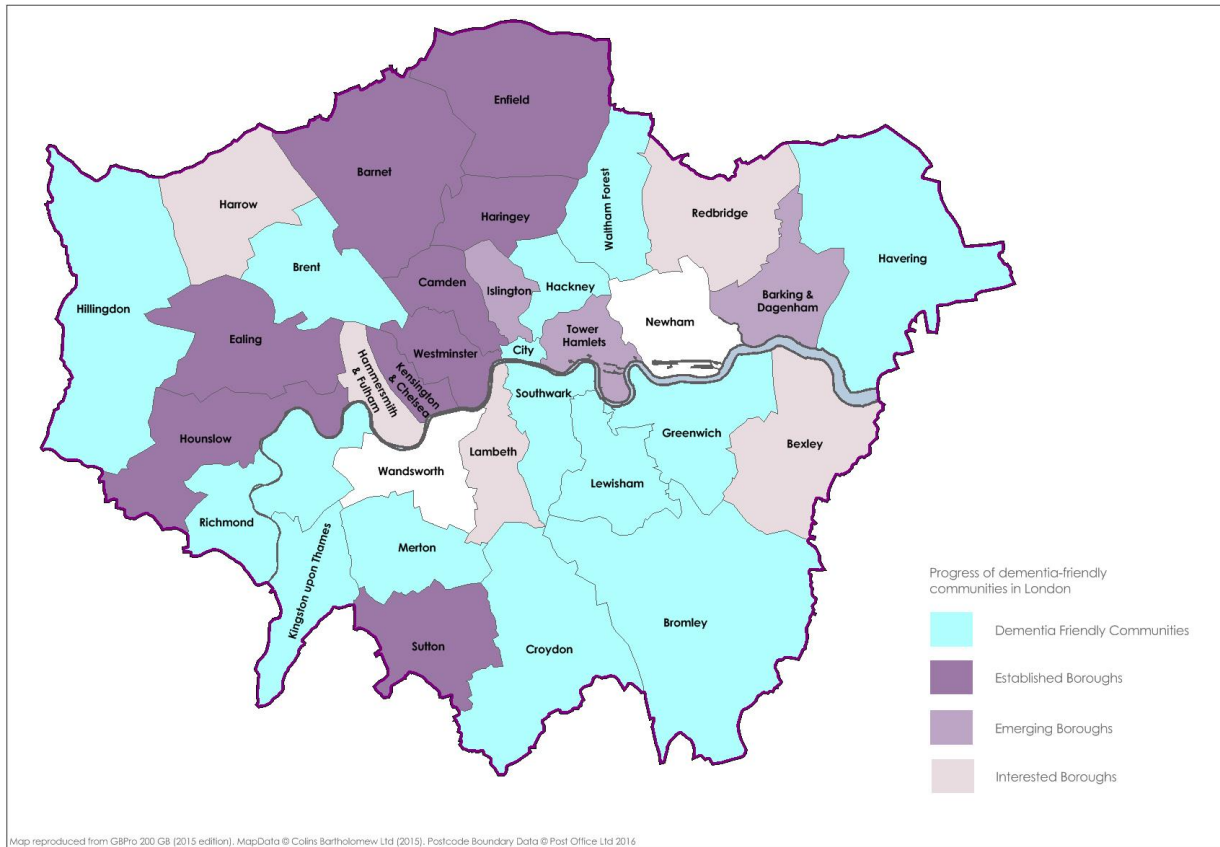
- **500,000 Dementia Friends in London**

According to Alzheimer's Society's data, there are currently 158,258 Dementia Friends in London and 765 active Dementia Friends Champions.

- **All London boroughs working to become dementia-friendly**

There are currently 13 London boroughs with groups registered on the Alzheimer's Society's recognition process for Dementia Friendly Communities.

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- **Meaningful involvement of people living with dementia**

People living with dementia are actively working on Dementia Friendly London by joining the People's Panel and supporting outreach work. We are just recruiting from those at the Summit and active groups of people living with dementia in London.

The People's Panel will:

- Guide and advise on implementing of the dementia friendly London plan
- Review and prioritising action plans – do the actions agreed by sector leads meet your priorities?
- Help make the Greater London Authority more dementia friendly
- Contributing to the planned Dementia Friendly London Awards – celebrate dementia-friendly action
- Have opportunities to represent the work of Dementia Friendly London at events
- Meeting on a quarterly basis with opportunities to get involved in other opportunities in between

## 6. Governance and sector-led progress

### 6.1 Oversight and inspiration from the Executive Board drawn from members of the Summit speakers' panel:

- Staynton Brown, Director of Diversity and Inclusion, Transport for London
- Dr Vin Diwakar, Regional Medical Director, NHS England (London)

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- Bernie Flaherty, Bi Borough Executive Director for Adult Social Care and Health and London ADASS Dementia Lead
- Superintendent Mark Lawrence, Metropolitan Police
- Eddie Curzon, Director, London and Thames Valley, Confederation of British Industry
- Linda O'Sullivan, Head of Region (London and South East), Alzheimer's Society
- Governance and sector-led plans
- Gus Wilson, GLA, London Health Board Secretariat

## **Work is already underway in the organisations/ sectors:**

### **Greater London Authority**

- Mayor has appointed a Dementia Champion for the GLA and GLA family
- Raising awareness with staff through Dementia Friends sessions, face-to-face and online
- Audit of the building with people living with dementia to improve signage and wayfinding
- All front of house and security staff have become Dementia Friends
- Working with various departments including Intelligence, Housing, Planning, Health and Diversity and Inclusion to see where they can take action on behalf of people living with dementia.
- Investigating opportunities around the 2019 London Marathon where Alzheimer's Society is the charity partner.
- All the Team London volunteers supporting the 2020 Euro Championship will be Dementia Friends
- Working with Assembly Members to understand how dementia affects residents and supporting action following the publication of the [Health Committee's investigation into Early Onset Dementia](#).

### **Transport**

- Working with Transport for London (TfL) on accessibility, raising staff awareness and consulting people with dementia
- TfL new e-learning Dementia Friends package launching in December 2018 fronted by CEO Mike Brown
- Working with bus companies to raise awareness with drivers
- Working with Council officers, Dial-A-Ride and other organisations to solve problems

### **Emergency Services Group**

- Continuing work with Pan-London Dementia Action Alliance members London Fire Brigade and Metropolitan Police and the London Ambulance Service Foundation Trust
- Implementing the Herbert Protocol
- Investigating a dementia-friendly emergency pathway

### **Health and Social Care**

- Working with NHS England London and the Dementia Clinical Network to standardise and decrease the time taken to receive a diagnosis of dementia from presentation at Memory Service

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- Increasing knowledge and awareness of GPs and making doctors' surgeries more accessible.
- Dementia Friends programmes in several hospitals.
- Promoting social prescribing, where patients are signposted to community groups and activities.

## Housing

- Reviewing planning guidelines at City Hall with the London Planning team
- Dementia Friendly London Housing Group formed by a housing association and a commercial property company to come up with asks for London
- Members meeting to discuss what Dementia Friendly Housing in London means – e.g. minimum standards for void\* properties. \*(people with dementia raise)

## Arts, Culture and Leisure

- Working with Mayoral partner organisations including Museum of London.
- Working with previous partners (for example, GLL and football clubs like Arsenal and Tottenham Hotspur) on leisure and forging new relationships.
- Creating an arts sector group to use networks to encourage organisations to make small changes to make a big difference

## Sharing best practice, networks and communications

- 6.2 [Dementia Friendly London](#) is supported by the Pan-London Dementia Action Alliance, with regional members working together to make London dementia-friendly. Members include NHS England London, Transport for London, London Fire Brigade, Metropolitan Police, London Ambulance Service, Notting Hill Genesis, Royal Academy, the Health Innovation Network, British Museum, Age UK London and Skills for Care.

## 7. International Interest

- 7.1 The International Team at Alzheimer's Society is investigating a twinning project with Tokyo. There is also World Health Organisation interest on how we monitor and evaluate this project.

## 8. Next steps

- 8.1 Next planned update to the board will be in six months.

- Summit/ awards September 2019
- Comms and PR plan plus Comms group
- Key milestones from key sectors.