

Appendix A

Health and Wellbeing Board 25th September 2014

Engagement process

The stakeholder engagement process is intended to ensure that the future strategy is appropriately informed by individuals and agencies with experience of dementia and dementia care. The process is expected to last 12 weeks, with input being invited in 2 phases (a direct engagement phase and an open/public engagement phase)

The direct engagement phase will invite responses in relation to implementation of the current strategy and future priorities. The methods used will adapt according to the stakeholder need, but include:

- 1) Engagement with the Council's strategic partners in Dementia care. Examples of those approached include Joint Commissioning Partnership Board for East and North Herts CCG, the countywide Mental Health GP Leads meeting and strategy leads around End of Life Care and Older People. This work will include strategy focus groups with HCC Commissioning teams and CCG leads.
- 2) Engagement with key statutory, voluntary and community organisations;
- 3) Engagement with people with dementia and their carers with support from partner organisations. Methods used will include forum based discussion and structured feedback comprised of quantitative and qualitative information on the experience of users of dementia services/people with dementia and their carers (where this is held by the partner organisations).
- 4) A project to gain the views of people with dementia and their carers. This will include work supported by Carers in Herts and a project commissioned by the Integrated Health and Care Commissioning Team and delivered by the Alzheimer's Society. The objective is to carry out qualitative interviews with up to people 100 people with dementia. The interviews will be based on the nine "I statement"* outcomes from the Dementia strategy:
 - I was diagnosed early.
 - Those around me and looking after me are well supported.
 - I can enjoy life.
 - I understand, so I make good decisions and provide for future decision making.
 - I get the treatment and support which are best for my dementia, and my life.
 - I am treated with dignity and respect.
 - I know what I can do to help myself and who else can help me.
 - I feel part of a community and I'm inspired to give something back.
 - I am confident my end of life wishes will be respected. I can expect a good death.

Public engagement

The public engagement phase will involve engagement in relation to a summary of the proposed strategy objectives derived of phase one. The opportunity to comment will be promoted through a range of channels including partner networks and local media. The increased profile of dementia in September 2014 (World Dementia Month) should assist this. Feedback will be collected via an inquisitive survey on www.hertsdirect.org and by other means.

Organisational consultation

The organisations below will be consulted during the development of the new strategy and may also be asked (where appropriate) to work as partners around direct consultation with specific groups/communities.

Statutory and professional and organisations

- 1) Elected Members, Hertfordshire County Council
- 2) East and North Hertfordshire Clinical Commissioning Group
- 3) Herts Valleys Clinical Commissioning Group
- 4) Hertfordshire Health and Wellbeing Board
- 5) Hertfordshire Partnership University NHS Foundation Trust
 - (a) EMDASS
 - (b) Specialist Mental Health Teams for Older People
- 6) East and North Hertfordshire NHS Trust
- 7) West Hertfordshire Hospitals NHS Trust
- 8) Hertfordshire Community NHS Trust
- 9) Other hospital Trusts. Inc. Princess Alexandra NHS Hospital Trust
- 10) Hertfordshire District Councils
- 11) Hertfordshire Constabulary
- 12) Hertfordshire County Council
 - a) Community Commissioning
 - b) Health and Wellbeing Board
 - c) Public Health
 - d) Hertfordshire Fire and Rescue Service
 - e) HCS – Direct Payments services
 - f) HCS - Older People's services
 - g) Nursing and Quality-Service Improvement and Adult Safeguarding
 - h) Supported Living & Day Services (Learning Disability)
- 13) East of England Ambulance Service NHS Trust
- 14) General Practitioners-possibly via localities
- 15) HCT (Herts Community NHS Trust)
- 16) Pharmacists
- 17) Dentists

Organisational consultation continued

Independent, Voluntary and Community Organisations

- 1) Carers in Hertfordshire
- 2) Organisations supporting or representing people with Young Onset Dementia
- 3) Healthwatch Hertfordshire
- 4) Alzheimer's Society
- 5) Herts Mind Network
- 6) Mind in Mid Hertfordshire
- 7) Age UK
- 8) Pohwer
- 9) Learning Disability Forums
- 10) Hospices for end of life care for people with dementia.
- 11) Crossroads Care
- 12) Turning Point
- 13) Independent Care Providers, including dementia care specialists.
- 14) Hertfordshire Care Providers Association
- 15) Faith based groups