

Capita's 5th National Conference

## Improving Dementia Care Early Intervention, Diagnosis and Quality Outcomes

Wednesday 25th April 2012 – Central London



**Chair: Andrew Ketteringham**  
Strategic Advisor  
Alzheimer's Society

**Speakers Include:**

**Rt Hon Hazel Blears MP**  
Vice Chair  
The All Party Parliamentary Group for  
Dementia

**Bill Wilson**  
Ambassador  
Alzheimer's Society

**Dr Wendy Kaiser**  
Strategic Lead for Mental Health  
NHS South of Tyne and Wear

**Charlotte Clow**  
Project Manager  
Sussex Dementia Partnership

**Pam Stopforth**  
Dementia Development Coordinator  
PSS

**Emma Spencer**  
Senior Nurse, Patient Experience  
University Hospitals of Leicester NHS  
Trust

**Helene Shergold**  
Extra Care Services Manager  
First Wessex Housing Group

Contributors

## Improving Dementia Care

Wednesday 25th April 2012 – Central London

### About the Event

Capita's 5th National Improving Dementia Care Conference ensures that you are able to measure your progress in meeting the objectives of **The National Dementia Strategy**. As developments in health and social care policy continue apace, the impact of **Health and Wellbeing Boards, Clinical Commissioning Groups** and **self-directed care** on the delivery of dementia services will be critical.

This well timed conference provides a vital opportunity to **ensure that you are working collaboratively** to provide the necessary **early intervention, high quality diagnosis and referrals** and **support** networks that will allow people with dementia to live independently and with dignity.

The key issues discussed at this conference include:

- Working in partnership to **develop appropriate care pathways**
- Ensuring the workforce is equipped to **deliver new models** of care
- Providing a **tailored package of care** in a range of settings
- Improving public and professional **awareness and understanding**

Don't miss the chance to hear from strategic leaders and front line professionals as they demonstrate **policy direction** and **innovative examples of local best practice**. Attend to gain the valuable tools your organisation needs to meet the required **outcomes for the management of dementia**.

### Benefits of Attending

- Hear a policy update on how the management of dementia fits within the context of major policy developments proposed in the **Health and Social Care Bill**
- Assess the development of the **National Dementia Strategy** and local and national progress in meeting the aims and objectives that it sets out
- Ensure that you are providing opportunities to facilitate **early intervention and appropriate diagnosis**
- Explore how to work with partners to **commission a holistic care package** that delivers **improved outcomes**
- Learn how **local providers** are working to **improve the experience of people with dementia in a variety of settings**
- Understand how to **build the partnerships** necessary to deliver **an integrated and flexible service** that meets local needs



### Who Should Attend

Representatives from:

- Dementia Care Teams
- Adult Social Care and Older People's Services
- Mental Health Teams
- Commissioners and Contract Teams
- Clinical Leads and Specialists
- Dementia Nurses
- Care Services Teams
- Personalisation Teams
- Community Health and Outreach Teams
- Housing and Extra Care Teams
- Memory Clinics
- Elderly Health Teams
- GPs and Consultants
- Third Sector Organisations
- User Led Organisations

### Forthcoming Events

**Payment by Results in Mental Health** – Monday 26th March – Central London

**Personalisation in Health and Social Care** – Tuesday 27th March – Central London

**Health and Wellbeing Boards** – Monday 23rd April – Central London

### Sponsorship and Exhibition Opportunities

We offer a range of flexible packages which offer your organisation a platform to network and communicate with key organisations in the public sector.

For further information please contact Matt Turton on 0207 960 7717 or email [matt.turton@capita.co.uk](mailto:matt.turton@capita.co.uk)

## 09.20 Registration Tea and Coffee

### 09.45 Chair's Opening Remarks

**Andrew Ketteringham**, Strategic Advisor, **Alzheimer's Society**

## Keynote Address

### 09.55 Improving the Care of People With Dementia

- Prioritising early intervention and diagnosis
- How can we improve diagnosis rates?

**Rt Hon Hazel Blears MP**, Vice Chair

**The All Party Parliamentary Group for Dementia**

### 10.15 Progress of The National Dementia Strategy

- The implications of the Health and Social Care Bill
- Delivering responsive tailored care throughout the dementia journey

**Simon Williams**, Director of Social Services, **London Borough of Merton** and National Dementia Strategy Lead, **ADASS**

### 10.35 Session Questions and Discussion

### 10.45 Facilitating Early Intervention

- Creating a single point of entry and a clear referral pathway
- Working collaboratively to avoid duplication and slippage
- Demonstrating improved response times
- Managing the balance between early diagnosis and misdiagnosis

**Dr Marianna Leontis and Dr Ann Sloan**

Consultants, Memory Assessment and Support Service  
**North Essex Partnership NHS Foundation Trust**

### 11.05 Questions and Discussion

### 11.15 Networking Tea and Coffee Break

## Meeting the Needs of the Local Population

### 11.35 Outcome Based Commissioning for Dementia

- Improving access to innovative services
- Involving a range of stakeholders in commissioning
- Meeting defined objectives that have a positive impact
- Evidencing improved outcomes

**Dr Wendy Kaiser**

Strategic Lead for Mental Health

**NHS South of Tyne and Wear**

### 11.55 Questions and Discussion

### 12.05 A 'Whole System' Collaborative Approach to Driving Forward Dementia Outcomes

- Demonstrating care pathway redesign across three local systems
- Auditing dementia care in acute hospitals
- Making the business case through whole-systems modelling

**Charlotte Clow**

Project Manager

**Sussex Dementia Partnership**

*Sussex has the highest prevalence of dementia in the country*

### 12.25 Questions and Discussion

### 12.35 Practical Training for Carers and Frontline Practitioners

- Providing insight for professionals and carers into the realities of what it is like to suffer from dementia
- Promoting dignity and understanding the needs of people with dementia
- Developing innovative models of learning at neighbourhood level

**Pam Stopforth**, Dementia Development Coordinator, **PSS**

### 12.55 Questions and Discussion

### 13.00 Networking Lunch

## Afternoon Keynote Address

### 14.00 A Personal Experience of Dementia

- Dealing with a diagnosis
- Engaging with local services and the importance of a strong support network
- Encouraging wider recognition of dementia and its implications throughout society

**Bill Wilson**, Ambassador

**Alzheimer's Society**

### 14.20 Questions and Discussion

## Tailoring Support in a Range of Settings

### 14.30 Improving Patient Experience in the Acute Setting

- Outcomes of the national dementia audit
- Raising awareness amongst staff of the specific needs of patients with dementia
- Reducing readmissions
- Ensuring effective continuity of care following discharge

**Emma Spencer**

Senior Nurse, Patient Experience

**University Hospitals of Leicester NHS Trust**

### 14.50 Questions and Discussion

### 15.00 Dementia Services in the Community

- Accommodation, care and support for people with dementia
- Providing an integrated support network for people with dementia and their carers
- Promoting individual requirements and dignity

**Stephen Phillips**, Commissioning Manager and

**Jane Foster**, Training Manager, Adult Care

**Derbyshire County Council**

### 15.20 Developing and Managing Extra Care for People With Dementia

- Making referrals at an early stage
- Adapting the living environment for people with dementia
- Ensuring appropriate training for frontline staff

**Helene Shergold**, Extra Care Services Manager, **First Wessex**

and **Lesley Shenton**, Housing Community Care Advisor

**Eastleigh Borough Council & Hampshire County Council**

### 15.40 Session Questions and Discussion

### 15.50 Chair's Closing Remarks and Close of Conference



# Booking Form

## Improving Dementia Care

Wednesday 25th April 2012 – Central London

BOOKING SOURCE CODE: SMMK <sub>DF</sub>
---

### DELEGATE DETAILS (Please use BLOCK CAPITALS and complete in full)

#### Correspondence Address

Organisation
Address
Postcode

#### 1st Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Department	
Email	
Telephone	
Dietary/Access requirements	


#### 2nd Delegate


Surname	Title
Forename	
Job Title	
Organisation	
Department	
Email	
Telephone	
Dietary/Access requirements	


#### 3rd Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Department	
Email	
Telephone	
Dietary/Access requirements	


### EASY WAYS TO BOOK

 FAX your completed form to 0870 165 8989

 ONLINE [www.capitaconferences.co.uk](http://www.capitaconferences.co.uk)

 POST your completed form to:  
Capita Conferences Administration, Ground Floor,  
17-19 Rochester Row, London, SW1P 1LA



 ENQUIRIES 0207 227 6537

**EMAIL** [conference.events@capita.co.uk](mailto:conference.events@capita.co.uk)

### PAYMENT DETAILS

**Public Sector** @ £350.00 plus VAT  No. of delegates

**Private Sector** @ £545.00 plus VAT  No. of delegates

**\*Concessionary Discount** @ £225.00 plus VAT  No. of delegates

*\*Discounts cannot be combined*

*Charities registered with the Charity Commission, Tenant Groups, Patient Groups and Older People's Forums are eligible for this discount.*

TOTAL NUMBER OF DELEGATES

Charity Commission Registration No.

TOTAL COST £ \_\_\_\_\_

Your Purchase Order/Reference Number \_\_\_\_\_

### INVOICE ADDRESS

Surname	Title
Forename	
Job Title	
Organisation	
Address	
Postcode	Telephone
Email	

**Payment terms are 30 days and payment must be received before the conference date.**  
We will issue an invoice upon receipt of your booking and payment can be made: online by credit/debit card; BACS or cheque.

**I have read the terms and conditions and understand the cancellation policy**  
**Signature required**

#### Purchase of Delegate Pack Only

If you are unable to attend the event, but would like to receive supporting documentation please indicate below:

PDF Electronic Version @ £95 – plus VAT

Hard Copy Paper @ £95 – no VAT

*Invoices issued after the event when order processed. See payment options below.*

### PAYMENT INFORMATION

**Payments to CAPITA BUSINESS SERVICES LTD.**  
Bank: Barclays Bank Plc  
Sort Code: 20-67-59  
Account No: 60864978  
Email remittances:  
[csremittances@capita.co.uk](mailto:csremittances@capita.co.uk) or fax  
to 020 7504 3551

Please send payments, quoting conference code  
**HS04122**, to: Capita Business Services  
Ltd. Accounts Receivable, PO Box 212, Faverdale  
Industrial Estate, Darlington DL1 9HN.

A VAT invoice will be issued on receipt of payment  
VAT No: 618 1841 40

### HOTEL ACCOMMODATION

The conference fees do not include accommodation.  
For discounted accommodation rates, please  
contact Capita Business Travel on Tel: 0871 521 9816  
or email [capexternal@capita.co.uk](mailto:capexternal@capita.co.uk). Please quote the  
title of the Conference for preferential rates.

### TERMS & CONDITIONS

**CANCELLATIONS** confirmed in writing 14 days  
before the conference date will be refunded, minus  
an administration fee of £50.

We regret that no refund can be made after  
that date, although substitutions can be made  
at any time.

Capita are not able to offer refunds for  
cancellations arising from events outside of  
our control.

**VENUE AND REGISTRATION DETAILS** will  
be sent within 14 days of the event date. We  
cannot be held responsible for non arrival of this  
information, if you have not received within  
7 days of the event date, please call us on  
0870 400 1020.

**PROGRAMME AMENDMENTS** Capita reserves  
the right to alter the programme or venue without  
notice due to unforeseen circumstances.

**CHANGE OF DETAILS**  
Have your details changed, are they incorrect or  
you do not wish to receive any future mailings?  
Please email: [conference.events@capita.co.uk](mailto:conference.events@capita.co.uk).

#### DATA PROTECTION

Capita Business Services Ltd may use your  
details to send you information about our  
future conferences and services. If you  
would prefer not to receive this information,  
please tick this box.

© COPYRIGHT 2012.

