



**Improving
domiciliary care
for people with
dementia:
The providers'
perspective**

UKHCA report

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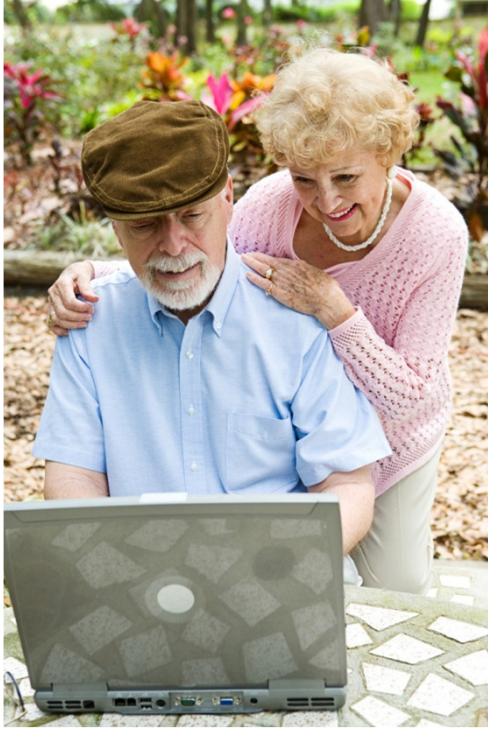




Introduction

The aim of the project has been to identify:

- The challenges home care providers face
- What is working well from the home care providers' perspective and across all sectors of care
- Initiatives, best practice and models that can set the benchmark for future care and support
- How we can move things forward to improve and develop future dementia services



The project

Aims

To show how providers are meeting the challenge of supporting people with dementia and their carers, and how they can deliver person-centred care and support in the future

Methodology

Providers participated by

- Completing online surveys
- Attending focus groups in Bristol and Exeter
- Telephone interviews





Challenges: Commissioning practices

- Diagnosis
- Assessments and reviews
- Live-in care
- Delivering quality dementia care services
- Dementia awareness
- Time and task focused commissioning
- Personal Budgets
- Framework agreements



Challenges: Home care providers

- Organisational arrangements and costs
- Workforce recruitment and retention
- Training
- Links with other professionals and services
- General concerns
- Perception of home care
- Perception of dementia



Innovation, initiatives and best practice models

- Innovative work around creating consistency and continuity in care
- Improved computer rostering systems
- Management of out of hours services
- Developing in-house expertise (i.e. dementia mentors/champions)
- Workforce development (i.e. train the trainer/dementia care mapping)
- Integrating care services
- Forming local community networks and links
- Developing information sharing documents



Moving forward

Achieving an outcome-focused approach

Opportunities for home care

- Growth in the private market
- Marketing
- Building on existing services
- Promoting the benefits of using a regulated home care provider over personal assistants
- Developing and providing different services



Key messages for commissioners



- Dementia care pathway
- Person-centred service delivery
- Funding
- Contracting clauses
- Costs

Key messages for providers



- Personalisation
- Service delivery
- Workforce development
- Links and multi-agency working



Conclusion

It is crucial that commissioners and providers continue to build on and develop good working relationships

To achieve this, both partners must have:

- Trust – the belief that each of them is doing what they say they are doing and honouring the commitments they make to each other
- Joint commitment to success
- A shared focus on results
- Good and open communication
- An agreement to share risk

