

Caring for Adults with Dementia

By Research & Citizen Insight
Elizabeth Roberts & Maura O'Malley

May 2023



Overview

Essex County Council (ECC) wanted to understand experiences of care providers within a residential care setting looking after adults with Dementia with a particular focus on residents with challenging/distressed behaviours.

“We are really pleased to hear that this survey is out there, as we can see the value in this”

{Anonymous comment from an employee in the care sector}

Key Headlines

60%

are less likely to accept people living with dementia

23%

have given a notice to residents in the past 12 months

76%

told us that there are gaps in current service provision

These **gaps** include...

**Receiving more
accurate
information
about residents
from
professionals
and families.**

“When assessing people the information needs to be given in full, often in my experience complex needs especially behaviours are often played down by family members and sometimes other professionals due to the fear of not being accepted. This is not helpful to the individual or the homes.”

[Survey respondent]

**Understanding
reasons for and
how to manage
distressed
behaviour.**

“Understanding how to deal with and relieve distressed behaviours and how to prevent them impacting negatively on others living in the home.”

Survey respondent

More
dementia-
friendly
environments

**“Environmental limitations
are main reason for
difficulties.”**

Survey respondent

More support from external partners

“Support from wider agencies has declined to help us support people with additional needs i.e. social workers, Dementia services and ASC. Weekly IRN rates also do not cover costs for additional staff support. I have also found that additional needs are not always disclosed from placement team or the person completed ISP.”

[Survey respondent]

Improve
support
internally

“Recruitment and continuity of staff with the skills or the ability and aptitude to develop the skills.”

Survey respondent

Overall

Key findings;

Care home providers receiving **training on how to manage distressed behaviours** and better understand the different types of dementia.

Receiving appropriate support – this would reduce the number of calls to our police emergency services.

Receiving accurate information about the adult, to allow care providers to have the right resources in place. Reduce the number of notices served, and moving people into a more appropriate home.

Creating more dementia friendly environments, to reduce distressed behaviours.

Wider Links

- **ASC Business Plan**
- **ASC Market Shaping Strategy 2023-30**
- **ASC Care Market Workforce Strategy – currently being finalised**
- **SET Dementia Strategy 2022-26**
- **All Age Carers Strategy 2022**
- **ICS Strategies 2023 onwards**
- **Placed Based Alliances incl Trusts**
- **Complexities in care homes – complexities free text analysis and dependency tool/exceptional needs payment testing and roll out**
- **IRN sourcing approach from 2025**
- **West task and finish group re care home placements sourcing**
- **ASC Accommodation Strategy/Plan (quality of care home buildings, dementia friendly)**
- **ASC Provider Quality Innovation training Programme: VDT, Dementia Interpreter, Namaste Care, Supporting People with Advanced Dementia, Pain Management and Montessori for Dementia & Ageing**

Indicative next steps...

- **Socialising Report – June-Sep 23**
- **TCC-D, Provider Forums, ICS Dementia Strategic Groups, Alliance Groups, incl Trusts and Care Home Programme Boards / wider**
- **Establish wider system thinking around taking report forward –approach to next steps and any wider support for resourcing**
- **Engagement Focus Groups (links to IRN Ref Grp / ECA) – Sep 23 TBC**
- **What-We-Did aspects place-dependent – different across each ICS/Quadrant**

Full report

 Essex County Council

Caring for Adults with Dementia

Summary report

By Research & Citizen Insight
Elizabeth Roberts & Maura O'Malley

May 2023



**Thank you for
listening...**

Any questions?



This information is issued by:
Essex County Council

Contact us:
research@essex.gov.uk

Research & Citizen Insight
Essex County Council
County Hall, Chelmsford
Essex, CM1 1QH

 [Essex_CC](#)

 facebook.com/essexcountycouncil

The information contained in this document
can be translated, and/or made available in
alternative formats, on request.

Published 06/2023