

Evaluation of the Doncaster Admiral Service

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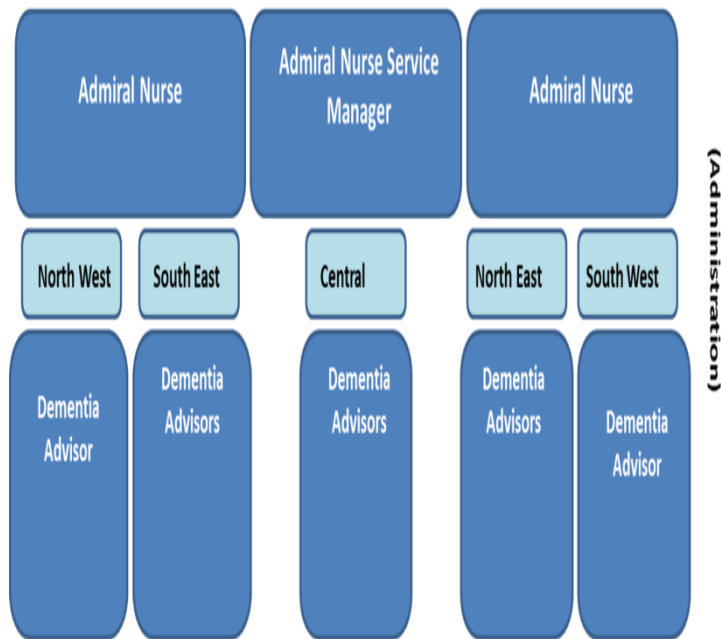
Background

- ❖ Joint health and social care commissioning for dementia services
- ❖ A strategic commitment to improving post diagnostic services for people with dementia
- ❖ People said they needed a single point of contact for information, advice, signposting, care and support



The partnership model

Service overview



- For all people with a diagnosis of dementia, living at home and registered with a local GP.
- Single point of access and multiple referral routes
- Long term support for families.
- Case management approach

The evaluation asked...

- Has the Doncaster Admiral Service (TDAS):
 - enabled people living with dementia (PWD) and their carers to receive appropriate care and support ?
 - made a difference to people living with dementia and their families/carers?
- What factors have contributed to service performance?

Methods

Patient and carer
outcomes and
experience

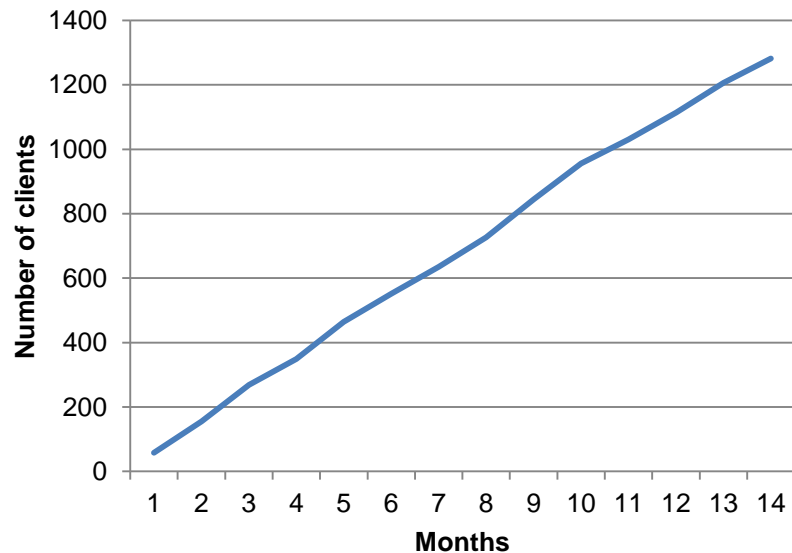
- QoL-AD assessment pre and post intervention
- AC-QoL assessment pre and post intervention
- Family carer survey
- Letters received from carers/family

Service
operation and
processes

- Service performance activity reports
- Focus groups and interviews with service team
- Focus group with partnership group

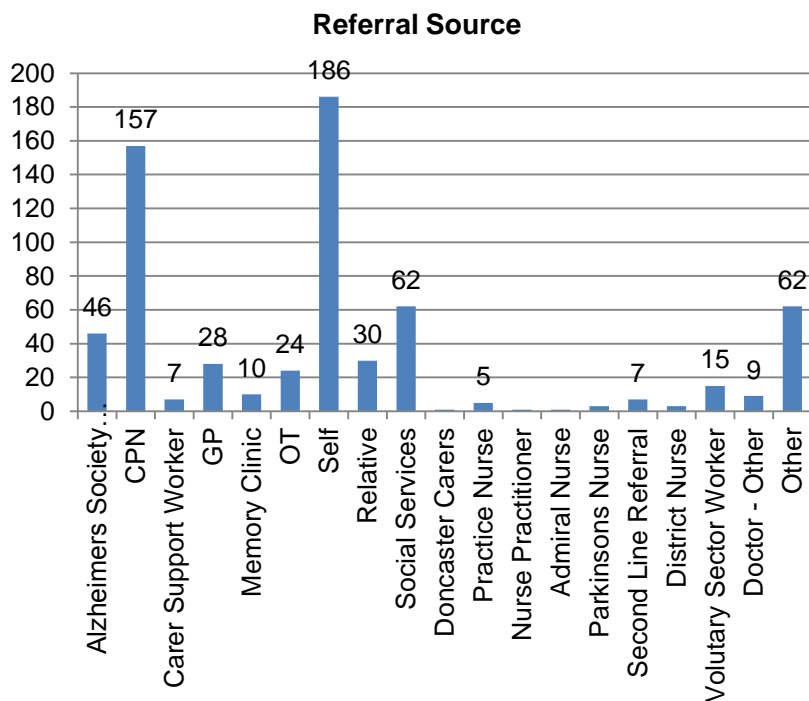
Demand on the service

Numbers registered with the service over the pilot period



- Increased steadily
- 1284 people registered at the end of the pilot period, 644 PWD, 638 carers.
- Equates to 38% of the eligible population of PWD (n = 1700).

Referrals into the service



- 33% - lay referrals (self and relatives)
- 24% - Community Mental Health Team referrals
- Changes in referral patterns for those with vascular dementia over the pilot period

Client reported outcomes

- Quality of life was improved or maintained quality of life for 75% (15/61) of those with dementia
- Quality of life improved for 71% (10/14) of carers.

Carer surveys

- Overall high levels of satisfaction with Admiral Nurses and Dementia Advisers
- > 90% of carers reported that the ANs were helpful in recognising and supporting their emotional needs and those of the person they were caring for.
- > 90% of carers had benefitted from support for their practical needs and from timely and relevant advice and information.

I feel as though a heavy burden has been lifted from my shoulders ... we could not have managed without her. (Carer 3)

Through their support, I am in a much better place. (Carer 5)

'I was at the lowest point in my life, not knowing which way to turn when I contacted TDAS. Their guidance and knowledge of what was ahead for us was invaluable. (Carer1)

In my particular circumstances the service was and still is a lifeline. The opportunity to unload the mind and heart to a non-judgemental person and to signpost various avenues of support has been a great stress reliever. (Carer 4)

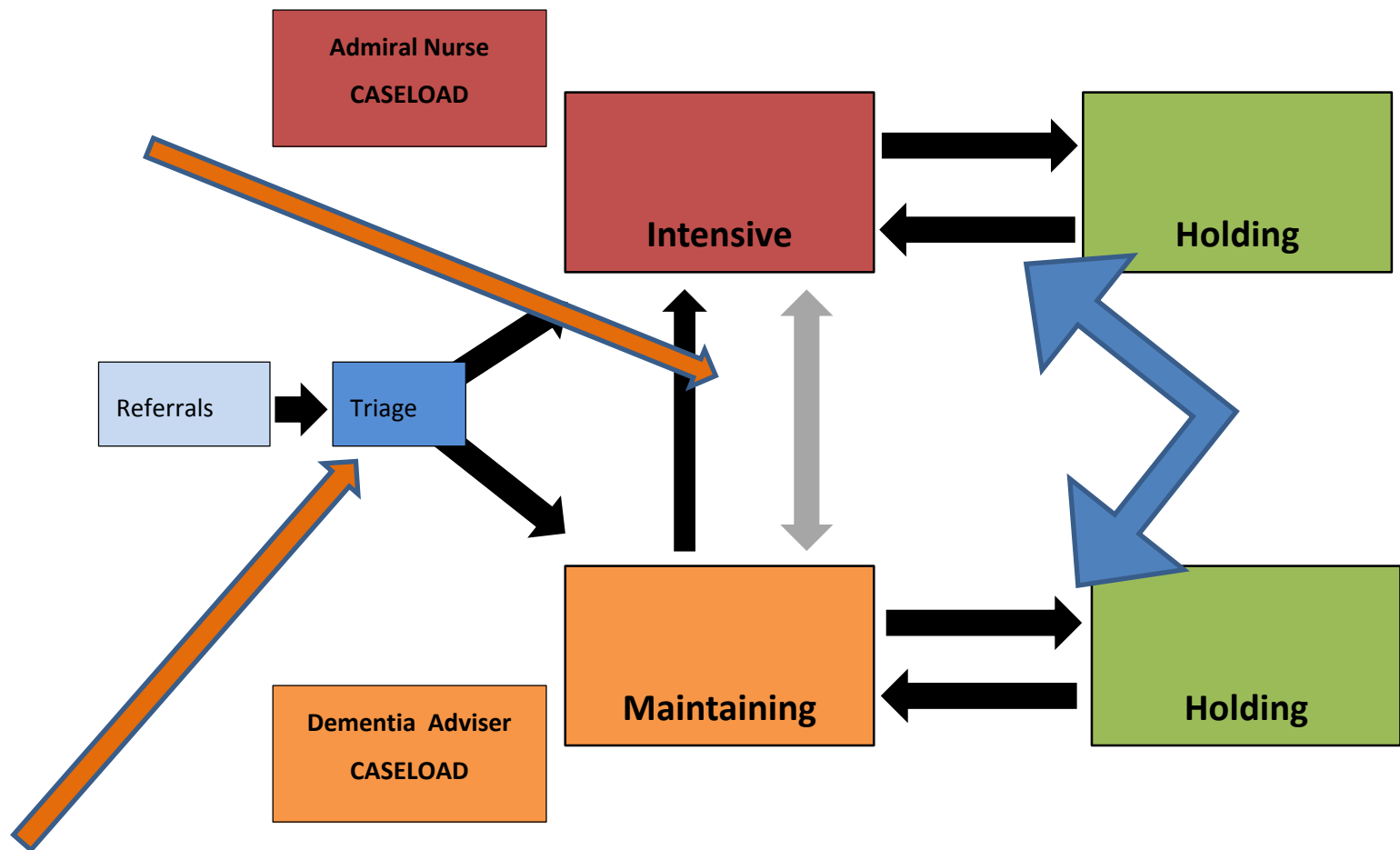
The complexities of partnership working

- Governance
- Information sharing
- Partnership meetings

Delivering an integrated service

- Complementary roles
- Active caseload management
- Management of population need

The case management system



Conclusion

- The pilot service has been highly successful.
- In one year it has become integrated into the dementia pathway for Doncaster and addressed areas of unmet need.
- There are ongoing challenges associated with increasing demands on the service and across the dementia pathway.