Evaluation of the Barwon-South Western Region Dementia Strategy

Final Report

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November 2011

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Acknowledgments

The project team would like to acknowledge Karen Butler for her assistance and support throughout the evaluation of the Barwon South Western Region Dementia Strategy. The project team would also like to thank Melanie Joosten for her assistance with the consultation at the Regional Dementia Forum; service providers for participation in the consultations and completion of surveys; and the dementia networks and Dementia Strategy Steering Committee for their assistance throughout the evaluation.
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1. Executive Summary

Background
The Department of Health (DH) Barwon-South Western (BSW) Region Dementia Strategy was developed with the support of regional health professionals in response to the Regional, State and National Health Departments’ priority to improve services for people affected by dementia. The National Ageing Research Institute (NARI) was commissioned by DH BSW in 2010 to conduct an evaluation of the BSW Region Dementia Strategy.

Aim
The aim of the evaluation was to determine the effectiveness of the BSW Region Dementia Strategy initiatives with particular reference to their impact on:

• People living with dementia, their families, carers and the community
• The added value to the current dementia services in the BSW region

Method
The main stakeholders consulted for this evaluation were health professionals in the BSW region working within the initiatives, the dementia networks and the Dementia Strategy Steering Committee, which included carer and consumer representatives. Components of the evaluation included reviewing documentation and consultations with the Dementia Strategy Steering Committee. Other components included:

• Three focus group consultations conducted in the BSW region in March 2011;
• Analysis of evaluation surveys sent to service providers in the BSW region at two time points;
• Consultation with service providers at the Regional Dementia Forum run in August 2011 and;
• Dementia service mapping for the BSW region.

Findings
Focus Group Consultation
The 20 participants in the three focus groups identified many improvements in the service system for people with dementia during the BSW Region Dementia Strategy period, including many of the areas the strategy aimed to improve. These included educational opportunities, information sharing and collaboration, the availability and suitability of residential aged care, the dementia networks and service development including the Remember Exercise Matters pilot. However focus group participants also identified areas in which there was still room for improvement. They were particularly concerned about the management of people with dementia in hospitals and the participants in Colac, Hamilton and Warrnambool identified some key gaps in the service system such as access to geriatricians and geriatric psychiatrists. Those participants who were involved in the dementia networks, and therefore aware of it, were very keen to see the “Memory loss and dementia directory” completed and disseminated with an accompanying education strategy. Other areas that participants identified as priorities for the rest of the current BSW Region
Dementia Strategy timeframe were more community education, including broad based education through newspapers and schools and more of a focus on rural parts of the region. They were also keen to see service gaps addressed including a Geriatrician who could service the Southern Grampians/Glenelg area, more emergency respite for carers and further service development, such as the development of nurse practitioner and clinical nurse specialist roles.

**Evaluation Surveys**

Fourteen middle-stage evaluations from approximately 40 distributed were returned from service providers in the Geelong, Hamilton, Portland and Warrnambool regions. These service providers were undertaking 108 dementia related services, programs or activities. These were categorised as home support, carer services, activity and support programs, cognitive assessments/initiatives and education. Six pre-stage evaluation surveys were completed and returned by service providers in the BSW region prior to the implementation of the BSW Region Dementia Strategy. Only two service providers completed both the pre-stage and middle-stage evaluation surveys therefore it was not possible to gauge the impact of the BSW Region Dementia Strategy on dementia related services, programs and activities currently being run in the region. However, there did appear to be an increase in awareness of the importance of dementia related services as indicated by the programs the service providers were running and their priorities for these services in the next action plan. The increase in returned evaluation surveys in the middle stage also indicated an increase in awareness of the BSW Region Dementia Strategy.

**Regional Dementia Forum Consultation**

Approximately 50 service providers in the BSW region attended the Regional Dementia Forum and participated in the consultations. Participants were asked to discuss what they had found most helpful/valuable about the BSW Region Dementia Strategy and how they thought the BSW Region Dementia Strategy could be sustained in the future without a Dementia Strategy Project Officer. The main aspect of the BSW Region Dementia Strategy that the participants in the Regional Dementia Forum consultations found valuable was the Dementia Strategy Project Officer role. Other aspects seen as helpful were the networking opportunities, the reinvigoration and development of dementia networks, the increased knowledge of services and resources and service development outcomes. In terms of sustainability the participants were keen to see the role of the Dementia Strategy Project Officer or a similar central role continue. It took considerable prompting for participants to consider alternate options other than the continuation of the Dementia Strategy Project Officer role for ongoing sustainability of the BSW Region Dementia Strategy. However they did identify having several key people (one for each sub-region) as a possible alternative.

**Service Mapping**

Finalised service maps of dementia specific services available in the BSW region were produced for: Geelong, Hamilton, Portland, Colac, Warrnambool and Camperdown. For each service map service organisations in each area were listed with an outline of what dementia specific services they offer. Another service map was produced outlining the service
providers that provide care packages to the local government areas of the City of Greater Geelong, Surf Coast Shire, Colac Otway Shire and Borough of Queenscliff.

Summary
The evaluation has illustrated that there has been considerable development in dementia services and networks in the BSW region during the period of the BSW Region Dementia Strategy. Some of this development can be attributed to the BSW Region Dementia Strategy particularly the work of the Dementia Strategy Project Officer, the dementia networks and the Dementia Strategy Steering Committee and some of it can be attributed to other State and National initiatives (COAG-LSOP initiative, Dementia Management in Hospitals Program, the National Dementia Initiative, HACC Active Service Model and the Respecting Patients Choices Program) that were introduced during the same period. There were some limitations to the evaluation of the BSW Region Dementia Strategy including limited opportunities to consult with consumers and people who were not engaged with the BSW Region Strategy. However the evaluation did involve considerable consultation with service providers in the BSW region which allowed the impact of the BSW Region Dementia Strategy and its outcomes to be determined on services, programs and clients in the region.

For ongoing sustainability of dementia service development in the BSW region the following recommendations were suggested for consideration by the Department of Health based on the findings of this evaluation:

• Ongoing employment of a Dementia Strategy Project Officer or similar role to act as a central person to drive communication and act as a link between the four dementia networks in the BSW region;
• Identification of key people within each dementia network in the BSW region to act as ongoing drivers. This could include creating role descriptions for a “dementia champion” in each sub-region of the BSW region;
• Provision of terms of reference for each dementia network in the BSW region;
• Continuation of the Dementia Strategy Steering Committee;
• Production of a dementia newsletter with information on dementia funding opportunities, initiatives, presentations, expos and forums occurring in the region that could be disseminated to service providers in the BSW region quarterly
• Dissemination of the service maps to service providers in the BSW region
• Completion and dissemination of the "Memory loss and dementia directory - Barwon South Western Region"
• Further development and potential regional dissemination of Remember Exercise Matters
• Presentation of findings of this evaluation to state DH and other regional steering committees (or alternative forums)
2. Background

The Department of Health (DH) Barwon-South Western (BSW) Region Dementia Strategy was developed with the support of regional health professionals in response to the Regional, State and National Health Departments’ priority to improve services for people affected by dementia.

The aim of the BSW Region Dementia Strategy was to increase the community’s awareness of dementia, and the services available to enable people living with dementia and their carers to: gain a diagnosis; access appropriate support, respite and care when required; navigate the services effectively; and have a continuity of care throughout their journey of dementia. This included providing the health services with strong networks, referral pathways, and education and training opportunities.

In order to facilitate implementation of the BSW Region Dementia Strategy and networks, BSW DH employed a Dementia Strategy Project Officer working two days a week, spanning a three year period, with completion in September 2011.

A Regional Dementia Strategy Steering Committee and three sub Regional Networks within the Primary Care Partnerships (PCP) catchments of Barwon, South West and Southern Grampians - Glenelg were established. The Dementia Strategy Steering Committee and networks met quarterly.

The Dementia Strategy Steering Committee and networks were guided by the four key themes of significance for dementia service provision, which were identified through regional consultation, and included:
1) Dementia education
2) Services System Development and Coordination
3) Dementia Pathway Planning
4) Gaps in Service.

The National Ageing Research Institute (NARI) was commissioned by DH BSW in 2010 to conduct an evaluation of the BSW Region Dementia Strategy. The aim of the evaluation was to determine the effectiveness of the BSW Region Dementia Strategy initiatives with particular reference to their impact on:
• People living with dementia, their families, carers and the community
• The added value to the current dementia services in the BSW region
3. Evaluation Method

The main stakeholders consulted for this evaluation were health professionals in the BSW region working within the initiatives, the dementia networks and the Dementia Strategy Steering Committee, which included carer and consumer representatives.

Components of the evaluation included: reviewing relevant documentation including the BSW Region Dementia Strategy; attendance, reporting and advice to the Dementia Strategy Steering Committee and verbal reports on findings to the Dementia Strategy Steering Committee throughout the course of the evaluation period.

Other key components of the evaluation method described below included:
• Focus Group Consultation
• Evaluation Survey Analysis
• Regional Dementia Forum Consultation
• Service Mapping Process

3.1 Focus Group Consultation

Prior to the commencement of the BSW Region Dementia Strategy, the Department of Health facilitated six focus groups across the BSW region in 2006 with the aim to inform the development of the BSW Region Dementia Strategy. Prior to the evaluation documentation used to run the 2006 focus groups including questions asked, surveys used and attendance lists were reviewed. The report produced on the focus groups was also reviewed in order to identify key themes and issues in the BSW region prior to the implementation of the BSW Region Dementia Strategy.

For this evaluation, focus group consultations were conducted with service providers in the BSW region in March 2011. An invitation to attend the focus groups was created by NARI and distributed to service providers in the BSW Region by the Dementia Strategy Project Officer. The aims of this consultation process were to gather information about service providers’ perceptions of the changes that had occurred in the BSW region since the previous round of focus groups and to identify priority areas for the rest of the BSW Region Dementia Strategy timeframe.

The focus groups were run at three locations in the BSW region: one in Geelong (with eight participants); one in Colac, with a video link to Hamilton (with 10 participants, six from Colac and four from Hamilton); and one in Warrnambool (with two participants). The participants consisted of workers from residential aged care, aged care assessment, health services and community aged care settings. Table 1 below shows the service area represented and Table 2 shows the agencies represented at the focus groups.
Table 1 Service Areas Represented in the Focus Groups

<table>
<thead>
<tr>
<th>Geelong</th>
<th>Colac</th>
<th>Hamilton</th>
<th>Warrnambool</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Area Represented</td>
<td>• Community, residential aged care • Respite • Assessment • Community • Aged Support • Aged and Disability services • Community aged care and disability</td>
<td>• Aged Care • Acute • Emergency • Community • Rehabilitation • Residential aged care</td>
<td>• Acute care • Community aged care</td>
</tr>
</tbody>
</table>

Table 2 Agencies represented in focus groups

<table>
<thead>
<tr>
<th>Geelong</th>
<th>Colac</th>
<th>Hamilton</th>
<th>Warrnambool</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>• St Laurence • Barwon Regional ACAS • DoCare Geelong • Alzheimer’s Australia Victoria • Diversitat • City of Greater Geelong • Karingal Inc • Barwon Regional Aged Care Assessment Service</td>
<td>• Mercy Place and Aged Care • Timboon &amp; District Healthcare Service • Colac Area Health</td>
<td>• Western District Health Service</td>
</tr>
</tbody>
</table>

Participants were asked to comment on four main areas. These were the areas identified as the main areas of focus for the BSW Region Dementia Strategy in the focus groups conducted in 2006:
- Dementia pathway planning
- Gaps in Services
- Service system development and coordination
- Dementia Education

Participants were asked whether they felt there had been any progress in each of these areas over the past four years and whether there were still gaps to be addressed. Please see Appendix A for the focus group agenda.

The three groups were facilitated by the same NARI senior researcher, a NARI research assistant took notes and they were also audio taped with permission of participants. In the first two groups, the research assistant read through the notes at the end of the discussion and sought agreement from participants that this was an accurate summary of the
discussion. The third group declined this opportunity as they said they trusted that the research assistant would have recorded them accurately. The notes were also sent to the Colac/Hamilton participants and some additional comments were sent back to the NARI team.

### 3.2 Evaluation Surveys

Evaluation surveys were sent out (via mail or email) to service providers in the BSW region in December 2010 by the Dementia Strategy Project Officer. An estimated 40 surveys were distributed, and the response rate was 35%. The completed surveys were returned to NARI via reply paid envelopes or email. The aim of this process was to collect information about what dementia specific services, programs and activities were being run in the BSW region at this time point.

The surveys used the *Dementia Framework for Victoria Implementation Plan 2006/2008*\(^1\) as a guide for the evaluation. This framework allowed service providers to list their current services, programs and activities, the area on the pathway they covered, the strategies involved in implementation as well as their priority actions for the future. The evaluation surveys asked service providers to indicate which key strategy action area each of their dementia services best addressed. The key action areas were drawn from the directions paper *Pathways to the Future, 2006 and Beyond Dementia Framework for Victoria* which nominated strategies considered of most importance for each stage on the dementia pathway. The key action areas were:

1. Promoting positive ageing and social connectedness
2. Life planning
3. Education and information for the public
4. Service development and enhancement
5. Support for people with dementia and their unpaid carers
6. Respite and residential accommodation
7. Transitions from living at home to residential aged care
8. Meeting specific needs including younger onset dementia, rural and remote isolation, homelessness, Down syndrome, Aboriginal and Torres Strait Islander (ATSI), and culturally and linguistically diverse needs (see Appendix B for more information).

The same evaluation survey was completed by six service providers at the beginning of the BSW Regional Dementia Project in July 2009. The two stages of data collection were analysed and compared to establish what dementia specific services, programs and activities were being run in the BSW region and what changes had occurred to the services and program’s offered within the BSW region since the beginning of the BSW Region Dementia Strategy.

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3.3 Regional Dementia Forum Consultation

Final consultations were conducted with service providers in the BSW region at the Regional Dementia Forum run in August 2011 in Camperdown. The aim of this consultation process was to gather information about service providers’ perceptions on the BSW Region Dementia Strategy and its direction for the future.

Approximately 50 service providers in the BSW region attended the Regional Dementia Forum and participated in the consultations. The agencies represented in the consultations are shown below in Table 3.

Table 3 Agencies represented in the Regional Dementia Forum Consultations

<table>
<thead>
<tr>
<th>Group One</th>
<th>Group Two</th>
<th>Group Three</th>
<th>Group Four</th>
<th>Group Five</th>
<th>Group Six</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Barwon Health Carer Respite</td>
<td>• Colac Otway Shire</td>
<td>• Mercy Health Best of Care- Geelong, Colac</td>
<td>• Western District Health Service Hamilton - Aged care, District Nursing Service, PAG, project officer Long Stay Older Patients (LSOP)</td>
<td>• Colac</td>
<td>• Geelong Respite</td>
</tr>
<tr>
<td>• Alzheimer’s Australia Vic</td>
<td>• Timboon and District Healthcare</td>
<td>• NRCP Warrnambool City Council</td>
<td>• St Laurence</td>
<td>• Winchelsea Dementia Unit</td>
<td></td>
</tr>
<tr>
<td>• South West Healthcare</td>
<td>• Surfcoast Shire</td>
<td>• Corangamite Shire</td>
<td>• Colac DBMAS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Barwon Health-day programme Planned Activity Groups (PAG)</td>
<td>• St Laurence</td>
<td>• Cobden District Health Services</td>
<td>• St Laurence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Cognitive, Dementia and Memory Service (CDAMS)</td>
<td></td>
<td>• David Newman Centre-Camperdown</td>
<td>• Uniting Aged Care</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The participants were asked to comment on two main areas. These were:

- What they had found most helpful/valuable about the BSW Region Dementia Strategy and
- How they thought the BSW Region Dementia Strategy could be sustained in the future without a Dementia Strategy Project Officer.

NARI researchers gave a brief presentation on the evaluation and explained what the consultations were aiming to achieve. Following instructions participants formed groups and conducted round table discussions on the above points with one participant acting as a scribe. The participants were given ten minutes to discuss each point as a group and then were brought together as a large group where a NARI researcher facilitated a group
discussion. Another NARI researcher took notes during the group discussion and sought agreement from participants that this was an accurate summary of their views at the conclusion of the consultation.

3.4 Service Mapping Process

Service maps were produced using information provided to NARI throughout the evaluation period. This included information gained through focus groups, the pre and middle stage evaluation surveys, the Regional Dementia Forum consultation and information gained through the Dementia Strategy Steering Committee. The service maps were designed to give people a snapshot of what dementia specific services were available in the BSW Region. Service maps were produced for the areas of Geelong, Warrnambool, Hamilton, Colac, Portland and Camperdown. For each of these areas two service map formats were produced one outlining the dementia service organisations with a description of what dementia specific services are available and the other outlining the dementia specific services available categorised by type of service. A further service map was produced outlining service providers that provide Community Aged Care Packages (CACP), Extended Aged Care at Home (EACH) and/or EACH Dementia Packages (EACH-D) to the local government areas of the City of Greater Geelong, Surf Coast Shire, Colac Otway Shire and Borough of Queenscliff.
4. Consultation Findings
The following section reports the main findings from each evaluation component; the focus consultations; the evaluation surveys; the Regional Dementia Forum consultations and the service mapping process.

4.1 Focus Groups
This section reports on the summarised findings from the three focus groups conducted in the BSW region in March 2011. The section is broken into key areas including progress and gaps evident in the service system, the impact of the BSW Region Dementia Strategy/networks and suggested priorities for the BSW strategy as reported by focus group participants. A detailed report produced by NARI on the findings of these focus groups has been provided to the DH BSW.

Progress and gaps still evident in the service system
The 20 participants in the three focus groups identified that many improvements had been made in the service system for people with dementia during the BSW Region Dementia Strategy period, including many of the areas that the strategy aimed to improve. This included improvements in educational opportunities with particular mention made of the role played by Alzheimer’s Australia Victoria (AAV) in the region. There were also improvements noted in the availability and suitability of residential aged care as well as improvements in continuity of care between (public sector) residential aged care and hospital settings. In terms of regional initiatives, the Expos and the dementia networks were mentioned in both Geelong and Warrnambool, the Exercise Matters Group in Geelong and there it was also mentioned that there has been limited progress with using technology to meet some service gaps.

There were also some improvements noted as a result of various other State and Australian Government Initiatives that have been implemented since 2006. These include the Council of Australian Government’s Long Stay Older Patients (COAG-LSOP) initiative, including the Dementia Management in Hospitals Program (referred to as the Cognitive Identifier); the National Dementia Initiative that initiated the Extended Aged Care in the Home – Dementia Packages (EACH-D) and the Dementia Community Grants program; and the Home and Community Care (HACC) Active Service Model. The Respecting Patient Choices Program was also mentioned in both the Geelong and Colac/Hamilton groups.

Focus group participants also identified areas in which there was room for improvement. They were particularly concerned about the management of people with dementia in hospitals. Other key gaps in the service system identified by participants in Colac, Hamilton and Warrnambool included limited access to geriatricians and geriatric psychiatrists and the need for more GP education and awareness of dementia. Geelong participants identified the need for more of a focus on social support; increased flexibility of services; and the need for services for people with early onset dementia. The need for episodic case management was also identified and strongly enforced in the Geelong group as they felt it was very difficult for people living with dementia to navigate the system and they need access to someone who
can help them with this on a periodic basis. The need for clearer pathways, carer education, increased availability of EACH-D packages and the need for continuity of care from community care to residential care were also raised by focus group participants.

Impact of BSW Region Dementia Strategy/Network
Focus group participants were asked to identify what they saw as the impact of the BSW Region Dementia Strategy and the areas that should be made a priority over the next few months.

The Geelong group identified a number of ways in which having an overall strategy and a Dementia Strategy Project Officer had helped to progress the support of people with dementia and their families in the local area. They identified some specific initiatives, such as the “Memory loss and dementia directory”, the Exercise Matters Program and the Expos, and they also felt that the support to the network group had given it more validation and strength. They also felt that collaboration within the community sector had been strengthened but that there had been limited impact on residential care or the acute health sector. They were very appreciative of the role played by the Dementia Strategy Project Officer and thought that having someone in that role on an ongoing basis would be important for future development of dementia support in the region.

The Warrnambool participants also valued being part of the local network as it had enabled organisations to get together and learn more about each other and what each other do. They said that the network also gave them an opportunity to get together and discuss their dementia work, to find out what the rest of the region are doing, about Head Office policy and strategy and a “heads up” on funding opportunities. It had also helped with knowing that they were going in the right direction and reduced the level of duplication of effort as they could learn from each other and move forward.

They also found that the Dementia Strategy Project Officer had been a great asset. One participant said it was “great to have someone at a regional level to communicate with, who lets you know about new initiatives and what other people are doing. It would be a pity to see that level of person disappear. Good to have a driver”. Both focus group participants were in the local network.

The Colac participants were not aware of any specific initiatives associated with the BSW Region Dementia Strategy. They felt that there had been changes but these were more at an individual professional level, not due to the strategy. They said that the assessment of dementia in aged care had been pushed by Aged Care Funding Instrument (ACFI), which prompts completion of both a cognitive and mood assessment. They also felt that there had been an increase in public awareness. In Hamilton they saw the progress in the acute sector as due to the COAG LSOP initiative. None of the Hamilton or Colac participants were involved in the dementia networks or Dementia Strategy Steering Committee and one participant was a COAG LSOP project officer.
Priorities for BSW Region Dementia Strategy

The main priority identified by group participants for the BSW Region Dementia Strategy was to finalise the “Memory loss and dementia directory”, and to broadly disseminate it, accompanied by education.

Other priorities identified included:

- Broader Community education- potentially at school level
- Need to target teenagers- if they are informed it can help demystify dementia and help increase awareness
- Emergency respite needs to be available – has to include the carers
- Fund more regional projects in rural settings
- More Geriatricians
- Funding to take early onset dementia patients
- Health promotion funding
- Build nurse practitioner role - still just developing
- Clinical nurse specialist/regional team for dementia to act as a link based on palliative care model
- Portfolio for dementia worker- being looked at in Colac
- Use local media to educate about dementia and services available – for example, a bi-annual piece in local paper (Colac Herald) and (Hamilton) Annual Radio talk about COAG LSOP

4.2 Evaluation Surveys

This section reports on the summarised findings from the middle stage evaluation surveys and compares them to the pre-stage evaluation surveys. A detailed report produced by NARI on the findings of the evaluation surveys has been provided to the DH BSW.

Middle stage evaluation survey analysis

Fourteen service providers in the BSW region completed and returned middle stage evaluation surveys. This included service providers from the Geelong, Hamilton, Portland and Warrnambool regions. These service providers were undertaking 108 dementia related services, programs or activities. The programs, services or activities the service providers were undertaking were categorised as home support, carer services, activity and support programs, cognitive assessments/initiatives and education.

Service providers in Geelong, Hamilton, Portland and Warrnambool reported providing home support services to clients. This included HACC assessments and HACC based services, Community Aged Care Packages (CACP), Aged Care Assessment Services (ACAS), home visiting programs and in-home support services (e.g. domestic assistance). Key dementia specific activities undertaken included: dementia specific HACC planned activity care (Geelong), EACH-D (Geelong) and the Hospital Admission Risk Program (HARP) (Hamilton).

Carer support programs were reported by service providers in the Geelong, Hamilton and Warrnambool regions. This included planned and unplanned respite in various
environments, carer support groups, family meetings, and direct carer involvement in assessment care planning and discharge planning in an acute environment.

Service providers from all regions (Geelong, Hamilton, Portland and Warrnambool) outlined activity or support programs they were offering to clients in the BSW region. This included Planned Activity Groups (PAGs), monthly social groups, aged care exercise programs, pet therapy, music therapy, diversional therapy, social interaction groups, volunteer implemented patient engagement programs (activity groups or individual visits), activity trolleys, communal dining and counselling and support services. Key dementia specific activities undertaken included: two dementia specific pilot programs; Remember Exercise Matters and Artists Within (Geelong), individualised one on one therapy for dementia specific residents (activities based on past lifestyle and preference) (Hamilton), individualised exercise programs within PAGs for people with dementia (Hamilton) and activity programs with activities designed specifically for people with dementia (including walking programs) (Portland).

Another key dementia specific activity reported by service providers was the use of cognitive assessments and the development of cognitive initiatives. This included a clinical cognitive assessment on medical referral (Geelong), cognitive risk screens (Hamilton, Warrnambool), behaviour management plans (Hamilton), dementia passports (Warrnambool) and use of the “cognitive impairment identifier” (Warrnambool).

Service providers in the Hamilton and Warrnambool regions reported conducting dementia related education sessions or reported staff attending training and education sessions to improve their knowledge of dementia. This included education for staff on how to deal with challenging behaviours (Hamilton), advanced dementia training (Hamilton), dementia training including criteria for cognitive identification (Hamilton), dementia awareness campaigns; Alzheimer’s Week and COAG-LSOP radio talks (Hamilton) and raising community awareness of dementia through information sessions and the promotion of a school education kit (Warrnambool).

**Strategy action areas**

The evaluation surveys asked service providers to indicate which strategy action area they believed their initiatives best addressed. The eight key action areas of which the service providers could choose from were nominated in the Pathways to the Future, 2006 and Beyond - Dementia Framework for Victoria document (refer Appendix B).

Promoting positive ageing and social connectedness and support for people with dementia and their unpaid carers were the strategy action areas that all service providers believed were best covered in the BSW region. The strategy action area that service providers in Hamilton, Portland and Warrnambool did not believe to be as well addressed in the BSW region was life planning. In the Geelong region service providers reported that transitions from living at home to residential aged care was the strategy action area that was not as well addressed by the actions currently being undertaken in Geelong.
Pre-stage and middle-stage comparison

Six pre-stage evaluation surveys were completed and returned by service providers in the BSW region prior to the implementation of the BSW Region Dementia Strategy. As reported above 14 middle-stage evaluations were returned- an increase of eight surveys on the pre-stage data collection stage. Key dementia related services, programs and activities reported in the pre-stage evaluation surveys included: the Mind your Mind Program (Warrnambool); the Living with Memory Loss program (Warrnambool); counselling, information and education sessions for the carer and person with dementia (Geelong, Warrnambool); dementia specific PAGs and activity programs (Warrnambool, Geelong); assistance and direction with specialist diagnosis of condition and support services available (Warrnambool); and respite services (Geelong, Warrnambool).

Only two service providers (Terang and Mortlake Health Service and South West Healthcare Warrnambool) completed both pre-stage and middle stage evaluation surveys and therefore it was only possible to measure change from these two service providers. Key changes reported from South West Healthcare Warrnambool included the implementation and continued use of the “cognitive impairment identifier”, the introduction of a cognitive risk screen and the utilisation of The Dementia Behaviour Management Advisory Services (DBMAS). Terang and Mortlake Health service outlined a comprehensive action plan for developing dementia specific activities within their PAGs that they planned to implement in 2011.

One service provider in Geelong (Surf Coast Shire) also noted that participation in the BSW Region Dementia Awareness Network Group had resulted in the ongoing sharing of information and resources and had also promoted a partnership approach to dementia specific initiatives and programs. It had also allowed them to run an annual community forum to promote awareness of the dementia journey and develop interagency protocols to facilitate shared care planning. This response indicates development in this health service since the implementation of the BSW Region Dementia Strategy.

4.3 Regional Dementia Forum Consultations

This section reports on the findings from the consultation conducted at the Regional Dementia Forum in August 2011. The section is divided into two key areas including what participants found most helpful/valuable about the BSW Region Dementia Strategy and how participants thought the BSW Region Dementia Strategy could be sustained in the future without a Dementia Strategy Project Officer.

Most helpful/valuable about the BSW Region Dementia Strategy

The main aspect of the BSW Region Dementia Strategy that the participants in the Regional Dementia Forum consultations found valuable was the Dementia Strategy Project Officer role. Participants identified that the Dementia Strategy Project Officer had been especially helpful and valuable in implementing the BSW Region Dementia Strategy. Key components of this role found helpful by service providers included: the facilitation of better coordination
and linking between dementia services, and the development of networking opportunities and dementia resources (e.g. the "Memory loss and dementia directory - Barwon South Western Region"). Participants further noted that they had “confidence in the project officer position” because it allowed them to see the bigger picture; it created synergy with the department and the services; and it produced a central point of contact which was thought to be essential in such a large and diverse region.

The second key element identified as helpful was the networking and collaboration opportunities that arose from the BSW Region Dementia Strategy. One group stated that the BSW Region Dementia Strategy was “a great platform for networking and holding working relationships and partnerships”. The reinvigoration of existing dementia networks and the formulation of new dementia network in Colac (Colac Otway dementia network) were seen as especially valuable outcomes. Third, increased community awareness and increased service provider knowledge of what dementia services and resources are available and how the services can be linked into were seen as positive outcomes from the BSW Region Dementia Strategy. Increased collaboration between community and residential care settings was also noted as a positive outcome.

Participants also stated that the BSW Region Dementia Strategy had allowed them to look at a broader, more strategic approach to dementia care and initiatives. It was noted in several groups that the BSW Region Dementia Strategy had allowed a dementia services focus rather than an agency focus. This comment was further redefined in some groups with statements that the BSW Region Dementia Strategy had allowed them to “focus on the individual’s journey not just the service”.

Other comments included that the BSW Region Dementia Strategy had produced “optimism” and “cohesion”; allowed a “reconceptualization of the field”; and was changing the way that services are delivered. Participants also stated that it had helped to facilitate “innovative care” and had generated a lot of interest, ideas and activities relating to dementia care. This included tangible outcomes such as the St Laurence Remember Exercise Matters pilot, the regional expos and the "Memory loss and dementia directory - Barwon South Western Region”. The funding and training opportunities that were available from the BSW Region Dementia Strategy were also reported as valuable outcomes.

There were approximately 12 people at the Regional Dementia Forum who were unaware of the BSW Region Dementia Strategy. This group of people felt that the regional forum was a great avenue for them to learn about the BSW Region Dementia Strategy, collaborate with other service providers in the region and increase their knowledge on what dementia services and resources are available.

Sustaining without a Dementia Strategy Project Officer

Participants in the Regional Dementia Forum consultations noted that there was a risk that the BSW Region Dementia Strategy may not be sustained with a Dementia Strategy Project Officer. Participants noted that the Dementia Strategy Project Officer position was
“neutral and can bring state-wide ideas to each region” and that they did want to lose the “knowledge, expertise and extensive networks” that came with the position.

There was agreement between participants that if there was not going to be a Dementia Strategy Project Officer position there was need for a central position that could drive communication and act as a link between the four networks in the BSW region. One group stated that there is a “need for an ongoing, passionate, enthusiastic, advocate within the department who has regular contact with grass roots”. Other participants noted that due to “sheer physical area” spread over the region that the logistics involved in sustaining the BSW Region Dementia Strategy made it essential for a central person to be employed. Participants suggested that funding should be provided in order to continue the Dementia Strategy Project Officer or similar role. Another suggestion was that this position could be “job-shared” so that the responsibility could be shared within the region.

It took considerable prompting from the facilitators of the group discussion to get the participants to consider alternative options other than the continuation of the Dementia Strategy Project Officer role as they were very keen to see that role continue. After prompting a number of suggestions were made in relation to the continuation of the BSW Region Dementia Strategy and the dementia networks. Participants stated that there needs to be commitment from current stakeholders to continue in their roles to ensure sustainability of the BSW Region Dementia Strategy. Other suggestions related to maintaining the dementia networks included reviewing the terms of reference, having a rotating chair and/or appointing a key person to lead each network. Increased communication and networking was thought to be vital for ongoing sustainability. One group suggested that enhanced geographical networking and communication could be achieved via emails, newsletters or presentations between each network. Participants also noted the importance of funding and suggested that funding be allocated to existing networks/groups in order to enhance sustainability.

Continued support and collaboration between all stakeholders including dementia organisations and the DH was thought to be vital to the ongoing sustainability of the BSW Region Dementia Strategy. Suggestions included: the continuation of department reports on the dementia initiatives occurring in the region; a dementia advocacy link between the department and the region and the possibility of the department providing funding for a major project each year which would help facilitate the continuation of the dementia networks. Participants also noted the importance of building in processes and policies and reporting/auditing within the networks so that current practices can be maintained.

4.4 Service Mapping Process
This section reports on the finalised service maps produced for the BSW region. It includes a brief description on what service maps were produced and the information they provide.

Finalised service maps of dementia specific services available in the BSW region were produced for:
• Geelong (see Appendix 1)
• Hamilton (see Appendix 2)
• Portland (see Appendix 3)
• Colac (see Appendix 4)
• Warrnambool (see Appendix 5)
• Camperdown (see Appendix 6)

For each service map (Geelong, Hamilton, Portland, Colac, Warrnambool and Camperdown) service organisations in each area are listed with an outline of what dementia specific services they offer. For each of these areas two service map formats were produced one outlining the dementia service organisations with a description of what dementia specific services are available and the other outlining the dementia specific services available categorised by type of service. Type of service included respite, activity and support programs including PAGs, residential care, home support including HACC services, CACPs, EACH-V and/or education and information sessions.

A further service map was produced outlining the service providers that provide Community Aged Care Packages (CACP), Extended Aged Care at Home (EACH) and/or EACH Dementia Packages (EACH-D) to the local government areas of the City of Greater Geelong, Surf Coast Shire, Colac Otway Shire and Borough of Queenscliff (see Appendix 7).

A draft version of the Geelong service maps were taken to the Regional Dementia Forum in August 2011 and feedback was sought on the format. Participants were also given a chance to provide further information to NARI for inclusion in the service maps. The finalised service maps provide a snapshot of the dementia specific services available in the BSW Region generated from the information provided throughout the evaluation period. They are not intended to provide a comprehensive picture of the dementia specific services available in the BSW Region.
5. Summary

The aim of this evaluation was to determine the effectiveness of the BSW Region Dementia Strategy initiatives with particular reference to their impact on: people living with dementia, their families, carers and the community and the added value to the current dementia services in the BSW region.

The evaluation has drawn together information from a number of different data sources including pre- and post- BSW Region Dementia Strategy focus groups and evaluation surveys with service providers as well as consultations with the Dementia Strategy Steering Committee and service providers at the Regional Dementia Forum. The main achievements of the BSW Region Dementia Strategy and their impacts included:

• Development of dementia networks and reinvigoration of existing dementia networks. This has resulted in service providers in the BSW region reporting that:
  o They were better informed and had increased knowledge of dementia services and resources, funding opportunities, and what other agencies in the region were doing;
  o There was increased collaboration between services and the dementia networks through the promotion of a partnership and strategic approach to dementia specific initiatives and programs;
  o There were increased opportunities to come together to discuss dementia work which resulted in ongoing sharing of information throughout the BSW region;
  o The extra support provided to the dementia networks through the BSW Region Dementia Strategy period had given the dementia networks more validation and strength and;
  o It had allowed them to focus on the individual's journey of dementia not just their service.

• Service development including:
  o The "Memory loss and dementia directory - Barwon South Western Region" developed as part of the BSW Region Dementia Strategy. The directory was designed for people with dementia, their families and carers and includes general information and contact details of the types of services and programs available in the community for people with dementia. The directory is available via the Department of Health website http://docs.health.vic.gov.au/docs/doc/Memory-loss-and-dementia-directory-Barwon-South-Western-Region and;
  o The dementia specific Remember Exercise Matters pilot program run by St Laurence Community Services Ltd

The consultation process undertaken at the March focus groups and at the Regional Dementia Forum revealed that workers in the BSW region attributed the success of the BSW Region Dementia Strategy to the Dementia Strategy Project Officer role and were all keen to see continued funding for this role. This is one option for continued sustainability of
dementia service development in the BSW region. When prompted alternate solutions were suggested to promote ongoing sustainability of dementia service development in the BSW region this included:

• Commitment from current stakeholders to continue in their roles for example those involved in the dementia networks and the Dementia Strategy Steering Committee;
• The maintenance of dementia networks by reviewing and developing terms of reference, having a rotating chair and/or appointing a key person to lead each network;
• Increased communication and networking between services in the BSW region via emails, newsletters and presentations;
• The allocation of funding to existing dementia networks;
• Continued support and collaboration between dementia organisations and DH and;
• Building in processes, policies, reporting and auditing within the dementia networks so that current practices can be maintained.

There were some limitations to the evaluation of the BSW Region Dementia Strategy. There was limited opportunity to consult with people not engaged with the BSW Region Dementia Strategy. However the focus group conducted in Colac in March 2011 and the Regional Dementia Forum conducted in August 2011 did include people who were not previously engaged with the strategy. Another limitation was that there was no direct consultation with consumers in the BSW region which limited the ability to directly determine the impact of the BSW Region Dementia Strategy on carers and people living with dementia. Lastly the evaluation relied on information provided to NARI and responses from participants in the evaluation and therefore the service maps are unlikely to provide a comprehensive picture of the dementia services available in the BSW region.

The evaluation has illustrated that there has been considerable development in dementia services and networks in the BSW region during the period of the BSW Region Dementia Strategy. Some of this development can be attributed to the BSW Region Dementia Strategy particularly the work of the Dementia Strategy Project Officer, the dementia networks and the Dementia Strategy Steering Committee and some of it can be attributed to other State and National initiatives (COAG-LSOP initiative, Dementia Management in Hospitals Program, the National Dementia Initiative, HACC Active Service Model and the Respecting Patients Choices Program) that were introduced during the same period. It is hoped that this evaluation can help enhance the ongoing sustainability of the BSW Region Dementia Strategy which was highly valued by participants consulted throughout the evaluation period.

Recommendations
Based on the findings of the evaluation, in order to promote ongoing sustainability of dementia service development in the BSW region, it is recommended that the Department of Health consider:

• Ongoing employment of a Dementia Strategy Project Officer or similar role to act as a central person to drive communication and act as a link between the four dementia networks in the BSW region;
• Identification of key people within each dementia network in the BSW region to act as ongoing drivers. This could include creating role descriptions for a “dementia champion” in each sub-region of the BSW region;
• Provision of terms of reference for each dementia network in the BSW region;
• Continuation of the Dementia Strategy Steering Committee;
• Production of a dementia newsletter with information on dementia funding opportunities, initiatives, presentations, expos and forums occurring in the region that could be disseminated to service providers in the BSW region quarterly
• Dissemination of the service maps to service providers in the BSW region
• Completion and dissemination of the "Memory loss and dementia directory - Barwon South Western Region"
• Further development and potential regional dissemination of Remember Exercise Matters
• Presentation of findings of this evaluation to state DH and other regional steering committees (or alternative forums)
### Some service organisations for people with dementia in the Geelong area

#### Appendix 1 Geelong Service Maps

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diversitat</td>
<td>(03) 5221 6044</td>
</tr>
<tr>
<td></td>
<td>- Dementia specific day group for people from an Italian background</td>
</tr>
<tr>
<td>Kalkee Day Respite</td>
<td>(03) 5243 1746</td>
</tr>
<tr>
<td></td>
<td>- Organise flexible respite breaks for carers and people with memory loss</td>
</tr>
<tr>
<td></td>
<td>- Run a program introducing people to respite</td>
</tr>
<tr>
<td>Commonwealth Respite and Carelink Centre</td>
<td>1800 052 222</td>
</tr>
<tr>
<td></td>
<td>- No specific dementia programs however services are provided to 310 older people that are social isolated in their own homes e.g. home library service, home visiting programs, PAGs and social groups. Many exhibit the early signs of dementia/memory loss</td>
</tr>
<tr>
<td>Gateways support services</td>
<td>(03) 5221 2984</td>
</tr>
<tr>
<td>DoCare Geelong</td>
<td>(03) 5280 1053</td>
</tr>
<tr>
<td></td>
<td>- 51-bed low and high level care residential aged care facility offering dementia specific care within a safe and non-restrictive environment</td>
</tr>
<tr>
<td>Aged Psychiatry Services Barwon Health</td>
<td>(03) 5246 7044</td>
</tr>
<tr>
<td>United Care- Kalkee Nangatta</td>
<td>(03) 5243 6688</td>
</tr>
<tr>
<td>Geelong Aged Care</td>
<td>(03) 5247 2009</td>
</tr>
<tr>
<td>Kalkee Community Care Programs</td>
<td>(03) 5243 9566</td>
</tr>
<tr>
<td></td>
<td>- Offer Community Aged Care Packages (CACP) to support frail older people living in the community who wish to remain living in their own home</td>
</tr>
<tr>
<td></td>
<td>- Eligibility assessed by the Aged Care Assessment Services</td>
</tr>
<tr>
<td></td>
<td>- Low and high care facility offering dementia secure beds</td>
</tr>
<tr>
<td></td>
<td>- Cluster home environment consisting of eight homes with 15 beds</td>
</tr>
<tr>
<td></td>
<td>- Dementia care is the focus of the organisation</td>
</tr>
</tbody>
</table>

- Day respite
- Centre-based programs and planned activity groups specifically designed for those living with dementia
- Transit outing group for clients living with dementia
- Well for Life program for clients and carers
- In-home or community-based respite
- One-on-one support to people with dementia
- Small group activities - community based for people with dementia
- Assessment, intervention and case management for people over 65 with a mental illness or severe behavioural disturbance secondary to dementia

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*Note: The diagram provides a visual overview of the services and their specific features. Each organization offers targeted support for people with dementia and their caregivers. The details above highlight some of the key services and their unique offerings within the Geelong area.*
Some Geelong services for people with dementia by type

- **Respite**
  - Diversitat: 03 5221 6044
  - Karingal: 03 5249 8900
  - St Laurence Community Services: 03 5223 2550
  - Barwon Carer Respite: 1800 052 222
  - Alzheimer's Australia Vic National Dementia Helpline: 1800 100 500
  - DoCare Geelong: 03 5298 1053

- **Activity and support programs including Planned Activity Groups, social groups**
  - City of Greater Geelong Aged & Disability Services: 03 5272 5272
  - Barwon Regional Aged Care Assessment Service (ACAS): 03 5279 2246
  - Cognitive Dementia & Memory Service (CDAMS): 03 5279 2438
  - Surf Coast Shire: 03 5261 0600

- **Counselling services**
  - Home Support including HACC services, Community Aged Care Packages, Extended Aged Care at Home Dementia

- **Assessments including cognitive, Aged Care Assessment Service (ACAS), Home and Community Care (HACC)**
Some Geelong services for people with dementia by type

Respite

Activity and support programs including Planned Activity Groups, social groups

Assessment: including cognitive, Aged Care Assessment Service (ACAS), Home and Community Care (HACC), Case management

Kalkee Day Respite
03 5243 1746

Commonwealth Respite and Carelink Centre Barwon/ South West
1600 052 222

Gateways support services
03 5221 2904

McKellar Centre Barwon Health
03 5279 2222

Aged Psychiatry Services Barwon Health
03 5225 7044
After hours: 1300 094 137

Uniting Aged Care - Kalkee Nagatta
03 5243 6568

Geelong Aged Care
03 5247 2000

Kalkee Community Care Programs
03 5243 9566

Education and /or Information Sessions

Residential Care with dementia specific facilities

Home Support including HACC services, Community Aged Care Packages, Extended Aged Care at Home Dementia
Some service organisations for people with dementia in the Hamilton area

Appendix 2 Hamilton Service Maps

- Casterton Memorial Hospitals
  03 5554 2555
- Southern Grampians Shire Council
  (03) 5573 0444
- Western District Health Service
  (03) 5551 8222
- Edgarley Aged Care Facility
  (03) 5531 1211

- Respite support
- Personal care
- Home care
- Carer support group
- Alzheimer's support group
- Basic dementia training for commencing staff
- Advanced dementia training for staff

- Cognitive risk screen for all patients over the age of 65
- Cognitive Identifier 2007 - current
- Behaviour management plans with education for staff on how to complete
- Information packs on dementia for carers
- Sharing packages aids communication about the patient through the continuum of care
- Hospital Admission Risk Program
- Safety at Home program
- Carer and patient direct involvement in assessments, planning and discharge
- Multidisciplinary family meetings
- Activity programs/trolleys/volunteer program
- One to one therapy for dementia specific residents
- Group music therapy, one-to-one music therapy
- Men's Out and About Program
- PAGs
- Monthly in-service and online training for staff on cognitive identification
- Education session maximising client health at home conducted within activity program
- Alzheimer's Week including information displays about dementia services, contact numbers, help sheets and carer's support group meeting dates
- COACH-LSDP radio talk on dementia initiatives
- Wander alert system
- Adult Day and Support Services Centre
- Penshurst and District Health Service
- Coleenmire District Health Services
- The Birches Specialist Extended Care Centre which has a secure unit within the facility; this facility provides care for dementia specific residents
Some Hamilton services for people with dementia by type

- Respite
- Activity and support programs including Planned Activity Groups, social groups, carer support
- Cognitive assessments/screening, cognitive identifiers
- Edgarley Aged Care Facility
  (03) 5581 1211
- Casterton Memorial Hospital
  (03) 5554 2555
- Western District Health Service
  (03) 5551 8222
- Southern Grampians Shire Council
  (03) 5573 0444
- Residential Care with dementia specific facilities
- Dementia Education and/or training, information sessions/packs
- Home Support including HACC services, Community Aged Care Packages, Extended Aged Care at Home Dementia
Appendix 3
Portland Service Maps

Some service organisations for people with dementia in the Portland area

- Heywood Rural Health
  - (03) 5527 0555

- Glenelg Shire Council
  - (03) 5522 2200

- South West Aged Care Assessment Service (ACAS)
  - (03) 5561 9351

- In-home support services: home care, personal care, respite care, property maintenance
- Planned Activity Groups

- Dementia unit
- Planned Activity Group with dementia specific activities
- Activity program with intense focus on dementia
- Walking group for residents with dementia

- ACAS assessments
- Carer support
- Limited day care
Some Portland services for people with dementia by type

Activity and support programs including Planned Activity Groups, social groups

Heywood Rural Health
(03) 5527 6555

Assessments including cognitive, Aged Care Assessment Service (ACAS), Home and Community Care (HACC)

Glenelg Shire Council
(03) 5522 2200

South West Aged Care Assessment Service (ACAS)
(03) 5551 9951

Residential Care with dementia specific facilities

Home Support including HACC services, Community Aged Care Packages, Extended Aged Care at Home Dementia

Carer Support
Some service organisations for people with dementia in the Colac area

Appendix 4 Colac Service Maps

Colac Otway Shire
(03) 5232 9400

- Offer a range of support services to people with dementia and their carers including: home care, meals on wheels, respite care, home maintenance, Senior Citizens Centres and Colac Otway Community Transport Services

Barongarook Gardens
(03) 5231 9999

- 30 unit independent living village and 60 bed low level aged care facility, offering 24 hour seven day care

Colac Area Health
(03) 5232 5100

- Cognitive identifier in acute care
- Dementia Specific Aged Care
- Dementia Planned Activity Group programmes
- Adult Day Activity Program- respite day for carers
- Referrals to Alzheimer’s Australia services: Living with early memory loss, support group, counselling for families, Carers Victoria Programs, Carer Respite Centre programs and education sessions, McKellar Memory Clinic, Best of Care in home respite- take a break package and St Laurence services

Mercy Place Colac
(03) 5233 5600

- Daily activities specific for dementia
- Dementia specific services

Mercy Health Best of Care Barwon
(03) 5272 3133

- Home Respite with Take a Break or Care Angels
- Advice on dementia services available in the area

South West Do Care
(03) 5231 1747

- Provide social support for older isolated older people in the Colac/Otway Region in their own homes or in their aged care facility. This includes:
  - One to one visits from a volunteer
  - Regular Planned Activity Groups including:
    - Men’s or ladies’ lunches
    - Bus trips
    - Discussion Groups
    - Cultural Groups
    - Monthly newsletters
    - Invitations to other social events
Appendix 5 Warrnambool Service Maps

Some service organisations for people with dementia in the Warrnambool area

- Tinboon and District Healthcare Service
  (03) 5550 6000
- Moyne Health Services
  (03) 5568 0100
- Alzheimer's Australia Warrnambool
  (03) 5562 1666
- Mpower Inc.
  (03) 5561 8111
- Warrnambool City Council
  1300 000 280
- South West Healthcare Warrnambool
  (03) 5563 1666
- Warrnambool Nursing Centre
  (03) 5562 3343
- Terang and Mortlake Health Service
  (03) 5592 0222
- Lyndoch
  (03) 5561 9300
- Warrnambool South Western Aged Care Assessment Service
  (03) 5561 9351

- CAOPS, EACH
- Aged care with dementia specific beds
- Adult Day and Support Services Centre
- Respite
- District Nursing

- Carer Support program provides a range of supports for carers of older people who are frail aged (65+) or people who have dementia. Carers can be any age. The program can provide:
  - Carer Support Groups
  - Carer Activities
  - Respite Aids & Equipment
  - Workshops & Information Forums
  - Individual Parent Support

- Cognitive risk screen
- Cognitive impairment identifier
- ACAS assessments
- Multidisciplinary family meetings
- Counselling and support services
- Rehabilitation physician
- Music, pet therapy
- Transitional care programs (home and residential care based)
- Dementia passports

- Carers support group
- PAGs with dementia sufferers
- ACAS assessments

- In home services: CAOP, CAOPS, ATSI, EACH, EACH-D
- Provides assistance and direction with specialist diagnosis of condition
- Assessments refer to CDAMS, Geriatricians
- Encourage and support newly diagnosed to access information and services
- Provide education to services
- Aged care dementia services including the Audrey Pirrie Centre which offers full range of quality care services to those affected by a form of dementia
- Respite Programs
- Day Centres
- Carer support
Some Warrnambool services for people with dementia by type

- Respite
- Activity and support programs including Planned Activity Groups, social groups, carer support
- Referrals to dementia services
- Assessments including cognitive, Aged Care Assessment Service (ACAS), Home and Community Care (HACC)

Mpower Inc.  
(03) 5561 8111

Warrnambool Nursing Centre  
(03) 5562 3343

Terang and Mortlake Health Service  
(03) 5592 0222

Timboon and District Healthcare Service  
(03) 5558 6000

Alzheimer’s Australia Warrnambool  
(03) 5562 1666

Warrnambool City Council  
1300 000 200

South West Healthcare Warrnambool  
(03) 5563 1666

Lyndoch  
(03) 5561 9300

Warrnambool South Western Aged Care Assessment Service  
(03) 5561 9351

Mayne Health Service  
(03) 5560 0100

- Cognitive assessments/screening, cognitive identifiers
- Residential Care with dementia specific facilities
- Dementia Education and/or Information/Counselling Sessions
- Home Support including HACC services, Community Aged Care Packages, Extended Aged Care at Home
Appendix 6 Camperdown Service Maps

Some service organisations for people with dementia in the Camperdown area

- **Merindah Lodge Aged Care Facility**
  - (03) 5593 1290
  - High care and low-care aged care facility

- **Manifold Place Community Health Centre**
  - (03) 5593 1692
  - Health Education Programs, Community Support, Referral Services, Health Screenings, Speech Pathology, Continence Education, Dietician, Podiatry, Social Work, Physiotherapy, Massage, Reflexology

- **David Newman Centre South West Healthcare**
  - (03) 5593 2717
  - Memory Enhancement Program
  - Day Activities
  - Planned Activity Groups with a dementia specific program

- **Corangamite Shire**
  - (03) 5593 7100
  - Offer a range of support services to older adults including: home care, home maintenance, personal care, respite care, weekend respite program, meals on wheels, Planned Activity Groups, senior citizens clubs and community transport

- **Sunnyside House**
  - (03) 5593 1263
  - Low care aged care facility
Some Camperdown services for people with dementia by type

Allied Health Support
Activity and support programs including Planned Activity Groups, social groups, memory enhancement

Respite

Merindah Lodge Aged Care Facility
(03) 5593 1290
Sunnyside House
(03) 5593 1263
David Newman Centre South West Healthcare
(03) 5593 2717
Corangamite Shire
(03) 5593 7100
Manifold Place Community Health Centre
(03) 5593 1692

Residential Care
Health Education and Information Sessions
Home Care and Support
Appendix 7 Care Package Providers in the Barwon South Western Region

- Karingal (03) 5223 2809
- St Laurence Community Services (03) 5241 0600
- Southern Cross Care (Vic) (03) 5222 8777
- Baptcare (03) 5229 6559
- Mercy Health Best of Care (03) 5272 3133
- Multicultural Aged Care Services (03) 5279 6841
- Villa Maria Society (03) 5331 2450
- Bellarine Community Health (03) 5256 0854

Extended Aged Care at Home
Community Aged Care Packages
Extended Aged Care at Home - Dementia

Australian Multicultural Community Services
(03) 5222 6056
Coasit (03) 9349 9072
Italian Community
Colac Otway Shire (03) 5232 9420
Colac Otway Shire Only
Kalkee Community Uniting Care (03) 5243 9566
City of Greater Geelong Only
City of Greater Geelong
City of Greater Geelong Only
Surf Coast Shire (03) 5261 0690
Surf Coast Shire Only
Borough of Queenscliff (03) 5258 1377
Borough of Queenscliff only
Hesse Rural Health Services (03) 5267 2202
Winchelsea area
Appendix A Focus Groups Agenda
Barwon South Western Region Dementia Strategy Evaluation 2007-2010
Focus Groups March 2011 Agenda

1. Introductions and survey completion (30 minutes)
Introduce selves
Purpose of these meetings
Surveys to complete to help with service mapping process – explain and complete

2. Focus group discussion (60 minutes)
Explain about previous focus groups and what has been done since – development of Dementia Strategy, project officer since Sept 2008, sub-regional and regional planning committees, a number of initiatives

Today we are going to focus on the issues that were identified in the focus groups run in 2006 to see what progress has been made since then and what still needs to be done.

Issues that emerged in the previous focus groups were:
Dementia pathway planning –
Previous focus groups noted that pathways did not exist but were needed – they identified the following as possible future directions:
• One primary entrance point into dementia responsive services
• A simple pathway to map assessment, diagnosis and referral services
• Regional coordination
• A clear pathway to assist clients and services to coordinate care especially when that care is not in their home town
• Case management was also mentioned

Questions -
• Has there been any progress with this over the past 4 years – if yes, what progress has been made?
• Are there still gaps/areas to be addressed?

Gaps in services
Previous focus groups identified a number of service gaps, including
• Difficulties accessing services due to limited local availability – specifically
• Lack of local geriatricians
• Lack of respite care for carers
• Inadequate nursing ratios
• Lack of access to appropriate assessment ( limited CDAMS and ACAS to parts of the region)
• Lack of choice in residential care, especially for people with special needs

Some suggestions for addressing these gaps were:
• Information packages for healthcare professionals (especially GPs)
• Coordinated approach at regional or subregional level with clear documentation of client’s care needs and continuity of care
• Client’s history should be able to follow the client, especially after EACH or CACPs stops

Questions -
• Has there been any progress with this over the past 4 years – if yes, what progress has been made?
• Are there still gaps/areas to be addressed?

Service system development and coordination
There were a number of areas where service development and further coordination was seen as needed. These included:

- Prevention and risk reduction – community focussed health promotion
- Early detection and diagnosis
- Self-management and care
- Information and knowledge about existing services
- Coordination of existing services
- Lack of public transport
- Flexibility and access
- Technological approaches to service delivery

Some suggestions for future directions included:

A map or directory of services
- Service available
- How to refer
- What each service provides
- Specific contacts (positions not names)

Questions -
- Has there been any progress over the past 4 years with any of the issues identified – if yes, what progress has been made?
- Are there still gaps/areas to be addressed?
- As this is somewhat repetitive of the above – we will focus on any progress in prevention and risk reduction

Dementia education
Although many of the previous focus group participants had received some dementia specific education, none had dementia specific qualifications. They identified the following barriers to take up of training:
- Cost
- Distance

Areas that participants sought more education on included:
- Understanding changes in symptoms and stages of dementia in order to effectively manage medication and care
- Identifying and better management of patients in the acute care setting

Future directions suggested were:
- Executive level support for ongoing education and regional networking
- Prioritisation of dementia education, including behaviour management, effective communication, time management and care planning documentation
- Establishment of a clinical nurse specialist role

Questions -
- Has there been any progress with this over the past 4 years – if yes, what progress has been made?
- Are there still gaps/areas to be addressed?

Are there any other achievements that I haven’t mentioned or any other issues that you would like to raise in relation to the regional dementia strategy and its implementation? Are there any other areas where have suggestions for changes that we haven’t already covered? Summarise key points and seek validation. Thank participants – flag another focus group later in the year
Appendix B Evaluation Survey Template

**Strategy Action Area:** Given Victoria’s achievements to date on dementia care, changing demographics, and opportunities for action, Pathways nominates strategies considered of most importance for each stage on the dementia pathway. The strategies are grouped into the following key areas for action:

1. Promoting positive ageing and social connectedness
2. Life planning
3. Education and information for the public
4. Service development and enhancement
5. Support for people with dementia and their unpaid carers
6. Respite and residential accommodation
7. Transitions from living at home to residential aged care
8. Meeting specific needs including younger onset dementia, rural and remote isolation, homelessness, Down syndrome, Aboriginal and Torres Strait Islander (ATSI), and culturally and linguistically diverse needs.

### EXAMPLE

<table>
<thead>
<tr>
<th>Actions</th>
<th>Implementation</th>
<th>Stage/s of dementia pathway to benefit</th>
<th>Strategy Action Area</th>
<th>Key Action Areas</th>
<th>Priority for next Action Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planned activity group’s that are dementia specific</td>
<td>Conduct 1 weekly dementia specific program; provide support and education where applicable. Accept referrals from;</td>
<td>Middle – late</td>
<td>Conduct suitable programs that are engaging, and utilize the skills and abilities of the clients and provide social connections</td>
<td>1 2 3 4 5 6 7 8</td>
<td>Conduct more dementia specific PAG’s</td>
</tr>
<tr>
<td>Work with stakeholders such as the Department of Education and TAFE to promote awareness raising in secondary schools and tertiary institutions, regarding symptoms, what to do about them, and availability of information.</td>
<td>AAV – development, distribution and promotion of a school kit to raise awareness of school children, parents and teachers, and teach strategies for communicating between families where a person has been diagnosed with dementia, to maintain social inclusion.</td>
<td>Healthy active &amp; early</td>
<td>Promote awareness raising and education about dementia within the community, including to secondary schools and tertiary institutions, for example about symptoms, what to do about them, and availability of information.</td>
<td>1 2 3 4 5 6 7 8</td>
<td>Promote awareness in the primary and secondary education sector of the various creative ways the kit is being used to raise awareness in young people and promote social inclusion of people with dementia, e.g. the use of memory boxes.</td>
</tr>
</tbody>
</table>
Strategies

**Strategy Action Area:** Given Victoria’s achievements to date on dementia care, changing demographics, and opportunities for action, Pathways nominates strategies considered of most importance for each stage on the dementia pathway. The strategies are grouped into the following key areas for action:

1. **Promoting positive ageing and social connectedness**
2. **Life planning**
3. **Education and information for the public**
4. **Service development and enhancement**
5. **Support for people with dementia and their unpaid carers**
6. **Respite and residential accommodation**
7. **Transitions from living at home to residential aged care**
8. **Meeting specific needs including younger onset dementia, rural and remote isolation, homelessness, Down syndrome, Aboriginal and Torres Strait Islander (ATS1), and culturally and linguistically diverse needs.**

Include here general actions you have undertaken to support people with dementia and their families and carers.

<table>
<thead>
<tr>
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<th>Priority for next Action Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>List the current services, programs or activities your agency conducts</td>
<td>Brief description of what occurs in the program</td>
<td>(healthy active living, early, middle or late stage dementia)</td>
<td>Provide a brief description of the strategies</td>
<td>Check the number listed above that the strategy covers, 1 – 8.</td>
<td></td>
</tr>
</tbody>
</table>

Thank you for your time and your contribution. Please return the completed survey to Emma Renehan e.renehan@nari.unimelb.edu.au by 28 January 2011.