

20th March 2025

Issue 291

Updates for this week

- Diagnosing Advanced Dementia Webinar
- Accessible Information Reminder
- Waveney Locality Market Engagement Session
- Caring Companies Workshop

Diagnosing Advanced Dementia Webinar*Update provided by NHS England*

Dementia is under-diagnosed in care homes, which means that individuals and their families are unable to plan for the future and get the personalised care and support they need.

The *Diagnosing Advanced Dementia Mandate (DiADeM)* is a diagnostic tool designed to be used in care homes that can be used to assess individuals living with advanced dementia. In 2022, 14 sites in England took part in a pilot program to implement DiADeM. Each site was provided with funding to support staff training, supervision, and administration so that pilot staff could use the DiADeM tool to assess residents living with advanced dementia in care homes, and provide them with a formal diagnosis.

Join the NHS England Dementia team for a webinar to explore the results of this pilot program, including:

- Benefits of using DiADeM to assess and diagnose dementia in care homes
- The impact of DiADeM on stakeholder relationships and partnerships, including between NHS services and care homes
- Impact on memory service waiting times, care planning and post-diagnostic support
- Common challenges and solutions in using DiADeM
- Future considerations for DiADeM, including links to frailty and memory service pathways.

Webinar: Diagnosing Advanced Dementia - Results of a national pilot using the Diagnosing Advanced Dementia Mandate (DiADeM) in care homes

Chair: Dr Tom Downes, Consultant Geriatrician & National Clinical Director for Older People, NHS England.

Date & Time: Thursday 27th March 2025, 14:00 – 15:30

Location: Online (MS Teams). This webinar will be recorded. A copy of the recording and slides will be shared after the event.

Who Should Attend: Colleagues involved in the diagnosis and care of people with dementia, including commissioners, providers, colleagues working in care homes, primary care, community care and memory services.

Register here: <https://www.events.england.nhs.uk/events/diagnosing-advanced-dementia>

Accessible Information Reminder

Update provided by ASC

Providers need to evidence that they have discussed choices relating to information and documentation with the service user and their family/carer (where appropriate). It is not sufficient to assume individuals are happy with electronic care records because they have not specifically raised a concern or requested alternative options. Individuals must be made aware of the options open to them.

Whilst the Council supports the use of such systems, providers must be mindful that going entirely paperless will not be appropriate for every service user and their family/carer and the provider will need to facilitate access to information where this is required, this may for example be by secure email or in some circumstances through continued use of paper versions of diary records etc in the service user's home.

It is not appropriate for service users and their family/carers to incur a charge to access basic care information for example via an app. Service users in receipt of care are financially assessed by the Council and pay an appropriate contribution towards their care service, they should not then be further charged in relation to their service.

Providers must ensure that systems are robust and secure with contingency in place should systems go down.

People using a service must be able to access and contribute to their own records in their preferred format, in line with the Accessible Information - Standard NHS England <https://www.england.nhs.uk/ourwork/accessibleinfo/>

Waveney Locality Market Engagement Session

Update provided by ASC

SCC would like to invite all residential and nursing care home providers in the Waveney locality to a market engagement session.

Date: 28/03/2025

Venue: Riverside, Lowestoft

Time: 10:00am - 12:30pm

This invitation is open to all care providers of residential and nursing including those who have worked with SCC previously, as well as those who have not. The purpose of these workshops is to discuss new ideas, innovate, and work collaboratively to reach a better understanding of how we can support the people of Suffolk to live their best and healthiest lives. The outcome from these sessions, along with outputs from resident engagement, will help SCC to develop a new approach for commissioning care home placements for older adult's care in Suffolk that reflects the views of providers, residents, and other key stakeholders.

This initial session is intended to assist the Council in understanding the views of service providers on how services could be best commissioned and provided.

Caring Companies Workshop

Update provided by ASC

Suffolk County Council is committed to improving support for unpaid carers in our community. As part of this commitment, the Suffolk All Age Carers' Strategy 2022-2027 ([View Here](#)) sets out several strategic objectives, including the recruitment and retention of unpaid carers in the workforce.

To further this goal, we are introducing a new 3-tiered program called 'Caring Companies'. This program offers organisations the opportunity to earn recognition at Bronze, Silver, and Gold levels, based on the support organisations embed within their practices and policies towards unpaid carers within their workforce.

In support of this initiative, Suffolk Family Carers and Suffolk County Council will be hosting two free-to-access sessions for the provider market, focusing on:

- Strategies for retaining unpaid carers in the workforce
- Best practices for recruiting unpaid carers
- Enhancing the workplace experience for unpaid carers
- Recognising the valuable contributions of unpaid carers to your organisation

Event Details:

Date: 24th April 2025

Time: 9:30 AM – 12:00 PM

Location: Kesgrave Conference Centre

To attend, please book your free ticket [here](#) *Note: Places are limited to 2 attendees per organisation.*

Date: 8th May 2025

Time: 10:00 AM – 12:00 PM

Location: Virtual Event

For those unable to attend in person, the online session can be accessed by registering [here](#)

We encourage you to attend one of these sessions and take the first step toward becoming a 'Caring Company.'