



Dementia & Complex Needs Policy

Issued by Housing & Community Safety

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Dementia & Complex Needs Policy Quality Record

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1. Policy statement

- 1.1 Nuneaton And Bedworth Borough Council Housing & Community Safety teams aim to provide a safe environment in which customers can maintain their independence whilst maximising their well-being.
- 1.2 Where the Housing & Community Safety teams identify customers who are experiencing difficulties in respect of dementia or other complex needs, they will aim to support them through making referrals to other specialist agencies.

2. Purpose

- 2.1 The purpose of this policy is to:
 - This policy will ensure that the Housing & Community Safety teams adopts a consistent, fair and transparent approach; in the way it deals with dementia and dealing with complex needs of all customers living in a council owned property.

3. Scope

- 3.1 Nuneaton and Bedworth Borough Council will support staff to assist people with dementia, mental health issues and/or challenging behaviour and other complex needs, as well as to identify how to support those customers.

4. Responsibility

- 4.1 The Assistant Director – Social Housing & Community Safety retains the overall responsibility for the implementation of this Policy
- 4.2 The Landlord Services Manager, and Independent Living Team Leader are responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and reviewing, staff awareness and training, policy development and communication to tenants.

5. Definition

- 5.1 Nuneaton and Bedworth Borough Council has defined dementia as being a condition which as a result of damage to cells in the parts of the brain that deal with thought processes, has led to difficulties in life skills. The most common forms of dementia in older people are:
 - Alzheimer's
 - Vascular Dementia
- 5.2 Dementia may also be the result of illnesses such as Huntington's Disease, Parkinson's Disease, brain tumours, or alcohol and drug abuse.
- 5.3 Nuneaton and Bedworth Borough Council has defined 'complex needs' as 'those needs of residents which by virtue of their complexity or nature, result in challenging behaviours or mental health needs requiring more support than would normally be required by other individuals of a similar age and condition.'

6. Responsibilities of staff

- 6.1 Staff will receive Dementia Awareness training to enable them to identify signs of dementia and/or mental health problems, and to help them to support residents who are experiencing these difficulties.
- 6.2 Staff must make themselves aware of the signs of dementia and/or mental health conditions. They are also to familiarise themselves with Nuneaton and Bedworth Borough Council Independent Living Service Dementia and Managing Complex Needs procedure.
- 6.3 Where a customer is displaying characteristics that give cause for concern, staff should undertake a review of the customers current needs to ensure that appropriate measures are being taken to support the customer. Relevant enquires must be made initially with Warwickshire County Council, Adult Social Care team.
- 6.4 Where staff are concerned that a resident is at risk as a result of their condition, they should highlight this and refer the customer to other appropriate agencies for further advice as a matter of urgency.
- 6.5 Where staff are concerned as to the safety of other customers or staff as a result of a resident experiencing dementia or other complex needs, they have a responsibility to report this to their line manager as a matter of urgency. Wherever possible staff will support residents to maintain their independence through the use of additional equipment and services such as Telecare technology and will refer the resident to the appropriate agency to access these services.

7. Dementia and complex needs characteristics

- 7.2 Dementia and complex needs are often (though not exclusively) characterised by some or all of the following symptoms:
 - Deterioration in concentration, memory and reasoning.
 - Difficulty in completing simple tasks and solving minor problems.
 - Continued forgetfulness and confusion.
 - Lack of orientation in place and time.
 - Changes in mood and behaviour.
 - A small number of people may become verbally or physically aggressive.
 - Difficulty in finding the right words and understanding verbal communications.

8. Equalities

- 8.1 This policy and associated procedures will apply to all. Nuneaton And Bedworth Borough Council is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of race, age, disability, gender, sexual orientation, religion, belief, class, financial status and any other difference that can lead to discrimination or unfair treatment.

9. Related Documents

- Safeguarding Vulnerable Adults Policy
- Independent Living Service Dementia and Managing Complex Needs procedure

10. Review date

- 10.1 Every three years or on the introduction of new legislation, regulation or good practice guidance.