



**Haringey's  
Older People's Mental Health  
and Dementia -  
Commissioning Framework  
2010-2015**

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## 1. Introduction

### 1.1. What is this document about?

This is the summary version of Haringey Council and NHS Haringey's Joint *Older People's Mental Health and Dementia Commissioning Framework*.

The Framework is for people with dementia of all ages and older people with functional mental health problems. It sets the way forward for services for the next 5 years (2010/11 to 2015/16) to offer better mental health services for the people of Haringey.

The full version can be found at

[http://www.haringey.gov.uk/index/social\\_care\\_and\\_health/mental\\_health/opmh\\_cf.htm](http://www.haringey.gov.uk/index/social_care_and_health/mental_health/opmh_cf.htm)

or copies can be requested from:

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### 1.2. Equalities and diversity

NHS Haringey and Haringey Council are committed to making sure this Framework represents and meets the needs of the diverse community of Haringey. The principles of promoting equality of opportunity and access to everyone are central to the way the Commissioning Framework was written. Everyone involved in commissioning or providing services to people with dementia, older people with mental health problems and their carers has a responsibility to understand and respect the needs of the diverse population in Haringey and to seek out and change or remove any inequalities that exist in the service. This means actively working with the local community and representative groups and organisations to make sure this work is carried out for all.

### 1.3. How was the Commissioning Framework written?

NHS Haringey (the Primary Care Trust/PCT) and Haringey Council have worked together to write the Framework. Both organisations worked closely with people involved or interested in dementia and older people's mental health services, including Haringey Alzheimer's Society, users of services and their carers and Barnet, Enfield and Haringey Mental Health Trust, to produce this Framework.

A draft Commissioning Framework was written first. There was a wide consultation on the draft and changes were made to the final version as a result of the feedback from people who were involved in the consultation. A full report

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on the Consultation, what we did and what was changed in response to the feedback can be found at:

[http://www.haringey.gov.uk/index/social\\_care\\_and\\_health/mental\\_health/opmh\\_cf.htm](http://www.haringey.gov.uk/index/social_care_and_health/mental_health/opmh_cf.htm)

or copies can be requested from the Adult Commissioning Team in Haringey Council (see above for contact details)

### 1.4. The Lewis and Mary Haynes Trust

The project to produce a Commissioning Framework for people with dementia and Older People with Mental Health problems in Haringey was funded by the Lewis and Mary Haynes Trust.

## **2. What is in the Commissioning Framework?**

The Framework is guided by the [National Dementia Strategy](#) and a number of other key publications and guidelines which set out the need for and ideas about how to develop good quality services. The Framework reviews how ready Haringey is to deliver these quality services and work to improve the mental health and wellbeing of people in Haringey. Where there are gaps recommendations for action to make improvements are made.

The full version of the Framework has a great deal of detail on services for people with dementia and older people with mental health problems and their carers. A brief summary of each section in the Framework is given below:

### 2.1. Purpose

The purpose of the Framework is to set out the overall direction for the mental health services across health and social care in Haringey.

### 2.2. Vision, Aim and Outcomes

*VISION for the work:*

To create better mental health services and to improve mental health for the people in Haringey.

*AIM of the Framework:*

To identify gaps in services and set the priorities for future service developments.

*OUTCOMES to be met:*

- Understanding and recognising individuals immediate and changing needs.
- Meeting individual need will be at the centre of commissioning.
- Sharing and using information more effectively to commission services.
- Assuring high quality providers for all mental health services.

### 2.3. National and Local Policies, Legislation and Guidance

Locally, in Haringey, and nationally there have been a lot of important publications and guidelines about older people's mental health and dementia services. Some are just about mental health; others about older people and others are about health and social care services for everyone. The full version

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of the Framework lists and has details about all those that are most relevant to this work and shows how they all link together and influence the Framework as a whole.

Five of the most important recent national publications are:

- [\*The NHS White Paper, Equity and excellence: Liberating the NHS\*](#), setting out the Government's long-term vision for the future of the NHS.
- [\*Living Well with Dementia: A National Dementia Strategy \(2009\)\*](#): which aims to ensure significant improvements across three key areas: improved awareness, earlier diagnosis and intervention and higher quality of care.
- [\*New Horizons\*](#): – a series of Department of Health publications setting out the direction of mental health services nationally using a lifespan approach.
- [\*Putting People First and Individualised Budgets\*](#) - a new approach to delivering services where everyone who receives social care support will have choice and control over how it is delivered.
- [\*The Use of Antipsychotic medication for people with dementia: A Time For Action \(2009\)\*](#): reviewing the use of anti-psychotic medication for people with dementia who have behavioural and psychological symptoms.

Some of the most important publications locally in Haringey that have influenced and guided the Framework include:

- Haringey's [\*Local Area Agreement 2008-2011\*](#)
- NHS Haringey's – [\*Developing World Class Primary Care Strategy\*](#)
- [\*Barnet, Enfield and Haringey Clinical Strategy\*](#):
- [\*Haringey's Well-being Strategic Framework\*](#)
- [\*Experience Still Counts \(2009 – 2012\)\*](#)
- [\*Haringey Carers Strategy \(2009-14\)\*](#)
- [\*Moving Forward – Haringey's Joint Mental Health Strategy 2010-2013\*](#)
- [\*End of Life Care for People with Dementia \(2009\)\*](#)

### 2.4. Population data and future demand

The demographic changes in the UK are mirrored in Haringey; the population of older people Haringey is expected to increase over the next few decades. The number of older people in the country will grow significantly. Mental health problems such as depression, anxiety, delirium, dementia, severe mental health problems and alcohol and drug misuse can increase as people age.

The Full Version of the Commissioning Framework includes a detailed analysis of the population data and future demands using information from the Joint Strategic Needs Assessments and other sources. This information tells us that:

- by 2025 there will be 24,200 people aged 65 and over with 13% of all older people being over 85.
- About half of Haringey's total population is from Black and Minority Ethnic (BME) groups and an estimated 193 languages are spoken in the borough.
- 13% of older people in Haringey provide unpaid care. It is estimated that there are at least 16,000 unpaid carers in Haringey.

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- The estimated number of people aged 65 and over with dementia in Haringey in 2010 is 1,309 rising to 1,623 in 2025.
- It is estimated that there are about 74 people in Haringey with young onset dementia.
- About 20% of people with a learning disability have Down's syndrome and 36% of people with Downs Syndrome in the 50-59 age group have dementia and 55% in the 60-69 age group. The prevalence of dementia in people with other forms of learning disability is about four times higher than in the general population.
- The prevalence of Common Mental Illness in Haringey may be even higher than some predictions suggest as Haringey is the 18th most deprived borough in England and the 5th most deprived borough in London.
- The lowest projection of the number of people over 65 predicted to have severe depression in Haringey in 2010 is 624 the highest projection is 1,035.

### 2.5. Market Analysis – what services are already provided in Haringey?

This section of the Commissioning Framework looks in detail at what services are already available in Haringey. The majority of people with dementia and older people mental health problems (and their carers) get their services from mainstream services as well as specialist mental health and dementia services.

Knowing what services are currently available (the market) and comparing this with the likely future demand for services helps commissioners make plans for the type and number of services needed in the future. By doing this comparison we know that we need to focus on early intervention and prevention to support people to maintain their independence for as long as possible. Services that support those in greatest need are also required. The development of the personalisation agenda, giving people who need social care services control of their own individualised budgets will change the way services are developed and commissioned everywhere.

As the numbers of people with dementia rise, the numbers of people who need help in making decisions about their personalised care will increase. The expertise of staff to assess whether the person can make decisions for themselves must be developed along with an understanding of how decisions will be made in users best interests if they are unable to make decision themselves. Staff working in these services will need to have a very good working understanding of how the [Mental Capacity Act \(2005\)](#) & [Deprivation of Liberty \(2008\)](#) work in so they can assess individuals needs well and support them to make decisions about their lives.

### 2.6. Gap Analysis and Recommendations

The Full Version of the Commissioning Framework uses the following to measure Haringey services against:

- the objectives of the [National Dementia Strategy](#),

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- [Healthcare for London's Dementia Services Guide](#)
- The report [Time for Action](#) on the use of antipsychotic medication for people with dementia
- Department of Health's project on mental health services [New Horizons Consultation Document \(2009\)](#) and [New Horizons 'Towards a Shared Vision for Mental health – Consultation document \(2009\)](#).

Where there are gaps in services or new developments are suggested, the Commissioning Framework makes recommendations for action. An outline of all the recommendations can be found in Section 3 in this Summary or in the Appendix 1 of the Full Version.

### 2.7. Making the changes happen – Action Planning, Timescales and Priorities

All the recommendations made in the Commissioning Framework will create a radical reorganisation of services for people with dementia and older people with mental health problems. To make sure the changes happen a Delivery Plan has been written. This Delivery Plan will be updated and reviewed as the work develops and can be used to monitor progress and change.

The Older Peoples Mental Health Steering Group will be responsible for leading and driving through these changes. This Steering Group will report directly to the Older Peoples Partnership Board (and senior management forums within each partner agency). The direct involvement of users and carers in shaping and implementing the Delivery Plan is central to this work. So the membership of the Older Peoples Mental Health Steering Group will be expanded to include users and carers. Support will be offered to users and carers to fully participate in the process. Proactive steps will be taken to ensure that the diverse community of Haringey is well represented in all the work.

The National Dementia Strategy Implementation Plan has set timescales for the implementation of each of the objectives. The priorities for action are:

- A Joint Commissioning Strategy
- Assessment and Diagnosis
- Informed and trained workforce
- Care Homes
- Personal Social Services
- Carers Support
- General Hospital care

Added to this list of priorities is the action to implement recommendations from report [The Use of Antipsychotic medication for people with dementia: A Time For Action \(2009\)](#).

### **3. Recommendations**

#### **3.1. Recommendations**

The table below describes each of the recommendations and what they will achieve once met. All the recommendations have actions associated with them that are set out in the Delivery Plan

**PLEASE NOTE:**

- The number of each recommendation indicates only to the order in which they appear in the Full Version of the Commissioning Framework and does not indicate a level of priority.
- “NDS Objective number” is the National Dementia Strategy Objective

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Recommendation	What are the recommendations about and what will they achieve
<p><b>Recommendation 1:</b> Needs assessment and data collection.</p>	<p>The better the information about the level of need now and in the future the easier it will be to predict what type and level of services will be needed. This recommendation will:</p> <ul style="list-style-type: none"> <li>• Help to ensure improved coordination and collection of information about the number of people with dementia and older people with mental health problems through the Joint Strategic Needs Assessment work.</li> <li>• Measure the number of people known to services who have dementia against the projected number in the borough to see how bit the gap is.</li> </ul>
<p><b>Recommendation 2:</b> Contract/SLA specifications and metrics.</p>	<p>All services provided or commissioned by health and social care should have detailed specifications / descriptions of what they are going to provide and to what standard. The specifications should also say how the service will meet the diverse needs of the Haringey community and how they will make sure the Mental Capacity Act and Deprivation of Liberty regulations are upheld.</p>
<p><b>Recommendation 3:</b> Funding older people's mental health and dementia services.</p>	<p>This recommendation is about making sure the amount of money spent on health and social care services for people with dementia and older people with mental health problems can be identified and understood.</p>
<p><b>Recommendation 4:</b> Joint Commissioning leads.</p>	<p>The way health services are being commissioned is changing and GP's will be leading the commissioning work in the future. This recommendation is about making sure that health and social care commissioning is coordinated and that services continue to work closely together. The aim is that there will be named people responsible for health and social care commissioning for people with dementia and older people with mental health problems.</p>
<p><b>Recommendation 5:</b> Integrated Care Pathways.</p>	<p>A pathway is a plan of how someone should be cared for when they have a particular medical condition social care need or both. Pathways are called 'integrated' when they include services from a range of providers particularly health and social care. There will be agreed Care Pathways for</p> <ul style="list-style-type: none"> <li>• People with Dementia</li> <li>• Older people with mental health problems</li> <li>• Their carers</li> </ul>

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Recommendation	What are the recommendations about and what will they achieve
<p><b>Recommendation 6:</b> NDS Objective 1: Improving public and professional awareness and understanding of dementia [and older people's mental health issues].</p>	<p>This recommendation is about raising awareness and understanding about dementia and older people's mental health across the whole of Haringey. It links into the national public awareness campaign recently produced by the Alzheimer's Society. The aim is to have an agreed set of actions that will be taken to raise awareness in Haringey – called the 'Communication Plan'. The Communications Plan will ensure that all the diverse communities in Haringey are included and that links are made with other plans aimed at improving health and wellbeing.</p>
<p><b>Recommendation 7:</b> NDS Objective 2: Good-quality early diagnosis and intervention for all.</p>	<p>It is very important that people who are worried about their memory get easy access to early assessment and diagnosis. One of the first places where people go when they are worried about their memory is their GP. Work will be done with GP's to improve their understanding and awareness of dementia and make it easier for them to make referrals to the Memory Clinic run by Barnet, Enfield and Haringey Mental Health Trust. There will be a detailed specification and agreed pathway (see recommendations 2 and 5 above) for the Memory Clinic. There will also be work to ensure that people with learning disabilities and people with early onset dementia (under 65 years of age) are included.</p>
<p><b>Recommendation 8:</b> NDS Objective 3: Good-quality information for those with diagnosed dementia and their carers.</p>	<p>All the information booklets and leaflets on dementia care and services in Haringey will be reviewed to see what information is already available. The aim of this work will be to publish a new, comprehensive, dementia services guide/booklet for people with dementia and their carers. The booklet will also be a useful source of information for people working in dementia services. This work will make sure that hard to reach groups and people who do not have English as their first language are included.</p>
<p><b>Recommendation 9:</b> NDS Objective 4: Enabling easy access to care, support and advice following diagnosis.</p>	<p>When someone has been diagnosed with dementia they will need a range of support and advice. This will vary depending on the individual concerned and what their needs are. There are a number of national pilots looking at different ways of providing support, information and advice via named 'Dementia Advisors'. The results of these pilots will help services in Haringey to develop similar services.</p>

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Recommendation	What are the recommendations about and what will they achieve
<p><b>Recommendation 10:</b> NDS Objective 5: Development of structured peer support and learning networks.</p>	<p>Getting support, advice and information from people going through the same experiences is very valuable, carers and users groups can offer this help. Work will be done to see how these groups can be supported and to take opportunities available to set up new groups wherever possible. A range of ways to do this will be looked at including using volunteers, and self supporting networks.</p>
<p><b>Recommendation 11:</b> NDS Objective 6: Improved community personal support services.</p>	<p>Personalisation is a government led programme which will give people more control over their care and support by giving them Individual Budgets. People can then choose how their Budgets will be spent. People with dementia and older people with mental health problems must be included in this new way of providing social care support. This recommendation will make sure that they are included and that the new system works well to meet their needs. It will also make sure that</p> <ul style="list-style-type: none"> <li>• people with dementia who may not have the capacity to make decisions are well supported</li> <li>• services specifically for people with dementia and older people with mental health problems are considered for future development.</li> </ul>
<p><b>Recommendation 12:</b> NDS Objective 7: Implementing the Carers' Strategy.</p>	<p>This recommendation will make sure that</p> <ul style="list-style-type: none"> <li>• Haringey Carers Strategy includes the needs and views of carers of people with dementia and older people with mental health problems.</li> <li>• There are strong links between the Carers Partnership Board and the Older Peoples Mental Health Steering Group.</li> </ul>
<p><b>Recommendation 13:</b> NDS Objective 8: Improved quality of care for people with dementia in general hospitals.</p>	<p>It is vital that people with dementia and older people with mental health problems get good quality care and support if they have to go into hospital. This recommendation looks at the future of older peoples and dementia psychiatric liaison – a service that is provided by psychiatric services to work with hospital teams to support them to provide the best physical and mental health care. There will also be an integrated pathway (see Recommendation 5 above) across health and social care to improve the coordination of services for people who need a stay in hospital and a trial of teleconferencing between hospital and older peoples mental health teams.</p>

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Recommendation	What are the recommendations about and what will they achieve
<p><b>Recommendation 14:</b> NDS Objective 9: Improved intermediate care for people with dementia.</p>	<p>Intermediate care is care that bridges hospital and care at home and often offers support and rehabilitation as part of the patient's recovery. There will be better links developed between the Older Peoples Mental Health Steering Group and the Intermediate Care Steering Group. This will help ensure that the needs of people with dementia and older people with mental health problems are included in all future planning and development of intermediate care services. Different types of support services for people with dementia and older people with mental health problems will be considered. An audit of why people are admitted into acute mental health hospital beds will be done to help us understand how we could support people better in their own homes rather than admitting them to hospital.</p>
<p><b>Recommendation 15:</b> NDS Objective 10: Considering the potential for housing support, housing-related services and Telecare to support people with dementia and their carers.</p>	<p>Haringey Council is working with partners to develop an Older Peoples Housing Strategy. This recommendation aims to have a specific section in this new strategy on the housing needs of people with dementia and older people with mental health problems.</p> <p>Telecare is any service that brings health and social care directly to a user, generally in their homes, supported by information and communication technology. It covers social alarms, lifestyle monitoring and telehealth. A three year programme to introduce more telecare for people will be drawn up.</p>
<p><b>Recommendation 16:</b> NDS Objective 11: Living well with dementia in care homes.</p>	<p>Many people with dementia and mental health problems live in care homes. As the numbers of older people increases more care homes, with well qualified and experienced staff, that can offer high quality care and support will be needed. These recommendations will:</p> <ul style="list-style-type: none"> <li>• look at the options for supporting care homes to improve the services they provide</li> <li>• encourage the development of good quality care homes</li> <li>• help to ensure that care home staff understand and can work within the terms of the Mental Capacity Act which will ensure the rights of people who may not have the capacity to make their own decisions.</li> </ul>

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Recommendation	What are the recommendations about and what will they achieve
<p><b>Recommendation 17:</b> NDS Objective 12: Improved end of life care for people with dementia.</p>	<p>This recommendation sets up a steering group on end of life care for people with dementia. The End of Life steering group's job will be to look at how to put into practice the recommendations from the Haringey Marie Curie End of Life and Dementia project.</p>
<p><b>Recommendation 18:</b> NDS Objective 13: An informed and effective workforce for people with dementia.</p>	<p>Having a well trained work force is essential to providing good services. This recommendation sets up a working group to review all the training currently being offered and develop a joint training programme on dementia in Haringey. The proposed priority groups for training will be</p> <ul style="list-style-type: none"> <li>• Care Homes.</li> <li>• Domiciliary Care.</li> <li>• Primary Care / GP's and practice nurses.</li> <li>• Carers.</li> <li>• Assessment and Care Management / individualised budget brokers.</li> <li>• General hospital staff.</li> </ul>
<p><b>Recommendation 19:</b> Antipsychotic medication and behavioural and psychological symptoms in dementia (BPSD).</p>	<p>Antipsychotics are drugs that were originally developed for the treatment of people with psychosis. They are often used to treat challenging behaviour (aggression, restlessness and psychiatric symptoms) in people with dementia. A recent report, A Time for Action, on the use of antipsychotics for people with dementia found that their benefits may be outweighed by their risks. The report made a number of recommendations about using antipsychotic medication which will be taken up in Haringey as part of the Delivery Plan for this Framework.</p>
<p><b>Recommendation 20:</b> Good mental health promotion and prevention.</p>	<p>As prevention is better than cure, the promotion of good mental and physical health is essential. A review of work prevention and promotion of good physical and mental health in Haringey will be done and any gaps relating to locality, ethnicity, culture, age, gender will be highlighted. Plans will then be made to meet those gaps so that all Haringey's residents and diverse communities can have good access to information and support to maintain good physical and mental health.</p>

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Recommendation	What are the recommendations about and what will they achieve
<p><b>Recommendation 21:</b> Early Diagnosis and Treatment.</p>	<p>The earlier someone with a mental health problem is diagnosed and treated the better it is. This recommendation looks at different types of services and support for early diagnosis and treatment for older people with depression and psychosis.</p>
<p><b>Recommendation 22:</b> Crisis Resolution / Home Treatment Teams (Older people - Functional Mental Health).</p>	<p>Crisis Resolution/Home Treatment Teams offer rapid response to people experiencing a mental health crisis or an acute phase of their mental health illness. Older people need age appropriate services and this recommendation looks at the options for setting up a Crisis Resolution service for older people.</p>
<p><b>Recommendation 23:</b> Access to psychological therapies.</p>	<p>Psychological therapies or counselling, are available in Haringey from the IAPT service (IAPT stands for Increasing Access to Psychological Therapies). It is important that the staff working in IAPT have a good understanding of the needs of older people so they can access the IAPT service for common mental health problems such as depression, stress or anxiety. This recommendation is about making sure that the IAPT services are accessible and appropriate for older people.</p>

## 4. Hyperlinks

**Barnet, Enfield and Haringey Clinical Strategy:**

[www.behfuture.nhs.uk](http://www.behfuture.nhs.uk)

**Deprivation of Liberty (2008):**

[www.opsi.gov.uk/si/si2008/uksi\\_20081858\\_en\\_1](http://www.opsi.gov.uk/si/si2008/uksi_20081858_en_1)

**End of Life Care for People with Dementia (2009):**

[www.mariecurie.org.uk/forhealthcareprofessionals/end-of-life-dementia.htm](http://www.mariecurie.org.uk/forhealthcareprofessionals/end-of-life-dementia.htm)

**Experience Still Counts (2009 – 2012):**

[www.haringey.gov.uk/experiencecounts.htm](http://www.haringey.gov.uk/experiencecounts.htm)

**Haringey Carers Strategy (2009-14):**

[www.haringey.gov.uk/index/social\\_care\\_and\\_health/carers/carersstrategy.htm](http://www.haringey.gov.uk/index/social_care_and_health/carers/carersstrategy.htm)

**Haringey Teaching Primary Care Trust – Developing World Class Primary Care Strategy:**

[www.haringey.nhs.uk/listening\\_to\\_you/consultations/developing\\_world\\_class\\_primary\\_care/docs/primary\\_care\\_strategy\\_may\\_08.pdf](http://www.haringey.nhs.uk/listening_to_you/consultations/developing_world_class_primary_care/docs/primary_care_strategy_may_08.pdf)

**Haringey Teaching Primary Care Trust- Strategic Plan 2008-2013:**

[www.haringey.nhs.uk/world\\_class\\_commissioning/documents/strategies\\_and\\_plans/strategic\\_plan.doc](http://www.haringey.nhs.uk/world_class_commissioning/documents/strategies_and_plans/strategic_plan.doc)

**Haringey's Well-being Strategic Framework:**

[www.haringey.gov.uk/index/social\\_care\\_and\\_health/health/well-being\\_framework.htm](http://www.haringey.gov.uk/index/social_care_and_health/health/well-being_framework.htm)

**Living Well with Dementia: A National Dementia Strategy (2009):**

[www.dh.gov.uk/en/publicationsandstatistics/publications/publicationspolicyandguidance/dh\\_094058](http://www.dh.gov.uk/en/publicationsandstatistics/publications/publicationspolicyandguidance/dh_094058)

**Local Area Agreement 2008-2011:**

[www.haringey.gov.uk/index/council/hsp/local-area-agreement.htm](http://www.haringey.gov.uk/index/council/hsp/local-area-agreement.htm)

**Mental Capacity Act (2005):**

[www.opsi.gov.uk/acts/acts2005/pdf/ukpga\\_20050009\\_en.pdf](http://www.opsi.gov.uk/acts/acts2005/pdf/ukpga_20050009_en.pdf)

**Moving Forward – Haringey's Joint Mental Health Strategy 2010-2013:**

[www.communityvoicesonline.org/LINks/haringey/get\\_file.aspx?id=5634&type=doc](http://www.communityvoicesonline.org/LINks/haringey/get_file.aspx?id=5634&type=doc)

**National Dementia Strategy:**

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_094058](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_094058)

**New Horizons:**

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyandGuidance/DH\\_109705](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyandGuidance/DH_109705)

**New Horizons Consultation Document (2009):**

[www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/documents/digitalasset/dh\\_103175.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_103175.pdf)

**New Horizons – Shared Vision for Mental Health (2010):**

[www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/@dh/@en/documents/digitalasset/dh\\_109708.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_109708.pdf)

**Personalisation Agenda (in Haringey):**

[www.haringey.gov.uk/personalising-support.htm](http://www.haringey.gov.uk/personalising-support.htm)

**Putting People First:**

[www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/@dh/@en/documents/digitalasset/dh\\_081119.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_081119.pdf)

**Sustainable Community Strategy 2007-2016:**

[www.haringey.gov.uk/tr/index/council/hsp/partnership\\_strategies\\_and\\_plans/sustainable-community-strategy.htm](http://www.haringey.gov.uk/tr/index/council/hsp/partnership_strategies_and_plans/sustainable-community-strategy.htm)

**The Use of Antipsychotic medication for people with dementia: A Time For Action (2009):**

[www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/documents/digitalasset/dh\\_108302.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_108302.pdf)

**Time for Action:**

[www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/documents/digitalasset/dh\\_108302.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_108302.pdf)