

## **Dementia United**

### **Greater Manchester: Dementia Care Navigation Definition**

April 2021

This document defines the key standards for dementia care navigation in Greater Manchester. It is intended to describe a minimum service which all localities should deliver. All the key standards should be delivered by a single service but it is not necessary that dementia care navigation should constitute the only, or even core, aspect of that service.

The standards below are presented as “We” statements from the point of view somebody living with dementia and their carer. The statements regard the person living with dementia and the carer as being deserving of equal treatment. The statements are their expectations for a service which provides dementia care navigation. Further information or definition is provided where helpful.

1. We will have a principal point of contact to help us access all support available after we have received a diagnosis of dementia
2. We will have our needs assessed to identify what support is appropriate to us. This could include reviewing and amending a care plan
  - Care navigation does not need to take ownership of the care plan if that responsibility better fits with another service
3. We will receive guidance to identify and navigate support which is available and appropriate to us
  - This includes information, advice, signposting, referral, and help to access where needed
4. We will be informed of our rights as a person living with dementia and their carer, and about the support which is available to us
5. We will be provided with education and support to live healthy lives and manage other conditions that we have
6. We will have contact with care navigation at least once every six months to ensure that our needs are identified and supported at the right time
7. We know that care navigation will equally support a carer to help them care for a person living with dementia
8. We know as carers we will receive advice about caring for a person living with dementia and help to access appropriate training
9. We know that care navigation will maintain a relationship with our GP and other services involved in managing our health and care needs
10. We know that care navigation will maintain links to dementia services locally so it has up to date information about the support available and good relationships with them

Key contact: [Helen.pratt5@nhs.net](mailto:Helen.pratt5@nhs.net)