

Alzheimer's & Dementia

S U P P O R T S E R V I C E S

Impact

2018/2019

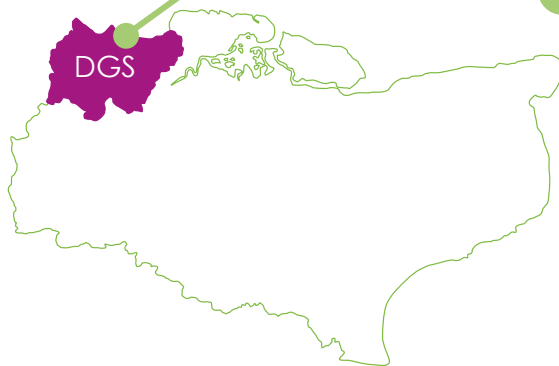


Alzheimer's and Dementia Support Services are the local specialist dementia service for **Dartford, Gravesham and Swanley.**

“

There is a real 'can do' attitude that I have not experienced in other care settings. Nothing is impossible to solve and if there is a way we can help we will. Staff continually go over and above and strive to make the people we support feel valued and give them the sense of wellbeing they deserve.”

Ruth, Senior Care Worker



There are 3,018 people living with dementia in Dartford, Gravesham and Swanley. Diagnosis rates are increasing, therefore the demand for support is higher than ever.

We empower people affected by dementia to carry on their chosen lifestyle. We equip people with the knowledge and practical support to live well with dementia. We are proud to have built a local reputation for providing excellence in dementia support and care which is testament to the hard work and dedication of our Board of Trustees, management, staff and volunteers.

We are an independent registered charity (1173379) and a company limited by guarantee (10690071).





269
people with
dementia
introduced to
our services



54
people
attended Carers
Support Groups
each week



132
Dementia
Support
home visits



23,636
hours
of care at home
provided



A word from our Joint CEOs



We are both extremely proud to be in a position to lead the charity that we both love with a passion.

We are very lucky to be so well supported by the Board of Trustees and our managers, staff and volunteers. We are very excited to have the opportunity to drive the charity forward into its next phase.

For this to succeed it is vital to collaborate with people that use our services, other professionals and organisations and of course our extremely knowledgeable staff and volunteers.

We believe that people living with dementia should be at the heart of every decision we make and every action we take, and we wholeheartedly believe in the value of involving people affected by dementia in our service delivery and development.

As with all charities, the future funding for the organisation is not certain. Therefore we will be working tirelessly to diversify our income; to ensure a strong future and continuation of consistent services and support for people affected by dementia.

Katie & Sarah

Our Services

We offer an exciting and varied range of services, there is something for everyone!

It could be a phone call from someone that is worried about their memory, or a chat in our Community Café with a family member who needs guidance on how to best support their loved one, or a care worker supporting someone in their own home with their day to day needs. We can support anyone at any stage.



77 people attended
Memory Cafés
each month

Dementia Support

Our Dementia Support Team provide our overarching information and guidance service that enables people affected by dementia to live the life they want to, and empower them with knowledge about dementia and their rights. They can provide this support over the phone, by email or face to face at our community wellbeing centre or in the person's home.



Memory Cafés

We offer 5 memory cafés across Dartford, Gravesham and Swanley. They provide a welcoming and warm atmosphere where everyone is included. Attendees benefit from a variety of activities including guest speakers, entertainment,

and refreshments, all provided free of charge in a safe and friendly environment.



Carers Support Groups

These groups are run by our fantastic volunteers and provide an important safe space for carers to meet and share. It is not uncommon for the person with dementia to join their carer and spend time together enjoying the fun activities provided. We have four groups across Gravesend, Meopham, Dartford and Swanley. We also offer a monthly lunch club in Eynsford.



I only trust Alzheimer's and Dementia Support Services care provision for John. ”

Debbie, carer



Peer Support Groups

Our Peer Support groups provide a safe space where those who have received a diagnosis are able to talk to others coming to terms with the news. Family and friends are an essential part of an individual's support network, but sometimes you need to be somewhere with others where you don't have to hide what you really feel about the diagnosis. Our experienced staff facilitate discussions and information being shared.

The main benefit is being with others who understand and experience similar difficulties, which goes a long way to alleviate feelings of isolation and fear. We currently offer two groups, one in Gravesend and one in Dartford.



Singing Groups

Regular music and singing has benefits for brain function and promotes feelings of wellbeing and confidence. Singing is a wonderful way to combine memory skills, breathing control, exercise and having fun. Even if we have problems with day to day memory we can often remember the words to songs long after we have forgotten other things. Songs evoke memories; we all have favourite songs that remind us of things that have happened in the past. Our singing groups can help tap into these memories. We currently offer two singing groups, one in Northfleet and one in Wilmington. We are looking forward to developing this service to keep up with the high demand.



Advocacy

We work in partnership with SEAP (South East Advocacy Partnership) as part of the Kent Advocacy Hub. We provide community advocacy for anyone living with dementia to enable them to get their voice heard on matters that are important to them.



Carers Learning Programme

We offer programmes to support family carers of those living with dementia to understand the diagnosis, to plan for the future and to develop coping mechanisms. The programmes offer the opportunity to speak freely and to share and learn from each other's experiences.



Kindred Spirits

Kindred Spirits is a peer support group

for people affected by young onset dementia. It is valuable for people affected by young onset dementia to have an opportunity to meet their peers as their experiences can be very different to those that are over the age of 65. This service is quite unique across the country. The group also benefitted from a monthly activity group giving them the opportunity to share their interests and to try new things, such as curling and golf.

34

carers benefitted from attending the Carers Learning Programme



21

people attended singing groups each week



24 Hour
Kent
DEMENTIA HELPLINE
0800 500 3014

This is a Kent county wide service that provides the most up to date support, information and signposting to people affected by dementia. We listen and offer emotional support; we understand the difficulties that people may be experiencing and never judge.

267 helpline calls 

“

I have found it very helpful to meet others who are going through a similar experience and now feel that I am not alone in this. I feel that I have valuable knowledge to help my family cope as well.”

Dave, Carer

Dementia Care



Support at Home

This service is key to enabling people living with dementia to enjoy community and family life. Our trained care workers support people using the service to enjoy hobbies, get out into the community, go shopping, play sport and much more. The service can also provide valuable respite time for family carers.

358 one to one calls

Inspected and rated

Good



Care Quality
Commission



Support at Home Plus

For those that need a bit more support we provide a person-centred home care service where we provide a minimum of 1-hour support calls. The hour-long calls set us apart from other home care providers and enable us to fully respond to the needs of people living with dementia.



Dad has been very happy with the visits from Alzheimer's and Dementia Support Services. It's been a great service.

Ameze, carer



People and relatives described a service that was person centred. People and their loved ones were fully involved in decisions about their care and how it was provided which made sure they received individually led care and support.



The training staff received meant they were skilled in their role and people felt confident they knew what to do and understood their needs. Relatives described how staff had a good understanding of how living with dementia affects people and how to tailor their support.

Quotes taken from Care Quality Commission (CQC) report



The Beacon Day Support

The Beacon day support suite was purpose built to be a comfortable and modern environment. The design of the room enables stimulating, fun activities to be delivered with our person-centred approach. Everyday the people who use the service are invited to take lunch in our Community Café, which enables the people using the service to remain connected to community life. We invite up to 12 people per day who are supported by 4 staff plus volunteers. This enables us to provide a truly tailored and personalised day support service to people living with dementia.

Dementia Care and Support

We provide a commissioned service to support the most vulnerable in our community.

Working closely with health professionals, social care professionals and other providers, we can identify those that are at risk of a hospital admission and take appropriate action to try to prevent that.

We carry out a holistic assessment of their individual situation and work with the person and their family to identify the action that needs to be taken to keep them safe and well.



people discharged
from hospital earlier
thanks to our
bridging service

This could be by providing a short-term care service to ensure they can manage their day to day care needs whilst working towards a more permanent solution, or simply liaising with their GP or pharmacist to ensure they are able to manage their medication independently.

We can also provide short term care at home to enable people to be discharged from hospital.



*Without everything you do,
John would not be able to
live the life he lives.*

Maria, carer

Dementia Buddy Scheme

We are commissioned by Medway Maritime Foundation Trust to coordinate and facilitate a volunteer 'Dementia Buddy' scheme. The volunteers provide invaluable support to the patients of the hospital and ward staff. Volunteers will support with stimulating activities, social engagement, mealtimes and generally keeping people company during their stay in hospital.



Since joining as a volunteer Dementia Buddy I have grown in confidence and found a new calling.

I love that I get to go in and make a difference to a patient's hospital stay. I feel really supported by the coordinators and have received fantastic training as well as being made to feel a real part of the ward team.

I have just accepted a position in a care home as a care worker, but I will never give up volunteering as a Dementia Buddy.



Sarah, volunteer

Community Café

The Café at Safeharbour is open daily from Monday to Friday (10am-2pm) and provides a comfortable space for people affected by dementia and members of the local community to enjoy our extensive café menu. The café also takes bookings for afternoon teas, lunches and groups. Anyone coming in looking for information can also ask to speak with a member of the Dementia Support team or access our resource library.



Training

We offer a range of specialist dementia training at our Memory Wellbeing Centre; we also provide tailored dementia training to other local care and support providers.

The aim of this is to raise the standards of dementia care and support and to promote our standards of excellence.





27
people
benefitted from
young onset
support



“
I feel less cut away,
they've given me
confidence and
I feel accepted.”
Bob, PLwD



People living with
dementia are
at the heart of
everything
we do



306
days of
day support
provided



People Living with Dementia story

Karen's story

Hello, my name is Karen and I am 59 years young. I have two daughters, two grandsons and I live with my husband, Michael, and my youngest daughter, Sarah. Sarah works full time and my husband has recently taken early retirement to support me.

We look after our 2 grandsons once a week which includes driving and picking up one of them from school. I am a keen ballroom dancer along with my husband and regularly take part in competitions as well as social dancing. I also have Alzheimer's.

I received my diagnosis in January 2017. At first, I felt devastated and I shed a few tears, my family were concerned. I now try to remain positive. I have embraced all the support that has been made available to me, and I am now living well.



Alzheimer's and Dementia Support Services has supported me since my diagnosis. It started with a visit at my home from Mandy, she informed me about and encouraged me to attend the various groups and activities available.

I now attend the Meopham Support Group and Memory Café, the Gravesend Peer Support Group and Memory Café, Singing Back the Memories and Kindred Spirits. My husband has also attended the Carers Learning Group.

All of these groups and activities make a huge difference to me, they promote my confidence and independence. I enjoy meeting new people, I have made lots of new friends. I'm not thinking about the future, I'd rather enjoy the here and now.

The way **we** work - **Our Vision, Mission and Values**

Vision To work tirelessly to ensure everyone affected by dementia can live the life they want.

Mission We provide a wealth of guidance, support and care to empower people affected by dementia. We champion the voices of people affected by dementia being heard by society.

Values We believe:



In being **caring** and **compassionate** in all we do.



In being **person centred** and **focused** on people's abilities.



In **working together** to **deliver excellence** in the information and support we provide.



In being **inclusive** and embracing everyone in our community.



That everyone's **rights** and **dignity** should be promoted.



In acting with **integrity** and **honesty** at all times.

Dementia “I’m Still Me”

In September 2018 we hosted an Open Space event exploring how, together, we can create a more positive future.

Representatives from our services, Social Services, the NHS, other voluntary organisations and, of course, people affected by dementia came together to share their views.

For a full report of the event please visit our website:

<https://www.alz-dem.org/blog/open-space-event>



A big Thank You!



We could not provide this life changing support without your help.

We would like to thank Kent County Council, the DGS Clinical Commissioning Group, Salway Grassroots Fund, KCF Reliance Fund, the Dementia Engagement and Empowerment Project, the Pargiter Trust, Dartford Borough Council, the Light Fund, Gravesham Borough Council, Wavelength, Marks & Spencer's Bluewater, Dartara, Ebbsfleet Riverside Rotary Club

and Northfleet & Ebbsfleet Lions Club for their support throughout 2018/2019.

We would also like to extend a special thanks Sandy & Ted Barden who held their 13th 'Cuppa for a Cause' fundraiser this year.

We are also very grateful to Cllr David Hurley who chose us as one of his Charites of the year whilst serving as the Mayor of Gravesham.



Let's get social

To keep up to date with all our latest activities or if you would like to leave a review, please connect with us on social media!

 **Alzheimer's and Dementia Support Services**

 **@alzdemsupport**

 **Alzheimer's and Dementia Support Services**

 **@alz_dem**

Plus check out our website **www.alz-dem.org** for regular blogs relating to dementia and our work.

If you would like a copy of Alzheimer's and Dementia Support Services audited accounts please email **info@alz-dem.org**

NB: Some names have been changed to preserve anonymity

Alzheimer's & Dementia
S U P P O R T S E R V I C E S

The future

The right place at the right time

We plan to continue and develop a range of holistic support services that will enable people affected by dementia to live their best life. They will be delivered when and where they are needed.

Fit for the future

We are developing and growing our resources to meet the increasing demands on the service we are providing, forming partnerships to enable us to expand our reach.

Hitting the spot

We are able to demonstrate our impact and aim for the highest level of quality, to be known as the local experts in dementia care and support.

