

Alzheimer's & Dementia

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

Impact

2019/2020



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

Supported

1147

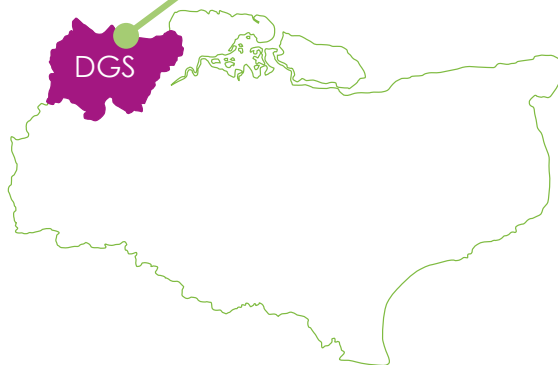
unique people
throughout the year,

805

people living with
dementia and

342

carers





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 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).



Supported
568
new people
living with
dementia



737
referrals
received



1335
services
assigned



Supported an
average of
558
unique people
each month



An Introduction from our Chair



By any reckoning, 2019-2020 was a crucial year in the life of Alzheimer's and Dementia Support Services: we lost a newly appointed CEO but gained two joint ones; we took possession of our own premises in a fulfillment of a dream that dates back at least a quarter of a century, and we rose to the challenges that were imposed by the arrival of the pandemic.

It is good to look back and acknowledge and, yes, celebrate, the fact that we are still here, and still continuing to provide the services. Services that are only made possible by the skills, care and determination of our staff and volunteers, by the persistence of our joint CEOs, by the dedication of

our Trustees, by the well-wishes and generosity of those who contribute to the funding of this organisation, and by the experiences of those who use our services.

I have a long history with Alzheimer's & Dementia Support Services, however, in full confidence that we have here an organisation with energetic and sustainable leadership in the form of our joint CEOs, a fresh influx of Trustees, and a balance sheet other voluntary organisations would envy, I can step back from the responsibility of being a Chair, and eventually, from being a Trustee. It has been an interesting and rewarding journey with you.

Justin Bateman

A few words from our Joint CEOs



As we write we are amidst the global Coronavirus pandemic which has had a huge effect on the Charity, the staff and volunteers and most profoundly people affected by dementia.

In March, when the country went into lockdown, we all had to move at pace to do whatever we could to support people affected by dementia. In their usual fashion our team did us proud; quickly developing their skills to deliver services remotely, bravely continuing to support people in their own homes, working tirelessly to keep abreast of changing guidance and sourcing the scarce supplies of PPE. It's fair to say we

have all been on a steep learning curve, but our dedicated team have also taken the people we support along with them. It was those very people's ability to adapt to a different life, changing restrictions and new technology that humbled and inspired us.

It is hard to think of the year that preceded Coronavirus but it is fair to say an awful lot was achieved in 2019. We were delighted to be asked by the Board of Trustees to act as Interim Joint CEOs back in July 2019, and even more delighted in January 2020 for the roles to be formalised. Alzheimer's & Dementia Support Services is on a journey and this year has been no exception. To start the journey, we reviewed the charity's mission

and vision, and our values. This charity has a heart, and now our values capture that heart and the passion our dedicated team have for helping people living with dementia live their life, their way.

The Charity is going from strength to strength and with the appointment of our new senior managers, Karen Gibbs and Matt Thurston and the purchase of Safeharbour we are confident

we are building a sustainable organisation that is working tirelessly to support people affected by dementia.

We look forward to seeing what our fantastic team achieve next year and beyond for people affected by dementia.

Katie Antill &
Sarah Taylor



2000

Facebook likes



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.

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 Safeharbour hub 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.

If you would like to know more about how our services can support you or someone you know, please visit

www.alz-dem.org or call
01474 533990

Because we care



Support at Home

The wonderful team who provide our Support at Home service are key to enabling people living with dementia to enjoy community and family life. Our trained Care Workers support people 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.

3811 **17,129**
Hours of SAH Hours of SAH+

Inspected and rated

Good





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. Our brilliant team really get to know the person they are supporting. They not only help with daily living, but also help them enjoy their life and do the things that matter to them.



The Beacon Day Support

Our fun, friendly and caring Day Support Team provide a warm welcome to people living with dementia, who need that little bit of extra support. We encourage those attending to take part in the activities they enjoy, make new

friends and keep themselves active. With a home cooked meal in our café, The Beacon is all about making friends and having fun.

3028 yummy Beacon lunches

Knowledge is power

Our fabulous Dementia Support Team provide our Information and Guidance Service, but it ends up being so much more than that. We hold people's hand through their experience of dementia and work with them to ensure they get the support and help they are entitled to. They enable people affected by dementia to live the life they want.

In addition to the one to one support offered, they also

“ After just a few months visiting my mum, who has Alzheimer’s, Helen has become a trusted friend and companion to her - mum regularly comments on what fun she has with her. Myself and the rest of the family are also very appreciative of how dedicated Helen is to mum. She often texts me out of work hours with updates and is happy to talk to me whenever I call her. On one specific occasion,

when mum locked herself out of her house, and coincidentally bumped into Helen at the fish and chip shop, Helen took it upon herself to help mum (even though she was off duty) by taking her into her own home to look after her until help was at hand from the family. We are very grateful for her dedication and care. ”

Minnie Copping – daughter



provide and oversee a wide array of group activities, including Memory Cafes, Support Groups, Carers Learning Groups, Peer Support Groups and ‘Kindred Spirits’, a specialist peer support group and activity session for those affected by young onset dementia.

“ Kindred Spirits is an excellent platform to exchange ideas and tips and even let off steam. It is lovely as a carer to be able to hold a conversation with someone else who knows what you are going through. ”

Eileen, Carer

Getting active



Singing back the Memories

Fun and a good sense of well being are at the heart of our services, and our singing group is no exception. Our group is facilitated in a friendly and light-hearted way and learning the songs and taking part gives people a real boost. The group have also become quite accustomed to performing!



979 singing group attendances

1 Facebook Live Performance



It's a wonderful social event, it's a relaxing experience that we look forward to every week, we make new friends through this group, good to see happy smiling faces because it transfers to us. Your lovely singing voice and cheerfulness are greatly appreciated. Thank you so much for everything you do.

John, PLwD



4 live performances



Activity Groups

We have ensured we have a bit of fun and fitness this year with our two activity groups; 'Active Bodies, Active Minds' and 'Kindred Spirits Activity Group'. These groups were coproduced with people affected by dementia, and people living with dementia have had the opportunity to try something new and meet new friends. People living with dementia tell us they lose their confidence to go out and take part in activities, but with a bit of support from our team of staff and volunteers, they are well away. People have taken part in weekly activities including arm chair yoga, boxing, walking football and much more.

Help when it is needed most



24^{Hour} Kent
DEMENTIA HELPLINE
0800 500 3014

We provide the Kent wide helpline for those times when people just do not know where to turn. Our knowledgeable team provide a listening ear and plenty of information and guidance.

126 calls to our helpline



Dementia Care and Support

Working together as a team and with colleagues from GP surgeries, other health providers and Social Services, we provide support to people affected by dementia when things are getting really difficult. We are part of the multi-disciplinary teams that support people with some of the most complex needs in the area. We help people to leave hospital by offering support and a package of care, stay out of hospital by

107 people supported to leave hospital

388 people using our Dementia Care & Support service

working holistically with them to address any issues they have and working with families and carers to get them the support they need before the situation escalates.

16 MDT meetings attended each month

“

So glad I have come (to Carers learning Group), felt it has helped me so much to have a better understanding and how to now speak to my mum and give her all the help and support I can.”

Jan, Carer



Dementia Buddy Scheme

Our team of wonderful staff and volunteers work in Medway Maritime Foundation Trust to provide our Dementia Buddy Service. Hospital can be a daunting and lonely place, especially when you are living with dementia. So, our Dementia Buddies provide a friendly face and listening ear to the patients. The Buddies provide stimulating activities, social engagement, help at mealtimes and generally keep people company during their stay in hospital.



DementiaBuddy
TIME. WHEN IT MATTERS MOST

47

volunteers



1619

hours spent
with patients



Linden (Ward) is a high user of the ADSS service, I feel as a ward the service is accessible and staff are always happy to come and assess even at short notice, this is a tremendous help.

I must admit the 3-night sits that ADSS can provide is so wonderful and a lifeline to our patients. It gives both patients and their relatives peace of mind that the transition from hospital to home is a little more gentle. This gives patients 3 nights to settle back into their normal home routine. I would like to thank everyone at ADSS for the support they offer us, patients and families on a regular basis. ”

**Laura, Senior Sister,
Darent Valley Hospital**

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. The café is currently closed due to Covid-19 and we look forward to reopening when we are able to do so.

38

people in receipt
of specialist young
onset support



89

people accessing
Memory Cafes
each month



55

carers taught at
Carers Learning
Groups



92

home
assessments



4

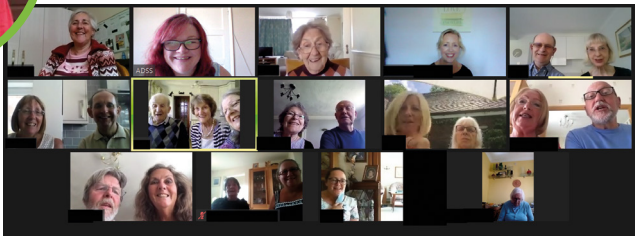
Support Groups
per week

Impact of Coronavirus

Since March 2020 Coronavirus has had an enormous impact on the lives of people affected by dementia. It has been a time like no other; our team bravely put their fears aside and continued doing what they do best, supporting people and making the best of a bad situation.



- **2,457 hours of phone calls during lockdown**
- **114 people accessing virtual support groups**
- **Over 100 activity packs being sent per week**
- **100% of people living with dementia, that responded to our Impact of Covid survey said they felt isolated as a result of Covid.**
- **83% of people with dementia and 78% of carers, that responded to our Impact of Covid survey, said that our services made life better in some way.**
- **1319 Gravesham Borough Council Befriending Calls**



From: Kay

23 May 2020 at 10:35

Re: THANK YOU

To: Sarah

These are crazy times. Nothing makes sense. Advice changes by the day, even if you can remember what it was the politicians said yesterday and people you love seem a world away. For those of us living in a household with Dementia and maybe other medical conditions too it is extremely crazy.

Unbelievably, ADSS swung into immediate action. I say unbelievably, but not really. They were being their efficient, compassionate and helpful selves.

Somehow, the staff all embraced technology like never before and we really benefit from singing together, to peer groups and cafe meetings. Hands up- David does not find looking at a screen easy and may not last a whole session patiently but just being able to point out faces that might feel familiar and for me, to chat to old friends and receive advice and encouragement, this has been wonderful. ADSS literally ZOOMED into action and gave us a strong feeling of belonging to something safe on a bad day. I particularly have to thank Sarah, the joint CEO, who must have so many pulls on her time in this crisis, for hosting our singing group with such good humour and patience, even when technology or the participants are causing a few problems!!!! Thank you so much.

Weekly phone calls come from Vilma, our normal carer, to chat in an endless day and to offer help with shopping, medicines etc. We have not needed this but just to know it was there and so genuinely offered was terrific. Other staff from the office have rung too just to say "Hello, how are things? Need anything?". This is a real support service!!

A weekly pack of activities arrives full of puzzles, word searches, colouring, seeds to plant, bunting to hang, rainbows and a letter from Lynne's grand-daughter (really touching) in addition to the cheery personal letter. It gives that sense of belonging back and was quite an inspired gesture to us all from day one.

We cannot praise enough the support and genuine friendship that ADSS has provided in these troubled times for those of us that either live with or care for dementia. More than almost anyone else they have given us a feeling of belonging and genuine friendship to help us through some incredibly long and trying days.

We just needed to say Thank You and send a virtual hug to you all.

Kay and David. May 2020



Our caring Care Workers

When the nation clapped for key workers, we all clapped all the harder knowing that our amazing team were out there ensuring people living with dementia still had the care and support they needed. They truly went above and beyond, and this is especially true of Haley who started a couple of weeks after lockdown started. We asked Haley about her experience of being new to caring at such a critical time.

What brought you to Alzheimer's & Dementia Support Services?

I am a mum of two young boys and have been a beauty therapist since I left school. After my second son was born I had a couple of years off work and when the time was right for my family I decided to get an evening job. I applied for the position of evening support worker with ADSS.



Even though this was a complete career change for me the role of the job stood out to me. Thinking of the way I am as a person and a personal experience I have with Alzheimer's, I felt I would be good for this role. I started working for ADSS on the 1st April 2020 just as we went into lockdown due to Covid 19.

What have you enjoyed about being a Care Worker for Alzheimer's & Dementia Support Services?

What I have enjoyed most working for ADSS is hard to say as there is more than one moment. I enjoy being part of a team again. I enjoy the smiles, laughs and companionship I give to the people I support, especially at this current time.

What have been the biggest challenges?

The biggest challenge I have faced over the last 7 months working for ADSS is learning not only a completely different job, but getting to grips with the PPE required to fulfil this job safely and the emotional effect that this role can take on you personally also.

The entire team has helped me in my role, from the girls I shadowed, to seniors and management answering any questions or queries straight away. Advice given on certain situations I have dealt with, training being provided when needed to improve my skills and knowledge to carry out my role to the best of my ability. Although I am classed as a lone worker, I never feel alone in this role.

What has made you feel proud?

I feel proud of the joy I bring to the people I support and their family/ loved ones. Even when I arrive and they are unhappy or down I seem to manage to lift them back up and make them smile. And the recognition, even small, of how grateful that person is for your help and company. As quoted by one lady I support 'its not just a small pip that you do....but... well its an elephant.' I understood exactly what she was trying to communicate to me. I left her on a high that evening, really happy in my choice of career change and proud of myself for taking a step to something new.



Let's tell you about Doreen

Anxiety worries supported.

During early 2019, Doreen (not her real name) became a very frequent caller to the 24-hour Kent Dementia Helpline. She was very anxious, and she told us she didn't have any family nearby to support her. Emily, from our Dementia Support Team, built a rapport with Doreen and eventually managed to arrange a home visit.

During the home visit Emily discovered that Doreen is a very proud lady but was struggling to manage her cooking and her home. A few burnt pans were discovered in the back garden and, whilst tidy, Emily could tell Doreen wasn't able to keep the place clean.

Emily worked with colleagues from the local multi-disciplinary team meetings to start getting Doreen the support she needed. She also referred her to our Support at Home team as

both Doreen and her granddaughter agreed that regular support was required. Doreen was also referred to our Day Support Centre, 'The Beacon', as we realised that the loneliness and isolation Doreen was experiencing was increasing her anxiety. She loved coming to 'The Beacon' and it also really helped her enjoy her meals again, as she enjoyed her lunch in the café with the rest of her new friends.

The weekly Support at Home visits were started and, with support, Doreen was taking care of her home and building a great relationship with her regular carer. Doreen's calls to the helpline became fewer and fewer, and eventually the team realised that Doreen was not calling anymore. It's been tough for Doreen during lockdown, but she is now very pleased to be back visiting 'The Beacon'.



Thank You's

We would like to say thank you to all our supporters, funders and granters. Without you all we would not be able to help people affected by dementia to get the support they need and live the lives they want.

Grants have been awarded to us this year from Edward Gosling Foundation, National Lottery Awards for All and Bernard Sunley Foundation to enable us to order a new minibus, replacing our long-term and increasingly costly existing minibus. We were also awarded a grant from The Childwick Trust to support the growth of our Singing Back the Memories programme. West Kingsdown Parish Council provided us with a grant

to support the development of the local Memory Café. Seed Fund and Kent Sports both provided grants to subsidise our Safeharbour lunch club. Kent Community Fund has supported us to continue Active Bodies, Active Minds. Thank you to all of you for your support.

We would also like to thank Northfleet & Ebbsfleet Lions Club, Gravesend Lions Club, Ebbsfleet Riverside Rotary Club, John Lewis, The Oddfellows, Sandy Barden, Dartara, Hatten Wyatt, Caxtons, Marks & Spencer Dartford, Darent Valley Lions Club, Morlings and Cobham Choir for their support and generous donations this year.



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

Recognition

We were successful in being shortlisted for two Kent Dementia Awards, Most Inspiring Care Provider and Community and Partnership Project. We also nominated Karen West, a huge ambassador of our services, for the Kent Volunteering Awards in recognition of her contribution in bravely and regularly talking about her experience of living with dementia at our staff induction and other events. Not only did she win the award for top Health and Caring Volunteer in Dartford and Gravesham, she also won the overall Health and Caring Volunteer Award in Kent.

