

Evaluation of our services 2021



Alzheimer's and Dementia Support Services provides a variety of services in **Dartford, Gravesham and Swanley** to support people throughout their experience of dementia.



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32

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In April 2021 we carried out a Pilot Evaluation Project to help us understand the impact our services had on the people we support.

We also wanted to collect feedback to help us decide how we will evaluate our services in the future.

79 people took part in discussions with our staff about the services they have accessed. 32 of those people were living with dementia and 47 were carers or relatives.

Kent County Council has identified 6 key statements that are priorities for people affected by dementia.

We used these statements as the basis for the discussions.



1

“I am provided with specialist information and advice about dementia.”

Most people we spoke to said that they always feel this way when accessing our services.

2

“I have accessed social activities that I enjoy, and I feel safe.”

Most people we spoke to said that they always feel this way when accessing our services.

3

“I feel supported in, and by, my local community.”

Most people said that they always feel this way when accessing our services. Many people commented on how they feel part of a community within the support groups they access. Some people explained that they don't always feel this way within the community outside of our services.

“

Everything has been good, we have been very happy with all the help we have received over the years, ADSS has helped us more than any other organisation.”

“

I know what I'm doing. I have faith in my carers. They encourage me to go for a walk to improve mobility. I was wary at first, but I trust the carers.”

4

“I feel listened to and understood.”

Most people stated that they always feel this way when accessing our services. They described our staff as empathetic, sympathetic, informative, comfortable, attentive, supportive, and responsive.

5

“I feel less lonely.”

Most people said that they always feel this way. Some people talked about feeling lonely in the moments when they are not using a service. A few people commented on how living with dementia can make them feel lonelier because of the challenges it brings and the lack of understanding”

6

“I feel supported to live safely and independently and to carry out everyday activities of my choice.”

Most people told us that they always feel this way. Many people commented on how the COVID-19 pandemic had restricted their choices in being able to go to places they enjoy.

It is clear from the feedback received that our services have had a positive impact on people. In cases where people did not always agree with the statements, they gave reasons that are beyond the services' control.

”



You said, we respond.....

Bring ADSS to Bexley.	We currently provide services in Dartford Gravesham and Swanley. It is in our 5-year Strategy (2021-2026) to expand our services. We cannot guarantee that we will be able to provide services in a specific area but we will always be able to help you find support in that area.
Send me a birthday card.	We support approximately 580 people each month, therefore it is not possible for us to commit to sending everyone a birthday card. However, those that attend The Beacon are given a birthday card. We are also currently working towards those that access Support at Home and Support at Home Plus being given birthday cards.
Set up a carer's forum, or provide a regular newsletter.	We do provide a regular newsletter to our members. Membership is free - to find out more please give us a call. We also provide regular stories and news on our website and through social media.
The prices of your 'paid for' services have gone up.	Due to annual inflation, we do have to review the prices we charge each year. We are pleased to have been able to freeze prices for the last two years, but this year we had to increase them to be able to continue delivering on our standards of excellence.
Produce a guide on local services, information should be available at each group.	We have always provided information at our Memory Cafés, and this will resume when face-to-face groups return. We are aware that there is lots of work going on locally to develop a pack of relevant information. If anyone wants to know more about services that are available, please arrange to speak with one of the Dementia Support team who can provide relevant information for your situation.



I like to be listened to and the staff do listen. Meeting different people and talking about their problems and my problems. I always feel safe here. ”

Have a young onset specific support within The Beacon.	The Beacon Day Service is for people of all ages living with dementia. However, we understand that younger people with dementia may have different interests and abilities. We are therefore working towards having a day each week dedicated to those with young onset.
More carer support groups, benefit of open discussion without upsetting the person they care for Transport to community groups.	<p>We can put you in touch with the organisation that is funded to provide specific support for carers. As part of our strategy, we are looking at what everyone affected by dementia needs and carers support groups are something we would like to set up.</p> <p>We know that transport can be an issue for some people. Unfortunately, this is not an area that we have the capacity or funds to support, but we can put you in touch with local services that provide this support.</p>
More emphasis on activities, rather than meetings.	We were providing two activity specific groups, Active Bodies Active Minds and Kindred Spirits (for those with young onset dementia) but unfortunately had to stop due to COVID-19. Another objective in our 5-year Strategy (2021-2026) is to coproduce, with those affected by dementia, a wellbeing service that includes activities.
Groups later in the day rather than the morning as mornings can be challenging for people with dementia.	With the restarting of our groups after lockdown we are working towards offering a variety of times and days in order to offer more flexibility, whilst maintaining a routine for those that attend.
Make the singing group longer.	Singing Back the Memories sessions are usually two hours when facilitated in person. The session was reduced to one hour when it went virtual as the group's members at that time felt more than one hour would be too much when using a screen. We look forward to the group returning to two hours when able to get back to in person.
More raising of awareness locally.	Historically, we have carried out a lot of local awareness raising, but with an increase of people needing our support we have had to reduce this. However, we are active members of the local Dementia Friendly Communities group who are responsible for local awareness raising.



Getting dementia has been a barrier to communication as the dementia develops, I feel more lonely, but feel the group helps. ”

The number of people that took part that agreed to answer additional questions about the evaluation discussion was 66.

We were happy to see that most people found the discussion either easy, or neither easy nor difficult.

Constructive feedback was provided, and this will help inform how we undertake our organisation-wide evaluation in the future.

It was clear that face-to-face evaluation discussions were key to ensuring a positive experience.



They always ask me how I am and stuff. I do not remember their names, but I recognise their faces. ”

If you would like to speak to us about this report or how we can support you please call us on 01474 533990 or email info@alz-dem.org


If you would like to read the full report please visit our website www.alz-dem.org






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!!

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www.alz-dem.org for regular
blogs relating to dementia
and our work.

