

Alzheimer's & Dementia

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

Impact

2020/2021



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

1568

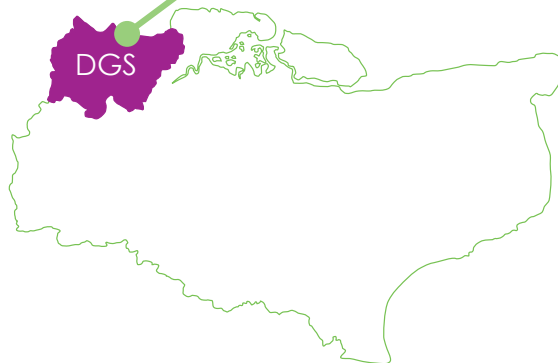
Unique people
supported last year

1097

people living with
dementia and

471

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
601
new people
living with
dementia



791
referrals
received



1569
services
assignments



702
attendances
at The Beacon



An Introduction from our Chair



There must be very few organisations out there for which 2020-21 was not filled with enormous and unexpected challenges, and, in many cases, experiences that will change the way we do things forever. Alzheimer's & Dementia Support Services was no exception.

During the past 12 months – in addition to the huge adjustments needed to deal with Covid-19 – we have also seen changes at Board and Senior Management level, we have developed a new five-year strategy and, despite significant hurdles, the charity has continued its all-important work supporting people living with dementia in Kent, without missing a beat.

I would like to start by saying how honoured I am to be representing this wonderful organisation as Chair. I am aware that I have some big shoes to fill. Justin Bateman was a pivotal figure in the creation and formative years of ADSS and has led the Board of Trustees with enormous dedication since 2017. We have continued to benefit from his invaluable expertise as a Trustee during 2021, but I would like to say a huge thank you to him on behalf of the Board and the whole charity for his many years of service to date. Without him, ADSS would certainly not be the organisation it is today.

Perhaps one of the most important and exciting developments during the year was the development of

ADSS's new strategy for the next five years. When you are running a charity or business day to day, it can be hard to step back, look at the bigger picture and properly assess the organisation's strategic vision.

Finally, on a personal note, I would like to say how inspiring it has been to witness the fantastic work that ADSS and every member of its team does. Katie has stewarded the charity with

immense skill and dedication, alongside the fantastic senior leadership team, and the way all staff members have continued to do their jobs despite the enormous challenges of the past year has been truly inspirational.

I look forward to working with the team to achieve even more in 2021-22.

Sam Barton



Happy Birthday To Us!

We are delighted to be celebrating the charity's 30th Anniversary this year.

Thanks to the hard work of our incredible team and the backing from our supporters, we have been able to overcome many challenges over the years and ensure that people affected by dementia get the support that they need.

Every year we are learning and developing our services with people living with dementia at the heart of every decision we make. Our motivation is higher than ever, so here's to the next 30 years and beyond!

30th
ANNIVERSARY



A few words from our CEO



I think it is fair to say that this year has been like no other, we have had to continually put our crisis management tools to the test and worked together like never before.

The year started with the country in lockdown and deep fear for what the global pandemic was going to mean for us all. Our team quickly realised that Covid-19 had the potential to be catastrophic for people affected by dementia, many already precariously dependent on the broken social care system. Whilst our hands were tied with closing many of our group activities, our brave Support at Home team ensured they were there for the people who

needed them, eagerly supported by our Operations Team who were tirelessly sourcing PPE to help keep everyone safe.

The last year has shown us what we can do but we still have so much more to do; there are people living with dementia in Dartford, Gravesham and Swanley who are not getting our support and, worse still they may not even know that we exist.

This is what we need to change but we can't do it alone, we are working alongside colleagues in the NHS and Social Care to help ensure that people who are worried they may have dementia, or have just received a diagnosis, get the support they need for all



of their experience of the disease, and that their families and carers are well supported too.

During the pandemic we took our strength and resilience from the people we support; like us they had to quickly adapt to new circumstances and new routines. Although the lockdowns did take their toll on people, the spirit that was shown was astounding.

I am really proud to say that, not only have we managed to deliver incredible support services to people who needed us during such a difficult time, we have also moved our Charity forward. I am truly proud of what everyone involved with Alzheimer's & Dementia Support Services has managed to achieve under such difficult circumstances.



2300

Facebook likes



I give thanks to our team, our community, our Board of Trustees, and our supporters for everything they have done to help people affected by dementia make the best of this horrible time. Whilst we do have some uncertainty and plenty of hard work ahead of us, I feel confident that we can continue to go from strength to strength to be there for everyone who needs us.

Stay well and safe.

Katie Antill



“

I honestly cannot praise this service enough, especially their expertise, knowledge and understanding of the complex needs of looking after someone with dementia. The carers always treated my mum with care, gentleness and respect and as an individual.

In addition to providing a service to users they also support family members and friends, have an active carers support group and hold information sessions for friends and family of people recently diagnosed.

The office staff were always responsive, welcoming and helpful up to and including the recent difficult times of lockdown.”



The way **we** work - Our Purpose

Vision, Mission and Values

Purpose Too many people affected by dementia do not get the vital social care, support, and guidance they need. We use our person-centred experience of dementia to define and implement social care services, from diagnosis to end of life, that reduce the devastating impact the disease can have.

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.

4735 **20,420**
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 provides 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.

702 yummy Beacon lunches

Knowledge is power

Our fabulous Dementia Support Team provides 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 provide and oversee a

“I would just like to say that Peter’s attendance at your Day Centre twice a week is a life saver for me and for him also. He thoroughly enjoys the time spent with you all and I know that from the moment he is picked up in the minibus, usually by Eve and Rachael that he is in the most safest hands.

The attention to detail and the care and support he receives from you all is second to none, so thank you all for the wonderful work you are doing.”

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.



“Thank you for all you do to make the life better for those with dementia & for the support you give carers.”

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. Due to covid, since March 2020 Singing Back The Memories has gone virtual! Our group meets once a week over Zoom for a nice sing song and catch up with their friends.



1261 singing group attendances



Dave & I would like to thank you for this morning. It makes such a difference to Dave being with people rather than looking at a screen. Thank you for all you do to make the life better for those with dementia & for the support you give carers.



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 provides a listening ear and plenty of information and guidance.

269 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

84 people supported to leave hospital

435 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.

27 MDT meetings attended each month

“

It's a really awful time at the moment but I can't tell you how reassuring it's been knowing that Nan is being looked after so well by the team and she always says how much she enjoys them visiting.

”



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. Through most of the early stages of the pandemic our Dementia Buddies were unable to work on the wards, however now with the vaccine rollout, they are gradually starting back up again!



20
amazing
volunteers



“

*All your girls are so lovely, as
are all the Staff in the Office.
This is the reason I chose
ADSS to care for Mum. Your
quality of care is superb and
cannot be faulted.* ”



Safeharbour

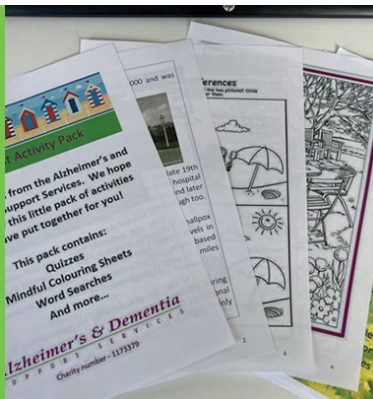
We provide services across Gravesham, Dartford and Swanley. Our hub, Safeharbour Memory Wellbeing Centre, is based in Northfleet. We have a variety of community-based groups and activities taking place throughout the area we work in, as well as supporting people in their own homes.

Safeharbour is home to The Beacon, our day support service, as well as being a base for our office based team. We also have a great space in our café which we are now using for our Gravesend support groups.



57

people in receipt
of specialist young
onset support



296

assessments taken
place



24

carers taught at
Carers Learning
Groups



873

attendances at
virtual support
groups



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 the people we support

“

We have had ADSS carers for a few years now. I really appreciate the support they provide. It is great that the calls are for an hour, giving them time to engage with my mother in law.

ADSS were very helpful to me when my husband was too ill to help me with the day to day things. One of the girls picked up that I was exhausted and informed the office and they provided extra assistance for a week, giving me time to rest and pick up again after the week of assistance.

I cannot express how much that helped me and I am very grateful to ADSS for what they provide. ”



Staff Testimonials

“

We work as a team to share ideas and experiences which enables everyone to understand what each person we support requires to make sure that their individual needs are met.

The minimum time we spend with each person is an hour so there is no pressure to meet their needs without them feeling rushed. Because we have this time, we are able to build up a good relationship and spend quality time with them. It is a privilege to chat with them and talk about their memories because we learn more about



them as people and it gives them the understanding that they are still important as a person because we show interest in them and want to hear about their memories as well as the enjoyment they have from sharing them. ”

“

I was new to care and decided to start a career in the care sector, I knew nothing about care and was learning every day. I started a job with a company however, everything they told me wasn't how I found it and that the way they trained their staff was not the way they worked.

The more I worked for that company I realised there was no compassion, communication or commitment and definitely no personal centred care around the clients, which really made me think about leaving because I didn't want to be moulded this way. I decided to leave.

I applied for a job with ADSS and this was the best decision that I made, I realised very quickly that the way the other company was compared to ADSS was

totally different. The way ADSS go the extra mile, treat their clients with the utmost respect and are all about person centred care for all the people we look after, in fact without a doubt they uphold all of the 6 C's.

ADSS have taught me valuable lessons in my career as a support worker and I'm very proud to be part of an amazing team. It was the best decision I made to come on board. ”



Let's tell you about Margaret

Margaret is aged 71 with Dementia and Parkinson's, currently living alone in her bungalow. In January 2020 Margaret was in hospital at Gravesham Place, at which time our Support At Home team completed an assessment for her to return home with a care package.

We started a bridging service for Margaret which included night sits and calls during the day which worked well for her.

As time progressed Margaret began to have falls and was in a lot of pain, as well as falling asleep due to the medication she was prescribed for her Parkinson's. After discussing this case at an MDT (multi-disciplinary team) meeting, referrals were then made to the GP to assess and update her medication. A referral was also made to the occupational therapist to establish whether there might be



any specialist equipment Margaret could benefit from to make things easier for her at home.

Social services were able to secure funding for Margaret to have a wet room installed and get a walking frame to keep her steady and avoid falls. Now Margaret is more than happy to have a shower and go for a walk when she wants to.

Recently, Margaret has also started to have fears about sleeping in her bed, as she is afraid that she wouldn't be able to get out. We are now in the process, alongside the occupational therapist, of having Margaret's bed moved into her lounge, where she has said she will feel more comfortable being closer to the lavatory.

Margaret has said that she loves us visiting her, and without all of our help and interventions she feels she wouldn't have been able to stay in her own home.

Thank You's

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

Many of you will know last year our minibus was sadly stolen during the beginning of the pandemic when it was being used to support local hospitals discharging patients, so that beds were available for those suffering with COVID-19. After launching our appeal to replace this bus we were overwhelmed with the response we received and have successfully raised enough funds with a new minibus on order. Thank you to each and every person and organisation that made this possible.

Grants have been awarded to us this year from Bernard Sunley Foundation, Kent Community Fund, Clothworkers Foundation, Neighbourly Fund, Childwick Trust, Kent County Council, Gravesend Borough Council, BDO LLP and the Edward Gostling Foundation. Thank you to all of you for your support

We would also like to thank Gravesend Rotary Club, Ebbsfleet & Northfleet Lions Club, East Kent Freemasons and The Oddfellows for their continued support.

Finally we would like to give thanks to other organisations who have also supported us throughout the year including DHL/Sainsburys, Co-op Local Community Fund and Hergest & Cavell.



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

Recognition

This year we have been successful in winning two Kent Integrated Care Alliance (KiCA) awards. We are the winners of both the 2020 Dementia Champion and the Innovation Award. The Dementia Champion Award was for an organisation that was able to demonstrate how they enhance the lives of people living with dementia. The Innovation Award was for an organisation able to demonstrate an innovative process or service they have developed and implemented during the past year. For us, of course, this was the rapid action we took to make sure people affected by dementia were still able to access support during the pandemic.