

# Evaluation of our services 2022



**ADSS** provides a variety of services in **Dartford, Gravesham and Swanley** to support people throughout their experience of dementia. Last year we supported **1,788** people.



**99**

people shared their views with us,

**59**

of those were people living with dementia,

**40**

were carers or relatives

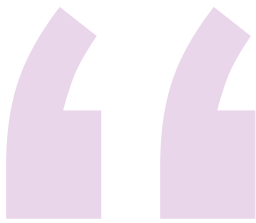
**In February and March 2022 we carried out our 2nd annual evaluation to help us understand the impact our services had on the people we support.**

**We also wanted to collect feedback regarding our new automated telephone system.**

99 people shared their views with us, 59 of those were people living with dementia and 40 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**

**“We are supported to access or find the correct and relevant specialist information and advice about my condition and its impact on me, my family and or carer(s).”**

Most people we spoke to said that they always feel this way when accessing our services. However, some people were not sure. Our new Dementia Coordinator service will ensure more people can always access the information they need.

**2**

**“I am able to access social activities that I enjoy, in a safe space.”**

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

**3**

**“I feel less lonely.”**

Most people said that they always feel this way. Several people said that they are not lonely whilst accessing our services, they do feel lonely at other times. This is something we hope our new Befriending service will help with.

“  
I was very down  
and since I've  
been going out I  
feel much better,  
especially with a  
person I know.”

“  
I feel that my  
carer has great  
knowledge and  
really supports  
me. I don't feel  
I'm as bad with  
my dementia.”

“  
Staff make me  
feel comfortable  
and relaxed  
and are always  
friendly.”

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

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

**5** “I feel listened to, by someone with the knowledge and understanding of dementia.”

Most people stated that they always feel this way when accessing our services. Lots of people mentioned staff by name and talked about how supportive they are.

**6** “I am 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.

It is clear from the feedback received that our services have had a positive impact on people. However, we have also received lots of helpful feedback that will help us continue to develop our services.

”



# You said, we respond.....

<p><b>I was isolated and unsupported due to services being unavailable during lockdown, facilities being closed, covid restrictions or volunteer shortages.</b></p>	<p>During lockdown we provided several virtual support groups, as well as postal activity packs and regular welfare calls. However, we understand that none of this replaced our usual face to face services and were pleased to be able to start reopening these services.</p>
<p><b>'Invitation only' for support groups affecting ability to form connections and access peer support.</b></p>	<p>Restrictions due to covid resulted in an invitation only approach when resuming groups however we are pleased to now be able to start opening up the groups to full capacity.</p>
<p><b>Emails to <a href="mailto:info@alz-dem.org">info@alz-dem.org</a> not being dealt with in time / a shared mailbox address would be helpful, sometimes I send an email to someone who is on holiday.</b></p>	<p>We are currently looking at how people contact us to make it as easy as possible to get to the right person. We have set up some more shared email addresses and we have also given more staff access to the info email inbox to ensure timely action. We will also ask all of our team to ensure good practice by having an email out of office reply with alternate contact details for when they are away.</p>
<p><b>Please repeat the boat trip.</b></p>	<p>We are pleased to be able to expand the types of activities and events we offer so that there is something for everyone.</p>



**The staff always give me choices by asking questions. If I have any changes in my needs the staff respond very well. I always feel I am a priority that why I love coming here. ”**

<p><b>Long waiting time for 2nd day at The Beacon.</b></p>	<p>We try to facilitate attendance on people's preferred day of the week, but this isn't always possible. We will keep people informed of alternative availability.</p>
<p><b>Unclear which member of staff to contact.</b></p>	<p>With our new dementia coordinators and changes to our phone systems it should be clearer who to contact.</p>
<p><b>Want to be able to see what's on each week on the ADSS website.</b></p>	<p>We currently share a schedule for the week ahead every Monday on social media however we agree that this will be useful to also have on our website. The development of this is currently in progress.</p>
<p><b>Increasing capacity at The Beacon.</b></p>	<p>We cannot increase the capacity within the Beacon due to the size of the room. We plan to facilitate day centre services at other locations in the community.</p>
<p><b>Noise levels in The Beacon can be too high.</b></p>	<p>We have received funding to develop The Beacon's garden area. This will provide people with the opportunity for fresh air, pottering in the shed or tending to plants. It will also be a space for small group activities, which will help reduce the amount of time all attendees are together in one room.</p>



“

**ADSS is a very good service, and it is there if you want it. It is brilliant! If I feel I am getting worse I will know to turn to ADSS. ”**

“

**You are just invaluable, friendly, helpful. Social media is very uplifting it has made things look brighter. It is not all doom and gloom. There are positives that can come out of this. It has been comforting. ”**



Questions always answered, I think it is a pretty good services you give. I feel very comfortable with asking anything, we are like old friends. ””

39 of the people that took part agreed to answer additional questions about our new automated telephone system.

We were happy to see that most people are always able to speak to someone when they call us.

Most people also found it very easy to get through to the person or team they want to speak to.

People told us that they're always met with a helpful response and are either connected to the relevant person or a message is taken so that the staff member can call back when available.



I love the physical activities. Love dancing. I don't have to think about it I just know that I am safe at The Beacon. ””

**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](mailto:info@alz-dem.org)**

**If you would like to read the full report please visit our website [www.alz-dem.org](http://www.alz-dem.org)**





I am so grateful to the team at ADSS. Everyone works hard to look after my mum, all the carers are compassionate, caring and thoughtful. ””




We love to have a laugh and a joke. It does make me feel included and I've made new friends. ””




## 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](http://www.alz-dem.org) for regular blogs relating to dementia and our work.

