

The Difference We Make:

Evaluation of our services 2023



ADSS provides a variety of services in **North Kent, West Kent, Medway** and **Swale** to support people throughout their experience of dementia. Last year we supported **4,821** people.



137

people took part in the annual evaluation of our services

77

of those were people living with dementia and

67

were carers or relatives and there were 3 `others`.

The key findings throughout the evaluation addressed 11 broad questions.



““
They have never not
been able to answer
my questions.””

““
I get a lot of love
since I have been
coming to groups,
I can say and act
the way I am.””

““
I know faces and
enjoy talking.””

““
ADSS are a fantastic
organisation and do
incredible work in
the community.””

1 “Do you feel less lonely since accessing our service/s?”

Most people we spoke to said that they feel less lonely since accessing our services.

2 “Do you feel our service/s helps you to live safely and independently?”

Most people we spoke to said they felt that our service/s help them to live safely and independently.

3 “Have you been provided with relevant specialist information and advice by our service/s?”

Most people told us they felt they had been provided with specialist information and advice.

We discussed the question with people, and although we provide a lot of information, we recognised it is important for us to reach people as early as possible.

4 “Have you been able to access social activities that you enjoy within our service/s?”

Our social activities are not currently available across all our geographic areas.

For those the question was applicable to, we were told we provide a lot of fun within our wellbeing services.

5 “Do you feel treated as an individual when accessing our service/s?”

Nearly all of the people living with dementia who took part said they felt that they had been treated as an individual when accessing our services.

6 “Do you feel you have been able to make your own choices when accessing our service/s?”

Over half of those who took part felt they had been able to make their own choices.

People really feel listened to which ensures they feel able to make their own choices.

““

My brother has more social interaction than before. He has grown in confidence and even going out of his comfort zone to attend different groups know to us through the Dementia Coordinator. ””

““

We have made lots of friends with people in the same position and ADSS staff are always supportive and welcoming. ””

““

Kindred Spirits, everyone more my age, it is more like going out socialising. I like having fun. ””

7

“Do you feel like you are part of a community since accessing our service/s? .”

Most people who took part said they do feel like part of a community.

8

“Do you feel listened to by our staff?”

All participants agreed that they felt listened to by our staff. People said we are attentive, acknowledging the person and their circumstances.

9

“Do you feel our staff have the right knowledge and understanding to support you?”

Nearly all of the participants felt our staff do have the right knowledge and understanding to support them.

10

“Do you feel our staff are caring and compassionate?”

Almost all those who took part feel our staff are caring and compassionate.

11

“Do our staff encourage you to do the things you are able to?”

Almost all people stated they feel encouraged by our staff.

12

“What difference has accessing ADSS made to you?”

We were told that they knew more about the support available and this encouraged them to meet others in a similar situation and has reduced their loneliness and boredom, it has made them feel involved.

A carer said that their loved one now has Support at Home, and this gives them some time to do other things.

From this year’s evaluation it is clear we have a positive impact on the people we support. The constructive feedback will allow us to further develop our services for the future.



””

You said, we respond.....

<p>We would like more days out.</p>	<p>In 2023 we facilitated 3 days out and two social events. We aim to continue these activities but we are not currently able to increase them.</p>
<p>We would like more support for just the carer.</p>	<p>Carers are welcome to our social groups and the carers group we run.</p> <p>We are working on a Carers Checklist to enable more support for carers.</p>
<p>We would like more visits in person.</p>	<p>Dementia Coordinators primarily visit people once to ascertain what support is needed. They then stay in contact via email and/or telephone. If circumstances change significantly, they can consider revisiting. We do offer other services that provide regular face to face contact, please contact us on 01474 533990 to find out more.</p>
<p>We would like for you to make sure everyone knows what is available / we would like a newsletter.</p>	<p>We are happy to let you know that you can subscribe to receive our regular email updates from ADSS. This will let you know about our events, day trips and activities.</p> <p>Please visit our website https://www.alz-dem.org and complete the short form on the bottom of the main page.</p>



Because of my illnesses I had to isolate during covid so lost a lot of confidence and contact with old friends. Since I got diagnosed and was allowed to start going out, we were referred to ADSS and haven't looked back. ””



We would like more variety in activities in the groups.

We are aware that some activities at our groups are repetitive, we are currently reviewing how we plan and offer activities to ensure there is more variety.

Increase staff knowledge about specific conditions.

Our staff receive Dementia Awareness training, and we also provide specific dementia training. We are currently reviewing our training plans and schedules.



“

I started having support at home when I came out of hospital, after losing my wife I felt I wasn't coping on my own, the carers have helped me become more independent!. ”

“

ADSS do such an important job in the community. We wished we had found it sooner in her diagnosis as we were educated by your staff. ADSS are very clear in what they do. ”

“

Everyone is called by their first names and are treated as someone special. There is not talking down PLWD. ”

“

I feel reassured that we are not the only people in this situation. My wife is in early stages of her journey with dementia but feel reassured that we will be able to access what we need if the time comes. ”

“

I have a funny sense of humour, and everyone laughs. I never feel out of place. ”



“

Having the same care worker is very important, we get on very well, I look forward to seeing her.”

“

Even when its busy the staff still find time to listen to you.”

“

To go on trips, to go singing, to go on bikes! My parents would not have done this before and would haven't tried this without encouragement.”

Developments since last year's evaluation

- We now offer more support groups.
- There is more variety within the support groups we provide.
- The venues we use are better so that more people can attend.
- More of our staff have access to our info email so that we can respond quicker.
- Our Dementia Coordinators have direct contact numbers so that they can be easily reached.
- We can now support more people at The Beacon day service.
- A weekly schedule of our activities is now available on our website.

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!!

 **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.

