

APPENDIX 1

Service Specification and latest monitoring report

Appendix 1: Service Specification: 'The services' (funded through the grant).

Dementia Support Service

Dementia Support Workers provide a one-to-one service for people living with dementia and /or family carer. From the point of diagnosis and for as long as is necessary to support and advise those persons in the identified matters and outcomes related to their journey with dementia. Once these identified outcomes are met, the case may be closed. Although people may re-engage with the Society, usually following a deterioration in condition or changes within family carer circumstances.

A Dementia Support Worker will usually visit the client in their own home although occasionally a family member/carer may request a meeting away from the home, so that they may talk more freely about their situation. Although a direct cause effect cannot be proved, it is believed that the service supports the good performance of the Council compared to comparable areas with fewer dementia support services, in ensuring timely discharge from acute care.

The service recently moved to co-location for key staff with the Memory Service provided by SLAM. This will aim to improve the linkage with diagnosis and the provision of post diagnostic support, ensuring the individuals and their families can access improved advice and information closer to the point of diagnosis and that we better understand reasons why people may choose not to access such support and reflect this in our service planning.

The largest number of referrals to the Dementia Support Service come from NHS bodies, but referrals are not restricted to professionals. Anyone who is affected by Dementia can refer to this service.

Quarterly Monitoring Report for 3 funded services

Quarter 3: October – December 2022

1. The Dementia Advisor Service (Memory Clinic: SEL/CCHG)
2. The Dementia Advisor Southwark: SLAM funded
3. The Dementia Support Service Southwark: LA/CCG, includes Activity Group and Peer Support Groups. Southwark Dementia Action Alliance.

Dementia Advisor Service (Memory Clinic based):

Dementia Adviser 1 x 28 hours. This is a pilot funded by the SEL CCG. The pilot is funded for 1 year from December 2021.

The Dementia Adviser works 4 days per week and is currently based at the MS 2 days per week and two at home.

The role is there to support clients who are newly diagnosed by the MS in clinic with immediate post diagnostic support. The role also triages and provides support to those diagnosed by the MS who are unable to visit the clinic and who have been provided feedback on their diagnosis in their own home.

Dementia Advisor Service:

Dementia Advisor 1 x 35 hrs: This role is funded by SLAM.

The Dementia Advisor is currently aligned to the Dulwich Locality. The DA provides a 1-to-1 service for persons affected by dementia from the point of diagnosis for as long as is necessary to support and advise those persons in all matters related to their dementia and their journey with the dementia.

A Dementia Advisor will usually visit the clients in their own home although occasionally a family member/carer may request a meeting away from the home, so that they may talk more freely about their situation.

A Dementia Advisor will remain engaged with the clients for as long as is necessary to support them to meet the outcomes agreed. Once these outcomes are met the case may be made inactive (although perhaps made inactive would-be better term) as the person affected by dementia can re-engage with the Society at any time. Referrals to the Dementia Advisor Service are not restricted to professionals. Anyone who is affected by dementia can refer to this service.

Dementia Support Service:

Dementia Support 3 x 35 hours: Roles funded by Southwark LA/CCG.

A Dementia Support Worker provides a 1to1 service for persons affected by dementia from the point of diagnosis for as long as is necessary to support and advise those persons in all matters related to their dementia and their journey with dementia.

A Dementia Support Worker will usually visit the clients in their own home although occasionally a family member/carer may request a meeting away from the home, so that they may talk more freely about their situation.

A Dementia Support worker will remain engaged with the clients for as long as is necessary to support them to meet the outcomes agreed. Once these outcomes are met the case may be closed (although perhaps made inactive would-be better term) as the person affected by dementia can re-engage with the Society at any time. Referrals to the Dementia Support Service are not restricted to professionals. Anyone who is affected by Dementia can refer to this service.

Service Manager's Summary

This report has been adapted to include the Dementia Advisor (DA) pilot service based at the Memory Service. Going forward there will be one report which will show data for the following services. I will provide a narrative on the statistics at the end of each tab on the excel spreadsheet.

Having a Dementia Adviser (DAMS) based at the Memory Service is really having a positive impact on some of the clients who have been newly diagnosed which includes those from the Caribbean community. I continue to try and secure funding for this valuable role which needs to be secured by the end of March 2023. All of the team are working well as the services continue to return to running as pre the pandemic. I spoke briefly in my last summary regarding the two Physio students placed with us for 5 weeks. I am pleased to say that this worked extremely well, and we look forward to holding two further participation and management of this.

Tracey Wells, DCLSM January 2023

Outcomes for Service users Grant funding is Working to Achieve

- I would help combating social isolation and lack of activity
- I would like to access Peer Support
- I would like to have a care needs assessment/access respite
- I would like to know about applying for Council Tax exemption
- I would like to have a benefit entitlement check
- I would like to know more about future care planning (This is me/Funeral wishes/Coordinate my care)
- I would like some ideas of where we can meet other people affected by dementia
- I would like information about care agencies

- I would like help with my power of attorney application
- I would like information about hot meal deliveries
- I would like to access Peer Support

Awareness sessions

Elim House event – Footfall was 15

Feedback from service users (snapshot)

1. I think that when we get diagnosed in hospital, would be nice to automatically be sent information and not have to ferret it out. There is a lot of information out there, but it's hard to see wood through the trees, as I was in a state of shock. Much more help needed on discharge, a link to the society would have been helpful. Furthermore, generic factsheet isn't great, would prefer something that gently eased me into it. Lots of factsheets on top of everything else, is too overwhelming. *I'm on the CRISP committee at Kings College Hospital. I proofread literature so that it is suitable for people who are illiterate, semi-illiterate or dyslexic and for those whose English is a second language. Because the support provided by the society has been marvelous, I'm happy to help you in any way I can.
2. Never had experience with this kind of service before but we were very pleased and reassured.
3. He does understand - the occupational therapist put a few things in place. I also needed help with care, due to personal health issues, which is now in place. Also receive pads now. Waiting for day centre.
4. Definitely - we learned about services that are available to us that we had no idea about beforehand.
5. Yes, the DSW spoke to all members of the family about their thoughts and concerns.

Case Studies

Case Study 1

Context

MA is a 62-year-old gentleman living with Vascular dementia. He is from Somalia and has no known friends or family here, except for his landlord, OA. MA has been renting a flat from OA for four years; OA only started noticing issues with MA's cognition and memory in the past year and has since voluntarily taken on the role of carer – he helped MA with applying for benefits, he checks in and helps with shopping once a week, arranged for a care package, and is now in the process of helping MA with his residency in the country and with possibly moving into Sheltered Housing. MA has lost some confidence in speaking English since the memory decline and said that he trusts his landlord to offer him support. OA said that he's happy to help because "we're all human beings" but once finances, care, and housing are sorted out, he'd like to take a more hands-off approach and just maintain a friendship with MA.

Intervention

The Assessment was carried out with MA, who confirmed that he can understand English, just struggles to speak it, and with OA who had brought him lunch anyway. They wanted more information on Somali-based services (befriending, groups, etc.), and on sheltered housing options in the area. I later spoke to the locally based Somali Integration and Development Association, and they confirmed that they offer the type of services that MA would be interested in. I also sourced more information on sheltered Housing schemes and where to go to register interest or contact a housing office. As MA requested, I sent this information to OA

Outcome

OA has been managing well as informal carer and assistant to MA and thanked us for the information. OA and MA agreed to keep us up to date on the situation as it progresses, to see if we can offer more support as OA gradually steps back from caring duties once all the essentials are in place. Both OA and MA were happy to have us as a first point of call both now, and in the future.

Case Study 2

Context

AA is an 82 year old lady living with Alzheimer's disease. She lives with, and is supported by her husband, and two of her adult children; a third child lives elsewhere but also helps. The family is very tight-knit and supportive of AA – they weren't surprised when she was diagnosed with dementia, and they feel well equipped to deal with various challenges. However, the children expressed privately that they're more concerned about how their father is emotionally affected by his beloved wife's declining health. They said that he "tries not to make a fuss" and says he doesn't need help, but they can see that he's hurting

Intervention

The whole family was present during the Assessment. I spoke to AA's husband about his concerns and asked if he'd consider joining social clubs with his wife or a carer's peer support group along with his children. He took the opportunity to speak about his concern a bit more openly than he normally would, perhaps because he was speaking to someone outside of the family, and said that he'd consider it, especially after I

explained in more detail what these services are like in practice. As agreed, I sent the children more information via email later.

Outcome

AA's husband has unfortunately not joined the peer support group yet but the family has kept in touch over the phone and we've been offering support that way. AA's eldest son admitted that it was always going to be a challenge to get their father to accept direct support, but he was grateful that the Alzheimer's Society is flexible in its approach and that we can offer support that works with the person's preferences and specific needs. They also know that they can come back to us as the situation changes, should they wish to take up the offer of activity or support groups in the future.

Groups Information

Daffodil Dementia Activity Group

The Daffodil Activity Group is located at The Green Community Centre, Nunhead, SE15 and provides a weekly meeting place for persons with dementia, their family, friends, and carers. The group provides a varied programme of activities to promote wellbeing, social inclusion, and other activities to stimulate and support attendees. The programme of events is planned with the involvement of the members of the Group and supported by partner organisations like Dulwich Picture Gallery and DOT Theatre Company.

Case Study

On the 5th of December, our community partner and CEO of the DOT Collective, Laura Harling, arranged for her students from Drama Studio London, to visit the group and deliver two plays. As part of their course, the 12 students were split into two groups and had a week to create two plays. Namely, the Tin Man and the Ballerina, and Hansel and Gretel. Before the plays were due to start, the students were all encouraged to engage with the service users, have conversations or play games. One student told me that this was his first time performing outside of his peer group. Another found it difficult because his grandmother had dementia. The students were encouraged to make their plays interactive, which resulted in some amusing interactions and outbursts of heckling for our service users. Others simply looked proud that their name had been mentioned.

The play and students were very well received by our group. There was only one client who appeared to struggle with the energy and noise. However, settled when he played the piano, thus allowing him to focus his thoughts.

All other service users appeared to be energized by the plays, in a way that I haven't seen before. There was a real buzz in the room. I also got to see a cheekier side to one participant; it was wonderful to see the group enjoying this experience. I felt Laura had a winning formula, with education, fun and enjoyment for all.

Southwark Peer Support Group

A session is held once a month at The Green Community Centre, Nunhead, SE15, at the same time as our Daffodil Activity Group. This enables carers to attend their group in the knowledge that the person they care for is being engaged in a safe and supportive environment. The group can support up to 12-15 carers. There is a programme of information provision and linked activities to support and enhance that programme which is arranged in consultation with the Group and working with Partner Agencies such as the Dulwich Picture Gallery. The lockdown has seen the temporary closure of this face-to-face service. Immediately following lockdown weekly telephone calls were made to carers. We now hold a twice monthly zoom carers meeting. Although attendance is slow to start, we are hopeful that carers will join these sessions. For those carers who cannot join, telephone calls will be made to them if needing support.

Session held in December:

7 members

2 members of staff from the Alzheimer's Society and 1 guest.

Southwark Dementia Action Alliance

	Number of Dementia Friends (running total)	Number of Dementia Friends Ambassadors (running total)	Number of existing SDAA members	Number of organisations engaged with (running total)	Number of organisations signed up to new DFC Recognition Process	Number of events attended or delivered on behalf of SDAA	Number of people affected by dementia engaged with
Q1	17,931 (385 new)	26	47	61 (12 new)	0 (see notes below)	10	55
Q2	17,976 (45 new)	6	48 (1 new)	68 (7 new)	1	4	10
Q3	18,008 (32 new)	6	48	82 (14 new)	0	11	12
Q4							

Note: Alzheimer's Society is currently supporting Dementia Friends Ambassadors to transition to their new role (this used to be Dementia Champions). As the recognition scheme for 2022 was drawing to a close in quarter 3, the coordinator focused on establishing new connections and extending the reach of SDAA, as well as supporting existing SDAA members and contacts. Alzheimer's Society has now published and produced the recognition scheme and logos for organisations to be recognized as

Dementia Friendly for the year 2023 and therefore, next quarter will work to encourage organisations to make their pledges for the year ahead.

Events attended or delivered on behalf of SDAA

Southwark Dementia Action Alliance quarterly meeting

A quarterly SDAA meeting was held in October and provided the opportunity for organisations to share useful information and updates.

Dementia Friends session to Westminster House Youth Club (case study)

A Dementia Friends session was delivered at Westminster House Youth Club in Nunhead. The connection was made through a contact at Link Age Southwark, who are members of the SDAA. The coordinator. The Director at Westminster House fed back the following:

“At Westminster House we work with young people aged 8-18. For the last 5 years we have been running an annual Dementia Friends awareness sessions, previously organised by Link Age Southwark and most recently delivered by an Alzheimer’s Society volunteer. We have a variety of intergenerational projects including lunches, planting projects and Christmas parcels so an awareness of dementia is important for our young people as some of our older friends and neighbours are affected, as well as family members. I am always surprised by how well young people engage with the subject and how quickly they understand how isolating dementia can be. On our most recent course, our young people were very affected by the idea that feelings remain when memories have gone. The course is a very valuable part of our programme and I’m sure many more young people could benefit from this training if it was more widely available.”

As part of the session, the young people each made pledges for being more dementia friendly, such as, “put sticky notes around the house so that it guides them to do the right thing and take them to places that they like so they have the happy feeling”, “be more understanding and look out for people” and “not make fun of them but remember the things they have done”.

Other Events and Meetings

The Coordinator and SDAA Chair attended the Disability Network run by Community Southwark and delivered a presentation to members on dementia and the SDAA. Connections were made with six organisations that the SDAA had not previous had contact with, increasing the reach of the SDAA and understanding of dementia. The subject of dementia being a disability was explored, including the topic of disability rights and the community being more inclusive and accessible through the removal of physical barriers, better understanding and addressing stigma.

The SDAA Chair delivered a presentation at the Older Peoples’ network about dementia and the Southwark Dementia Action Alliance.

The Coordinator has planned a dementia awareness session to deliver in partnership with the Southwark Dementia Clinical Nurse Specialist (SLaM) to befriending volunteers for the organisation Time and Talents.

The Coordinator delivered a Dementia Friends session to members of the Elephant and Castle Business Association and received positive comments, including that it was “very interesting and educational”.

The Community Director at Elephant and Castle Town Centre organisation put the Coordinator in touch with Re-Tribe, who provides live interviews for the Elephant and Castle Community Hub. The Coordinator took part in a live interview to raise awareness of the key subjects around dementia, to explain the condition and talk about support available.

The Coordinator attended an event at the University of Stirling (virtually) on the launch of the report about the importance of dementia friendly retail and ensuring that shops are inclusive and accessible to people living with dementia. The Coordinator is weaving in key messages from the report into awareness raising opportunities in the borough, including to local businesses.

The Coordinator has arranged to visit the carers groups run by Alzheimer’s Society and Time and Talents, particularly to listen to the experiences of people affected by dementia using business and visiting shops and other high street amenities. It is intended that this will feed into dementia awareness sessions given to local businesses.

Contacts made with Southwark SDAA members and other organisations

Connection with Time and Talents (case study)

Positive feedback has been provided by Time and Talents, a member of Southwark Dementia Action Alliance, about the impact of a local resident with dementia and his son attending an information stand during Dementia Action Week.

During Dementia Action Week in May 2022, Time and Talents collaborated with Alzheimer’s Society and Dementia Action Alliance in holding a stand at Surrey Quays shopping centre, organised by the SDAA Coordinator. The stand was approached by Edward (in his 40s) and his father. Mark has dementia and Edward is his sole carer. Through attending the stand, they were encouraged to attend Time and Talents’ Ruby Tuesday’s group that afternoon. Edward was at first reluctant as he said his father was not a group sort of person and was better at relating to people one-to-one however, they were willing to ‘give it a go. They enjoyed getting to know the other members and joining in the games and singing. Mark has now become a regular attendee of the dementia group and although quiet, enjoys himself and has a great sense of humour. He especially enjoys the warmup ball games which help with his fitness (he has also been practicing these at home with his son). Whilst Mark is in the Ruby Tuesday group, Edward enjoys the brief respite it gives him. Edward is social isolated, like many carers, who runs his business from home and finds the carers group to be helpful in listening to other peoples’ experiences of caring. Edward signed up to be a volunteer on the cycling without age bikes. Mark also loves going out on the bike with

his son once a week and they visit Borough market and different places of interest. Mark really enjoys the attention he gets whilst out on the bike, waving to members of the public as he passes by, and his son enjoys the physical exercise. Through this connection, a referral was also made for gardening support at their home through Bede House and a referral has also been made to a day centre. Edward says that he feels their connection to the local community has really expanded and this all began with a visit to the Southwark DAA information stand during Dementia Action Week.

Other contacts made

The Coordinator visiting the Old Operating Theatre, a museum near London Bridge that had made contact with the SDAA about being a dementia friendly venue.

The Coordinator continues to produce and disseminate the monthly Dementia Friendly Southwark newsletter. Senior social services colleagues have commented on the usefulness of these in terms of keeping people informed. The distribution list keeps expanding as more individuals from partner organisations across the borough get in touch with the Coordinator and ask to receive the newsletters or recommend to their colleagues. The most recent edition included information such as: local dementia friendly activities, details of campaigns to get involved in, information about the Warm Spaces scheme, tips about managing and enjoying the Christmas period for people affected by dement and the Dementia Symptoms checklist from Alzheimer's Society which has been endorsed by the Royal College of General Practitioners.

Dementia Friendly Actions completed by SDAA members and organisations in Southwark

Ballers Academy Walking Sports session (case study)

Ballers Academy is a member of SDAA and delivers 2 free weekly "Walking Sports Club" sessions for older people, including those living with dementia and carers, to help reduce stress, isolation and loneliness. The following case study demonstrates the impact of these sessions and the effectiveness of the connection with Alzheimer's Society and SDAA:

The SDAA Coordinator attended an inclusive Walking Sports Activity session held by Ballers Academy. The sessions help improve mood and get people together who may otherwise be isolated. At one of the quarterly SDAA meetings, the Walking Sports Coordinator was invited to share how the activity sessions had made a difference to people living with dementia. As well as helping people to stay physically fit, the activities themselves are designed to help stimulate the mind, support balance and hand-eye coordination and engage connect people who can feel disengaged with the community. The Coordinator proactively raises awareness across Southwark about the importance of sports and physical activity for people living with dementia and the important messages around prevention and reducing risk of developing dementia – "What's good for your heart is good for your head." This improves

understanding of how dementia is caused by diseases of the brain and not a normal part of ageing.

An Alzheimer's Society Dementia Adviser commented that through the Walking Sport sessions, one lady with dementia became significantly more communicative and engaged and that the sessions help people who used to be keen sports people to re-engage with their sporting memories, invoking a sense of pride - and this is a great way to 'see the person before the dementia'. As well as this, other enjoy trying something new!

Through the SDAA, organisations are invited and empowered to spread the word to others and increase awareness of dementia. Another outcome of networking with the Walking Sports Activity group was that the Coordinator was introduced to Elim House, a day care for older members of the Caribbean community. This led to taking part in an Open Day at Elim House during Black History Month, increasing awareness of dementia and local support. This is a great example of why bringing communities together is so important how every opportunity could lead to another.

The Walking Sports Coordinator shared that there had been an article on Walking Sports in the South London Press. They also had City News from University of London visit at session and in addition, the Walking Sports Coordinator took part in an interview for BBC London Sport. In a recent communication, the Walking Sport Coordinator thanked Alzheimer's Society and the Southwark Dementia Action Alliance for their support.

Other Dementia Friendly actions and activities

The SDAA Coordinator ensures that through the SDAA, more people are able to hear about dementia friendly activities and support in the borough.

Dulwich Picture Gallery have relaunched their Create and Connect Dementia Friendly Programme, which includes creative conversation and training sessions. Create and connect supports older adults living with dementia and their carers and is part of the gallery's commitment to creating a dementia-friendly Gallery.

Age UK Lewisham and Southwark have entered an agreement with Downside Fisher Club providing free swimming sessions. Members are picked up from and dropped back to the Age UK Healthy Living Centre.

Surrey Quays have re-introduced a "Quiet Shopping Day", to take place every Wednesday, where the shopping centre is turning off the mall music and making shopping a more comfortable experience for all visitors, especially those with dementia, those on the Autism spectrum or who have sensory or additional needs.

Actions taken to engage and support diverse communities

- The SDAA Coordinator, SDAA Chair and Alzheimer's Society Dementia Adviser were invited to have an information stand at Elim House, a day centre for people from Southwark's Caribbean community, for Black History Month.
- The Coordinator has planned to deliver dementia awareness sessions to Golden Oldies and Elim House in the new year, in collaboration with Southwark Dementia Clinical Nurse Specialist (SLaM).
- The SDAA Chair and SDAA Coordinator are planning to give a talk on dementia at Community Southwark's BME Network meeting.
- During Black History month, SDAA member Age UK Lewisham & Southwark ran a Living Legends event at Stones End Day Centre where they took pictures of clients holding pictures of their younger working life self as nurses, engineers, chefs etc. and displaying their pictures at the Centre. They also have Nancy's Kitchen, providing freshly cooked West Indian meals at Yalding Centre every other Wednesday.
- The SDAA Coordinator has been accepted onto a Race Workshop mini-series to explore how to be a better ally to people from BAME communities.
- The SDAA Coordinator has planned to attend Bede House, a day centre for adults with a learning disability, to provide a Dementia Friends session to staff. This will also include information specifically on the subject of dementia and learning disabilities.
- At the Southwark Dementia Action Alliance meeting in October, a presentation was delivered on the Subject of Equity, Diversity and Inclusion and dementia, followed by discussion with SDAA members.