

Dementia Action Alliance

Dementia Adviser Presentation 12th Feb 2014

Intro

Thank you for having me here today to talk about our Dementia Adviser Service. I currently lead a team of Dementia Advisers, Dementia Support Workers and a Dementia Café Facilitator. Having worked as a Dementia Adviser and Dementia Support Worker for several years, I hope to draw upon my personal experience to give you an insight into the service and how it directly supports people to live well with dementia.

Background

- National Dementia Strategy 2009
- Previous traditional support directed at carers
- People with dementia's call for a service for them
- Timely, accurate, relevant, personalised information, advice and signposting
- Access to local services, planning for the future

Service Aims

- Dementia Advisers will provide accurate, accessible information to help people with dementia make informed decisions .The service will offer a point of contact for all information and advice as required during the process of getting a diagnosis and post diagnosis of dementia.
- To be a named contact throughout the person's journey with dementia
- The service will signpost and support access to other appropriate support and services to ensure that people with dementia and their carers have access to the right help for them at the right time and are able to make the most of their abilities.
- Specifically the Dementia Adviser service is expected to deliver the following outcomes:
 - People feel they have been listened to and treated with respect.
 - People receive a service at a place that is convenient for them.
 - People feel they have been able to discuss information, care and support needs.
 - People receive accurate, relevant and useful information.
 - People feel they have been provided with information that is easy to understand or have been helped to understand the information provided, if required.
 - People have been signposted to other support and services where appropriate.
 - People have been able to access other useful support and services, if required.
 - People know where to go for information and signposting in future.

Eligibility

- People who have recently received a diagnosis or who are in the process of getting one
- People who are willing and able to talk about their diagnosis and able to engage with the service
- If this does not apply then they will be referred to a Dementia Support Worker for more intensive support.

Referral and Access

- Referrals accepted from all sectors of the community – GPs, Memory services, social services, voluntary orgs etc.
- Close working with Memory Service – MDT meetings, Business meetings, clinic attendance, office sharing
- Feedback to referrers – acceptance/decline of service

Service Delivery

Providing support to people with dementia and their carers in helping them to maintain their independence, improve their sense of well-being, and putting them in more control of their lives. We assist people with dementia and their carers to identify their needs with information/support plans and to access relevant local services to achieve desired outcomes. We provide help and information on all aspects such as health, medication, activities, relationships, driving, benefits and legal guidance, choices in care, safety at home, travel etc. Support is given at service offices or at other locations, face to face, by phone, letter or email.

- Home visiting service - reviews
- Assessment and support plans with identified outcomes

Onward Referrals/Signposting

There are a wide range of services that we refer people onto whether they are our internal services or external services.

- Health – Memory Service, Occupational Therapists, Psychologists, Incontinence Team, District Nurses, Alcohol support services
- Social Services – Community Care assessments, Carers Assessments
- Legal – OPG for LPA
- Benefits – Income Maximisation Teams for benefits entitlement checks, applications for Attendance Allowance, Carers Allowance, Council Tax Exemption
- Travel – Taxicard, Blue Badge, Dial-a-ride

- Safety – Telecare, MedicAlert, Helpcards, DVLC for driving
- Activities – anything from Day Centres, photography classes, ballroom dancing, guided walking groups, art classes, computer classes, museums and galleries, exercise classes, culturally specific community groups (Black Caribbean, Bangladeshi, Greek Cypriot, Chinese, Irish), assisted holidays
- Housing – sheltered housing schemes, care homes

As many services that we refer or signpost to, we are constantly building our working relationships across the borough, raising awareness, providing access to mainstream services for people with dementia.

Dementia Connect – directory of local services offering concise information in a consistent format