



Table work

BUSINESS / RETAIL

Identify the potential risks that people with dementia could be exposed to:

- Payment methods
- Automated phone calls
- Can be accused of shoplifting, forgot to pay
- Not understanding money, which can be abused e.g. multi buy purchases and compulsive buying.
- Confusing environment e.g. poor signs and way out.
- Self Service

What are the challenges to overcoming these risks?

- Staff training
- Awareness of company regarding the help of people living with Dementia.
- Investment in customer service
- Impersonal large chain stores
- Profit motive
- Picture signs of Tea/Coffee etc.

What action can be taken to minimise these risks?

- Dementia awareness for staff and understanding
- Key training for key staff members
- Pictures and clear signs for products
- More shop floor staff
- Phone calls should have a person at the other end to talk to.

CARE HOMES

Identify the potential risks that people with dementia could be exposed to:

- Identity, people with Dementia can lose their identity
- Basic safety issues
- Falls, trips, general home hazards
- Lack of engagement; kept indoors all day
- Communication deprivation
- Isolated from family
- Meeting peoples sensory needs e.g. glasses, hearing aids.

What are the challenges to overcoming these risks?

- CQC requirements
- Built environment can be a barrier
- Poor pay for carers
- Reporting requirements
- Leadership and culture
- Poor discharge and admission e.g. middle of the night, no life story book.

What action can be taken to minimise these risks?

- Care home staff to say “I’m proud to be a carer”
- Care home call to action
- DAA Care home of the month, with research, best practice etc.
- Shine a light on good practice and showcase at alliance
- Individual responsibility
- Digitalised
- Increase carer pay
- Challenge CQC
- More work to raise profile of care progression
- Better use of volunteers
- Community engagement and liaison managers
- Hospital advocacy
- Staff training
- Subtitles on TV
- Better use of photo’s to indicate who the person is

EMERGENCY SERVICES

Identify the potential risks that people with dementia could be exposed to:

- Ignored by emergency services
- Not being understood/ Prejudice e.g. assuming drunk, assuming peoples abilities
- Not being able to identify feelings of pain
- Actually being able to contact emergency services and explain
- Being able to articulate to morbidities
- Behaviour could be perceived as aggressive / non-compliant
- Getting lost in system without telling family
- Fire service and peoples reaction e.g. immediate reaction to hide
- Noise and its environmental impact
- Stigma and public awareness
- Understanding LGTB issues
- Person being moved without awareness of area and community links
- Institutional abuse
- Knowing what medication people are on

What are the challenges to overcoming these risks?

- Training
- Time
- Tone/demeanour e.g. communication techniques
- Lack of community awareness
- Communication abilities of people living with Dementia
- Blame culture
- Carers can be admitted into hospital but no one knows/ no contingency plan for the person with Dementia they care for

What action can be taken to minimise these risks?

- Helping people with dementia to develop advanced care plans
- Dementia friends training for emergency services
- More engaged services and more visibility
- A carer should be identified as such, and if taken into hospital, an alarm raised for checking the person with Dementia
- Carers emergency card and automatic system

HOSPITALS / GP SURGERIES

Identify the potential risks that people with dementia could be exposed to:

- Confusing signage
- Lack of human interaction and communication
- Lack of support and flagging up of issues
- Lack of understanding of technology used e.g. appointment booking systems
- Noisy environments
- Timing of appointments
- Confusing physical environment

What are the challenges to overcoming these risks?

- Funding and budget limitations
- Implementation of changes on a large scale
- Ensuring the changes are inclusive of everyone
- Ensuring changes filter down

What action can be taken to minimise these risks?

- Dementia friendly hospitals
- Staff being flagged of Dementia in patient for appointments
- Ensuring someone is there to help people with Dementia find their way around the hospital
- Clear signage in hospitals
- Family being allowed to stay

IN THEIR OWN HOME / DOMICILIARY CARE

Identify the potential risks that people with dementia could be exposed to:

- Being detained in your own house
- Lack stimulation/activity, leading to boredom
- Isolation, psychological needs not met.
- Institutional care based on bad packages of care
- Undermining basic human rights
- Risk emotional/financial abuse
- Lack of choice, only doing what's convenient
- All of this leads to loss of identity and isolation from the community

What are the challenges to overcoming these risks?

- Funding lack of local resources
- Lack of awareness of support
- Risk adverse attitudes
- Stigma associated with dementia e.g. language used
- Research
- Ageist society, societal attitudes

What action can be taken to minimise these risks?

- Deprivation of liberties in homecare
- Less risk adverse sector
- Culture change within care
- More services focused on wellbeing engagement
- Educating and recruiting volunteers
- Support groups, post-diagnostic support
- Education e.g. for family members
- Dementia friends
- Language change
- Higher expectations
- Hope
- Help people achieve aspirations
- Adapting homes e.g. making them dementia friendly
- Division about camera's to observe relatives at home
- Listening to people with Dementia and observing and reporting changes
- Inclusion e.g. providing choice and control

PERSONAL WELLBEING E.G. HAIRDRESSERS, PODIATRISTS ETC.

Identify the potential risks that people with dementia could be exposed to:

- Being charged too much/Overcharged
- People might steal from you
- Not giving enough information and not being treated with respect
- Misunderstanding / Miscommunication
- People withdrawing services e.g. not understanding behaviour/language
- Men working with women and vice versa, need choice.
- Not providing the service they came for, or providing unwanted services.

What are the challenges to overcoming these risks?

- Having different people who don't know you e.g. postman. If they know you, they could spot things like scam letters
- When people live alone, the risks are increased.
- People have ulterior motives e.g. for making friends
- Confidentiality, e.g. professionals not sharing information, family members being involved, balance conflict with not treating the person as a child and interfering with the wellbeing of the person.

What action can be taken to minimise these risks?

- "No Cold Callers" message on the door
- Prepayment for services, so no handing over cash/no arguments about being paid
- Making sure the person with dementia's told about possible risks regularly.
- Trusted person with the person with Dementia
- Making sure people providing services are aware of communication/memory issues
- Familiar faces and same people.
- Single point of contact, to flag up concerns and single phone number to call
- Making sure you ask the person with Dementia if they want male/female
- Making sure the behaviour of a person with Dementia is investigated, it might mean they don't like how they are being treated
- Respecting a person's personal routine
- Community spirit, asking if people are ok and not feeling like you are interfering
- Making sure the person with Dementia is asked how they would like to be addressed, e.g. Mrs x, etc. and by whom.
- CCTV in extreme cases, to watch who is coming to the door and to stop cold callers
- Important to hear the views of people with Dementia early

PUBLIC PLACES E.G. PARKS, LIBRARIES

Identify the potential risks that people with dementia could be exposed to:

- The public e.g. exploitation of vulnerabilities
- Design e.g. Physical environments can be designed badly, having glassed and polished floors, risks of falls and disorientation
- Disorientation in shopping areas

What are the challenges to overcoming these risks?

- Cost of redesigning
- Ignorance of those installing designs
- Attempting to be dementia friendly can sometimes mitigate common sense. E.g. no mirrors at end of bed, but still need a mirror somewhere.
- Tokenistic gestures e.g. want endorsement not actual opinion.
- Doesn't fit with council/Local alliance agendas e.g. cost saving

What action can be taken to minimise these risks?

- The public
- Design e.g. good physical environment, clear signs
- Listen to people with Dementia and professionals and implement their suggestions as well as checking in on plans
- Honesty and transparency, tell us what is non-negotiable because then we can focus on what we can alter
- Use legislation to enforce
- Needs to be a meeting of cost-effectiveness with design, experience of people with Dementia

PUBLIC TRANSPORT

Identify the potential risks that people with dementia could be exposed to:

- Lack of public transport in some rural areas
- Drivers may refuse to take unaccompanied people with Dementia
- Unregulated service providers who are able to exploit people with Dementia e.g. unregistered taxis
- Environment e.g. automatic doors and announcements
- Assisting people with physical disabilities
- Limiting services/Confusing services e.g. “When will the next bus be”

What are the challenges to overcoming these risks?

- Money for more services
- Who takes responsibility for the training
- Promote walking, some areas don't facilitate this e.g. poor pavements and poor signage
- Engagement of private sector e.g. navigating the current public transport sector
- Stigma in relation to ID cards
- How this is funded, who absorbs the cost of free carer travel?

What action can be taken to minimise these risks?

- Voluntary ways to take people to appointments etc.
- Appropriate training in transport providers and drivers
- Clear timetables
- Promote other methods of transport e.g. walking/clear signage
- Dementia friendly environments
- Dementia ID cards
- Promotion of assistance services
- Using technology to provide advance warning of delays/when your stop is
- Balance between enabling independence and public transport meeting needs of people with dementia

UTILITY SERVICES

Identify the potential risks that people with dementia could be exposed to:

- Options on phone calls are difficult
- Bogus doorstep callers trying to get people to change tariffs or companies
- Phone conversations need passwords and speak to anyone else
- Confusing hard sell
- Confusing for anyone trying to get the right tariff
- Direct debit can end up in credit and hard to get it back
- Hard to send in own readings, particularly when online
- Bills sometimes online only and hard to access

What are the challenges to overcoming these risks?

- Companies want to move to paperless and online services
- Data protection, it would be good to have a named person to speak to the company, or utility will only speak to account holder, and they don't always understand people with Dementia.
- The way all centres are set up e.g. cultural difficulties with being abroad, working to a script.
- Organisations have got to want to change and understand it will involve spending money.

What action can be taken to minimise these risks?

- What's good for people with Dementia is good for everyone
- Use of fingerprint technology
- Accounts tagged to be directed to a specific team or person with Dementia has a specific number to call
- Be nicer to each other
- Staff are specialised with good quality training
- Personal contact
- Cultural change