

Domiciliary (Home) Care Providers Guidance Notes

This note states why and how domiciliary care providers can improve the lives of people with dementia. It also provides guidance on how you can join the Dementia Action Alliance and publically state your commitment through developing an Action Plan.

Why is dementia important to you?

Dementia is important to domiciliary care providers because:

- Dementia is a disease of the brain which can affect memory, everyday tasks, communication and perception. It is not a result of the normal ageing process.
- There are over 850,000 people living with dementia in the UK and this figure is set to rise. 225,000 people develop dementia every year, that's roughly one person every three minutes. (Alzheimer's Society 2014)
- 82% of the public believe people with dementia and their carers need more help and support. (You Gov 2011)
- 883,000 people, many of whom live with dementia, rely on domiciliary care in the UK (UKHCA 2015)
- By not undertaking actions to support people with dementia your organisation may not be compliant with the Equality Act 2010, which recognises dementia as a disability. This means that your organisation should make reasonable adjustments to avoid discrimination.
- An estimated 22 million people in the UK have a family member or friend who has dementia. 49% of the public state that they are more likely to support a company if they know it supports people with dementia. (You Gov 2011)

What can you do?

Join the Dementia Action Alliance

Organisations join the Dementia Action Alliance by implementing a short Action Plan outlining the actions they will take to improve the lives of people living with dementia.

Dementia Action Alliance members from your sector include:

- Heritage Homecare, Trafford
- Home Instead Senior Care
 - Chorley and West Lancashire
 - East Lancashire

- Trafford
- numerous other franchises throughout the country

Example Action Plans:

- Absolute Healthcare Providers Ltd, Four Marks, Nr Alton
http://www.dementiaaction.org.uk/members_and_action_plans/4687-absolute_healthcare_providers_limited_four_marks_nr_alton
- Lapis Domiciliary Care, Hampshire
http://www.dementiaaction.org.uk/members_and_action_plans/3828-lapis_domiciliary_care
- Aspire Home Carers Ltd, Ashford
http://www.dementiaaction.org.uk/members_and_action_plans/4756-aspire_home_carers_ltd

Search for more examples of action plans here:

http://www.dementiaaction.org.uk/members_and_action_plans

Sector case studies

- Home Instead Senior Care, Chorley and West Lancashire
http://www.dementiaaction.org.uk/members_and_action_plans/1202-home_instead_ormskirk
<http://www.homeinstead.co.uk/chorley/2878.do/home-instead-west-lancashire-and-chorley-join-the-dementia-action-alliance>
- Heritage Homecare, Trafford
http://www.dementiaaction.org.uk/members_and_action_plans/3963-heritage_healthcare_trafford

Search for more case studies here: http://www.dementiaaction.org.uk/case_studies

Further resources

Checklist for dementia friendly environments

You can use a range of checklists to ensure your clients physical environments are as dementia friendly as possible. This one includes practical advice, for instance around signage or lighting.

http://www.dementiaaction.org.uk/resources/5031_dementia_friendly_environments_checklist

Next Steps

A. Become a DAA member by using the following template to create and implement an Action Plan

- Download and complete the form found here:
http://www.dementiaaction.org.uk/assets/0001/0762/DAA_Local_Membership_Form_090614.docx

- If you prefer, request a form to complete and email it to us:
dementiaactionalliance@alzheimers.org.uk
- Use the action plan guidance below to create your action plan:

Answering the following three questions will complete your Action Plan. By completing an Action Plan your organisation will sign up to the National Dementia Declaration and become a member of the Dementia Action Alliance.

The National Dementia Declaration

The National Dementia Declaration lists seven outcomes that all businesses, charities and public bodies can collectively work towards to improve the lives people with dementia and their carers.

By signing up to Declaration you will be joining an Alliance over 600 organisations to publically state that people can live well with dementia and that all of the society has a responsibility for ensuring that this happens.

To read about the history of the Declaration, and download a full copy, visit:
<http://www.dementiaaction.org.uk/nationaldementiadeclaration>

Action plan template

I. How can your organisation help to support people with dementia and families/carers?

Consider your organisation's role in making a difference in your community. You don't need to write lots of detail (approximately 200 words or less). For example:

- *We provide high quality domiciliary care for those who require it, including many who live with dementia, either as a single condition or as one of multiple conditions*
- *Engrained in the community, we carry out regular visits to the homes of our patients/customers and other than immediate family, are often the ones in most contact with them*
- *As an organisations, we can ensure we have a trained up Dementia Friends Champion, who can offer to deliver Dementia Friends Information Sessions for family, friends and neighbours to increase the awareness of the condition amongst those with whom the patient/customer may come into contact*
- *Local awareness days, stalls in the town centre or local supermarket, and offering out Dementia Friends Information Sessions widely across the community are actions we can commit to*
- *Join and take an active role within the Local Dementia Action Alliance*

2. What are the challenges to delivering these outcomes for your organisation?

Are there any problems that you need to overcome to do this (about 150 words)? For example:

- *Capacity is a challenge we will need to consider carefully and work hard to overcome*
- *We will need to consider how many hours of staff time we can allocate to delivering such Dementia Friends sessions, and attending and partaking in the Local Dementia Action Alliance*
- *Should there be any cost element to our organisation, we would need to plan in advance to ensure we can cover all costs within our budgets*

3. How can you overcome these challenges?

Make sure your Action Plan is practical and achievable for your organisation. Include timescales where possible. You can look back at earlier suggestions and existing action plans. Highlights of your Action Plan will be published on the Dementia Action Alliance website.

Here are some example actions

- We will encourage our members, staff and volunteers to become Dementia Friends
Dementia Friends is a free initiative run by Alzheimer's Society where people can become Dementia Friends Champions and pass on short awareness sessions to their friends, family, colleagues and members of the community. Various domiciliary care groups have used this to increase understanding of dementia among staff.
- https://www.dementiafriends.org.uk/DF_WEBC_RegisterChampionIntro
- In the first quarter of the year we will hold an awareness session about dementia for all our [members/staff/users/customers]
- Deliver Dementia Friends Information Sessions to family, friends and neighbours
- Rota the same carer(s) for those living with dementia, to increase familiarity
- Forging links with local health and social care agencies for joined-up working
- We will take part in our Local Dementia Action Alliance and attend meetings where possible
- All staff to be Dementia Friends
- Train up an in-house Dementia Friends Champion
- Deliver Dementia Friends Information Sessions to family, friends and neighbours
- Rota the same carer for those living with dementia, to increase familiarity
- Forging links with local health and social care agencies for joined-up working

B. Participate in your Local Dementia Action Alliances (LDAA)

Once you have joined the DAA, you can take part in your local alliance. These are groups of organisations working together to make their community more dementia friendly.

To find your local alliance, contact us or visit:
http://www.dementiaaction.org.uk/local_alliances

If there is no local alliance in your area you can help create one by contacting your DAA regional lead. Find your regional lead using the link below.

C. Additional ways a Member could get involved

- [Creating a dementia friendly workplace](https://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=2619)
https://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=2619
- [How to help people with dementia - a customer facing staff guide](https://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=2061)
https://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=2061
- [Talking to people with dementia a telephone guide](http://www.southglos.gov.uk/documents/Talking-to-people-with-dementia-a-telephone-guide.pdf)
<http://www.southglos.gov.uk/documents/Talking-to-people-with-dementia-a-telephone-guide.pdf>
- www.dementivoices.org.uk/resources/deep-guides

D. Training

- [Alzheimer's Society training and resources](https://www.alzheimers.org.uk/professionals)
<https://www.alzheimers.org.uk/professionals>
- [Dementia training centre](http://dementiatrainingcentre.co.uk) <http://dementiatrainingcentre.co.uk>
- [Social Care Institute for Excellence](http://www.scie.org.uk/dementia/) <http://www.scie.org.uk/dementia/>
- [Care Skills Academy: Dementia awareness](http://careskillsacademy.co.uk/courses/dementia-awareness)
<http://careskillsacademy.co.uk/courses/dementia-awareness>
- [Royal College of Nursing](https://www.rcn.org.uk/clinical-topics/dementia/understanding-dementia) <https://www.rcn.org.uk/clinical-topics/dementia/understanding-dementia>

Contact details

Contact us for help or guidance when writing your action plan, or to get involved with your Local Dementia Action Alliance.

National team: dementiaactionalliance@alzheimers.org.uk

Regional leads: http://www.dementiaaction.org.uk/contact/regional_leads