

Emergency Services Guidance note



This note states why and how Emergency Services can improve the lives of people with dementia. It also provides guidance on how Emergency Services can join the Dementia Action Alliance and publically state their commitment through developing an Action Plan.

Why is dementia important to you?

Dementia is important to Emergency Services 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)
- The average cost of a fire in the home in England is £44,523 (The Economic Cost of Fire: estimates for 2008, Department of Communities & Local Government, 2011)
- The average cost of finding a missing person is £1,325 – £2,415 (Centre for Missing Persons Studies, 2012)
- Data from Sussex suggest that one in fifteen missing person enquiries are for people with Dementia (Alzheimer's Society, Dementia UK: Update, Second edition, November 2014)
- 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.

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:

- Essex County Fire and Rescue Service
- South Yorkshire Police
- West Midlands Ambulance Service NHS Foundation Trust

Example Action Plans:

- Greater Manchester Police
http://www.dementiaaction.org.uk/members_and_action_plans/1890-greater_manchester_police
- **work on:** Promoting Dementia Friends and Dementia Friendly Communities; Crime investigation and victim support; Emergency Cards; Doorstep Crime Prevention
- Kent Fire and Rescue Service
http://www.dementiaaction.org.uk/members_and_action_plans/1543-kent_fire_and_rescue_service_kfrs
- **work on:** Developing a national on-line training package; Provide Dementia Friends information sessions; Provide enhanced dementia awareness training
- South Central Ambulance Service NHS Foundation Trust
http://www.dementiaaction.org.uk/members_and_action_plans/4001-south_central_ambulance_service_nhs_foundation_trust
- **work on:** Launching a Dementia Champion role – they will receive additional dementia training to enable them to support their colleagues; producing a series of video podcasts on different aspects of caring for patients with dementia - specifically aimed at Ambulance Staff;

Search for more examples of action plans here:

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

Sector case studies

- Northants Fire & Rescue Service – Installation of portable water mist system
http://www.dementiaaction.org.uk/case_studies/34_installation_of_portable_water_mist_system
- West Yorkshire Police - The Herbert Protocol
http://www.dementiaaction.org.uk/case_studies/16363_west_yorkshire_police_-_the_herbert_protocol
- Yorkshire Ambulance Service - ‘Working to become dementia friendly...’
http://www.dementiaaction.org.uk/case_studies/4564_yorkshire_ambulance_service_-_working_to_become_dementia_friendly

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 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

Reading

- Fire Works: A collaborative way forward for the fire and rescue service
<http://www.nlgn.org.uk/public/2015/fire-service-must-make-radical-shift-from-fighting-fires-to-extinguishing-healthcare-costs/>
- Surprising things can happen when the police attend dementia courses and Alzheimer Cafés (TAD [Thoughts About Dementia] Newsletter, #58: 9th November, 2013)
http://thewidespectrum.co.uk/PDF_Media/TAD58_November_2013_Surprising%20things%20can%20happen%20when%20the%20police%20attend%20ACs.pdf

Reference information

- Creating a dementia friendly workplace
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
- Talking to people with dementia a telephone guide
<http://www.southglos.gov.uk/documents/Talking-to-people-with-dementia-a-telephone-guide.pdf>

Training

- Alzheimer's Society training and resources
<https://www.alzheimers.org.uk/professionals>
- Dementia training centre
<http://dementiatrainingcentre.co.uk>
- [Social Care Institute for Excellence](http://www.scie.org.uk/dementia/)- information and resources
<http://www.scie.org.uk/dementia/>
- Social Care Institute for Excellence : Open dementia e-learning programme
<http://www.scie.org.uk/dementia/e-learning/index.asp>
- Care Skills Academy: Dementia awareness
<http://careskillsacademy.co.uk/courses/dementia-awareness>

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. **For example:**

www.dementiaaction.org.uk

The North West Ambulance Service (NWAS) covers an area of over 5,400 square miles with a population of over seven million people. We employ approximately 4,700 staff. We have over 1,000 emergency and non-emergency vehicles operate in the region. NWAS receives over 1.1 million emergency calls each year, our emergency crews attend over 952,000 incidents each year and make in excess of 1 million patient transport journeys each year. We aim to deliver a high quality service to patients by ensuring we deliver the right care, at the right time and in the right place. To support this we have a fully engaged workforce working together for patients and communities (The North West Ambulance Service)

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:**

“Maintaining a focus on a single disability issue in a way which does not create separate structures but embeds the work into existing processes.”

(Leicestershire Police)

“... We are usually with the patient for a limited time and often get only limited information about the patient depending on their environment and if they have carer with them...”

(London Ambulance Service)

“We need to improve and maintain partnership working arrangements to ensure we receive regular referrals from all agencies in Nottinghamshire working with people suffering from dementia.” (Nottinghamshire Fire and Rescue Service)

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 [insert sector name or remove this sentence] groups have used this to increase understanding of dementia among members.
- 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]
- In the first half of the year we will review the environment and signage in our public spaces using a dementia friendly checklist, and take action to ensure they are as accessible as possible
- We will take part in our Local Dementia Action Alliance and attend meetings where possible
- **Police Service** - Identify an appropriate person to represent issues of dementia on our Independent Advisory Group
- **Fire & Rescue** - To focus on the most vulnerable members of our community; recognising that older people and those with mental ill health, particularly cognitive impairment, are amongst those facing the highest level of risk.
- **Ambulance Service** - We will provide regular updates and awareness in relation to dementia in our staff bulletin, so that staff become dementia-aware and increase their knowledge of dementia.

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.

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