



Dementia Awareness

A Work Plan Study by the Communities Scrutiny Panel

October 2012 - April 2013

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1. **Chair's Commentary**

The Panel looked at various options prior to this study based around the theme of 'Older People'. It was agreed that the issue of Dementia was particularly relevant in light of the Government's current health priorities and also that members wished to raise awareness of the issue within the communities of Preston.

The Panel met with several organisations which provided very informative presentations about their services. Members were very enthusiastic and found the presentations very enlightening. We were very well supported by officers and other councillors such as the Lead Member for Older People. We hope that following on from this study, Preston will work with its partners towards becoming a 'Dementia Friendly City' and possibly establish a Dementia Alliance.

May I take this opportunity to thank everyone involved in this study.

Yours truly,

Councillor Bhikhu Patel
Chair, Communities Scrutiny Panel

2. **Membership of the Panel**

Councillor Bhikhu Patel
Councillor Dave Wilson
Councillor Mrs Elizabeth Atkins
Councillor Ismail Bax
Councillor Mrs Kathleen Roberta Cartwright
Councillor Philip Corker
Councillor Ms Nerys Eaves,
Councillor David Hammond
Councillor Michael Lavalette
Councillor Mrs Constance Margaret McManus
Councillor Peter Pringle
Councillor Stephen Thompson

3. **Introduction**

- 3.1 The Panel's decision to adopt 'Dementia Awareness' as its work plan study topic initially came from a desire by members to look at the needs of and issues affecting older people. A scoping sub group, appointed by the Panel, met on 10 October 2012 and considered three different themes/approaches to this. It was considered that given the context of the recent Prime Minister's Challenge on Dementia and the Alzheimer's Society 'Dementia 2012', together with work already pioneered by York, Leeds and Bradford towards becoming 'Dementia Friendly Cities', Dementia Awareness was the most appropriate and relevant at the present time.

- 3.2 The Panel's deliberations over the course of the study involved detailed evidence gathering and in depth discussions/interviews held with the following individuals and organisations:

Mrs Pam Stopforth, Liverpool Personal Services Society
Councillor Borrow, Lead Member for Older People, (PCC)
Julie Newton and Marie Turner, Age Concern Central Lancashire
Ian Heslop – Membership Manager, Sport and Leisure (PCC)
Peter Kerry, Contact Centre (PCC)
David Tomlinson, Operational Property Manager, Property Management (PCC)

Beverley Page-Banks, Alzheimer's Society
Mark Foord, School of Social Work at UCLAN
Liz Schofield, Preston Carers, Church Street

4. **In-Depth Discussions/Interviews**

4.1 7 November 2012 – Interview with Pam Stopforth, Liverpool Personal Services Society

For its first meeting, the Panel invited Pam Stopforth from Liverpool Personal Services Society. The charity already worked closely with dementia sufferers and had a wide range of expertise to offer in terms of giving advice/assistance regarding the direction of the study. Mrs Stopforth explained the background to the organisation and gave detailed information about the condition. She stressed the need to raise awareness of the issue, which had now become a national crisis, and related the following key facts about dementia:-

- There are over 100 types of dementia, not just Alzheimer's
- The condition is not exclusive to older people
- Statistically, one in three people over 65 will now develop a form of dementia. As life expectancy increases, more and more people will be affected

4.2 Mrs Stopforth talked about the work of the society in Liverpool in partnership with Liverpool Hope University (such as the Dementia Centre) and the training PSS could provide for PCC staff (a 'train the trainer' model). She also indicated that dementia-related signage was available free from the Dementia Centre website. She informed members that Liverpool Primary Care Trust (and partners) had recently declared 2013 to be the "Year of Dementia" for the City and that a Charter, to be signed off on 9 November 2012 would include a 'tool kit' for best practice building upon the work of York, Leeds and Bradford which had already signed up to become 'Dementia Friendly' cities. The Panel noted that the Alzheimer's Society had taken the lead on creating 'dementia-friendly communities', with official literature defining/outlining criteria for a Dementia Friendly Community due early 2013.

4.3 Councillor Borrow, the Council's Lead Member for Older People referred to the relevant statutory structures to work with in Preston which were

Lancashire County Council Social Services and NHS Central Lancashire. He informed the Panel that from April 2013 PCC would have a role on the Health and Wellbeing Board and also suggested informing the Preston Older People's Board of the study's findings.

4.4. The Panel agreed that the best approach would be to build on existing best practice and to have realistic targets to raise awareness of dementia. It was envisioned that the Council would develop a Dementia Awareness Strategy/action plan with a staged approach. Pam Stopforth offered to prepare a resource document to support the Panel's study and any future work of the Council.

4.5 12 December 2012 – Presentation/Interview with Age Concern and Interview/discussion with Council officers – Sport and Leisure, Contact Centre, Property Management

The Panel interviewed Julie Newton and Marie Turner representing Age Concern Central Lancashire. They outlined the work of the charity in Preston and highlighted what in their view were the key priorities:–

- Raising awareness of dementia (especially with children and young people) via premises such as schools and colleges, and for adults, pubs. Ensuring dementia is not 'hidden'.
- PCC could help perhaps by providing venues for events
- Swim/sports facilities – private changing rooms for couples should be available
- Blue badge access – dementia is not formally classified as 'disabled' (The Chair noted this and said that PCC councillors would pursue the issue)
- Important to speak/link to other groups e.g. Preston Carers

4.6 Further to the suggestion to employ the use of Council owned buildings/services to promote dementia awareness, a number of officers from various relevant Council departments attended the meeting, namely:

Ian Heslop – Membership Manager, Sport and Leisure
Peter Kerry, Contact Centre
David Tomlinson, Operational Property Manager, Property Management

4.7 Ian Heslop indicated that the Council's Leisure Centres already work closely with carers to provide respite time and that they also provide a range of services and facilities as part of overall 'disability awareness'. The services were not dementia specific but would assist people dementia. He said that facilities were available but that lack of awareness by the public clearly needed to be addressed.

4.8 David Tomlinson indicated that that within council buildings signage could be improved to be more dementia friendly (e.g. use of a picture rather than text for W.Cs, shower rooms etc. and colour differentiation). Certain colours such as red were expensive, and it was suggested that

it might be cheaper to buy in bulk e.g. if an arrangement could be made with Lancashire County Council.

- 4.9 Peter Kerry indicated that the Contact Centre was inherently focussed on individual customer needs and would be happy to liaise with Human Resources to arrange any relevant specialised training for contact centre staff.
- 4.10 Members suggested that Dementia Awareness could be raised at the Council's Inclusion Reference Group (at which older people were represented by Linda Chivers from Age Concern) and perhaps an assessment of Dementia awareness could also be made via an Equality and Diversity audit.
- 4.11 As evidence for the study the Panel received a briefing note from the Assistant Director (Human Resources) outlining the Council's current policy in respect of supporting staff who were carers.
- 4.12 16 January 2013 – Discussion/Interview with the Alzheimer's Society, Preston Carers and the UCLAN School of Social Work

Representatives from the Alzheimer's Society, Preston Carers and the UCLAN School of Social Work were invited for discussion.

- 4.13 Beverley Page-Banks from the Alzheimer's Society gave a presentation about the work of the organisation in Preston and details regarding their national campaign, particularly the 'Dementia Friendly Communities' programme. Beverley explained that Dementia Friendly Communities were about a high level of public awareness and understanding so that people with dementia and their carers feel supported by their community. Other aspects of the campaign included a local 'Dementia Action Alliance', 'Dementia Friends' and 'Dementia Friends Champions' and Beverley circulated detailed information outlining the criteria for each of these. She indicated that the Dementia Friends campaign would be launched on 12 February 2013 and encouraged as many people as possible to sign up. She suggested that Preston might decide to work towards becoming a Dementia Friendly Community, be part of a Lancashire-wide scheme or simply commit to becoming more 'Dementia Aware'. Beverley also very kindly agreed to assist the Panel as regards drawing up a strategy/action plan as part of the final study report.
- 4.14 Mark Foord from the School of Social Work at UCLAN indicated that the university was very supportive of the Council's initiative and happy to assist working towards greater dementia awareness in Preston. He recognised that the work would be very much ongoing and envisaged Preston making progress towards becoming Dementia Aware or a Dementia Friendly Community. He pledged resources in terms of students (perhaps volunteering to become 'Dementia Friends') and staffing resources from the School of Social Work. He indicated that a third year student might be interested in working on the project as part of their dissertation. He said that a joint research bid might be a possibility, although funding was very tight at the moment.

- 4.15 Liz Schofield from Preston Carers, Church Street gave a brief presentation outlining their work in Preston. She explained that they offered a service to carers that included signposting, information, advice, activities/trips and an emergency respite service. She also gave details of grants available up to £350 funded by Lancashire County Council. She indicated that a carer can be anyone of any age who looks after a friend, neighbour, or relative who is ill or disabled. She indicated that Preston Carers would be happy to work with the Council and its partners on dementia awareness.

6. **Key Findings**

1. One in three people over 65 will develop dementia and it is now one of the biggest challenges society faces.
2. It is important to raise awareness in both public sector and private sector organisations and of the public, so that individuals and families living with the condition feel supported by the community.
3. One of the ways this might be achieved is through the Alzheimer's Society's 'Dementia Friendly Communities' programme, the Dementia Action Alliance and the 'Dementia Friends' campaign.
4. The Council owns a number of public buildings (such as the Town Hall, Lancaster House, the Guild Hall and leisure centres) and could make a number of simple changes to its buildings to make them more dementia friendly, such as improved signage.
5. The Council does have a policy to support its employees who are carers. It provides relevant information on the Council's intranet (Lancashire County Council 'Carers Chat' newsletter) and support in the form of Preston Carers 'Passport to Leisure' scheme.
6. Preston City Council already addresses a number of accessibility and support issues under its 'disability awareness' policy. Facilities and services which are not necessarily specific to dementia, but which would be helpful to dementia sufferers and their carers are available e.g. at West View and Fulwood Leisure Centres. The Panel, however, identified a lack of awareness of the services/facilities available which needs to be addressed.
7. Both the Liverpool Personal Services Society and Alzheimer's Society have indicated a willingness to become actively involved to support PCC future staff training on Dementia awareness.
8. The Council is willing to work with partners from UCLAN, the voluntary and community sector and statutory organisations to formulate an ongoing action plan or strategy for becoming Dementia Friendly both as an organisation and city-wide.
9. People affected by dementia do not currently qualify to be eligible to receive a Blue Badge.
10. The Alzheimer's Society is currently developing a recognition process to which dementia friendly communities and organisations would sign up to and commit to a number of common standards. Whilst it has been indicated that this process is to be value driven and therefore not overly prescriptive, there is a need for the Council to be aware that there may be a need to commit additional resources to meet any such criteria once defined. In seeking to become 'Dementia Aware' the Council would not need to commit to prescribed measures, but rather seek to

raise its awareness and understanding of the needs of people affected by dementia and develop local responses to these needs.

6. Recommendations

1. That the Council should seek to become 'Dementia Aware' as an organisation to ensure that its services can be responsive to the needs of people affected by dementia. This would be supported by the use of the Equality and Human Rights Impact Assessment process to ensure that this need can be progressed, for example, through service planning and policy development.
2. That the following pieces of good practice should be taken forward as a priority:
 - 2.1 The provision of staff training on dementia awareness to all relevant employees, particularly front facing services such as the Contact Centre, One Stop Shop and Leisure Services.
 - 2.2 The use of appropriate signage in Council premises to assist service users with dementia.
 - 2.3 The promotion of dementia awareness through actively supporting the Dementia Friends initiative and improved public awareness raising.
3. That the Council fully support the Alzheimer's Society's 'Dementia Friendly Communities' Programme and that the City Council become actively involved in working towards making Preston a 'Dementia Friendly City' including working through the 'Healthy Cities' Initiative.
4. That the Council actively seeks to work with partner organisations to bring key stakeholders together from the public, private and community voluntary and faith sectors to identify changes required to provide a more co-ordinated approach to improve the lives of people affected by dementia.
5. That the Council explore any future possibilities of working with UCLAN on the issue of dementia awareness, e.g. student involvement with 'Dementia Friends', or a research bid (subject to available funding).
6. That the Council write to both Lancashire County Council and the Department of Transport to support the need for people affected by Dementia to be eligible to become Blue Badge holders.

7. Management Team Commentary

- 7.1 This study has been a useful and timely exercise which has highlighted the role of the Council and how it can operate in partnership with other voluntary and statutory agencies. The complex set of issues relating to dementia are clearly not the sole preserve of this Council but the report was able to clearly highlight what practical steps we can take in the

short term and the role we can and should play in the development of the Dementia Friendly Cities Pilot.

- 7.2 The joint work with UCLan and the relationship to the Health and Wellbeing Board's key priority to tackle isolation of older people is to be welcomed.
- 7.3 Management Team would wish to see an action plan and progress report detailing what actions will be/have been taken on point 2 in section 6 above.

SCOPING DOCUMENT

Dementia Support/Awareness

1.	<u>Scrutiny Chair:</u> Councillor B Patel	<u>Contact Details</u> cllr.b.patel@preston.gov.uk
2.	<u>Scrutiny Support Officer:</u>	Clare Gornall x6475 c.gornall@preston.gov.uk
3.	<u>Departmental Link Officer:</u>	Nigel Heckford ex6372 n.heckford@preston.gov.uk

1	<p><u>Which of our Corporate Priorities does this topic address?</u></p> <p>The topic supports the Council's Your Neighbourhoods, Your Future and Your Council Corporate Priorities.</p> <p><u>What are the overall aims and objectives in doing this work?</u></p> <ul style="list-style-type: none"> • To improve the Council's understanding of the needs of people who are affected by dementia, their carers and families. • To consider possible barriers that may exist to PCC service users who are affected by dementia. • To examine how PCC's services may become more dementia aware and inclusive. • To examine how the Council as an employer supports its staff who may have a caring responsibility for a partner or family member affected by dementia. • To look to develop recommendations for the Council on the role of the local authority to ensure its services/policies can become more dementia aware/friendly. • To determine the criteria for Preston to become a "dementia friendly" City
3.	<p><u>Possible outputs/outcomes to this review are:-</u></p> <ul style="list-style-type: none"> • For the Council to have a clear position statement in relation to dementia awareness and support. • Seek to inform a Council decision as to whether Preston may wish to become a dementia friendly city.

	<ul style="list-style-type: none"> • Improved accessibility to council services for people affected by dementia • Raised awareness of dementia across city. • Improved understanding of needs of people with dementia and carers in service and building design 	
4.	<p><u>What specific value can Scrutiny add to this work area?</u></p> <p>To create a greater understanding of how the Council (through its services) can;</p> <ul style="list-style-type: none"> • Respond to the Government’s “National Dementia Challenge “ • Ensure that services are able/equipped to respond to an expected increase in people who are affected by dementia • Help the Council’s services to become more inclusive for people affected by dementia • Highlight how people affected by dementia can best be supported to access council services and engage with their communities • Examine opportunities that exist to ensure that PCC future service planning and project design can take into account the needs of people affected by dementia. 	
5.	<p><u>Duration of the Review?</u></p> <p>It is expected to last until Spring 2013</p>	
6.	<p><u>What category does the review fall into? [several may apply]</u></p> <ul style="list-style-type: none"> • Policy Development • External Partnership 	
7.	<p><u>What information do we need to undertake the Scrutiny Review</u></p> <ul style="list-style-type: none"> • Presentation from Personal and Social Services • Information on the role of the CVFS plays to support dementia services in Preston. • Information on existing PCC service provision for people affected by dementia • Review of literature/best practice/Government policy– Joseph Rowntree Foundation- creating a dementia Friendly City, Prime Ministers Dementia Challenge, Alzheimer’s Society Dementia Strategy and focus on creating Dementia Friendly Communities 	
8.	<p><u>Who can provide us with relevant evidence?</u></p> <p>Good practice from other local authorities who are</p>	<p><u>What areas do we want them to cover when they give evidence</u></p>

	<p>striving to become dementia friendly – e.g. York and Bradford</p> <p>Alzheimer’s Society</p> <p>Good practice examples from PCC</p> <p>Partners organisations, the CFVS and private sector organisations</p> <p>Human Resources</p>	<p>To discuss approaches and progress to become dementia friendly</p> <p>To consider additional support needs of people affected by Dementia, existing CVFS provision in Preston and to provide information upon national strategies and Government policy</p> <p>Support of Alzheimer’s awareness week/Contact Centre awareness campaign</p> <p>Good practice used to support people who are affected by dementia.</p> <p>Information on existing provision to support staff affected by dementia</p>
9.	<p><u>What processes can we use to feed into the review (site visits/observations, face to face questioning, telephone surveys, written questionnaires etc?)</u></p> <ul style="list-style-type: none"> • Interviews with representatives through meetings of the Panel. • Face to face meetings with Council staff • Surveys of provision of dementia friendly authorities/good practice. • Questionnaires 	
10.	<p><u>Diversity – How will we address the diversity standards in order to uphold the Council’s Single Equality Scheme?</u></p> <p>All areas of work and any recommendations would be Equality Impact Assessed.</p> <p>There will be an opportunity to consider opportunities that may exist to ensure that the existing EHIA process might be strengthened to take into account the needs of people affected by dementia.</p> <p>There may also be a need to consider how particular equality strands may be affected by dementia.</p>	

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Background / Reference Documents and Resources

Joseph Rowntree Foundation – Dementia Without Walls
<http://www.jrf.org.uk/work/workarea/dementia-without-walls>

Prime Minister’s Challenge on Dementia
<http://www.dh.gov.uk/health/2012/03/pm-dementia-challenge/>

Living Well with Dementia: A National Dementia Strategy (2009)
<http://www.dh.gov.uk/health/2011/07/dementia-strategy/>

Alzheimer’s Society – Dementia 2012: A National Challenge
<http://www.alzheimers.org.uk/>
<http://www.dementiafriends.org.uk/>

Dementia Action Alliance – National Dementia Declaration
<http://www.dementiaaction.org.uk/>

Local Government Information Unit Policy Briefing – Dementia Friendly Communities
<http://www.lgiu.org.uk/briefing/dementia-friendly-communities/>

Dementia Centre Liverpool – Personal Services Society
<http://dementiacentre.com/>

Liverpool Hope University/Liverpool PSS/Alzheimer’s Society – Hope and Understanding Awareness Campaign 2012
<http://dementiacentre.com/download.php?view.213>

Liverpool Year of Dementia Awareness
http://www.merseyscare.nhs.uk/News/Press_Releases/Year_of_Dementia_Awareness_launch.aspx

Preston Carers Centre
<http://www.prestoncarers.org.uk/>

Response by UCLAN to the work plan study by the PCC Communities' Scrutiny Panel on *Dementia Awareness*

Introduction:

The School of Social Work, Uclan were pleased to be asked to contribute to this important and worthwhile project, and where possible, would like to continue our involvement in any capacity which might be helpful to PCC. The School has nearly 1100 students and over 50 academic members of staff, many of whom have considerable expertise in the support of people with dementia and the development of care, social work and housing provision. We share the desire of PCC to ensure that Preston might become more 'dementia aware' and that its services be responsive to the needs of people affected by dementia. In our comments below we have firstly attempted to return to the original aims of the project:

- To improve the Council's understanding of the needs of people who are affected by dementia, their carers and families.
- To consider possible barriers that may exist to PCC service users who are affected by dementia.
- To examine how PCC's services may become more dementia aware and inclusive.
- To examine how the Council as an employer supports its staff who may have a caring responsibility for a partner or family member affected by dementia.
- To look to develop recommendations for the Council on the role of the local authority to ensure its services/policies can become more dementia aware/friendly.
- To determine the criteria for Preston to become a "dementia friendly" City

And secondly, to enhance some of the interesting and useful ideas contained in the action plan. We have focused our comments on the five key areas listed below:

- User involvement in the development of services
- The development of provision for Black and Minority Ethnic Groups
- Key worker training
- Raising community awareness
- Joint working and regional networks

The context:

As the panel might be aware, the recent Alzheimer's Society report *Dementia 2013: The Hidden Voice of Loneliness* (Alzheimer's Society, 2013) argues that '*some progress has been made towards improving the quality of life for people with dementia and carers. Dementia has become a policy priority in England following the launch of the Prime Minister's challenge on dementia (Department of Health 2012) and has increased in prominence in Wales and Northern Ireland. Since launching last year, the ambitious challenge is beginning to see developments in the health and care field in England, while providing additional funding for research*'.

However, the report goes on to acknowledge that progress has been slow and that much needs to be done to ensure that policy reflects the experience of people with dementia. Whilst 61% of people with dementia surveyed, said

they were living well with the condition, quality of life remains varied for large numbers of people. More than a third (39%) of the respondents surveyed said that they felt lonely, and nearly two thirds (62%) said they had experienced difficulties maintaining social relationships. For people experiencing a variety of physiological and cognitive vulnerabilities; and reliant upon community and neighbourhood services for support – urban hazards and risks can enhance a sense of exclusion and isolation. It might even be argued that for many people affected by dementia, the urban environment can be perceived as *dementia unfriendly* or even *dementia hostile*.

This recognition has led to calls for the development of ‘dementia-friendly’ communities becoming a significant issue for policy makers and local communities.

User involvement in the development of services

The JRF Report *Creating a Dementia Friendly York* (2012) noted that the dementia-friendly community has been described by people with dementia as one that enables them to:

1. Find their way around and feel safe in their locality, community or city
2. Access the local facilities that they are used to (such as banks, cafés, health and social care services etc.)
3. Maintain the social networks that make them feel still part of their community

The concept of a dementia friendly community is based on inclusion and an ‘assets-based’ approach (building on what people *can do* and the contributions they can make) rather than on a ‘deficit model’ which attempts to compensate people for the things that they *can’t do*. The latter can be experienced as debilitating and de-skilling.

At the heart of the York approach was the involvement and active engagement of people affected by dementia. We believe that it is critically important to actively seek the views and participation of people with, or affected by, dementia in the identification and creation of friendly services and resources in the city. We suggest that this ‘conversation’ could be enabled through the newly established *Health and Wellbeing Board* and existing structures and forums available in the city.

The development of provision for Black and Minority Ethnic Groups

Preston is a multi-cultural city (as at the 2011 census 20% were from a BME background), with large numbers of first generation ‘elders’, many of whom will experience acute levels of poverty and poor housing. As the Social Inspectorate Report ‘*They look after their own don’t they’: Inspection of community care services for black and ethnic minority older people* (1998) indicated, BME groups more often receive less recognition of their needs and vulnerabilities than other groups of older people. A recent report from SCiE (2011) *Black and minority ethnic people with dementia and their access to support and services*, suggested that BME communities have a lower level of awareness about dementia and are frequently reluctant to ask for help. This has led to the under-representation of BME elders in dementia services and a less critical voice in the development of services. The needs of minority groups should be placed at the centre of attempts to develop a dementia friendly city. Once again, we would suggest this integration could take place through the existing structures and forums available in the city.

Key worker training

Rightly, the report notes the critical importance of training key workers and personnel in the city to develop an understanding of dementia, make an informed assessment of a person's needs and feel sufficiently empowered and confident to offer help and assistance when needed. The JRF report notes, that ordinary 'customer service' encountered in shops, on the bus and street play an important role in supporting and including people with dementia, and in maintaining their quality of life. There was little note in the PCC report about the type of training being considered or who was to be trained. This is very ambitious, but we suggest that training should be developed which might focus on helping staff interact with people with dementia more confidently, understand the illness and to help remove the fear and stigma that surrounds dementia. At a time of great financial strain, perhaps forms of digital and 'cascaded' training could be helpful. Council staff, public transport workers, retail staff and security guards within shopping centres could all benefit.

The University of Bradford is a leader in offering dementia training, in particular their ground breaking 'dementia mapping' programme. Further afield, the Dementia Services Study Centre at the University of Sterling are leaders in training around 'dementia friendly environments'.

At the University of Manchester, 'MICRA' (Manchester Interdisciplinary Collaboration for Research on Ageing) is working with Manchester Council to consider what a dementia friendly city might look like and are running a series of seminars and conferences in collaboration with the city council.

Raising Community awareness

Often people are very willing help, but the fear and stigma around dementia means that they are unsure of what to do or how to behave. Awareness-raising can have a substantial role to play in the creation of more dementia-friendly communities. The Local Government Association report: *Developing dementia friendly communities – learning and guidance for local authorities* (2012) suggests that it's important to see basic awareness-raising as the start of a positive continuum towards increasing dementia-friendliness:



Awareness of dementia and what it means



Not judging or stigmatising because of dementia



Understanding and empathetic towards people's needs



Supportive of people with dementia and the decisions they want to make

We reflected on whether it would be possible to work with schools, colleges, the university and youth groups around raising community awareness, and also to use pubs, shops and city facilities as forums for disseminating information on dementia. The Alzheimer's Society 'million dementia friends campaign' could also provide an important medium for raising community awareness and should be actively supported by PCC.

Joint working and regional networks

As the panel will be aware, the development of accessible, appropriate and sustainable community care provision has been everywhere held back by a lack of joint working at the national, regional and local level. It appeared to us that a major part of any attempt to develop Preston as a dementia friendly city

should be focused on deepening the links between health, social care, housing, the private sector, police etc, around the aspirations of the project, and the part that different bodies might play. We also reflected on the international dimension and the expertise that exists around dementia friendly environments, particularly in the Netherlands, Germany and Scandinavia. Could the city's twinning arrangements help deepen knowledge of what a dementia friendly environment might look and feel like?

As already stated, if there is any further assistance we can offer in the implementation of this project, then where possible we would be delighted to take part.

Charlotte Russell (Year 3 student: BA (Hons) *Community and Social Care: Policy and Practice*)

Mark Foord (Principal Lecturer)

School of Social Work – Uclan

April, 2013