



**Dementia RED Care Information Centre Point Service**

**Mid-term Evaluation Report**

**September 2015**

**Prepared by Katherine Algar & Professor Bob Woods, Dementia Services Development  
Centre Wales, Bangor University**



**NORTH WALES  
SOCIAL  
SERVICES  
IMPROVEMENT  
COLLABORATIVE**

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## **Background to Dementia RED**

Dementia RED (Respect Empathy Dignity) is an initiative developed in and running throughout North Wales. It was created and originated from the North Denbighshire Locality Leadership Team (NDLLT) in 2012 and evolved as a mechanism to develop dementia supportive communities in North Wales through collaboration with partners and engaging with primary care teams to improve and promote an early diagnosis for dementia. Stemming from the NDLLT a dementia sub-group was formed (2012) with the aim to raise awareness of three words: Respect, Empathy, and Dignity. Dementia RED aims to do this by “raising awareness about dementia and engaging with the community in a meaningful way and with identified individuals who can champion dementia locally and articulate the voices of those affected” (p.2, Chalk & Page, 2014).

Dementia RED stems from ‘Inspiring Action’ the Dementia project for North Wales, funded by Welsh Government via the Regional Collaboration Fund (RCF). The project closed in September 2015. ‘Inspiring Action’ was a collaborative project, led by the North Wales Social Services Improvement Collaborative (NWSSIC) working in partnership with the 6 North Wales Local Authorities, Betsi Cadwaladr University Health Board, Public Health Wales, Voluntary Organisations, Service Users and Carers, CSSIW, Care Council for Wales, Care Forum Wales, North Wales Commissioning Hub, Independent Providers, Bangor University Dementia Services Development Centre Wales. Inspiring Action was driven by four work streams and steered by four multi-agency project groups, one being Commissioning and New Models of Service and this was the project group approved to work on the launch of Dementia RED into North Wales GP Primary Care Practices. NWSSIC secured funding from the Regional Collaboration Fund and Delivering Transformation Grant Funding to enable the Dementia RED service to be launched into North Wales GP Primary Care Practices.

## **What is a Dementia RED Care Information Centre Point?**

The Dementia RED Care Information Centre Point is a regular staffed stall in North Wales GP surgeries to help people concerned about or with cognitive problems/dementia, carers/families and relevant others to acquire appropriate information and signposting to community support services.

A pilot of the scheme was run for five weeks during January and February 2013 in a North Denbighshire GP surgery (Chalk & Page, 2014). 48 people engaged with the information point in that time and requested information on support services in the community. It was felt that having someone there to staff the stall was more effective than leaving leaflets for people to pick up themselves. By being present in the surgery, the staff were able to address myths surrounding dementia, educate about the signs and symptoms, and signpost people

to where they can seek help. During the pilot, it was found that many people were unaware they could seek help from a GP for a referral to a memory clinic and that most people perceived dementia as a natural part of ageing.

## **Aims of the Dementia RED Care Information Centre Point**

The Dementia RED Care Information Centre Point aims to:

*Deliver on the vision in the Welsh Government's Dementia Vision for Wales (2011), adhere to the principles in the Ageing Well in Wales Network, to meet the requirements in the Social Services and Well-Being (Wales) Act 2014 which promotes early intervention, information and support for people with cognitive problems and their carers.*

*It aims to provide information to individuals through the distribution of appropriate information and signposting to support people to live well with dementia and access community support services.*

This includes:

- Helping people who are concerned about their own or another person's memory to cope and understand the condition better and enable them to access appropriate community support services.
- Advocating for people living with dementia and their carers to be treated with 'Respect, Empathy, and Dignity'.
- Working with the new Single Points of Access across North Wales.

The Alzheimer's Society were successful in being awarded the tender to provide the Dementia RED Care Information Centre Point service. The Dementia RED team consists of:

- A Dementia RED Support Manager to oversee the project
- An Information Officer for Wrexham, Flintshire and Denbighshire
- An Information Officer for Conwy, Gwynedd and Anglesey
- Dementia RED volunteers to staff the care information centre points

## **Outcomes**

The following outcomes were set in the Dementia RED Care Information Centre Point Service Specification. The aim is to ensure that the community is at the heart of working

together to achieve the following positive outcomes through an early intervention and prevention of crisis ethos for people with cognitive problems / dementia regionally:

Individual Outcomes	Service Outcomes
I was diagnosed early.	People will have the information they need to understand the signs and symptoms of dementia. Those concerned about dementia will know where to go for help.
I understand, so I make good decisions and provide for future decision making.	Everyone affected by dementia will get information and support in the format and at the time that best suits them. They will be supported to interpret and act on the information so that they understand their illness and how it will impact on their lives, including any other illnesses they may already have, supporting them to make good decisions.
I get the treatment and support which are best for my dementia, and my life.	People living with dementia will feel that they are able to exercise personal choice in their support needs which will be of a high quality.
I am treated with dignity and respect	People living with dementia will report that they are treated with dignity and respect by those providing information. They will also be open about living with dementia without fear of stigma or discrimination. It will be well recognised and understood by the public and professionals that dementia is a condition that increasing numbers of people will live with.
I know what I can do to help myself and who else can help me	People living with dementia will have information and advice supporting them to self-manage the consequences of dementia and its treatment, to the degree they are able / wish to. They will know where to turn to get the practical, emotional and financial support they need when and where they need it. They will feel confident that they can practice their faith and spirituality and that others will help them when they need support.

<p>Those around me and looking after me are well supported.</p>	<p>People living with dementia will feel confident that their family, carers / relevant others have the practical, emotional and financial support they need to lead as normal a life as possible throughout the dementia journey. They will know where to get help when they need it.</p>
<p>I can enjoy life.</p>	<p>People living with dementia will have access to information enabling them to be well supported in all aspects of living with dementia, leaving them confident to lead as full and active life as possible. They will be able to pursue the activities (including work) that allow them to be happy and feel fulfilled while living with dementia.</p>
<p>I feel part of a community and I'm inspired to give something back.</p>	<p>People who have been affected by dementia through information and advice will feel inspired to contribute to the life of their community, including action to improve the lives of others living with dementia.</p>
<p>I am confident my end of life wishes will be respected. I can expect a good death.</p>	<p>People who are nearing the end of their life will have the information and advice to be supported to make decisions that allow them and their families / carers / relevant others to be prepared for their death.</p>

## **Aim of the mid-term report**

This mid-term evaluation report provides an account of the progress of the service from its launch in April 2015 through to September 2015 from the perspective of the Dementia RED team, volunteers, and a GP surgery engaging with the service.

The information gathered for the Mid-term evaluation report does not fully explore whether the outcomes set out in the service specification are being achieved. The full evaluation report at the end of Year 1 of the project will consider the perspective of the people engaging with the service to explore this further.

## Dementia RED Care Information Centre Points in numbers

The service of Dementia RED Care Information Centre Points is monitored regularly by the Regional Collaboration Fund team. Quarterly reports are submitted by the Alzheimer’s Society at the end of each quarter which relate to key performance indicators and outcomes set out in the original service specification.

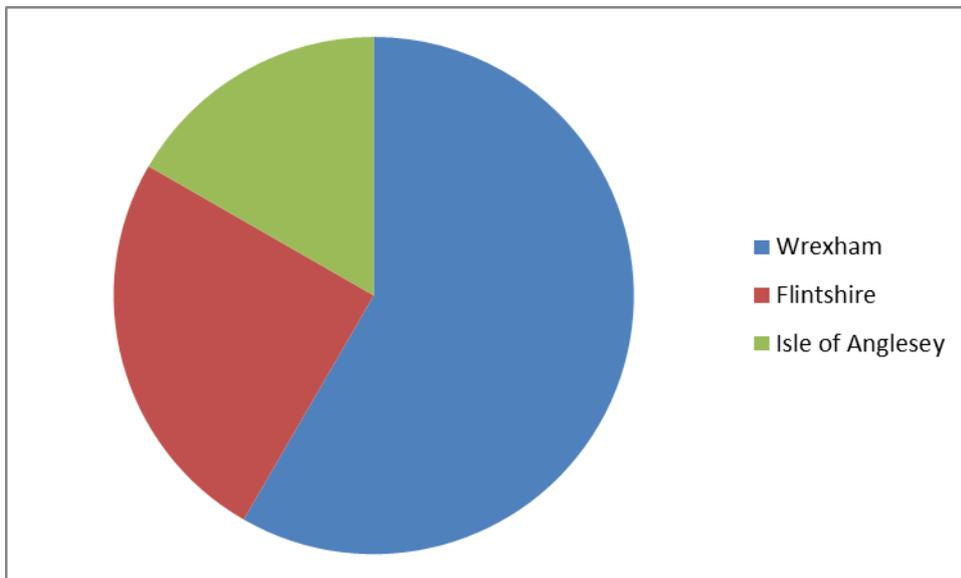
The table below provides a short summary of the key performance indicators but more information can be found in the Quarter 1 and 2 reports found in the Appendix.

**Table 1**

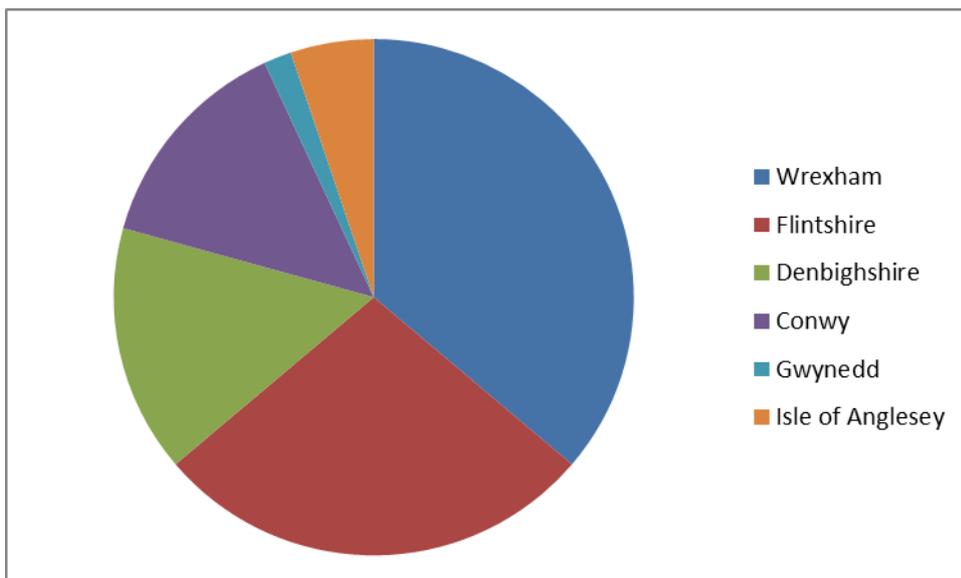
*A summary of performance indicators for Quarters 1 and 2*

<b>Performance indicator</b>	<b>Quarter 1</b>	<b>Quarter 2</b>
<b>Number of requests for information and advice across North Wales (See figure 1 for breakdown of areas)</b>	24	58
<b>Number of clients who were signposted to other services</b>	15	30
<b>Breakdown of types of information and advice requests</b>	See figure 2	See figure 2
<b>Completion of equalities monitoring matrix</b>	Nil	Nil
<b>Number of presentations/awareness sessions/roadshows held</b>	19 x one to one meetings at GP surgeries 4 x external engagements	11
<b>Number of new staff and or volunteers recruited</b>	1 x Dementia RED Support Manager 2 x Information Officers 19 x volunteers	26 x Volunteers currently

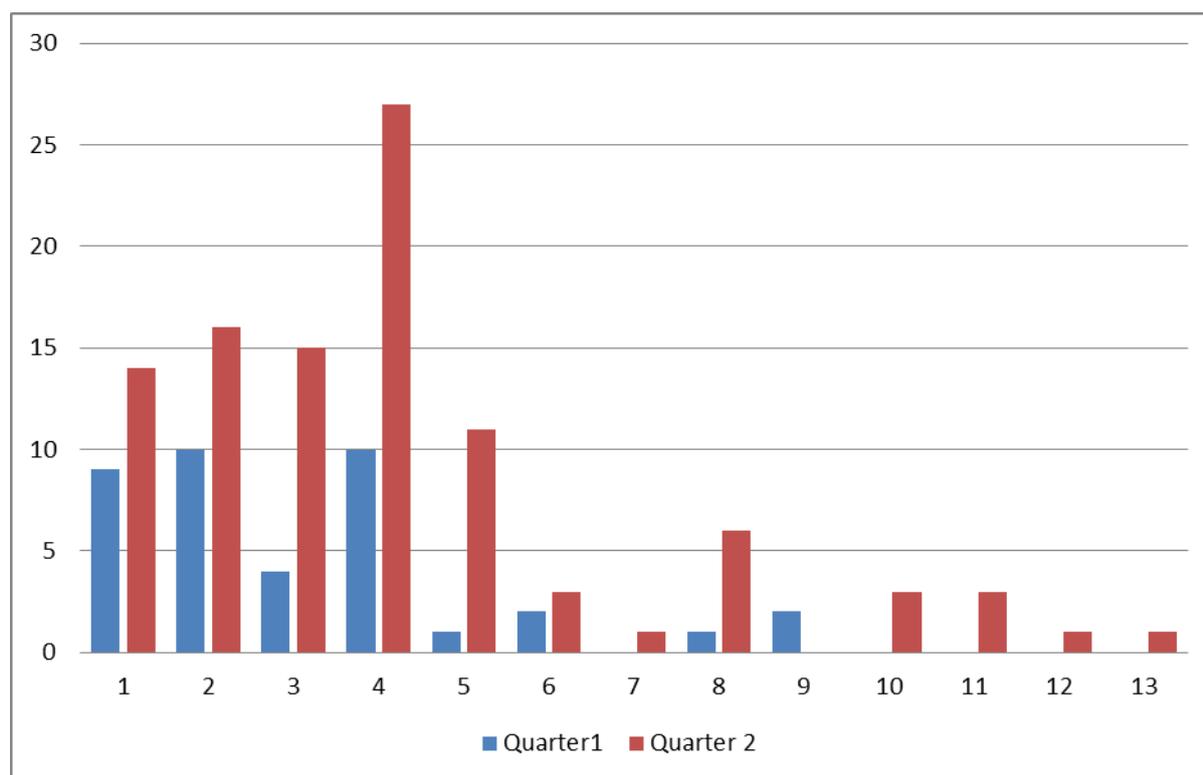
**Quarter 1**



**Quarter 2**



**Figure 1** shows a breakdown requests for information and advice according to location in Quarters 1 and 2



*Key to types of information and advice requests*

Types of information and advice requests	
1	Available services
2	Diagnosis/GP queries
3	Types of dementia
4	Symptoms
5	Support for carers
6	Managing behaviour
7	Respite care
8	Treatment / medications
9	Sharing their experiences
10	Care Homes
11	Fundraising/volunteering
12	Research
13	Other

**Figure 2** shows a breakdown of the types of information and advice requests in Quarters 1 and 2

## **Dementia RED Volunteers**

At present, there are 26 Dementia RED Volunteers<sup>1</sup>. Background information has been provided for 23. Of those reporting their age (n=20) ages range from 20 to 83 and the average age is 49 years and 2 months. The majority of volunteers are female (n=18). Some of the volunteers are Welsh speakers meaning that the service can be provided in Welsh where required.

Five volunteers have a personal experience of living with or caring for someone with dementia, six volunteers are working in or retired from health and care professions, four are psychology students or graduates, and three are from the 3<sup>rd</sup> sector (Alzheimer's Society and Age Cymru). The remaining volunteers are retired professionals not from health or care professions.

The number of volunteers at any time is fluid and can change in a week. At most, there have been 30 volunteers but some dropped out due to travelling, caring responsibilities, work commitments and own health issues. However, more volunteers are recruited regularly and out of all of the Alzheimer's Society services in North Wales, Dementia RED has the most volunteers.

All volunteers go through an interview and full induction with the Alzheimer's Society. During their induction, volunteers undertake training on local services and there is ongoing training for data protection, safeguarding, and Dementia Awareness. All volunteers are able to access the Alzheimer's Society's online training portal which enables them to access all e-learning modules that they wish to complete on top of the mandatory training already mentioned. The volunteers also have an individual supervision every four to six weeks depending on the frequency in which they volunteer. This is usually done face-to-face with the Information Officer but can be over the phone if preferred.

For the mid-term evaluation, a focus group with six volunteers and a telephone interview with one further volunteer were held. The following themes were explored during these discussions: How the volunteer heard of the opportunity; motivations for volunteering with Dementia RED; and experiences of Dementia RED so far.

### ***How the volunteer heard of the opportunity***

The volunteers had discovered the opportunity to volunteer for the Dementia RED Care Information Centre Point from different sources. Several volunteers had heard about it through a Dementia RED Information Officer either as an alternative to another volunteering opportunity or through direct interest. Another volunteer had seen it advertised in the Alzheimer's Society magazine. One volunteer had come across it on the internet while looking for information about where people could access information for

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<sup>1</sup> As of 09.09.2015

relatives with memory problems and another heard about the opportunity through Volunteer Wales.

### ***Motivations for volunteering with Dementia RED***

Many of the volunteers had personal or professional experience of caring for a person living with dementia. There was a strong sense of wanting to give back after receiving support from the Alzheimer's Society and similar organisations, and wanting to support others in similar situations. However, one volunteer felt that they had no-one to talk to after their family member was diagnosed with dementia and another worked with families who felt they hadn't received any information after a diagnosis of dementia so they wanted to make sure that others were provided with appropriate information and had someone to chat to. A couple of volunteers had been actively seeking volunteering opportunities.

### ***Experiences of Dementia RED so far***

Three of the volunteers were new and hadn't volunteered at an information point yet. They were all eager to start but were still waiting for their Disclosure and Barring Service checks which they felt was a very slow process. The remaining four volunteers described their experience of Dementia RED as a positive one. They all felt welcomed by surgery staff with one volunteer stating that the first question after introducing themselves was 'Would you like a tea or coffee?' which has happened every time since.

The volunteers all felt supported by the Information Officers through having a file provided of local services and contact details and knowing that they could phone them if they had any queries. They also appreciated shadowing the Information Officer for their first information point and thought this was an imperative part of the training process.

The volunteers had mixed experiences in relation to the location of the information point. They felt that this was an important consideration when setting up a new information point. From their experiences, they felt that it should stand out as it could get lost amongst other leaflets and posters, that being in a waiting room of a smaller surgery might be intimidating for patients wanting to engage with the service as everyone else in the waiting room would be able to see and hear them, and that there was more interaction if patients had to walk past the information point twice. They couldn't decide on the best location as they all agreed that it depended on the geography of the surgery.

The volunteers spoke of the varied interactions they'd had while on the Dementia RED Care Information Centre Point. They had been approached by carers, people living with dementia, and professionals. Those that had done several sessions in the same surgery spoke of people recognising them and saying 'Oh hello again! You're here again!' as they walked past.

## **Dementia RED Care Information Centre Point Service: Experiences and Successes**

There have been 82 enquires across North Wales on the Dementia RED Care Information Centre Points as of 9<sup>th</sup> September 2015. These have ranged from a two minute interaction while someone picked up leaflets to a 30 minute conversation and different levels of people have engaged with the service from GPs, nurses, healthcare professionals, family members and people living with dementia. The majority of Dementia RED Care Information Centre Points follow the model developed in the pilot study with a volunteer staffing the stall however there are currently two surgeries with very restricted space so volunteers drop off leaflets and update the surgery noticeboard.

The Dementia RED team felt that the level of engagement and the rapport with surgeries is promising. They felt that the more time and effort that was invested at the beginning stage with the surgery and with the volunteer, the better the service is in the long term. This is reflected by surgeries being responsive, accommodating, and flexible as to where the information point could be, offering further services such as their notice boards and private rooms. They have found that surgery staff are welcoming to volunteers and asking them to meet the team before starting and being shown where the refreshments are. A volunteer has even been invited to attend a Protected Practice Time meeting for all of surgery staff to discuss Dementia RED and to give an update of Dementia RED in the surgery.

The Dementia RED Care Information Centre Point Service is flexible to suit the needs of each GP surgery as to dates, times, and location of the information point. There is no cost to the GP and no demand on anyone other than the immediate team. Volunteers have also shown flexibility by being willing to change their days to reflect any changed dates. The Dementia RED team felt that the service could be viewed as saving GPs time as patients are having their needs met by the information on the information point.

The Dementia RED team felt that a lot of people are making decisions based on the information provided from the information point regarding attending a memory clinic. People are feeling more informed and knowledgeable when going in to see a GP regarding memory problems. The Dementia RED team felt that the Information Points reduced fear because people are given facts that they can understand. People engaging with the service can talk to the volunteer about their journey which in turn empowers them to speak to GPs knowing what they want to achieve at the appointment, rather than coming away confused and frightened. One of the Information Officers gave an example of a lady accompanying her mother to see the GP who was extremely anxious. She had a 5-10 minute conversation with the Information Officer and once she came out, when asked how it went, she said it went exactly how they said it would go and because she'd had that conversation she knew

what she had wanted to ask and what to expect, and it went from something that was very frightening to something she could deal with.

The Dementia RED Care Information Centre Point has a wide range of resources about Alzheimer's Society services as well as other 3rd sector organisations. A lot of work went into developing a comprehensive information pack to provide volunteers details about local services and contact details, which in turn is shared out at the information point and as a result, people using the service have been signposted to a range of different services. Dementia RED is pre and post diagnosis support, unlike all other Alzheimer's Society services. Therefore they are able to offer advice for anyone concerned, signpost and link in with other organisations so that patients experience a linked up journey from pre to post diagnosis. It was also felt that signposting to various services could help people remain as independent as possible.

Now that surgeries have had several information points, the team are beginning to see people making repeat visits to the information point. Patients are also timing appointments around the next Dementia RED Care Information Centre Point. Some surgeries would like a Dementia RED information point more often than possible at the moment – some wishing for a weekly presence. Some surgeries have also requested that Dementia RED volunteers are on site for flu clinics as there will be a huge footfall indicating that they want more patients to have the opportunity to engage with the service.

More people are becoming aware of Dementia RED Care Information Centre Points and professionals are requesting meetings to find out more about it and share information. Organisations are seeing Dementia RED as a resource to provide information. The Dementia RED team have also been requested to attend Llandudno hospital waiting room area and to accompany the dementia support workers on a ward round, as well as to attend the local memory clinics and Ysbyty Gwynedd to talk to the team there. Although this is not currently the remit of the service, it is encouraging that services beyond primary care are showing interest in the service and can be used to signpost to local Dementia RED Care Information Centre Points.

As well as being able to share best practice and policies with surgeries, the Dementia RED team are also thinking of broadening the scope of the Dementia RED Care Information Centre Points and linking with other initiatives as they are considering becoming 'Dementia Friends Champions' so that they can offer 'Dementia Friends' sessions for patients and staff in GP surgeries engaged with Dementia RED.

The Dementia RED team felt that the impact of Dementia RED is captured in softer outcomes as it has made an impact that goes beyond numbers. Quotes such as *'Even if we just get one person that comes to see us, then it was worth us being here as we've changed*

*that person's views and that person's awareness' and 'Even if we don't have anybody come up to us, the fact that we've sat here with a big Alzheimer's Society banner and raised people's awareness - for that reason it was worth being here' demonstrate this.*

## **Borras Park Surgery: A case study**

Borras Park Surgery was the first GP surgery to engage with Dementia RED. It is situated within the community between two schools and serves 5800 patients from the local area. The surgery consists of one main building and a porta cabin where some clinics are held.

A group discussion was held for the mid-term evaluation with two reception staff and the Practice Manager. The experience and impact of Dementia RED were explored.

### ***The experience of Dementia RED***

The surgery staff had witnessed good interactions with Dementia RED staff and patients. They had noticed a lot of people going up to see who they are. The staff worked with the volunteers to maximise the number of people who could interact with them. They were in the main building first thing in the morning and then went over to the other building if there were clinics where more people would be. One staff member said '*We've tried to get them in where there are more people*'.

The staff felt that Dementia RED was useful to have in the surgery and made people more aware of dementia and the services available to them. They felt that the service works well in the surgery and there were no problems with setting up. They reported the experience with Dementia RED as good on the whole.

Reception staff are aware when the volunteers are coming as it is written in the diary. They have had positive experiences with the volunteers. Despite initial concerns that patients wouldn't open up to the volunteers, the staff reported that their patients seemed comfortable talking to the volunteers. They also felt that having the use of a private room available made people more likely to talk to the volunteers.

The staff felt that those who might have needed to use the service might not have been in on the right day so more promotional materials with the date that the next information point was being held would encourage people to come in on that day and ensure that the service was being used to its full potential. They also suggested leaving information packs for patients to request when the volunteers weren't there.

### ***Impact of Dementia RED Care Information Centre Points***

Although the staff reported that they hadn't seen any direct impact of the Dementia RED Care Information Centre Point, they spoke about one patient that had really benefited from the service. This patient opened up to the Dementia RED Information Officer who encouraged her to speak to the nurse who then contacted social services. She was already in contact with Social Services but was not aware of everything else that was on offer to her,

such as respite which was needed. One staff member said *'If it helps one patient, it's worth it'*.

Other health professionals in the surgery are now aware of the service and on the morning of the group discussion, the phlebotomist had got in touch with the practice manager with regards to a patient that was in her room at that time as she had some concerns and the phlebotomist knew that they were involved with Dementia RED. The practice manager passed on the Dementia RED Information Officer's number to get in touch for some information and leaflets.

The practice manager has asked for Dementia RED volunteers to be present during the flu clinic which they felt would be good because of the average age of those attending, showing the value they place on the service. The practice manager has recommended Dementia RED during a Practice Manager's meeting to another practice, citing the positive effect it has had on the patient mentioned previously.

## **Challenges**

Several challenges were identified through discussions with the Dementia RED team who felt the figures on the activities schedules are not achievable:

### ***Response rate from surgeries***

- There was initial interest from 48 GP surgeries. Additional surgeries have since been contacted and there has been no response from 27 of these following emails and phone calls from the Dementia RED Support Manager.
- Even in surgeries that have responded, there is often a long delay before a final decision is made as there are different decision-makers in each surgery. In some surgeries, the decision to engage with Dementia RED is made by a Practice Manager, in some the Business Manager, and others need partner approval.

### ***Time invested to set up in one surgery***

- The amount of time invested to set up in one surgery is more than previously realised. The team initially thought it would be a case of one telephone conversation to set up an information point and begin.
- It is taking a lot of time to arrange an initial appointment.
- The amount of time that it takes to arrange the meetings and to attend the meetings is quite lengthy. Practice managers generally want a face-to-face meeting which can last anything between 20 minutes to over an hour. Some wanted another meeting after the initial meeting to discuss the set-up of the information point before the first session.
- Some GP Practice managers are really investing in the project and wish to do their own inductions with the volunteers including a tour around the surgery. A couple have suggested that the volunteer went in before they started to meet the team. Although this is very positive and demonstrates the value the surgeries see in the service, it increases the set-up time.
- It takes time to match a volunteer with a surgery – the volunteer in that area, might not be available on the dates requested.

### ***Challenges of managing the workload in part-time posts***

Information Officers are employed for 20 hours a week and the Manager is employed for 21 hours a week. They find managing the workload challenging as their duties include:

- Engaging and recruiting volunteers
- Managing a huge case-load of volunteers needing full induction and training, supervision, and matching to surgeries.
- Covering a large geographical area which means that it can take up to two hours to get to some of the areas.
- Staffing information points where no volunteers have been matched and for training of volunteers.

- Attending networking events to promote the service (some of which have been turned down due to time constraints).

### ***Challenges concerning volunteers***

- There was a huge influx of volunteers at the beginning of the project but there were also 2 new members of staff so it took time to engage with them all.
- Recruitment of volunteers in rural areas, rural Gwynedd and Denbighshire in particular, is an issue at the moment so there are some GP surgeries waiting for a Dementia RED information point with no volunteers available to match up.
- Recruitment of Welsh-speaking volunteers is essential for some surgeries, particularly in Anglesey and Gwynedd. At the moment, there aren't as many as hoped.
- Some GP surgeries don't want volunteers who are registered patients (because of confidentiality issues and it is also policy for staff in most surgeries) so this restricts how soon a volunteer will be in place for more rural surgeries.
- The availability of volunteers is sometimes a challenge when surgeries change the date as some volunteers are working or have other commitments.

## Recommendations for improvement

Every group who contributed to the evaluation report were given the opportunity to provide recommendations to improve the service.

1. Reduce the figures on the Activity Schedule of how many surgeries are going to be engaged with by the end of the project: This would enable the service to focus on the surgeries already engaged to ensure the delivery of a robust, structured, credible service that is sustainable, but also set up in new surgeries in a fashion that isn't going to be detrimental to the current service.
2. Ensure a clear Dementia RED identity which better reflects the service and increase promotion of the service: It was felt that the Dementia RED logo didn't make clear what the service was and that it was difficult to read the black writing against the red background. If the logo couldn't be changed, having a larger sign or stand would make it clearer and signpost and promote the service and might encourage others to go up to the stand. It was also suggested that more promotional materials such as information packs for GPs and for reception staff to hand out when the volunteers weren't there would promote the service further<sup>2</sup>. It was also suggested that all volunteers be provided identification badges to make them more official and part of the Dementia RED identity
3. Go beyond feedback forms for the full evaluation report and gather softer outcomes from those using the service: this would give a holistic view of the impact of the service and would give an opportunity to fully explore whether the outcomes set out in the service specification have been achieved.
4. Explore the possibility of extending the Dementia RED Care Information Centre Point Service beyond Primary Care: There have already been expressions of interest from a number of hospitals and memory clinics so this is an area of development that could be considered in the future.

## Conclusion

The experience of the Dementia RED Care Information Centre Point Service has been positive from the perspectives of the volunteers, staff, and GP surgeries engaging in the service, despite some challenges along the way. The overwhelming message from all groups was *'If it helps one patient, it's worth it'*.

The full evaluation report at the end of year one of the project will also include the perspective of those engaging with the service.

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<sup>2</sup> The Alzheimer's Society are currently attempting to gain further funding from other sources to develop the service and the marketing of the brand.

## **Acknowledgements**

Thanks are due to everyone who contributed to the evaluation, in particular, the staff at Borras Park Surgery, the Dementia RED volunteers and the Dementia RED team.

## **References**

Chalk, A. & Page, S. (2014) Dementia RED (Respect Empathy Dignity): Collaborating to build dementia supportive communities in North Wales – reporting on a pilot project (innovative practice). *Dementia*. Online First publication. DOI: 10.1177/1471301214563203

Welsh Assembly Government (2011) *National dementia vision for Wales: Dementia supportive communities*. Cardiff, UK: Welsh Assembly Government

National Assembly for Wales (2014) *Social Services and Well-Being (Wales) Act 2014*. Cardiff, UK: National Assembly for Wales.

## **Appendix 1: Quarter 1 report**

**SUBMISSION TO NORTH WALES DEMENTIA PROJECT**

**Date: 29<sup>th</sup> June 2015**

**Contacts: Denise Roberts (Service Manager) & Emma Gough (Dementia RED**

**Manager)**

**Telephone: 01352 700821/01978 755906**

**SUBMISSION BY ALZHEIMER'S SOCIETY**

## **Dementia RED – Quarter 1 Report June 2015**

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This Progress Report details the activity undertaken during the specified period as noted below. The Dementia RED service will be monitored and progress reports submitted to reflect on how Dementia RED is achieving its outcomes.

## Section one

### Contact details

#### 1.1 Organisation name

Alzheimer's Society

#### 1.2 Service name

Dementia RED

#### 1.3 Project year

Year 1

#### 1.4 This report covers the period

1<sup>st</sup> April 2015 – June 2015

## Section two: Service achievements and progress – KPI's

Progress towards achieving project KPI's.

Key Performance Indicators
<b>Number of requests for information &amp; advice across North Wales (broken down into localities) service.</b>
<p>Figures to date: 19 people attended the Information Points in Wrexham and Flintshire and 3 people in Anglesey.</p>
<b>Number of clients who were signposted to other services. Breakdown of services referred to.</b>
<p>14 clients were signposted to other services – social services, CAB and carers support.</p>
<b>Breakdown of types of information and advice requests</b>
<p><b>Information Point Enquiries</b>  <b>Of the 19 people who have made enquiries:</b>                  2 had a diagnosis                  2 were concerned about their own memories                  2 carers                  9 family members                  4 professionals – teacher, HCA, NHS workers</p> <p><b>Discussion topics covered multiple areas:</b>                  9 discussions around available services                  10 based on diagnosis and GP                  4 covering different types of dementia                  10 discussing symptoms                  1 based on support for carers                  2 focussed on managing behaviour                  1 for treatment and medication                  2 people simply wanted to share their experiences</p> <p><b>The outcomes of these discussions included:</b>                  5 discussions around accessing AS services                  4 referrals into the AS Dementia Support Worker service                  14 signposts to other organisations                  9 Worried About Your Memory leaflets given                  5 Dementia guides given                  15 things leaflets given                  2 factsheets handed out</p>

### Completion of equalities monitoring matrix

No forms returned.

### Number of presentations/awareness sessions/roadshows held/specify number of people attending sessions

#### Dementia RED first contact with GP surgeries:

The first GP's were contacted in April 2015 via an expression of interest form:



Dementia RED  
Surgery Form.docx

- Since this date the service has set up 15 information points with a further 17 to commence in July/August totalling 32 Information Points. Start dates for a further 16 surgeries are to be confirmed. 19 people have been signposted and supported via Dementia RED to date. There is a large variation between the requirements of each surgery from completion of onsite induction to basic signing in procedures. Surgery visits can vary in length from 20 minutes to full in depth discussions around the service. To be able to offer this in depth support to the GP surgeries is necessary in ensuring the quality and buy-in from the surgeries.

- QOF figures are being gathered during these meetings to use as a baseline figure. The following surgeries have had one to one visits with the Dementia RED Manager to discuss the service First GP visit took place on 18<sup>th</sup> May at Borrás, followed by visits to the surgeries below:

Coed Poeth – Information Point starting 3<sup>rd</sup> July

Cefn Mawr – Information Point starting Mid-September

Castle Health Centre Chirk – Information Point starting 24<sup>th</sup> June

Roseneath Buckley – Information Point starting 15<sup>th</sup> June

Bradley's Buckley – Information Point starting 15<sup>th</sup> June

Lakeside Rhyl (2 visits) – Information Point starting 29<sup>th</sup> June

Kinmel Bay – Information Point starting 21<sup>st</sup> July

Rhoslan Colwyn Bay – Leaflet update starting 28<sup>th</sup> July

Cadwgan Old Colwyn – Information Point starting 2<sup>nd</sup> July

Gwyrch Abergele - Information Point starting – 8<sup>th</sup> July

Meddygfa Gwydir Llanrwst – Information Point starting 16<sup>th</sup> June

Bron Seiont – Information Point starting – 23<sup>rd</sup> July

Hafan Iechyd – Information Point starting – 23<sup>rd</sup> July

Criccieth Health Centre – Information Point starting – 7<sup>th</sup> July

Glanfa Bangor – Information Point starting – 22<sup>nd</sup> July

Cambria Holyhead – Information Point starting – 28<sup>th</sup> July

Beumaris Anglesey – Information Point starting – 27<sup>th</sup> July

Longford House Holyhead - Waiting for confirmation from partners

Further meetings have been arranged in the following surgeries

Tywyn

Dolgellau

Park House Prestatyn

Pendyffryn Prestatyn

Bronffynnon Denbigh

Pen Y Bont – St. Asaph

Pennant Holywell

Contact with the next 50 surgeries has started with discussions around preferences and timescales.

### **External Engagement:**

All CVC's have been contacted and are promoting the volunteer role. Existing networks that the Society has with Health and Social Care Facilitators are being built upon. Other external contacts have been made with Primary Care Facilitators in order to work collaboratively. Distribution of promotional leaflets to potential service users via community based outlets. Promotion on website and to service provider's through-out North Wales. We have promoted the service widely in newsletters and Alzheimer's Society publications. Staff and volunteers have been attending Memory Clinics and support groups to inform people with dementia and carers of the project.

A dedicate Dementia RED mailbox has been created and promotional materials produced – leaflets, t-shirts have been ordered and pop-up banners are on order for larger scale Information Points.

The Dementia RED Manager and Services Manager met with the managers of the Primary Care Facilitators to discuss how the two services can work together. This meeting was facilitated by Gemma Nosworthy.

A further meeting will be arranged between the Primary Care Facilitators and the Information Workers to discuss a joint approach

The Dementia RED Manager has also attended the North Wales Ageing Well meeting on 23<sup>rd</sup> June – 30 people attended and the Health and Social Care Network Meeting (CVSC) – Rhos on Sea – 20 people attended.

### **Number of new staff and or volunteers recruited**

#### **Staff:**

The project has invested in setting up, developing and embedding a quality service, through its staff, systems and processes. All staff have undertaken a comprehensive induction programme and have completed a rigorous training programme which included: Introduction to Dementia, Health and Safety, Data Protection, Safeguarding 1 day Training and e learning module and PREVENT e learning module, Two day Dementia Awareness and Person Centred approaches

2x Information Workers, 1x covering Wrexham, Denbighshire and Flintshire (Corrie Nicholls), 1x covering Conwy, Gwynedd and Anglesey (Carol Evans – Welsh speaker).

1x Dementia RED Support Manager covering North Wales (Emma Gough). All staff have had DBS

checks

**Volunteers:**

The Alzheimer’s Society has a robust volunteering policy which this project will adhere to. The Dementia RED volunteer role description is advertised on the Alzheimer’s Society website and has been submitted to all the CVCs

19 volunteers are currently engaging with the service. Recruitment is ongoing and will not be capped. All volunteers have an initial interview and are taken through the volunteer recruitment process.

A total of 34 volunteers in total have enquired about the service. All volunteers are/will undergo DBS checks, data protection training, full induction, support sessions and mandatory training to include safeguarding and dementia awareness.

After completing all the mandatory training the project is working to develop specific workshops for volunteers around local service provision, not just Alzheimer’s Society services but the wider services offered and to understand the referral pathways for those service, workshops to be arranged around professional boundaries and ongoing dementia workshops.

**Section three: Service achievements and progress – Outcomes**

Progress towards achieving project outcomes.

<b>Outcome 1</b>	<b>I was diagnosed early</b>
<b>Detail</b>	Dementia RED aims to promote a diagnosis, encouraging people to have the confidence to speak to their GP about concerns they have. Dementia RED will support people with advice and guidance through the provision of information. To date 10 people have approached staffed information points in order to discuss diagnosis.
<b>Outcome 2</b>	<b>I understand, so I make good decisions and provide for future decision making.</b>
<b>Detail</b>	Dementia RED has dealt with various request for information from available service, support for carers and types of dementia. Dementia RED aims to arm people with the knowledge they need in order to make informed choices and have full understanding of the support available and how to access it.
<b>Outcome 3</b>	<b>I get the treatment and support which are best for my dementia, and my life.</b>
<b>Detail</b>	Dementia RED encourages discussion and confidence so that people living with dementia feel more empowered to ask questions to the relevant professionals/services and ensure people can access the right treatment.
<b>Outcome 4</b>	<b>I am treated with dignity and respect</b>
<b>Detail</b>	Dementia RED promotes this message throughout the project from initial meetings with practice managers to our full induction and training with volunteers. Dementia RED will challenge the stigma and

	discrimination held by existing professionals and members of the public with education, knowledge and support to ensure everyone can access the readily available information and support from staff and volunteers.
<b>Outcome 5</b>	<b>I know what I can do to help myself and who else can help me</b>
<b>Detail</b>	Full information packs are available as a resource for Dementia RED volunteers to utilise in order to inform service users about available organisations such as social services, CAB, carers support etc.
<b>Outcome 6</b>	<b>Those around me and looking after me are well supported</b>
<b>Detail</b>	Dementia RED enquiries are often focussed around the carer and thus information is guided towards support both pre and post diagnosis. Relationships with other third sector organisations will ensure this approach is collaborative and working towards the same goal – creating high levels of support and identification of carers.
<b>Outcome 7</b>	<b>I can enjoy life</b>
<b>Detail</b>	With support from Dementia RED people living with dementia will be able to access services, understand the process of diagnosis and know their rights. With support for carers and access to community engagement for all people living with dementia, people will understand they can live well with dementia.
<b>Outcome 8</b>	<b>I feel part of a community and I'm inspired to give something back</b>
<b>Detail</b>	Dementia RED has a huge resource of community engagement options such as activity groups, social interest groups and suggestions for personal goals such as volunteering.
<b>Outcome 9</b>	<b>I am confident my end of life wishes will be respected. I can expect a good death</b>
<b>Detail</b>	Dementia RED will support all people living with dementia by referring into relevant services both internally and externally.

## Section four: Evaluation Planning

<b>Outcome 3</b>	<b>Evaluators to meet the Dementia RED team</b>
<b>Milestone</b>	<p>The evaluator's met with Dementia RED Support Manager and Operations Manager on 19<sup>th</sup> May 2015. Information Volunteers and/or staff to complete feedback form in order to capture data from service users accessing Dementia RED. Data to be sent to Kat Algar for review end of June 2015.</p> <p> Dementia RED Feedback Form Final.</p> <p>The Dementia RED team have devised a monitoring form to capture the numbers and nature of enquires to the information points. This information will be collated onto the Alzheimer's Society Client Record System.</p>

**Section five**

**Staff and Financial Information**

Post	Post holder's name	Full-time or part-time	Salary	Dates of employment	Length of contract
Dementia RED Support Manager	Emma Gough	Part-time	12,630	20.04.2015	2 years
Information Worker	Corrie Nicholls	Part-time	10,114	01.05.2015	2 years
Information Worker	Carol Evans	Part-time	10,114	13.04.2015	2 years

**Financial Information**



Quarter1DementiaRE  
D.xlsx

Finance report for the first quarter.

## Section six

### Signatures

4.1 This form must be signed and dated by an authorised signatory.

- I declare that to the best of my knowledge, the information given in our Progress Report form is correct and complete.
- I understand that the information provided in our Progress Report form may be circulated and discussed with any person or organisations.

Title	Forenames (in full)	Surname
Miss	Denise	Roberts

Position in organisation

Service Manager
-----------------

Signature	Date
D.Roberts	29/06/2015

### Appendix one:

[Embedded document – Surgery preference form](#)

[Embedded document – Surgery feedback form](#)

## **Appendix 2: Quarter 2 report**

**SUBMISSION TO NORTH WALES DEMENTIA PROJECT**

**Date: 8<sup>th</sup> September 2015**

**Contacts: Denise Roberts (Service Manager) & Emma Gough (Dementia RED**

**Manager)**

**Telephone: 01352 700821/01978 755906**

**SUBMISSION BY ALZHEIMER'S SOCIETY**

## Dementia RED – Quarter 2 Report June 2015

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This Progress Report details the activity undertaken during the specified period as noted below. The Dementia RED service will be monitored and progress reports submitted to reflect on how Dementia RED is achieving its outcomes.

## Section one

### Contact details

#### 1.1 Organisation name

Alzheimer's Society

#### 1.2 Service name

Dementia RED

#### 1.3 Project year

Year 1

#### 1.4 This report covers the period

1<sup>st</sup> July 2015 – End September 2015

## Section two: Service achievements and progress – KPI's

Progress towards achieving project KPI's:

### Key Performance Indicators

#### Number of requests for information & advice across North Wales (broken down into localities) service.

Dementia RED has received excellent cooperation from surgeries and health centres who initially expressed an interest in the project. To date, 41 Information Points have taken place with dates for all surgeries on board scheduled in to the end of 2015, dates to be agreed beyond December 2015 will be agreed in quarter 3. Please see attached document for breakdown:



Surgery details and QOFs.docx

The timescales involved in the engagement with Practice Managers and meetings to discuss the project are greater than anticipated. Practice Managers who are engaging with the project are taking great interest in the project, the aims of Dementia RED and the processes for volunteer engagement. For example, some surgeries are providing volunteers with a full safety induction and site tour upon arrival.

In more rural locations it has been more difficult to recruit volunteers which can also be hindered by surgery restrictions on registered patients working/volunteering at their practice. There are also clear differences in the level of Information Point that surgeries are able to host. This is mainly down to space available. This information has been collated in some instances via a preference sheet, however, the questions on this form generate further discussions, and it has been necessary to attend a meeting with staff members at the surgeries in all of the practices that are currently hosting a Dementia RED Information Point, thus adding to the timescales. It would therefore be suggested that the figures detailed in the schedule be reviewed and recalculated to half the amount of surgeries hosting Information Points than initially estimated. This is also due to engagement timescales with interested surgeries and lack of replies from the surgeries who are now being approached who had not expressed an initial interest (currently 27 contacts are not responding). This would also allow Dementia RED to offer a tailored, strong, robust service to the surgeries on board and will allow the project to meet requests such as attendance at flu clinics etc.



Dementia RED Surgery Form 2.docx

The majority of people attending an Information Point do so via self-referral. 2 members of the public have been referred in by surgery staff members. There is a good balance between enquiries from both male and females with enquiries lasting anything from 2 minutes to 30 minutes. The project is now seeing repeat visits from service users with 4 people using this service more than once. The majority of enquiries are from carers and family members, however, the Information Points are also assisting people with a diagnosis and individuals concerned about their own memory, including general members of the public and professionals enquiring about the project and local services.



Figures May - Aug  
2015.docx

**Number of clients who were signposted to other services. Breakdown of services referred to.**

During this period 30 individuals have been signposted to other services and 17 people were encouraged to speak to their GP in relation to the concerns they had regarding their own memory, or that of a loved one. Please see breakdown of services signposted below:

Luncheon clubs

OT

Befriending

Telecare

CAB

Social Services

Carers Support

Singing for the Brain

Community Support Services

Alzheimer's Society Dementia Support Worker Services

**Breakdown of types of information and advice requests**

During the period July - Aug the following information has been requested:

Available services x 14

Diagnosis and GP queries x 16

Types of dementia x15

Symptoms x 27

Legal/financial issues x 0

Support for carers x 11

Managing behaviour x 3

Respite care x 1

Treatment/medications x 6

Care homes x 3

Fundraising/Volunteering x 3

Research x 1

Other (causes of memory loss) x1

**Completion of equalities monitoring matrix**

This is an area that needs to be considered. To date no forms have been returned in order to capture this information.

**Number of presentations/awareness sessions/roadshows held/specify number of people attending sessions**

**Events**

7<sup>th</sup> July – Supporting Diagnosis + Dementia RED telephone conference (David Latcham) - 2  
17<sup>th</sup> July – NEWCIS – partnership working meeting – Mold - 7  
06<sup>th</sup> Aug – Carers outreach – partnership working – Bangor - 3  
12<sup>th</sup> Aug – Falls Champion – Celia Drew BCUHB (Community nursing) - 3  
4<sup>th</sup> Sept – DSW attended Operation Cinnamon Llay Resource Centre (60+ crime day PCSO) - 40  
10<sup>th</sup> September – PET meeting – Chirk surgery attended by Ann Morris volunteer - 6  
16<sup>th</sup> Sept – DVSC Networking meeting - 20  
24<sup>th</sup> Sept – Network Meeting CVSC - 20  
24<sup>th</sup> September – Networking Meeting AVOW - 20  
22<sup>nd</sup> Sept - Amlwch Surgery MDT meeting  
Sept - GP meeting Benllech (Monday date in September to be confirmed)

**Electronic/Newsletters**

Living with Dementia – May edition  
Lyn Siebenmann – Disability Resource Centre, Gwynedd Hospital – e-bulletin request.  
Carers Outreach – The Carer newsletter, Mon and Gwynedd (Sept edition)  
Conwy Connect - supporting services users and carers of those with learning disabilities. e-bulletin request.  
Emailed Michele Seager – BCUHB – North Wales Community Dental Team – Awareness raising  
GP screens being utilised in Coed Y Glyn Llangefni Bethesda and 2 more to be placed in Anglesey and Arvon



GP screens.pptx

Policy report – Diagnosis and post diagnosis support – case study pending  
DVSC – Sept newsletter – full page

**Marketing**

Alzheimer's Society marketing has produced the following poster and leaflet for distribution. Currently in print.

 Dementia RED 4 pp DL v1.pdf	 Dementia RED A4 v1 poster.pdf
<p><b>Number of new staff and or volunteers recruited</b></p> <p>The Alzheimer’s Society is currently working with 26 volunteers on the Dementia RED project - 16 volunteers covering Conwy, Gwynedd and Anglesey and 10 volunteers covering Wrexham, Flintshire and Denbighshire. Until recently, Dementia RED had registered 30 volunteers. The service has seen a drop in volunteers due to natural changes expected in volunteer recruitment such as employment, travel and caring responsibilities. The service has received a total of 47 volunteer enquiries in total.</p> <p>Volunteer’s ages range from 20-83. We have a good representation of males and females. We have Welsh speaking volunteers and seek to increase recruitment of Welsh speakers going forward. The experience and knowledge of Dementia RED volunteers is incredibly supportive to this project; ex forces, retired head teacher, retired practice manager, law graduate, carers, retired occupational therapist, retired physiotherapist, health care practitioner (complimentary medicine) and care workers.</p>	

### Section three: Service achievements and progress – Outcomes

Progress towards achieving project outcomes:

Outcome 1	I was diagnosed early
Detail	<p>Dementia RED has provided information on the signs and symptoms of dementia to 27 people during this period. 16 people were encouraged to speak to their GP in order to explore diagnosis. Both individuals concerned about their own memory, and family members, have been supported through the provision of information to encourage early diagnosis. Soft data case study below:</p> <p><i>Husband and wife (both over 65), husband concerned about his wife’s memory, wife has been to the memory clinic before but no diagnosis at that time, wife’s condition has deteriorated according to husband and she was waiting for second appointment at the Memory Clinic. The wife was very dismissive of her condition and the second appointment at the memory clinic. Talked with the wife about the benefits of having a diagnosis in terms of planning for the present and the future and being able to access services from ourselves, other 3<sup>rd</sup> sector organisations and local authority that would help her to live well in her own home and the community. Gave information sheet about our services and my contact details for future reference if needed. By the end of our time together the wife agreed to go ahead with the appointment.</i></p>

<p><b>Outcome 2</b></p>	<p><b>I understand, so I make good decisions and provide for future decision making.</b></p>
<p><b>Detail</b></p>	<p>Information and guidance has been provided to help people gain access to external services and Alzheimer’s Society services in order to empower people through knowledge to understand diagnosis, dementia and the services available to them. Combined signposting to Alzheimer’s Society services, other services, and the provision of information for symptoms, types of dementia and support for carers helped the understanding of 73 people, enabling them to make good decisions. Soft data case study below:</p> <p><i>Female under 65 on her way to an appointment to see GP with her mother (over 65) – very concerned about her mother’s loss of memory and changes in behaviour – struggling to manage supporting her. Wanting information about what to expect when she sees the GP, the assessment process and what support may be available afterwards. Gave verbal info about the assessment process and memory clinic, our services for future reference if needed, local carers organisations and info about support available from the local authority. The daughter appeared reassured by the conversation. She came to see me after the GP appointment and said that it had gone as I’d explained – mother has been referred to the Memory Clinic.</i></p>
<p><b>Outcome 3</b></p>	<p><b>I get the treatment and support which are best for my dementia, and my life.</b></p>
<p><b>Detail</b></p>	<p>Dementia RED is tailored to each enquiry and the needs of the person. Information and support is given based on the request made and more. 6 enquiries regarding treatment have been managed during this period of reporting, providing people with the information they need to exercise personal choice and get access to services they need in order to support their needs appropriately. In order to ensure Dementia RED meets the needs of our service users, the following feedback card is in the process of being printed:</p> <p style="text-align: center;">               Feedback card.docx         </p> <p>Soft data case study below:</p> <p><i>Female and male (over 65) speaking about their mother/mother in law who has been diagnosed with dementia and lives with the enquirer’s sister. Daughter concerned that her sister has to go out to work during the day and that her mother is becoming increasingly frail, and is having falls. Discussed referral to social services for assessment for social care support and OT equipment, falls monitor / lifeline etc. Explained some of the different equipment that is available. 6 weeks later I had a second visit from the husband and wife – thanked me for the information provided and gave me an update on the support that her mother was</i></p>

	<i>now receiving from social services, the equipment that is now in place and how this has helped her – particularly when she had a recent fall and her falls monitor enabled her daughter to be alerted and respond quickly.</i>
<b>Outcome 4</b>	<b>I am treated with dignity and respect</b>
<b>Detail</b>	<p>Dementia RED stands for the ethos that all people living with dementia are treated with respect and dignity. Discussions with practice managers and GP's are enforcing this message and visible Information Points are promoting open discussions about dementia, a chance for people to discuss their own personal experiences and offers staff and volunteers the opportunity to reduce stigma and increase acceptance of dementia in order to reduce discrimination. Soft data case study below:</p> <p><i>Male over 65 – carer to wife who has been diagnosed with dementia. Husband finding it difficult to come to terms with his wife's diagnoses/expressing that her changes in behaviour were something that she should change/rectify herself. Discussed presenting symptoms with husband and provided empathetic/listening ear as to the challenges that these resulted in for himself and his wife. Provided information on different ways he might be able to support his wife and also what support he and his wife could access from Alzheimer's Society, carers organisations and social services. Gave him the dementia Guide, Memory Handbook and information sheets on relevant services with contact details.</i></p>
<b>Outcome 5</b>	<b>I know what I can do to help myself and who else can help me</b>
<b>Detail</b>	<p>Dementia RED provides an opportunity for people living with dementia to discuss their needs at length and enables the dissemination of guidance and information in a practical manner, supporting people to makes links with other organisations such as the CAB and social services. Repeat visits to the Information Points demonstrate that people know where they can go for helpful, practical and emotional support.</p>
<b>Outcome 6</b>	<b>Those around me and looking after me are well supported</b>
<b>Detail</b>	<p>Dementia RED is a service that offers support the people pre and post diagnosis. The importance of a joined up collaborative working ethic between Dementia RED and Primary care facilitators is one example of how people living with dementia, their family members, friends and carers are also supported to a high level. 11 service users have utilised the Information Points specifically for carers support with the majority of people approaching the Information Points being carers themselves. The network of information that Dementia RED staff and volunteers have access to, makes networking and accessing services easier for service users.</p>
<b>Outcome 7</b>	<b>I can enjoy life</b>
<b>Detail</b>	<p>Dementia RED promotes community engagement, the need to keep active and creating an environment where loneliness and isolation is reduced. Dementia RED staff and volunteers have signposted to various</p>

	services that aim to offer all of the above such as, Singing for the Brain, Community Support Services, luncheon clubs and activity clubs, befriending and memory cafes.
<b>Outcome 8</b>	<b>I feel part of a community and I'm inspired to give something back</b>
<b>Detail</b>	As a result of conversations at Dementia RED Information Points, people who have had personal experience of living with dementia have requested information on services they can become engaged with. 4 people have made a combination of volunteering, research and fundraising enquires. Dementia RED is able offer this information and an overview of other community based services to inspire people. Dementia RED staff and volunteers are also attending Dementia Champions training with a view to supporting surgery staff and GP's as well as the general public and patients.
<b>Outcome 9</b>	<b>I am confident my end of life wishes will be respected. I can expect a good death</b>
<b>Detail</b>	Dementia RED staff and volunteers are able to use their experience and communication skills to engage in full meaningful conversation with people living with dementia. As a result of these interventions, referrals into the Alzheimer's Society Dementia Support Worker (DSW) service can be made at the Information Point. The DSW will then arrange home visits to provide advice and information to people nearing the end of their life whilst supporting their carers and families to make decisions and appropriate preparations.

**Section four**  
**Financial Information**

Finance report for the second quarter.

## Section five

### Signatures

4.1 This form must be signed and dated by an authorised signatory.

- I declare that to the best of my knowledge, the information given in our Progress Report form is correct and complete.
- I understand that the information provided in our Progress Report form may be circulated and discussed with any person or organisations.

Title

Miss

Forenames (in full)

Denise

Surname

Roberts

Position in organisation

Service Manager

Signature

Date

**Appendix:**

**Embedded document 1 – Surgery details and QOF figures**

**Embedded document 2 – Dementia RED surgery preference form**

**Embedded document 3 – Figures May – Aug 2015**

**Embedded document 4 – GP screen Shot**

**Embedded document 5 – Dementia RED flyer**

**Embedded document 6 – Dementia RED poster**

**Embedded document 7 – Dementia RED service user feedback card**