

Swanley
'Whole community'
Dementia Meeting
 Swanley Town Council chamber
 09/08/2013

Launch 'Whole communities' meeting

Attendees

Symone Salwan	Dementia Champion and Home instead senior care
Marion Gilchrist	Emerald team west Kent housing
Rose Waghorn	Forget me not singing
Val Miller	KCC Public Health
Roger Gough	KCC member for darent valley
Wendy Lakin	KMCS
Roger Bryan	SDSAF / U3A/ TWINNING / Health walks
Anton Tavernier-gustave	Sevenoaks district council
Hayley Brooks	Sevenoaks district council
liz davies	Swanley TC
Lesley Green	WKHA
Jessica stuppel	WKHA
Jenny Wheeler	ADSS
Christine Tyler	Swanley History group
Maria Baynad	Cross road
John Taylor	CFKent
Simon Goldsmith	CFKent
Geoff Parsons	
Tony searles	Town Council
Katie	Invicta advocacy
Janet Davies	Sevenoaks library district
Michelle Whitlock	WKHA
Daisy Sayers	Crossroad care
Bridgette Withell	EllinorLions Hospice
Frank Mcconnell	SDSAF newsletter

All gave permission for photos etc and filled in the communications forms,

**All attendees completed a basic survey questionnaire
With an aim to get some good initial scoping info**

Geoff provided everyone with a beverage (well done and thank you Geoff!)

Ice breaker and welcome

Geoff did 'housekeeping'

Tracey got all involved in a simple icebreaker

Tracey then explained a bit about the dementia friendly communities work and why Swanley

Tracey then explained the Aims for this first meeting

- Look at what we have in the area,
- Map existing services and provision,
- what are the gaps,
- Look at a baseline evaluation,
- Who are we missing?
- possible actions or projects
- Completion of communication logs etc

Group exercise Speed dating style

The group was split into six groups and the question sheets were rotated around tables looking at the following questions, giving an insight into what we are facing in Swanley

If anyone can provide information or contact details for any of these items please let me know!

<u>Area research</u>			
<u>Area Insight / Relevant local information</u>			
You said.....	Name/Title	Contact Details	Notes
Working Mens clubs			
Police station / PCSO			
Library /on line resources/ local society lists			
Adult Education / library /café			
Bowls Club			
20000 residents			
Youth and Community centre			
Dementia Café / meeting point RACDV			
Local School			
Dementia Needs assessments - ? Taster			

grouping older people than Kent average			
West Kent housing (sheltered) drop in support groups			
PANTERS			
History Groups in Swanley and Hextable			
GPS and PPGs			
Awareness raising in local businesses and groups			
Leisure Centre			
Advocacy			
SE Dance			
Traveller Community			
Cultural issues with dementia			
Retirement groups			
Parks			
Sports clubs			
Senior citizen mailing list			
churches			
SDSAF Sevenoaks district senior action forum			

Area research

Opportunities/What do we have going for us

You said.....	Name/Title	Contact Details	Notes
Health Walks			
Meeting Point			
dementia uk			
voluntary clubs			
advertised town booklet			
caring community opportunity to influence younger generations			
care navigator service			
Churches involvement			
Advocacy			
Police community support officers /KCC wardens			
Dementia buddy scheme (DVH)			
Peer support			
Libraries (Home library / carers tickets)			
Volunteer bureaux service			
committed to dementia services			
Darent Valley Rural age concern / mini bus/ provide a variety of services			
COGS club			
reminiscence boxes from central library			
redevelopment of community library space			
dementia café			

District council health checks			
carers group in farningham			
GP early intervention project			
dementia specific domiciliary care provided by ADSS			
Dementia Café			
Honeyfield (Hextable)			
CAB			
Fire service pledge			
Inclusive Swanley initiative			
GP/ PPG / end of life (pathway)			
Dementia Friends/ Champions			

Area research

Themes and Visions / How to get there?

You said.....	Notes
Establish a current 'Baseline'	
Living well with dementia	
Involve young people	
Involve whole community	
Community singing	
What do carers want 'survey'	
Use new technology	
What do those with dementia want?	
Media campaign to reduce stigma and promote awareness	
Reminiscence work	
What do GP's want	
Eating and drinking when in hospital	
Champions on Health and well being board	
Respite for carers	
Work with Banks	
Interlink with Mental health services	
Family support, guidance, groups	
dementia friendly groups	
Dementia café (better attended)	
GPS to be better aware of dementia	
How to get a diagnosis	
Liaison staff within hospitals	
more general awareness and understanding for people in the community(this could be achieved through dementia champions)	
Local media campaigns	

area research

What is needed to make Swanley dementia friendly?

You said.....	notes
Local dementia Action alliance / partnership- shops police organisations business etc all to sign up	
a definition as to what dementia friendly community is	
a defined point of contact for those who need information =possibly a well published geographical location rather than virtual	
To gain understanding and make changes i.e. signage / personal approach	
help not resist people with dementia	
peer support groups	
literature readily available	
Training and awareness	
Staff / public awareness / training / understanding in schools, shops, libraries etc	
more meeting points, dementia cafes, acceptance of behaviour	
Intergenerational work including schools and children going into care homes etc	
Engagement with business community	
A holistic and whole community approach to be welcome and inclusive	
cutting across the whole community	
Integrated local teams and services	
DF designs buildings parks environment etc	
Dementia "crèche" for carers who need to shop/bank etc	
Each service needs to know what is happening in their own service	
Professionals /volunteers able to assist with advance care planning eg recording wishes for end of life	
0	
<u>Area research</u>	
<u>Risks to be aware of..</u>	
You said.....	Notes
Challenges to 'expert' opinion	
Capacity of care/ health overwhelmed	
GP awareness of dementia	
Family refusal of intervention? Dementia	
Failure to treat people as individuals	
Isolation of person and family	
Not taken seriously	
Inappropriate medication or withholding of it	
Violence from or towards people with dementia	
Care decisions at variance to peoples wishes	
Late diagnosis	
understanding the persons frustration and emotions and	

feelings	
Shocked by inappropriate sexual behaviours	
Taking offence at what is said	
sexual and financial vulnerability and abuse	
Appropriate language Less of the 'sufferer' 'inflicted' etc	
Transport	
communications / failure	
Funding tools and resources	
Do people understand the word 'dementia'?	
less focus on other needy groups	
sustainability of services	
Flavour of the month'	
Lack of referrals / take up	
Post diagnostics	
Silo thinking (all sections of the community can have dementia)	
Feeling ashamed / isolated	
take practical action, not just 'talk'	

Area research

Problems / Challenges we may face

You said.....	Notes
Referrals for services / not enough	
Willingness to diagnose / capacity assessment	
people dropping through the system	
family acceptance	
pressure on carers / lack of affordable respite	
transport / appropriate and affordable	
providing timely information	
negative public attitudes	
Knowing who to signpost /refer to	
lack of understanding of dementia	
continuing health care - ridged criteria	
Shortage of funding – resources	
GP's recognising symptoms	
Lack of trained paid carers	
succession for social activities- those with dementia eventually discontinue participation	
Providing information for carers at the right time	
getting the public and professionals to recognise the progressive nature of dementia	
Lack of joined up thinking	
postcode lottery no standardised treatment continuity of care	
GPS engagement	

Lack of joined up thinking	
Identify and plan partnership working	
understand everyone with dementia is an individual - label does not reveal capability / preferences	

We then gave some feedback to group from the scoping surveys at start of meeting....
The most Interesting bits were discussed

What are you aware of in the local area that will benefit or support those affected by dementia?

Very interesting results.....

Out of all the attendees we had the following; the number represents the amount of people who mentioned that service.

<u>awareness of local services</u>			
ADSS	6	Alzheimer's society	2
Dementia cafe	5	advocacy	2
Sing along sessions	1	Benefits help	1
medical/gps	2	Buddy scheme	1
Social care/welfare	1	Dementia web	1
Day care service	1	Dementia friends	1
Carers group farningham	1	Home instead	1
Carers first	2	Crossroads / cogs club	4
Home library service	1	Age uk	2
Memory clinic	1	Carers support organisation	1
Peer support group	2	Dementia crisis service	1

What can be done to make the area/service/organisation more 'dementia friendly?'

training and information	a little change with building facilities
experience from elsewhere	training for staff and managers
consistent work with GPs	awareness information
groups working together	training and awareness
good relationships and communications	work to establish best practice
more services / activities for early stages and young	Publicity
learning how to better respond to / deal with symptoms of dementia	public awareness
we need to continue to increase our knowledge and skills to understand what our patients/families are going through	early diagnosis
greater awareness	information hubs

customer care training	frontline awareness and supportive values
visual prompt cards / cards	transport services
public services	friendship networks
lots more contacts	volunteers in hospitals/nursing homes
0	local news and publicity
0	meetings

Communications appears to be a huge issue... and something that is concerning to all....
 If professionals do not know who is out there to help, how can we expect the public to know?

Spoke about the Helpline number, and that ADSS need to be told what is available so they can inform people via the helpline

Wendy Lakin spoke about the GP's and explained a little about the recent and upcoming changes

General conversation about the issues around signposting and understanding what is available and how to get the information to the right people

We then looked at 'Who' is missing from the group? Whose views do we need? Who may we want to pull in?

Tracey explained that there will be some who may need to attend meeting, some who just need to be kept informed, some may just need to be involved if the action decided points their way etc

All were asked to pop anyone they think should also be attending on the list before they left

Since the meeting I have split these into two groups.... Stakeholders and Partners

A Stakeholder would be a person, group, agency or organisation that may have a direct interest in the project or who may be affected by a project

A partner would be someone or some agency etc that we could work with to reach an aim (not the usual suspects)

.....please let me know if you can fill the blank bits.....

<h1>Stakeholders</h1>
A Stakeholder would be a person, group, agency or organisation that may have an interest in the project or who may be affected by a project

Stakeholder (who do I need to keep informed?)	How do I get their support (what way will I approach?)	Stakeholder role (active, Passive, Informed)
Doctors / GP's		
Fire service		
Age Concern (Darwent Valley)		
Community Matrons / District Nursing Team		
Local Care Homes		
Emergency Services		
DGS integrated care working group		
A+E		
Memory Clinic		
Health and well being board		

Partnerships

A partnership is an agreement where parties agree to cooperate to achieve a mutual goal

Potential Partner
(List those who we may be able to partner with)

Benefits of this partner
(what can this partner bring to the project/ what could this partner be responsible for)

Engaging Partner
(what can be done to get the partner 'on board')

Asda Swanley

Aldi Swanley

Churches together in
Swanley and district

Community Safety team

Faith Communities

Young People

Universities

Business representatives

Leisure groups

We then discussed Evaluation

Is it bad to see a 'need more training?' nothing is negative ... it all leads to positive. If everyone is happy and knows everything, what's left to do!

A baseline evaluation is needed from across the whole community, to go one step further in identifying need and understanding awareness and possible solutions...

I think that the surveys can be printed from the web addresses also, but if anyone would like some printed out copies to distribute please let me know and I will send you out some.

Tracey.schneider@kent.gov.uk

As you can see, there are a few different types, for different aspects of the Swanley community, Can I ask that you pass these far and wide for as many different people to complete as possible. It does not matter if some of these are completed 'outside' Swanley as the survey asks for a 'location' and any replies would be relevant to the wider programme if not 'exactly' Swanley!

There are also generic survey links I can send out if you wanted to send to people in other areas, (just email me and I will get my finger out and send!)

Hope that all makes sense!

For all local service providers already working in the 'dementia field'... care homes/ home care etc

<http://www.smartsurvey.co.uk/s/Swanley-localservices-dementiasurvey>

For all Local families and carers

<http://www.smartsurvey.co.uk/s/Swanley-familyandcarers-dementiasurvey>

For Local organisations such as Gov, emergency services, shops, pubs, banks etc

<http://www.smartsurvey.co.uk/s/Swanley-localorganisation-dementiasurvey>

For people within Swanley /residents

<http://www.smartsurvey.co.uk/s/Swanley-GeneralCommunity-Dementiasurvey>

For people with Dementia in Swanley, May need to be done with carers help in some cases

<http://www.smartsurvey.co.uk/s/Swanley-survey-for-people-with-dementia>

The surveys will be all anonymous for the purpose of this evaluation, please be as honest as possible on completing them

.....there are no wrong or right answers, just indications of where work needs to be targeted.

For example,

If lack of training is identified in the organisational surveys... we know that we need to address the 'training' issue

If public transport comes back as an issue from families and people with dementia.... then we know we will need to look at the issues around transport.

If lack of awareness of other local services is shown in the results we know we need to work on that!

Without consultation with the community we will not know in which direction we need to work

We need to get them filled in... what can each group commit to?

Time scales

Agreements of all around the table to distribute around their contacts and ask those to respond either online or direct to me within 2 month

The Town council and Library have also agreed to collect on my behalf

We then looked back over the meeting and looked at Next steps

What we look to do by next meeting...

Send in evaluations by certain date

Look at what each agency can do alone, or jointly,
bring ideas back to the table next meeting

Circulation of results and paperwork /minutes

Confirm that everyone has filled in the communications sheet.

See where people can fill in the gaps of circulated materials

What the next meeting may look like!

As by the next meeting we should have the results from Swanley, the next meeting will be bigger and more of a public 'show and tell' style. So if anyone has ideas or wants to put out some 'bit's for display please let me know!

Date and venue to be concerned for End of October/Beginning of November, suggestions and venues etc welcome!