

Dementia-Friendly Housing Charter

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The stages of dementia

Early stages

- Loss of memory for recent conversations or events
- Sometimes confused
- Harder to make decisions
- Mislaid items around the house

Middle stages

- Needing more support with day-to-day living
- Increasingly forgetful particularly of names
- Failure to recognise people or confuse them with others
- Confusion between night and day
- Putting themselves at risk through forgetfulness

Later

- Gradually more dependent on others for care and support
- Pronounced loss of memory
- Increasing frailty and reduced mobility
- Difficulty in eating or swallowing
- Increasingly restless and/ or distressed or aggressive

Vision and scope of the charter

To engage with a wide range of stakeholders within the housing sector to encourage increased awareness of the contribution of housing to the challenges posed by dementia.

To provide the relevant resources and examples of good practice to encourage their integration into all aspects of people (staff), places and processes.

- Aimed at the full range of professionals working in the housing sector, from planners and architects to landlords and developers, housing managers and handypersons.
- Designed to help all professionals support people living with dementia in their homes and facilitate consistency and good practice.

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Prime Ministers' Champions Group history

- Set up in 2013 as part of the 2012 Prime Ministers' Challenge
- Chaired by Jeremy Hughes and Angela Rippon
- Original target of 20 DFCs by 2015
- Has brought together task and finish groups across different sectors to identify best practice to support people affected by dementia



How far have we come?

2012

- 20 communities working to become dementia friendly
- 10% of England covered by a Local Dementia Action Alliance
- Low awareness and understanding
- Low Local Authority engagement



2016

- 205 communities working to become dementia friendly
- 75% of England is covered by a Local Dementia Action Alliance
- 1.7m Dementia Friends
- 55 Local Authorities currently registered under DAA and DFC

Previous guides / charters

Launched today:

Housing Charter

Current outputs:

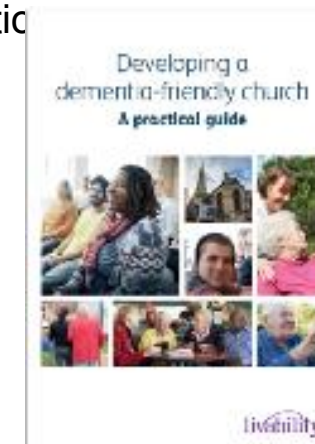
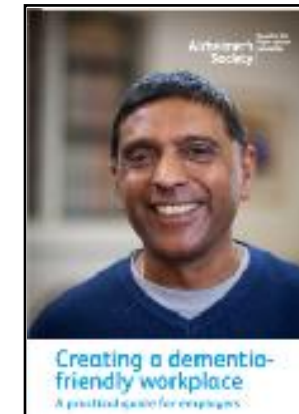
- Dementia friendly Financial Services Charter
- Dementia friendly Employers' Guide
- Dementia friendly Arts Venue Guide
- Dementia friendly Technology Charter
- Accessing and Sharing Information publicatio

■ Dementia friendly Retail Guide

■ Dementia Friendly Church Guide

Upcoming projects/outputs:

- Dementia friendly Heritage Guide
- Dementia friendly Cinema Guide
- Dementia friendly Air Transport
- Dementia friendly Sport Venues Guide



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Involving people with dementia in this charter

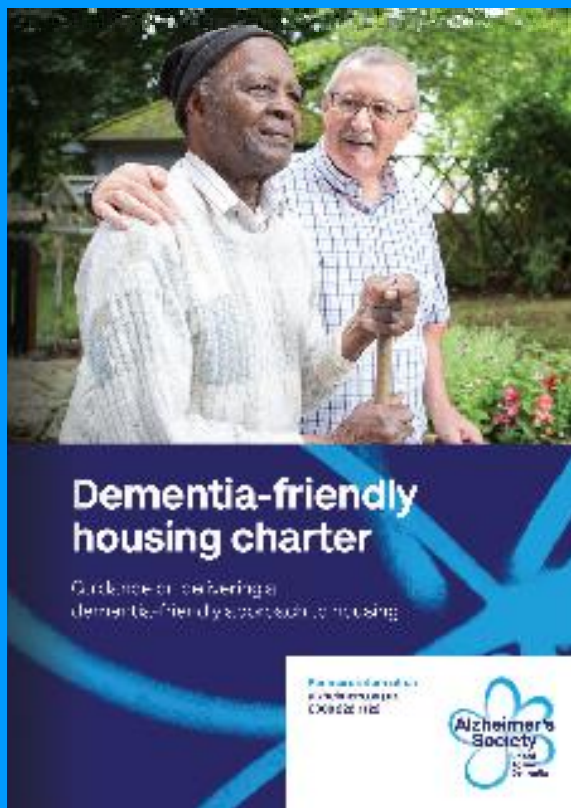
Attending Service User Review Panels across the UK to understand what was important to people living with dementia when it comes to housing.

Key points were:

- To be enabled to live where you are familiar and are happy living
- Design – wet rooms, few steps, open plan layout, signage, sockets at arms level
- Technology - Provide sensors/alarms for cooking, sensor lights.
- Staff need to have knowledge and a broad awareness of dementia.
- Accommodation needs to meet people's needs as their dementia progresses and needs to be suitable for adaptations to be made as needed.

Successes of this charter

- Evaluation factored in from the beginning
- Working document
- Very clear focus
- Included a broad range of organisations
- Used existing network for launch and dissemination
- Involving people with dementia to shape the commitments



Bringing together existing resources and research

Aimed at

- Supporting people with dementia to live independently
- Helping housing professionals in their support of people living with dementia in their own homes

Provides access to

- The knowledge to plan and prepare for future projects, developments and services by influencing initial design and planning of future housing stock
- Knowledge and resources to make relevant ongoing adaptations and repairs to current housing stock to support people with dementia

Showcases

- Case studies across the sector

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Case studies

Waltham Forest HA

A small, locally-based housing association providing predominantly sheltered housing. As many as 14% of their tenants live with dementia. To become more dementia-friendly, they have:

- Appointed Dementia Champions
- Trained all staff on the Board and the main contractors as Dementia Friends
- Audited properties as part of estate inspections and support planning resulting in an internal action plan
- Set up Waltham Forest Dementia Action Alliance
- introduced the Sunshine Club to raise awareness with tenants at fun sessions
- Developed a dementia-friendly specification for works on empty properties
- Incorporated dementia design into our cyclical and planned maintenance programmes.

Leyton Orient FC, have dedicated a match to raising awareness of dementia for three years.

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Case studies

Midland Heart

Provides and maintains 32,000 homes - a mix of general needs, specialist housing, and support and care services.

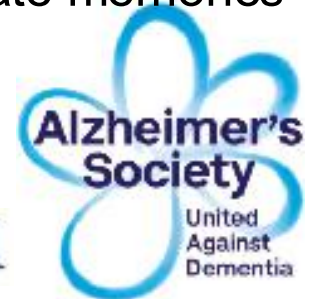
The organisation has taken a holistic approach to being dementia-friendly by:

- Developing a dementia strategy;
- Raising awareness among staff, residents and communities through imaginative events;
- Developing roadshows with its customer panel
- Employing external trainers for specialist staff

It is also now exploring the potential for a partnership approach to training and supporting staff with Worcester University's Association of Dementia Studies.

It also makes use of a 1950s dementia pod to stimulate memories and conversation; and is looking to train staff in 'design and build' principles via Stirling University.

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The three pillars

People	Places	Processes
<p>Staff who manage properties;</p> <ul style="list-style-type: none">•Landlords•People providing services such as modifications and adaptations•Repairs•Home maintenance•Handyperson services•Architects and planners	<p>The creation and maintenance of suitable housing which incorporates space and design can support people living with dementia.</p> <ul style="list-style-type: none">•Includes the interior and exterior of buildings	<p>Housing systems and infrastructure used in all residential provision, planning, design and development and housing-related services such as repairs, maintenance, adaptations and management.</p> <p>Processes designed to reduce barriers.</p>

Stakeholders

Stakeholders	Explanation	Occupations
Designing and building	From inception through design to ready to occupy	Planners, architects, building control, facilities or property management, designers, developers.
Managing and supporting	The daily running activities of all housing tenures	Landlords, developers, housing managers, occupational health, facilities or property management.

Stakeholders (continued)

Stakeholders	Explanation	Occupations
Modifying and adapting	The modification, repair and adaptation of housing and the built environment to meet changing needs	Occupational therapists, community equipment or telecare providers, handypersons, environmental health officers, home improvement agencies, builders, technical officers and architects

Commitment Statements

People

- *To identifying people affected by dementia who need support*
- *To understanding the needs of people*
- *To signposting/navigation/advice and information*

Place

- *To navigation / setting*
- *To raising awareness*

Processes

- *To applicability*
- *To communication*
- *To greater information and support for people with dementia to access housing options*

Commitment Statements

Place

Commitments to navigation / setting

The services required for people to stay in their own homes are not widely known and therefore not accessed or offered

Staff need to know what options are available locally for care and support at home.

There is a lack of appropriate adaptations in properties to provide a more dementia-friendly environment

Communication of the principles and ways for home adaptations to be more dementia-friendly (for example Alzheimer's Society 'Making your home dementia-friendly' and Stirling University booklet '10 helpful hints for dementia design at home'). Ensure dementia design principles (and other relevant design) are incorporated, including people living in their own homes.

Why sign up to the charter?

- Demonstrate leadership within the sector by proactively addressing the societal challenges posed by an increasing incidence of dementia
- Increase awareness of how dementia and its challenges affect the services and products which an organisation offers
- Ensure that the needs of customers are met in a consistent and appropriate manner
- Create an organisation in which customers feel comfortable discussing their needs
- Be perceived by partners as dementia-friendly which may enhance reputation

Committing to the charter

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1 Publicly sign up to the Charter and commitments

- Sign up through the Alzheimer's Society website
- Publicly announce delivery on the relevant Charter commitment statements
- Specific actions incorporated into the Dementia Action Alliance action plan if applicable

2 Deliver the commitments specific to your stakeholder group within a set, individually determined and planned time-frame

- Selection of a senior member of staff to champion the initiative and ensure that the appropriate delivery plan is established and progressed
- Evidence and reporting back on progress and outcomes of the identified commitment statements

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Acknowledgements

Members of the Prime Ministers' Champions Group for housing, Alzheimer's Society, Housing & Care 21, Anchor, ARCO, Care & Repair England, Guinness Partnership, Pozzoni, Housing LIN, Keepmoat, McCarthy & Stone, Members of the Dementia & Housing Working Group, National Housing Federation, Royal Town Planning Institute, Tunstall, Your Life, Causeway Service User Review Panel, Chichester Positive thinkers, League of Minds, North Somerset Living With Dementia Group, South Eastern/Belfast SURP group

Questions?

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