



# DEMENTIA-FRIENDLY HOUSING GUIDE 2026

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## DOCUMENT PURPOSE

To inform housing organisations, corporate bodies and sector professionals on how housing, its design and supporting services can help improve and maintain the wellbeing of people affected by dementia.

## TARGET AUDIENCE

Housing providers, planners, architects, builders, surveyors, landlords, occupational therapists, home improvement agencies, property maintenance companies, building control, telecare providers, property developers and investors.

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# FOREWORD

Dementia is a challenge which affects our whole society and few people will not have some experience of the disease and its impact on our families or the people we know. The housing sector has a critical part to play in rising to the dementia challenge. From planners and builders to mainstream and specialist providers there is scope for the whole sector to have a positive impact for those experiencing dementia.

♥ Designing and delivering more dementia friendly housing or becoming more dementia-friendly in the provision of housing services can make a big impact in helping people with dementia to remain independent and to continue living in settings of their choice for as long as possible.

I hope that you and your organisation will commit to making a positive difference to enable people living with dementia to live in housing that is appropriate to their needs.

**Bruce Moore**  
Chief Executive, Housing 21



# THE SCALE OF THE CHALLENGE



Every three minutes someone in the UK develops dementia<sup>1</sup>

## No.1

Dementia is the UK's leading killer

## 1 in 3

One in three people born in the UK today will go on to develop dementia in their lifetime<sup>1</sup>

## 982,000

people are estimated to be living with dementia in the UK<sup>2</sup>



The number living with dementia will reach **1.4 million** by 2040<sup>2</sup>



The estimated economic impact of dementia in the UK in 2024 is **£42.5bn** rising to **£90bn** by 2040<sup>2</sup>



More than one-third of people with dementia in the UK do not have a formal diagnosis<sup>1</sup>



Two thirds of unpaid carers for people living with dementia are women<sup>2</sup>

<sup>1</sup>Alzheimer's Society

<sup>2</sup>Alzheimer's Research UK

By 2040, **43%** more people are expected to receive unpaid care.

A **third** of dementia carers report spending more than **100hrs a week** in unpaid care<sup>1</sup>

Carers save the health and social care economy

**14bn**  
a year

**60%**

of people in receipt of home care are living with dementia<sup>2</sup>



Only **11.5%** of local authorities mention dementia in their housing assistance policies<sup>2</sup>



**2.6 million** people over the age of 55 live in homes which are a risk to their health and wellbeing<sup>3</sup>



Only **9.9%** of homes have the basic accessibility features<sup>3</sup>

**70%**

of care home residents have dementia or severe memory problems



People Living with dementia occupy **25%** of acute hospital beds<sup>4</sup> and stay in hospital **twice** as long<sup>1</sup>

# WHAT IS DEMENTIA?

The word 'dementia' describes a group of symptoms that may include memory loss, difficulties with thinking, problem-solving or language, and often changes in mood, perception or behaviour. These changes are usually small to begin with, but for someone with dementia they can quickly begin to have an effect on daily life. Dementia occurs when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes. It is not a natural part of the ageing process. Dementia is not just about memory loss – it is a very multi-faceted condition. Some of the symptoms of dementia are also symptoms of other conditions, disabilities and impairments. Supporting people with dementia can therefore also help you to support people with a range of conditions.

For more information see: [Alzheimer's Society | Factsheet 400. What is dementia?](#)



## DEMENTIA AND INEQUALITY

Dementia is included as a disability in the Equalities Act (2010). This means that it is unlawful to discriminate against someone with dementia on the basis of their diagnosis and reasonable adjustments should be made to enable them to access and receive appropriate support, including housing, to meet their needs. This is not just about physical adaptations such as ramps, door openers or handrails. It includes signage, information for residents, quieter spaces and choices about how to be communicated with.

Some people with dementia face a double jeopardy because of other protected characteristics, such as race or ethnic origin, age, gender or sexuality. Younger people with dementia often experience services that are geared towards older people, so struggle to find age-appropriate advice, activities or services. People in same sex relationships face a lack of understanding, or homophobia, and find themselves having to 'come out' again every time they meet a different professional or try to access a service because the assumption is that everyone is in a heterosexual relationship. Sensory impairments are an additional risk factor for dementia, yet insufficient attention may be given to ensuring that people have sight or hearing tests.



There are 25,000 older Black and Minority Ethnic people living with dementia in England and Wales. The steepest increase is expected in the South Asian community (Alzheimer's Society).

The evidence is strong that even though they may be at increased risk of developing dementia because of diabetes or high blood pressure, people from Black and Minority Ethnic communities face barriers to accessing and receiving services; they may delay seeking help because of language and cultural barriers or because they do not perceive that services are for them.

# MAKING THE HOUSING SECTOR DEMENTIA FRIENDLY

The 2024 Older People's Housing Taskforce report<sup>1</sup> stated explicitly that the way we plan, design, build and manage housing for an ageing population must be age-friendly and dementia-inclusive. It built on the earlier, influential All-Party Parliamentary Group on Housing and Care for Older People Inquiry report<sup>2</sup> which found there is an urgent need to ensure that housing is 'dementia-ready' from the outset.

With the government setting out ambitious targets for:

- housing growth to increase the housing choice
- design quality requirements that improve the accessibility of new and adaptability of existing mainstream homes and specialist housing
- digital transformation to proactively deliver care and support at home, or
- healthier places to address our future health and wellbeing

it is vital that dementia-inclusion is fully integrated across housing, health and adult social care.

People with dementia face a range of challenges. These may include memory loss or difficulty communicating, mobility and navigation issues and other associated problems. Across every part of the housing and built environment sector, organisations can make a valuable contribution to supporting people with dementia facing these challenges to continue to live well in their own homes and community.

There is an increased need and demand for suitable mainstream and specialist housing for older people, including those living with dementia. This practical dementia-friendly housing guide aims to raise awareness across the housing sector about the challenges people face, so that all projects consider ways to minimise risks and enhance wellbeing.

The guide is aimed at the full range of professionals working in the housing sector, from planners and architects to landlords and developers, housing managers and handypersons. It is designed to encourage the creation of dementia-friendly environments, help all professionals support people living with dementia in their homes and facilitate consistency and good practice.

Organisations are urged to improve existing action plans or develop new ones to futureproof their organisations and services so that they are dementia-inclusive. This dementia-friendly housing guide contains dementia-friendly actions to which we encourage organisations to commit. These actions can have a huge impact on the lives of people affected by dementia.

The **Dementia and Housing Working Group** has created a resource which they maintain on all aspects of dementia.

<sup>1</sup><https://www.gov.uk/government/publications/the-older-peoples-housing-taskforce-report>

<sup>2</sup><https://www.housinglin.org.uk/Topics/browse/HousingandDementia/appg-inquiry-housing-and-dementia/>



# WHAT HAVE PEOPLE WITH DEMENTIA TOLD US?

## HOUSING NEEDS AND PRIORITIES

People living with dementia have shared their clear priorities and challenges around housing:

### Planning ahead and housing advice

Early, clear advice is essential. Many individuals reported that without timely guidance, they face stressful and costly last-minute decisions about moving or adapting their homes. Accessible information on housing options and application processes should be provided soon after diagnosis and revisited regularly to support informed choices.

### Design and accessibility in new homes<sup>1</sup>

Respondents emphasised that new homes should incorporate dementia-friendly features from the outset. Key elements include a downstairs toilet, provisions for a wet room, and sufficient space for a carer. Where appropriate, installing telecare or lifestyle monitoring systems was also recommended, allowing residents to become familiar with them before their needs increase.

## Adaptations and grants

Securing grants for home adaptations can be challenging. The Disabled Facilities Grant process can feel intrusive, with income-related questions creating discomfort and deterring applications. People expressed concerns about privacy and security when sharing personal information, which can lead to missed opportunities or delays for essential adaptations.

## Supported housing staff and scheme managers

Scheme managers and support staff were described as invaluable for maintaining independence and social connection. When these services are removed, residents feel isolated and lose confidence. Housing professionals should recognise the role of scheme managers and support staff in promoting wellbeing and consider how to sustain or replace this support. Dementia-awareness training should be given to all customer facing housing staff.

<sup>1</sup>Alzheimer's Society West Yorkshire local consultation project



## Emergency and out-of-hours support

Accessing urgent help can be challenging. Recorded messages are particularly problematic for people with dementia, who need simple, clear contact details and straightforward systems for emergencies.

## Respite and overnight care

Awareness of respite care options is low, yet overnight care is critical. Lack of sleep places significant strain on carers, making overnight support a priority for sustaining care at home.

## Access to support services

People often discover support groups by chance, and poor coordination between services means they repeatedly provide the same information. Inconsistent signposting and limited dementia-specific knowledge among staff and volunteers reduce the effectiveness of support. Better integration and training are needed.

# WHAT WOULD MAKE A DIFFERENCE

## KEY ACTIONS:

Design homes with dementia-friendly features from the start.

Ensure dementia diagnosis is included on referral forms.

Expand overnight respite care.

Offer tailored, ongoing, personalised support.

Provide clear guidance and planning tools early and at regular intervals.

Maintain warden services in supported housing.

Deliver dementia-awareness and skills training for staff.

Consider ways to support staff who are carers.

Keep clear records and offer help with forms.

Simplify emergency contact systems.

# KEY ISSUES FOR THE HOUSING SECTOR

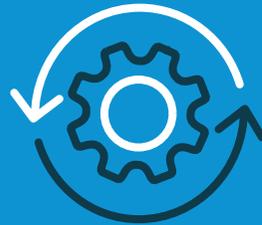


## PEOPLE

There is a lack of understanding by staff of the different needs of people with dementia and associated stigma.

Those working in the design and construction of new housing lack awareness of how to create more dementia-friendly housing.

Staff members may develop dementia or need to care for a loved one with dementia and there may not be appropriate processes and policies available to support them.



## PROCESS

Processes and systems are not appropriately designed and are not dementia-friendly.

Staff do not understand where to access specialist advice and information or there is incomplete and unclear information available.

People with dementia may lack capacity to maintain a tenancy.



## PLACE

The built environment raises a number of challenges for people affected by dementia and housing is not being designed or built to address these challenges.

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

People living in their own homes may need support to ensure that their home is safe and suitable and is adapted to meet their needs.

# PEOPLE

## WHY ARE PEOPLE IMPORTANT?

How staff interact, communicate, and care can transform someone's experience. Every member of staff has a role to play, whether through daily contact or by helping design spaces that work for people living with dementia.

Staff should also be attentive to the needs of family carers and others who support people with dementia on an unpaid basis.



## Support for residents, customers, and staff

Support services should be clearly communicated across all levels of the organisation to ensure everyone is informed and confident in signposting those affected by dementia. Staff should be encouraged to regularly update their knowledge of available services and build connections with local providers to ensure timely and effective signposting.

### Key actions

Use the guidance provided to:

- Appoint a senior staff member to champion work around dementia.
- Provide additional training for staff who regularly interact with people affected by dementia or need additional knowledge about accessible design, safeguarding or capacity issues.
- Ensure staff are aware of advice and advocacy services.
- Ensure HR policies are supportive of staff living with or caring for someone with dementia.

### Key services to be aware of include:

- Advice and advocacy organisations, such as Citizens Advice, which offer guidance on rights, benefits, and legal matters.

- Support for unpaid carers, available through the local authority or specialist carers organisations, providing practical help and emotional support.
- Local groups and activities, such as Dementia Action Alliances, offering care and support at home, helping individuals stay connected and maintain independence.
- Guidance on physical and sensory impairments, including resources from organisations like RNIB, to support accessibility and wellbeing.
- Local specialists, such as Occupational Therapists, who can offer tailored advice to improve safety and comfort in the home.
- The Alzheimer's Society's Dementia Directory is a useful resource to find support near you for people with dementia and their carers in England, Wales and Northern Ireland [Alzheimers Society | Find-support-near-you.](#)
- Support for staff and customers [Alzheimer's Society | Dementia support services.](#)



It is important for housing organisations to be equipped to support any employees who are affected by dementia.

## Key actions

- Review HR policies and procedures to ensure they are supportive of people who develop dementia or have caring responsibilities, tailoring the support to the individual.
- Develop an internal support network, a workplace network or support group offering the opportunity to link with other employees in a similar situation to exchange experiences.
- Signpost to external information, relevant sources of information and support on dementia, including any safeguarding matters.

## DEMENTIA-FRIENDLY CHECKLIST

### Strategy and policies

- Is dementia support reflected in your organisation's culture, aims or objectives?
- Is dementia consideration included in your staff policies?
- Do you have a dementia champion at staff or Board level?
- Do you have a truly person-centered approach to residents and customers to enable sensitivity to their needs?

## Training

- Is additional training available for customer facing staff who need to be able to identify the signs of dementia and provide the most appropriate response and support?
- Are staff able to identify the signs of social isolation and loneliness, or behaviours that may require taking action?

## Knowledge

- Do staff have awareness of Deprivation of Liberty legislation?
- Can staff advise on Lasting Power of Attorney?

## Inclusivity

- Do staff have the skills to understand cultural differences and the unique challenges faced by people living with dementia from diverse backgrounds?
- Is inclusive support available for everyone affected by dementia such as LGBTI+ and Black and Minority Ethnic communities?

# PROCESSES

## WHY ARE PROCESSES IMPORTANT?

Processes and policies and supporting communication should be designed to reduce barriers and promote inclusion for people living with dementia. This applies across all housing contexts, from planning and design to services like repairs, maintenance, adaptations, and tenancy management.

Dementia-friendly processes will actively support residents, customers, and employees affected by dementia, ensuring that services are accessible, respectful, and responsive to needs.



## Key actions

Use the guidance provided to:

- Keep clear records and audit existing processes, procedures, and support mechanisms to ensure your services meet the needs of people affected by dementia.
- Develop policies that promote open, respectful and inclusive communication.
- Signpost key local services for residents, customers, and staff.

## Effective, respectful communication

Effective communication is essential to ensure that a person with dementia receives the right care and support. However, communication can often be challenging; they may struggle to find the right words, have difficulty reading or understanding written information, be anxious, confused or distracted, or need extra time to process what is being said.

The following points can help you communicate more effectively and respectfully:

- Ensure the environment is quiet and free from distractions.
- Speak clearly and calmly.

- Use a slightly slower pace and allow time for processing.
- Position yourself where the person can see/ hear you clearly and at the same height.
- Use short, simple sentences with clear instructions.
- Ask if the person would like to have a friend or family member with them but avoid talking about the person as if they are not present.
- Speak respectfully and patiently.
- Explain support clearly and reassure the person.
- Break down actions into small steps and offer encouragement.
- Rephrase statements if not understood, rather than repeating.
- Check for other conditions affecting communication (e.g. hearing loss).
- Ensure hearing aids are on and functioning if used.
- Find common ground to initiate conversation (e.g. mention family or interests).

## Respectful language when talking about people with dementia

People with dementia are individuals first, and their diagnosis should not define them.

Preferred terms and phrases:

- A person/ people with dementia.
- A person/ people living with dementia.
- A person/ people with a diagnosis of dementia.
- A person/ people affected by dementia.

## Written information

Written information can be a valuable tool for people with dementia. It serves as a permanent record of events or conversations, which can be re-read as needed and shared with others. This helps reduce anxiety and acts as a memory prompt.

- Provide written information to reinforce verbal communication and reduce anxiety.
- Ensure written materials are clear, concise, and easy to understand.
- Use large, readable fonts and simple language.
- Include key details such as dates, times, and contact information.

- Encourage sharing of written materials with family members or carers.
- Flag communication preferences in the individual's account for consistent support and ensure all staff are aware of flagged preferences and follow them when contacting the person. Consider using resources such as [Alzheimer's Society | This is me](#).
- Offer written summaries after meetings or important conversations.
- Avoid jargon or complex instructions in written materials.
- Use visual aids or icons where appropriate to enhance understanding.
- Encourage visitors to leave a short written note for carers, friends, or family members, and maintain a brief record of their visit to support continuity of care and communication.

## Accessible and reliable information

Information provided to residents, customers, and staff should be consistent, accurate, and regularly updated. Written copies should be available to support those who may struggle with digital access or prefer printed materials.

People affected by dementia often report that online information is outdated or does not reflect actual company procedures. To improve accessibility and trust, websites should:

- Contain only essential and relevant information.
- Be well-designed and concise, with minimal navigation required to reach key content.
- Use large, clear typefaces for readability.
- Include images only when they are relevant and help convey the message.
- For more information about designing accessible websites, click [here](#).

Recognising that not everyone can access or use the internet, information should also be available in alternative formats, such as:

- Large print versions.
- Easy-read formats with simplified language and visual support.





### **‘Tell me once’ policies**

Disclosing a dementia diagnosis can be difficult and emotionally draining, especially when individuals are asked to repeat it multiple times within the same organisation. To reduce distress, help build trust, improve accessibility, and ensure people affected by dementia feel heard and supported, organisations should:

- Review and securely store relevant information, in line with GDPR, so individuals only need to disclose their diagnosis once.
- Record communication preferences, such as follow-up in writing or allowing extra time to process conversations.

### **Personalised support matters**

**“If you’ve met one person with dementia... you’ve met one person with dementia.”**

Thomas Kitwood

Every individual affected by dementia is unique, with different needs that change over time. It’s essential to develop personalised strategies that can be adapted as those needs evolve. This approach ensures meaningful, respectful support that truly reflects each person’s experience.

## Safeguarding and managing risk

It can be difficult to know what to do if you're worried about someone's wellbeing, especially if they have dementia. Organisations and individuals should stay alert to signs of possible abuse or neglect and raise concerns with social services when needed.

Key signs to watch for include:

- Self-neglect, where someone isn't caring for themselves properly.
- Financial abuse, such as unexplained lack of money, unusual purchases, or new relationships that seem exploitative.
- Physical signs, like bruises, cuts, or burns.
- Aggressive or concerning behaviour, including verbal or physical arguments, higher levels of anxiety.
- Social withdrawal, such as someone not being seen for a while or missing regular routines.

Supporting people with dementia includes recognising emerging risks and responding appropriately.

Organisations should:

- Train staff to respond sensitively, keep records, and identify patterns that may require action such as contacting family.

- Establish referral pathways for additional support, including raising safeguarding concerns with social services when needed.
- Work with emergency services to embed tools like the Herbert Protocol and offer home fire safety visits.
- **The Herbert Protocol** helps police quickly access vital information if someone goes missing, reducing stress for families.

## Supporting people with dementia who walk around

Walking around is often labelled as “wandering” or “problematic”, but it can be a meaningful activity that provides exercise, enjoyment, and purpose. Rather than viewing it negatively, organisations should take steps to support this behaviour safely:

- Understand the individual, learn their life story and reasons for walking.
- Train staff to support walking safely and respectfully.
- Design safe environments with indoor/ outdoor routes, rest areas, and engaging features.

- Use assistive technology to alert carers and help locate individuals if needed.
- Build community links to help people find their way back safely. Collaboration with key community services such as transport hubs, emergency services, and retailers can make everyday life more accessible.

## **Dementia-friendly checklist**

Organisations should review existing systems to identify and implement dementia-friendly changes across the following areas:

### **Strategy**

- Is dementia support reflected in your organisation's culture, aims or objectives?
- Is dementia addressed within a vulnerable customers strategy?
- Are the needs of people with dementia considered in business change decisions (e.g. planned works, service changes)?

### **Support mechanisms**

- Can residents/ customers inform staff about their dementia, and do they know how?
- Are staff trained to recognise signs of dementia or vulnerability?
- Are individuals routinely asked if they need support?

### **Services**

- Are services accessible for people living with dementia?
- Can adaptations be made to improve accessibility?
- Is written information clear and in an easy-to-read font?
- Are assistance aids available (e.g. magnifying glasses, screen readers)?
- Are dementia-related needs considered in service development?

### **Processes and procedures**

- Is there a well-publicised feedback mechanism that people with dementia, their families, and carers can use?
- Are complaints from people affected by dementia recorded and analysed effectively?
- Is there an efficient system for recording individual preferences (e.g. preferred contact methods)?

# PLACE: THE PHYSICAL ENVIRONMENT

## WHY IS PLACE IMPORTANT?

In dementia-friendly housing, place is not just where someone lives, but how that environment supports their sense of self, belonging, safety and well-being. It includes their private accommodation or room, communal spaces, the neighbourhood, and broader community setting.

Physical spaces should be easy to navigate and accessible. Making your spaces dementia-friendly includes both the interior and exterior of buildings, areas around buildings and the location in which they are built.

When planning new housing, dementia-friendly design features should be considered. However, consideration should also be given to existing places to be retrofitted to support people affected by dementia. Recognition should be given to the fact that people living with dementia will react differently to their surroundings and their needs will change.



## Key actions

- Complete an audit to understand what small changes can make your environment accessible to people affected by dementia. Where possible, this should be done with input from people affected by dementia.
- Future-proof your environments by considering dementia-friendly design features when designing and planning new buildings.
- Be aware of potential barriers and challenges that people affected by dementia might face. Put proactive support measurements in place to overcome these barriers.
- Try to go above and beyond relevant accessibility building regulations and standards to make your environments as inclusive as possible.
- Review the signage throughout your premises to make sure they are clear and prominent.
- Review the lighting to ensure it is consistent and natural, and reduce shadows, glares and pools of light.



## Physical environment checklist

Use this checklist to audit your places and make them more dementia-friendly. If possible, speak to people living with dementia and ask them how they find the area.



## DEMENTIA- FRIENDLY PLACE CHECKLIST



### Layout/ Indoors

- Create a layout that is simple, easy to navigate and wide enough for mobility aids.
- Create opportunities for “accidental contact” with incidental seating.
- Allow safe walking without dead ends or confusing corridors.



### Lighting

- Make use of natural light at entrances and communal areas.
- Avoid glare, shadows, and uneven lighting.
- Ensure bedrooms can be darkened to support sleep.



### Decor

- Use high-contrast colours between floors, doors and handrails; consider the Light Reflectance Value of paint.
- Choose durable, cleanable and homely fabrics.
- Maximise views of nature with well-positioned windows.



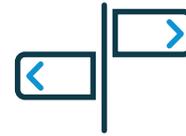
### Flooring

- Avoid reflective or patterned surfaces that cause confusion. Ensure transitions between rooms are subtle and not perceived as barriers.
- Highlight potential trip hazards clearly and safely. Use non-slip materials.



### Furnishings

- Check pictures and mirrors and cover or remove if likely to cause confusion.
- Use familiar, traditional fixtures and appliances for ease of use.
- Ensure the colour of switches and handles contrast with walls.
- Use non-reflective, transparent cupboard fronts where possible.



### Signage

- Signs can be used for a variety of reasons, such as labelling doors of the room's use, on cupboard doors of what items are inside, and 'hot' and 'cold' written on taps.
- Use clear, pictorial signs with strong contrast (no block capitals).
- Place signs at eye level, ensure they are well lit and fixed directly to the relevant doors.
- Prioritise clarity for toilets, exits, and key decision points.



### Seating

- Provide traditional, recognisable seating with armrests.
- Place chairs in small clusters to encourage conversation.
- Ensure rest points are available along walking routes.



### Toilets

- Use contrasting coloured toilet seats and grab rails for visibility.
- Provide clear signage inside and outside toilets.
- Install easy-to-use, traditional taps and door locks.



### Navigation/ Outdoors

- Make entrances, doorbell/ entry phone and lifts obvious and accessible, with clear numbering or colour.
- Use attractive landmarks (plants, artwork) for wayfinding.
- Blend in non-public doors to reduce distraction.



### Quiet Space

- Provide calm areas for rest, reflection, or when someone feels anxious.
- Ensure the space is comfortable, with soft furnishings and low lighting.
- Offer supportive staff presence when needed.



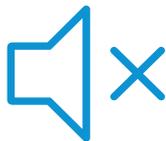
### Parking

- Ensure safe, well-lit walkways from parking to entrances.
- Provide larger parking bays or family spaces for accessibility.
- Review drop-off areas for safety and ease of access.



### Technology

- Install discreet safety features such as fire, fall, and emergency alarms.
- Use supportive monitoring tools (e.g. GPS-enabled wearables, door sensors).
- Introduce smart home devices and AI-powered reminders for daily routines such as medication, hydration, or appointments.
- Explore technology such as wearable health trackers, AI fall detection, and companion robots to support wellbeing and reduce isolation.



### Noise

- Minimise background noise from TVs, radios, and alarms.
- Provide quiet areas for conversation and concentration.
- Design acoustics to reduce echoes and confusion.

# ABOUT THE DEMENTIA AND HOUSING WORKING GROUP (DHWG)

The Dementia and Housing Working Group aims to promote the contribution of the housing sector to improving health and wellbeing and quality of life for people living with dementia.

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The Housing LIN is [proud to host the DHWG website.](#)

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[Visit the dementia hub](#) for lots of up to date resources.

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The Housing LIN also curates a selection of useful resources on its dedicated [dementia webpages.](#)

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Improving outcomes for people living with dementia