



For Dementia Awareness Week 2019 from 20th to 26th May, the Housing LIN has gathered examples of where extra care schemes or other housing related community services have supported people with dementia to develop meaningful relationships to prevent unwanted social isolation or reduce loneliness. We will be developing a compendium of best practice examples to be published in the coming weeks. In the meantime, examples published individually throughout the week can be found as standalone News Items in the news section of our website at:

www.housinglin.org.uk/News

There were too many great examples for us to be able to showcase them all individually, ranging from personal testimonies, informal arrangements supported by staff or other residents as well as more formal service provision. This paper features a range of examples that have been designed to help prevent loneliness or social isolation of those living with dementia or caring for someone with dementia. They will be included in the compendium of best practice to be published on our website in the coming weeks.

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Personal Testimonies

The Broughton Story... having a tailored approach

My 91 year old mother-in-law developed dementia. Until then she was living alone fit and extremely bright. She moved in with us as my husband did not want her to move into residential care. We were both working in different directions. As a self-funder it was difficult to receive social services help. By trial and error we found day care for her. As my husband travelled 5 junctions on M25 timings were difficult and as they had a residential section they would feed and even bed her if he was very late. (A record 5 hours stationery on M25 was the worst). It removed the stress for us as we had two children living at home. The local psychiatric hospital paid for her to go into respite for two weeks every two months which enabled us to keep her living at home until she died three years later. The fall out was one of our children could not cope with this bizarre granny and went to live with a friend of ours. The added complication was when my Scottish mother was given a terminal diagnosis with CCF. She lived on after the 6 month prediction and had a cerebral haemorrhage which left her alive but disabled. She refused to go into a care home and I set up a care package in Scotland with 3 residential carers living with her at home. She lived on (self-funder) for 15 good quality years. All during the period of mother-in-law's dementia journey.

Muriel's story – a care team at home

I have a friend who used a Care Agency to provide care for her mother who lived with them in Kent. The agency specialised in caring for older people with dementia (and providing nannies for families too). The young and the old.

I used them until I had 3 permanent employees in place at Mother's in Scotland.

Again my friend was self-funding and this type of care was expensive as the agency staff were very well paid and agency fees were applicable: but the care was superb. The dementia carers were changed every 5 days by the agency. This was Muriel's story.

In both our cases our mothers lived well within a family setting and in the case of my mother-in-law there was never a time that she didn't know one of us.

View from an Occupational Therapist

Intisar Osman, Freelance OT, Able-2 Occupational Therapy Services.

I recently visited a client residing at Windmill Court to undertake a community OT assessment and was impressed with the facilities on offer at the extra-supported Care Home specialising with Dementia service-users.

I have never come across a residential facility with an in-house Hairdressers within its communal facilities and I observed residents being treated whilst I passed through. The special extra touch provided gave me a sense of Windmill Court's attention to detail for their specific client group. It was an unforgettable encounter that I did not anticipate and my heart was uplifted considering my previous experiences visiting similar services. I was pleasantly surprised during my brief visit.

Good neighbours

At Roland Rutter Court (Housing 21), we had a lady who was very involved in our social activities and when she got dementia she missed them because she kept forgetting to come down. Her neighbour started knocking her door and walking down with her so she didn't miss out.

Personalised support

Enriching Lives

The St Monica Trust provides a tailored service for residents who are either living with dementia or just want some informal company and a couple of hours to do something of their choice.

What does it offer?

The Enriching Lives service matches a staff member to the individual to develop a relationship offering companionship and befriending. Although this is a chargeable service it works on a very flexible basis and can be arranged at short notice. One resident really looks forward to having her weekly manicure, going to a salon to get her eyebrows tinted and then having a coffee in Westbury On Trym. This lady calls her Enriching Lives carer, her Wednesday Girl .

Another resident who has the Enriching Lives visits on a weekly basis says she loves getting out to the shops and being able to look at things even if she doesn't buy anything, she loves to sit and have a coffee after and people watch with her carer. Both these ladies have a diagnosis of dementia and go out very little. The weekly visits have a positive impact on their lives.

A different example is one that enriches the lives of three residents who are supported to go to lunch in Sommerville restaurant most days. The carers will support this by either collecting the resident from home or reminding them. All three ladies have a diagnosis of dementia.

The three residents like to sit together for lunch. They share a bottle of wine and chat away about things from the past, their marriages, jobs, boyfriends etc. They will often start an impromptu sing along which results in the whole restaurant joining in. Quite often after lunch the ladies will go together to one or other of their apartments. The spontaneity of this is what makes it stand out and the enjoyment that the residents have during the lunch time shines through.

How can you find out more?

- For more information contact: Jeanette.lles@stmonicastrust.org.uk
 - Follow on Twitter - [@St_Monica_Trust](https://twitter.com/St_Monica_Trust)
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A person-centred approach – developing relationships

What does it offer?

One of the residents at one of our schemes (Housing 21) has Alzheimer's and her husband who was main carer died suddenly from a brain tumour 3 years ago. At the time they didn't think she would cope on her own. Some of her neighbours stopped visiting her and she refused to let carers into her flat.

Joint support from the services and the family helped to turn this around. Court Managers working with the carers slowly managed to get her to allow them into her flat, and the family also visit every day now and take her out for lunch.

Court Managers and Dementia Friends sessions helped to educate residents about Dementia and now every morning she sits outside or in the lounge and as residents pass they all stop for at least five minutes and have a chat. Having an active Social Club putting on activities, of which she attends everything, helps to support the family and give them much needed days off. I think the key here is working together; multi agencies working together to best support the resident and always include the family. For example, I always give her family a copy of our newsletter so they know when everything is on and keep in contact with them to help build those important relationships.

Now, when someone new signs up to move in as a new resident I talk to them about Dementia, although I now find that most people have been touched by it in some way with family or friends).

How can you find out more?

- For more information contact: communications@housing21.org.uk
 - Follow on Twitter - [@HousingCare21](https://twitter.com/HousingCare21)
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Visiting volunteer programme

What does it do?

This visiting volunteer programme is provided by the St Monica Trust.

Ian B has dementia and lives with his wife Susan in an apartment in Riverhouse. They moved up from Cornwall in December 2017 to be closer to family. Susan had been finding it increasingly difficult to identify appropriate day care services, found external care staff generally only sat with Ian in the apartment and a short term respite stay in the care home wasn't successful. Ian is a retired headmaster and needs mental stimulation, conversation and exercise.

Through the St Monica Trust visiting volunteer programme Heather identified a volunteer who was introduced to Ian and Susan. The volunteer (Richard) had previously cared for his Mother who had dementia and was keen to use those skills in a volunteer capacity. Ian and Richard now meet regularly, often going out for trips in Richard's car and often involving a trip to the pub which Ian enjoys.

During this time Susan enjoys pursuing her own interests, be it joining in events in The Sanctuary or attending yoga in the gym. The break allows her time to improve her own mental and physical wellbeing.

How can you find out more?

- For more information contact: roger.ward@stmonicastrust.org.uk
- Follow on Twitter - @St_Monica_Trust

Help around the house

Cwm Taf Care & Repair Dementia Service

What does it do?

Cwm Taf Care and Repair provides a dedicated dementia casework service in partnership with key organisations to proactively address the housing needs of people with dementia and their carers. It aims to:

- To avoid crisis situations that can arise when the home of a person with dementia is unfit or unsuitable for their needs and which can hasten a move into hospital or residential care.
- To reduce the response times taken when urgent repair work is needed to the home of a person with dementia by having detailed knowledge of that home
- To have detailed knowledge of the support network of the person with dementia to make it easier to respond to potential crisis situations.

- To ensure that those with dementia and their carers have access to detailed information on housing matters when and where appropriate e.g. on first being diagnosed.
- To deliver early intervention measures to clients living with Dementia to ensure increased independence at home i.e Grab rails, Stair rails, External rails.
- To help raise awareness and promote a greater understanding of Dementia through delivery of Dementia Friendly training.

Being able to make your way easily around your house and being able to get in and out of the house are all essential in helping people living with dementia to maintain social connections and help prevent loneliness.

How can you find out more?

- For more information contact: Nerys Williams Chief Officer 01443 735932
nwilliams@cwmtaocr.org.uk
- Follow on Twitter - @CwmTafCandR

Groups for social activities

Crowborough Community Café

What does it do?

The Crowborough Community Café was launched by Sussex Housing and Care last winter and is supported by the Wealden Dementia Action Alliance. The café provides an opportunity for people living with dementia or memory loss, and their carers, to get together once a month and enjoy an activity, complimentary refreshments and each other's company. Sussex Housing & Care host the group every other month at Woodlands care home in Crowborough.

Visitors from the local community join in with our residents at Woodlands and have so far enjoyed an African drumming session and a sing along with Dementia Support East Sussex. Both of these activities enabled participants to enjoy music, physical exercise and gave mental stimulation as well as an opportunity to reminisce.

We provide a safe and secure environment where people can relax and have fun. Our staff at Woodlands are trained in dementia, most of them are dementia friends and we have a few dementia champions across the organisation.

How can you find out more?

- For more information contact: Woodlands care home, Beacon Road, Crowborough TN6 1UD woodlands@sussexhousing.org.uk 01892 653178
 - Follow on Twitter - @SxHousingCare
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Working better together to support people living with dementia

What does it do?

Maxine Ford, is an Independent Living Officer in the Rother Area for Housing Association Radian. Working with local charity, Dementia-Friendly Alton, Maxine helps to reduce social isolation and loneliness by organising activities and charity events in the Rother community.

Maxine said, "I have been helping the charity Dementia-Friendly Alton for a little while now by facilitating a Memory Lane singing group twice a month for residents at Radian's, Orchard House.

"I also hold coffee mornings to raise money for the charity and am currently working with them to organise a charity walk at the Jubilee Fields in Alton on 27 June, which will help raise money to fund more workshops and groups for people with dementia.

"To help keep our Orchard House residents moving, I am in the process of organising a Zumba Gold group. Dementia-Friendly Alton are kindly assisting with this project, by helping with the funding.

How can you find out more?

- Follow on Twitter - @radiangroup
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Badminton Court – clubbing together to visit local areas in the car

What does it do?

Here at Badminton some of the clients have shopping and social visits on their care plans. By clubbing together they can go out in the car with a carer. Now that the weather is improving, we have used this time differently and taken several clients out for a drive around their old home and local area, which really gets them talking about their fond memories and how much the landscapes change. We feel it has been hugely beneficial especially for those who have dementia as people often retain much of their longer term memories and would otherwise not get the opportunity to get out and re-visit those special places.

How can you find out more?

- Contact Housing 21: communications@housing21.org.uk
 - Follow on Twitter - @HousingCare21
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Darley Dale Reading and Discussion Group for People with Memory Problems

What does it offer?

Darley Dale reading and discussion group provides a monthly social activity for people with a memory problem and their carers/family members.

The reading group offers an informal and social environment in which to listen to someone read a poem or a piece of writing, to join in discussion and to make new friends. The group involves a chat and a coffee on the last Thursday of every month.

The group is run by volunteers of Derbyshire Carers Association and is free to attend. It is held at Meadow View Community Care Centre, which is an award winning building designed to be dementia friendly. Group members can use the café at the Centre afterwards if they want to stay for lunch, extending the social group and friendship opportunities.

The group provides an opportunity to have

- a chance of a cup of coffee or tea and cake in a relaxed dementia friendly environment
- some mental stimulation
- an opportunity to meet other people and help reduce isolation

A family member who comes with someone with dementia said:

"It has given us somewhere to go with other people and do something we enjoy. What we appreciate it that it is not a dumbed down activity, and the structure allows people to contribute at all different levels. It brings out the best in people, everyone is able to contribute to the best of their ability. The whole thing, including the cake and coffee has helped us gel as a group. It is a pleasant experience for the carer and for the person - it doesn't feel like a caring task. We look forward to it, and it gives us something to prepare in between times"

One of the people with dementia who attend said:

"I go to a book club, but I'm not sure how much longer I'm going to be able to keep going. It is too much because I can't remember the details about the book or the characters, even though I have just read it. It is good to come to this group because I can relax, and I can bring bits of poetry I have found, and I can read them with the group - who seem to enjoy it".

How can I find out more?

- For more information contact: Katey.twyford@gmail.com

Organisational approaches

There were many examples of how an organisation-wide approach is taken to supporting people to live well with dementia.

A few of the examples are given below:

Housing 21

All Housing 21 staff become Dementia Friends on joining the organisation. They also have a target to make 9,000 of our residents Dementia Friends by 2021.

Housing 21 Head of Strategic Engagement said:

“Our new contractors are required to commit to the Dementia Friends initiative as part of their contractual obligations. We are encouraging current contractors to do the same.

We have a new charter which means that anyone working on our Courts must become a Dementia Friend prior to work starting.

We are currently in the process of developing a Dementia Advocate service. This will involve members of staff being able to apply for these positions (spread across England). They will receive enhanced training and be able to support any member of staff who wants additional support for people living with dementia in their schemes.

We continue to embed good practice around dementia across the organisation in all our design and services. We chair the national Dementia and Housing Working Group which seeks to highlight the role of good housing for people living with dementia.”

For more information contact: communications@housing21.org.uk

Together Housing Association

Together Housing Association are part of their local Dementia Action Alliance group and is working with them to develop a Dementia Friendly Community. The Dementia Action Alliance provides a forum to share best practice and ideas, such as the Tovatafel game which provides a stimulating and fun activity that can be projected on a table, and which can be used free of charge from some libraries.

Together Housing supports staff to become Dementia Champions and work closely with the Alzheimer's Society and tenants to talk to tenants about how dementia affects us and how we can support people we know with dementia. This includes developing a folder of information for tenants and relatives to read. The organisation also ensures that marketing material for extra care housing reflects the diversity of customers and promotes respect and understanding.

For more information contact: Sue.Lewis@togetherhousing.co.uk

The Guinness Partnership

It's predicted that over one million people in the UK will be living with dementia by 2021, and that Guinness has over 1,000 customers living with dementia. Access to personalised, dementia-friendly services is likely to play a vital role in enabling them to live independently for as long as possible.

Being a dementia-friendly organisation has become part of our everyday business, and, as set out in our Dementia Strategy, we aim to capture and share best practice across the sector. Over the past five years, we have:

- Published an award-winning report about becoming a dementia-friendly organisation
- Completed a two-year Housing and Dementia Project, identifying ways to adapt services in order to better support customers living with dementia. An independent evaluation report, published in 2019, shows that we've reduced stigma around dementia, and are seeing permanent cultural changes across Guinness.
- Helped shape the national Dementia Friendly Housing Charter as part of the Dementia Housing Working Group. We've also signed up to the Charter's commitments.
- Developed our own dementia-friendly environment guide illustrating best practice across internal and exterior design. Its principles have guided refurbishments (such as the Jubilee Centre, Waterlooville, and Duncan Cooper House, Havant), as well as the design of our flagship Extra Care service, Quayside.
- Showcased our work at key industry events, and supported awareness campaigns such as Dementia Action Week and Dementia Friends.
- Provided colleagues with a range of learning options (including at least three hours' training relevant to roles) to develop the skills and knowledge needed to deliver appropriate, person-centred services to customers living with dementia.

For more information contact: wendy.wells@guinness.org.uk
Follow on Twitter - @YourGuinness - @GuinnessCare

Anchor Hanover working with Reminiscence Learning

Within Anchor Hanover we are working with The Archie Project, it's an exciting intergenerational dementia awareness project that links local primary schools, with us to ultimately dispel the fear and stigma often associated with dementia and create more dementia friendly communities.

At an estate in Dulverton, where we started the work with Reminiscence Learning, year 4 children visit regularly and have built significant relationships with each other, to the extent that families now visit and interact with the older people outside of the project too. It has formed a bridge in the community where the generations are now closer, and dementia is not seen as anything different.

The focal point is a book which tells the story of a scarecrow called Archie who has dementia. Archie becomes drained of colour, when he is in a state of ill being, feeling unloved and invisible. The colour gradually returns when he is included and treated no differently to his friends. This simple concept relates to both children and adults and has made a tangible difference to many of our customers.

Mike Stables, Dulverton Estate Manager says "The project breaks down the intergenerational barriers and sometimes a real bond forms between older and younger people. I have found that not only does it help reduce isolation by residents participating in this project, but it stimulates long forgotten memories when we do the life stories. Taking the resident back to their school days for example and reviving those memories can turn a previously quiet audience into one bursting with excited interaction, it has made a really difference here"

Emma Green, project lead, explained: "The children read the book Archie's story alongside completing a workbook. Exeter University carried out research which highlighted that children aged eight and nine are the key age for positively changing their stereotypes about older people and in particular, how people living with dementia should be looked after in their community."

Carly Hatch, Headteacher at Dulverton Junior School, explained: "It teaches the pupils empathy and they learn how to engage and communicate with elderly people. It's lovely to see how quickly the barriers break down and how they find common ground."

Following the success of this project we are really excited to be introducing it to other estates, starting with Badminton gardens who are all set to start in September, watch this space!

- For more information contact: rowena.hindle@anchorhanover.org.uk or office@reminiscencelearning.co.uk
- Follow on Twitter - @AnchorHanover - @RemLearning

If you have any examples from your own organisation that you would like to share please send details to Katey Twyford and Wendy Wells, Housing and Dementia co-leads for the Housing LIN at dementia@housinglin.org.uk. We will be developing a compendium of best practice examples to go on the Housing LIN website.

About the Housing LIN

The Housing LIN is a sophisticated network bringing together over 25,000 housing, health and social care professionals in England, Wales and Scotland to exemplify innovative housing solutions for an ageing population.

Recognised by government and industry as a leading 'knowledge hub' on specialist housing, our online and regional networked activities:

- connect people, ideas and resources to inform and improve the range of housing choices that enable older and disabled people to live independently
- provide intelligence on latest funding, research, policy and practice developments, and
- raise the profile of specialist housing with developers, commissioners and providers to plan, design and deliver aspirational housing for an ageing population.

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