Spotlighting challenges facing local people living with dementia;

Encouraging a more understanding and supportive community;

Learning lessons to use across South Gloucestershire.

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Dementia Friendly Patchway
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Summary

The community of Patchway has taken some significant steps towards becoming dementia friendly, and the desired outcomes of the work are already significantly met in the following areas:

- Shop assistants and other people are more understanding and supportive.
- Local buildings are easier to find your way around
- You and your family have a better understanding of dementia.
- More opportunities to socialise, and live well with dementia.
- More opportunities for volunteering.

Patchway Dementia Action Alliance (PDAA) already has a strong membership of local statutory services, high street shops, and voluntary sector organisations. Significant changes are being made to local planning documents to include dementia accessible planning. Dementia awareness sessions are being delivered across the town to employers and community groups by local volunteers. A new volunteer run Memory Cafe has been set up. Work is being planned in schools, and a local rural community to spread the work further.

Challenges include ensuring that this work in Patchway is sustainable. Volunteers from the local community are involved in several aspects of the work, but not in the co-ordination of PDAA as yet. To ensure that the changes that have taken place are sustainable and to support the volunteers we recommend continuing to fund some paid development worker time. In a neighbourhood with high levels of disadvantage input from professional development staff may be the only way to ensure success of a project such as this.

The work has been very successful so far, with its influence beginning to be felt across South Gloucestershire. Many organisations that are members of PDAA operate across South Gloucestershire and the changes they have made have been across their whole operation. The community development (CD) worker has attended many relevant regional events bringing dementia friendly community ideas to the forefront.
Back ground

Patchway

Patchway is a town in South Gloucestershire, England, situated just over 6 miles northwest of the centre of Bristol. The town is often regarded as a large outer suburb of Bristol. It was established as a parish in 1953, becoming separate from the parish of nearby Almondsbury. Patchway lies just north of Filton Airfield, where Rolls-Royce, BAE Systems and Airbus UK are major aerospace employers.

The town comprises three areas: Patchway Estate, Stoke Lodge and Aztec West. The Mall and two retail parks at Cribbs Causeway, are also set in the South West of Patchway and form the largest shopping centre in South West England. Aztec West, a business park, is situated on the northern edge of the town, sandwiched between Patchway Estate and Stoke Lodge.

History

At the start of the 20th century, Patchway was a small village centred on Patchway Green, now known as Patchway Common. Patchway changed most drastically in the mid-1960s when Patchway Estate was built.

Modern Patchway

Patchway is one of the 44 Parish and Town Councils in South Gloucestershire. Amenities include a fire station, library, doctor's clinic, 5 primary schools and a secondary school with sixth form. There is an underused Day Centre for the elderly and a children's play area. Sports facilities include cricket and football pitches and a sports hall.

There is no public house in Patchway since the Britannia was demolished in March 2010. There are 3 Clubs (Patchway Labour Club, Patchway Sports & Social Club, and the Patchway Royal Legion).

In 2010, The Hub was built on the main shopping road in Patchway, on behalf of the local NHS Trust. The building includes various social health and well-being amenities for use by all ages, as well as Patchway Library.
There are 2 GP surgeries that serve Patchway (Coniston Medical Practice, and Concorde Medical Practice), and a health clinic with district nurses, midwives & health visitors. There are over 30 different activity clubs in Patchway, with around 10 being aimed at older people. There are also 2 carers support groups.

**Charlton Hayes & Cribbs Patchway New Neighbourhood**

Patchway is undergoing rapid expansion to more than twice its current size, to provide more homes for people to live near Bristol. Charlton Hayes is the first part of this extension, with around 300 homes having been completed by December 2013, with ultimately 2000 homes being completed beyond 2020. Approximately a further 6000 new homes will be built in what is being called the Cribbs/Patchway New Neighbourhood development.

**Patchway as a priority neighbourhood**

Patchway is a priority neighbourhood for South Gloucestershire. From the 2001 census, the population is 4589. The area has slightly higher ethnic groups than other areas in South Glos. The area has a lower proportion of older residents (14.8%) and a higher proportion of children (19.9%) than the South Gloucestershire average. Residents’ opinions of their health was lower than other South Glos areas, and there is a higher premature mortality rate than the region. There is significantly higher proportion of social housing, and of single parents. There is a lower amount of people in high managerial and professional occupations, and a higher amount in routine occupations. There is a higher crime rate.

**Southern Brooks Community Partnership**

Southern Brooks is an independent charity based in Patchway who have been at the heart of the community since 1988. Southern Brooks is well placed to delivery this work as it already offers a variety of services for local people and organisations and works with a wide range of public and private sector organisations including schools, housing associations, councils, statutory agencies and private businesses. Southern Brooks embraces equality and diversity, encourages participation, working and learning together and the building of sustainable communities. Southern Brooks
aims to help people to make a difference in their lives, their families and neighbourhoods, and also supports the local voluntary and community sector across South Gloucestershire and as well as running a range of social enterprises.

**Dementia in Patchway**

The GP practices that serve Patchway have lower than expected dementia diagnosis rates according to the Clinical Commissioning Group’s statistics which are laid out in the following table:

<table>
<thead>
<tr>
<th>Practice</th>
<th>List Size</th>
<th>Numbers with dementia (estimated)</th>
<th>South Glos target numbers on dementia register (60%)</th>
<th>Actual numbers on dementia register - March ’13</th>
<th>% on dementia register - Mar’13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concord</td>
<td>14,176</td>
<td>113</td>
<td>68</td>
<td>37</td>
<td>50%</td>
</tr>
<tr>
<td>Coniston</td>
<td>9,418</td>
<td>90</td>
<td>54</td>
<td>24</td>
<td>44%</td>
</tr>
<tr>
<td>‘Patchway’ TOTAL</td>
<td>23,594</td>
<td>203</td>
<td>122</td>
<td>58</td>
<td>48%</td>
</tr>
</tbody>
</table>

Patchway has no support group of any sort for people with dementia. It has two support groups for carers.

**Other relevant work around Patchway**

It is important to be aware of other work going on in and around Patchway to improve the lives of people living with dementia.

1. **Living Well with Dementia Roadshows** - partnership work between South Glos Clinical Commissioning Group, South Glos Council, Alzheimer’s Society, Avon and Wiltshire Mental Health Partnership, and The Care Forum. They aim to provide a one stop shop for information on services for those recently diagnosed with dementia and their carers. Four were held in 2013, including one in Patchway. For further information: [www.southglos.gov.uk/dementia](http://www.southglos.gov.uk/dementia)
2. Dementia Health Integration Team (HIT)
The Dementia Health Integration Team (HIT) is a team of professionals who are all working together to transform care for people affected by dementia through comprehensive research, integrating and improving care services, and by creating dementia-friendly communities. The HIT uses a multi-agency approach with experts drawn from local universities, councils, NHS trusts, volunteer organisations and charities. (From their website: http://www.bristolhealthpartners.org.uk/health-integration-teams/dementia-hit/)

3. Sporting Memories
These are social groups aimed at people with dementia. They are led by volunteers and based around reminiscing about sporting events. They have been jointly commissioned by South Glos & Bristol Council, and 3 groups are up and running at Patchway Library, Filton Library and Gloucestershire County Cricket Club as of Dec 2013 / Jan 2014.

4. GPs diagnosing dementia pilot
A pilot for GPs diagnosing dementia, with input from the Memory Service, has been rolled out across all practices across South Gloucestershire. Services for people with dementia in South Gloucestershire are now better than the national average and are improving much more quickly. The improvement in waiting times in the last two years is amongst the best in the country (from around 34 weeks to about 6 weeks); the improvement in diagnosis rates over the last two years is well above the national average (12-16% compared to 2% nationally); and waiting times for diagnosis and for referral to a memory clinic are better than the national average.

5. Information Prescription
Concurrent with this work, a useful information resource for any one diagnosed with dementia has been developed by the CCG in partnership with South Gloucestershire Council, Alzheimer’s Society, Avon and Wiltshire Mental Health Partnership, The Care Forum, and the Guidepost Trust. It collates together in one document information on all the key services, organisations in South Glos where people living with dementia can get information and support.
Objectives

(Taken from the Dementia Challenge Funding bid)

This project will work in partnership with individuals, groups and organisations in Cribbs Causeway, Patchway, a local village and Charlton Hayes communities to:

- Provide information on the challenges facing people living with dementia;
- Encourage these communities to be more understanding and supportive;
- Sustain this initiative and replicate it elsewhere in South Gloucestershire.

Anticipated outcomes (from the funding bid)

1. Shop assistants and other people you meet are more understanding and supportive when you go shopping, socialise, use local facilities and seek employment.
2. Local buildings are easier to find your way around (e.g. Cribbs retail centre).
3. You and your family and friends have a better understanding of dementia and the benefits of early diagnosis, medical treatment and the other support available.
4. More opportunities to socialise, get out and about and ‘live well with dementia’.
5. Existing opportunities to pursue interests and socialise are more welcoming.
6. More opportunities for volunteering for everybody, we can all contribute.
7. Other benefits to be identified by the people living with dementia and the wider range of partners who will contribute to this challenging initiative.
Consultation

The consultation was the first work done on this project, in order to understand what changes people with dementia and their carers themselves would like to see in Patchway.

Methodology

This consultation was run for 8 weeks. We advertised it extensively with invitation letters being sent out directly to everyone on the dementia register of the two GP practices serving Patchway, as well as to those on the social care teams registers. It was promoted to all the older people’s community groups (mostly in person), at local carer and dementia support groups, and in local media, as well as many fliers and posters being distributed locally.

The numbers taking part in the consultation were low (13 people – 9 carers and family members and 4 people with dementia). This means we spoke to slightly over 10% of people with dementia in Patchway. This low take-up can be seen as an indicator of the wider
problem of the social isolation of people with dementia, and this is interesting in itself.

In-depth recorded interviews were performed in people’s own homes, and two focus group style events were held. Because of the low numbers we cannot say we managed to speak to a representative sample of people with dementia and their carers. Therefore, the results of this consultation are being presented in a qualitative, anecdotal way. All people’s relevant points have been transcribed and are presented here.

Consultation key findings
Summarised below are the key findings from the consultation. For the full report please go to the website http://www.southernbrooks.org.uk/userfiles/file/report%20long.pdf.

Dementia awareness:
- People in Patchway are generally supportive, although some people have definitely had bad experiences with people being rude and unhelpful.
- The majority of people suggested that helping the general population to understand dementia was the most important thing that we could do, and that this would make them less fearful and more understanding.

Diagnosis
- Almost everyone thought that diagnosis was beneficial.
- Diagnosis allowed:
  - Access to support services.
  - Access to support from other people in the same situation.
  - Understanding of what was happening and how best to proceed.

Dementia Support Services
- People who understood what help was available thought there was a good amount of help.
- People who went to memory café style support groups found them beneficial, but people without transport could not go to the memory cafes.
- When people have tried to influence what support they can get it often ended in failure.
Getting information about dementia and support services

- There was a general feeling that there was lots of help out there, but it was left to you to find it, which wasn’t very helpful.
- The people who had been diagnosed more recently seemed to have a better understanding of the support that was available to them than the people who were diagnosed 5 years ago.

Carers Support

- Carers support is not well accessed. This is for a number of reasons:
  - Lack of knowledge about it.
  - Difficulties in arranging respite.
  - Lack of time.

Community and social life

- Lack of respite care meant some carers couldn’t engage in community or social life as much as they’d like to.
- A perceived lack of transport can mean people who are relatively immobile can’t engage in the community or socialise as much as they would like.
- Lack of public toilets and seating put some people off going out. Some people were put off going out by people’s reaction to their dementia, other people who talked openly about it found their friends supportive and continued to go out.

Shopping

- Carers sometimes took their partners shopping, and said it was a struggle. Others stopped completely because the challenge was too much. One bad trip can be enough to stop people going.
- Shop staff were generally seen as supportive and helpful.
Ideas for the new Patchway Memory Café

- Everyone was very positive about our plan to set up a Memory Café in Patchway, and all said they would like to attend.

What would they tell people who are just starting out on a journey with dementia?

- Get as much help as you can, even if you think at first you don’t need it.
- Go to support groups
- Carry on with your normal life as much as possible.
- Take one day at a time.
- Talk to people around you – it is not something to be ashamed of – they might be able to help.
- Allow people with dementia to retain as much independence as they can.

Summary

The consultation cannot be considered to be a true representation of the people living with dementia in Patchway, but is a detailed representation of the people we came into contact with. It was decided that we should push ahead with opening the Patchway Memory Café as a way to find more people with dementia, and that the consultation process should continue at the café.

The main points from the consultation were:

- There was clearly support for our main anticipated outcomes of the work.
- Raising awareness about dementia stood out as the key thing that most people thought we could do.
- The carers sitting services and the community transport services are clearly key in allowing the most isolated people to get out and about.
- Carers support services were not well used.
• Physical improvements such as more public toilets and seating would encourage people to go out.
• There is need for improvement in the way people find information about the services available to them.
• There was significant support for a new memory café to be set up in Patchway.

Analysis:
Trying to consult people living with dementia, who are a naturally isolated group, in a neighbourhood where there are no support groups or social groups already set up, was always going to be difficult. Predictably, the consultation did not reach enough people to be representative of the people living with dementia in Patchway, but it did provide good anecdotal evidence for what should be improved. This largely agreed with national best practice for dementia friendly communities.

Recommendations for future work
Suggested ways to get better results from a consultation in a similar area:

• Use the expertise and networks of the steering group / local dementia professionals better to guide the CD worker on how to find people who have contact with dementia in the local area— for example, it took several months for the CD worker to work out that the social care team and district nurses would have contact with the most isolated people with dementia.
• Use hairdressers as ways to locate people— they spend regular time with a significant portion of the older people and seem to have a good recognition of dementia in customers.
• Aim for detailed recorded interviews to make the most of the information from people that are located.
Work so far to meet outcomes

Outcome 1: Shop assistants and other people are more understanding and supportive when you go to shops and other public facilities in their local area.

Outcome 1: Methodology

1. Launch of Patchway Dementia Action Alliance.
   a. Aims of launch:
      • To raise awareness about Patchway Dementia Action Alliance.
      • To sign up businesses, statutory sector organisations, and community and voluntary sector organisations to join the alliance.
      • To raise awareness and understanding about dementia.
      • To increase awareness, understanding, and inspiration about dementia friendly community work.

   b. We followed the national model of local Dementia Action Alliance, creating an alliance of organisations operating locally, signing up to our mission statement and pledging to take at least one action to make themselves more dementia friendly. We created a strong steering group by recruiting to join the group: Lucy Hamid (Patchway Town Clerk), Eric Gordon (Patchway Town Councillor), Ann Davis (local carer), Pauline Sandell (Age UK), and Stephen Melanophy (Business Connector). Carol Clifford had to leave the steering group because of other commitments.
c. After the consultation, and initial preparation, we had a high profile launch in September 2013. We signed up 16 key organisations publically at the launch to raise our profile locally. We invited many more organisations to the launch, signing up many on the day, focusing mostly on the statutory and community & voluntary sectors, as these were easy wins.

d. We press-released the launch.

e. The launch followed a programme of speakers and panel questions exploring the issues for people with dementia, and their carers, and then looking at what people have achieved with dementia friendly community work in other areas, and what our plans were for Patchway. After the speakers there were workshops exploring what different types of organisations can do to become more dementia friendly, and then high profile organisations signing up publically and pledging their actions. The speakers were as follows:

- Cllr Ian Boulton – Chair of South Gloucestershire Council,
- Dr Jennifer Bute, Fellow of the Royal College of General Physicians, living with dementia,
- Carol Eddon – Local resident and carer for her late husband,
- Ian Sheriff – Plymouth Dementia Action Alliance, & Academic Partnership Lead for Dementia Plymouth University,
- Eleanor Fairbrother – Community Development Worker, Southern Brooks Community Partnership
2. Signing up organisations as members post the launch.

The focus has been on the local and high street shops around Patchway, aiming to make an immediate noticeable impact for the people of Patchway. The community development worker has visited each shop.

3. Dementia Aware Window Sticker Campaign

Each shop has been asked to join our window sticker campaign. To get a ‘Dementia Aware’ window sticker, they have to be a member, and have all their staff read our information leaflets, or go to one of our awareness sessions. They are asked to build in the information leaflets into their staff induction.

4. Dementia friendly pharmacies

We have linked up with David Tomlinson from Avon Local Pharmaceutical Committee who is setting up a scheme for Dementia Friendly Pharmacies, and promoted his work to pharmacies in our area.

5. Dementia Awareness Sessions

- We have run dementia awareness sessions for specific employers and service providers, and we have planned four open ones, which we have invited high street shop staff to.
We have followed the model of Alzheimer’s Society’s ‘Dementia Friends’ sessions. The CD worker, and 2 local volunteers who have been in a caring role for their late partners have trained as ‘Dementia Champions’ in order to be able to deliver the ‘Dementia Friends Sessions’ with the CD worker, and be able to talk about their personal experience.

The sessions focus on understanding the symptoms of dementia, and on five key messages: it’s not a natural part of growing old, it is caused by diseases of the brain, it is not just about losing your memory, it is possible to live well with it, and there is more to a person than the dementia.

The South Glos Dementia Board approved ‘Attitudes to dementia questionnaire’ has been used at the start of the awareness sessions – there is an intention to go back and get them to fill the questionnaires in again as a cohort at the end of our work.

Feedback forms on the sessions have been used.

Outcome 1: Results

1. The launch of Patchway Dementia Action Alliance
   a. The event was a great success, with 73 people attending, and 46 local organisations represented. One hundred percent of attendees sampled found the event useful, and 83% said it would change the way they worked (more details on the feedback can be found in Patchway Dementia Action Alliance Report). We signed up publically 16 key organisations on the day, and received back another 20 forms from organisations wanting to sign up. The public sign ups included leading figures from key organisations such as Amanda Deeks, CEO of South Gloucestershire Council, Kathryn Hudson head of Partnerships & Joint Commissioning for South Gloucestershire Clinical Commissioning group, and Maria Crayton, head of marketing for the Mall. Getting such key figures involved from the start, greatly increased our chance of success going forward.
The speakers were the highlight of the event, and in particular hearing of people’s real life experiences, with Dr Bute’s talk about her experiences, and what people could do to help people with dementia, often being raised in the feedback as inspirational.

b. Press coverage: In the run up to the launch and around it, we got significant press coverage: 2 radio interviews, and 4 press articles.

c. The launch met its aims and contributed to increasing the understanding and support that people living with dementia will get as they go around local shops and use local services. The focus at the launch however was on statutory services, so there was still much work to do with businesses, and community organisations.

2. Signing up organisations as members post the launch.

Since the launch 20 more organisations have been signed up, which are mostly high street businesses. Another 18 have their membership pending. The total number of members of the alliance stands at 49. Please see Appendix 1 for list of current members and their pledges for action.

The two areas where significant work is still to be done is signing up community organisations, and signing up businesses at Cribbs Causeway.

3. Dementia aware sticker campaign

16 high street businesses have been given a ‘Dementia Aware’ window sticker.

4. Dementia friendly pharmacies

CD worker passed on information about the new dementia friendly pharmacy scheme to 5
pharmacies in the local area. At least one has decided to join the scheme.

5. Dementia Awareness Sessions

17 sessions have been run with 139 people attending. These sessions were delivered to 7 community and voluntary sector organisations, 1 businesses, and 3 statutory services (multiple sessions were delivered to several organisations). Organisations include the Mall, Patchway Fire Station, and Patchway Town Council Workers. For a full break down, please see Appendix 2.

Attitudes to dementia questionnaires:

There are a number of instruments for measuring ageism and attitudes towards disabilities, but they are not specific to dementia. The Approach to Dementia Questionnaire (ADQ) was selected to be used in work across Bristol and South Glos because it has been validated with care staff by direct observation of the quality of staff care interactions. There are 19 items to measure people’s attitudes towards people living with dementia on a 5-point Likert scale. The results are split into two sub scores: ‘hope’ and ‘recognition of personhood’ indicating the extent of ‘hopefulness’ of respondents about dementia and the extent of ‘recognition of personhood’ of people with dementia, respectively. Higher scores indicated more positive attitudes.

In our sessions so far (with 32 respondents), there was a much better recognition of personhood than of a feeling of hope:

<table>
<thead>
<tr>
<th>Score</th>
<th>Hope %</th>
<th>Recognition of personhood %</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>0</td>
<td>47</td>
</tr>
<tr>
<td>4</td>
<td>59</td>
<td>53</td>
</tr>
<tr>
<td>3</td>
<td>38</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Feedback on the sessions:

Attendees are asked to fill out a feedback forms after the session:

100% of people have said that they find the sessions useful
100% said they felt better informed about what you can do to help people with dementia and their carers
92% said the session would make a difference to the way they treat people living with dementia.
100% of people said they now knew more about dementia

Outcome 1: Analysis:

- An excellent start has been made on recruiting local organisations to PDAA. PDAA is already very strong in terms of statutory service, local high street shop, and local voluntary sector organisations.
- PDAA has a strong steering group although would benefit from someone with dementia on it.
- Community groups are not well represented in PDAA although the CD worker is in a strong position to start recruiting them as there has already been contact with most of the older people’s groups and a guide for making groups dementia friendly has been written.
- Shops from Cribbs Causeway are also not well represented, although having recruited the Mall means that the CD worker is in a strong position to do this.
- The window sticker campaign is a good idea but could do with publicity, and potentially shops to be revisited to ensure they are displaying it.
- The work with the new ‘Dementia Friendly Pharmacy’ is just starting and should be explored to see what outcomes, particularly regarding sustainability of this work, can be developed.
- The sustainability of the alliance is questionable without a CD worker as no volunteers have been involved so far in recruiting members. The lack of interest in the first members meeting also suggests that getting members involved in running the alliance may be hard. Members are all organisations operating in the area, and helping people with dementia may not be a big enough priority for them
to enable them to give part of their operational time to attend a meeting.

- The dementia awareness sessions are well received and going well, and has clearly made a difference for people attending them. This part of the work should be able to be sustainable, as we are building up a small team of passionate volunteers, however it is important we consider succession planning.

**Outcome 1: How to evaluate**

- Qualitative data on of people living with dementia’s experiences.
- Get qualitative feedback on the difference our work has made from shop workers and public service workers who have undergone the training.
- Use of people’s data from the feedback forms for the awareness sessions.
- Use of a repeat of the Approaches to Dementia questionnaire to assess changes in attitudes of cohorts of groups which have undergone the awareness session.

**Next steps**

- Recruiting community groups and shops from Cribbs Causeway is now a priority.
- Revisit shops to ensure they are displaying window sticker & create a plan for promotion of the campaign to people with dementia locally.
- Make contact with any new 'Dementia friendly Pharmacies’ after they have completed their training, and explore working together.
- Recruit more dementia awareness volunteers & set a date for a meeting to talk about ensuring the sessions can continue after CD worker leaves.
- A plan to ensure the continuation in some form of PDAA after this work needs to be made.
Outcome 2: Local buildings are easier to find your way around

Outcome 2: Methodology

1) Improving local community buildings

Local community buildings have been approached to join Patchway Dementia Action Alliance, and asked as part of the actions to make themselves more dementia friendly to improve their toilet signage to include diagrammatic signs on the backs of doors to explain how to use the locks. This work came out of recommendations from Dr. Jennifer Bute who has Alzheimer’s disease and spoke at our launch.

2) Improving Patchway street scene

The CD worker has attended many local meetings about proposed developments to influence them to be dementia friendly. These new developments are The Parade (improvements to small shopping centre in Patchway), Rodway Road (significant improvements planned to Patchway’s ‘high street’, Norman Scotts Park (plans for a new sensory garden in Patchway’s only park), and Cribbs Patchway New neighbourhood (the major new development of 6000+ houses to South & West of Patchway). The CD worker has also met with South Glos Council Officers to influence their planning policy.

Outcome 2: Results

1) Improving local community buildings

- Coniston Community Centre is a member of Patchway Dementia Action Alliance and has improved signage in its toilets.
- Patchway Community Centre is a prospective member of Patchway Dementia Action Alliance and has committed to improving its signage to its entrance and in its toilets.
- The Casson Centre has improved signage in its toilets.

2) Improving Patchway street scene

- All of the Cribbs/Patchway new developments will have dementia friendly planning put into their Special Planning Documents for their street scenes, as agreed with planning officer from South Glos Council.
• Patchway Town Council has committed to using dementia friendly planning ideas in its new Rodway Road Development.
• Norman Scotts Park’s new sensory garden was planned to include dementia friendly planning ideas, but the funding has been lost for the moment.
• 7 local development meetings have been attended
• Negotiations with Merlin around their Parade Development are ongoing.

Outcome 2: Analysis:
• In terms of new developments, this work has been a successful area of work, with the planning of several major local developments being changed to be more dementia friendly.
• More work could be done on making the community centres and other public buildings like the Hub more dementia friendly as examples of best practice.
• Making good records of the work achieved, and publishing a report widely would help ensure this good practice is taken up elsewhere.

Outcome 2: How to evaluate
• Record of developments influenced & how.
• It will be difficult to evaluate each new development for how dementia friendly it has become because they will be built after the end of the work.
• Ask people with dementia to feedback on the changes made to public buildings and how easy they are to use.

Outcome 2: Next steps
• Continue attending new development meetings to ensure dementia does not drop off the agenda.
• Create a plan for increasing the dementia friendliness of public buildings.
• Aim to write a report on this aspect of the work to publish widely.
Outcome 3: You and your family and friends have a better understanding of dementia and the benefits of early diagnosis, medical treatment and the other support available.

Outcome 3: Methodology

1) Information leaflets

2 information leaflets were written by the CD worker. Leaflet one was ‘Dementia: An Introduction’ and leaflet two was ‘How to help people with dementia for customer facing staff’. These were based on leaflets produced by Innovations in Dementia. Leaflet one is distributed to organisational members, people attending awareness sessions, and to the general public via community leaflet distribution points. Leaflet two was given to member organisation who have customer facing staff on joining. Member organisations are asked to get their staff / members / volunteers to read the leaflets and to build them into their induction of new staff etc. This counts as doing an action to make your organisation dementia friendly, and is the basic action that high street shops were asked to do on joining PDAA.

2) Press articles

Press releases about PDAA and have been written about the launch of the consultation, the launch of the alliance, the launch of the memory café.

3) Memory café

CD worker set up a monthly Memory Café in Patchway which has visiting speakers about services available to people, and also has lots of information leaflets about dementia and services available to people.

4) Awareness sessions

Dementia awareness sessions have been run as above (see Outcome 1).
5) Other

The CD worker attended community events with a stall about the alliance.

The CD worker visited community groups to recruit people for the consultation and gave information about dementia and answered questions.

Outcome 3: Results

1) Information leaflets

500 Leaflet 1, and 100 Leaflet 2 have been distributed.

2) Press Articles

Press releases have resulted in an interview on Bradley Stoke Community Radio, and interview on BBC radio Bristol, three articles in Patchway people (including the front page of the December 2013 issue), an article in The spark (a South West regional free paper), and articles in Patchway Journal (online).

3) Memory café

Two sessions have been run at the memory café. Speakers have included the Local Alzheimer’s Society Dementia Support Worker. A table full of leaflets has been collected from relevant local organisations and these are available at each session. The November session was attended by 9 users, and the December session by 3 users (2 of them new), with apologies from 4 of previous users saying they will be back in January.

4) Awareness sessions

See the results section of Outcome 1, above.

5) Other

The CD worker has attended 5 community events with a talk or a stall – these include ‘Now I’m retiring Patchway’, Patchway Festival, Coniston Fun Day, and Southern Brooks Area Forum.

The CD worker visited 7 community groups to tell them about the work of PDAA, the consultation and answer questions about dementia.
Outcome 3: Analysis:

- A good level of awareness raising has been achieved already.
- The awareness sessions have received very good feedback.
- The awareness session is not strong on the support available for people living with dementia.
- The press articles have concentrated on the work of PDAA rather than on education around the issues of dementia generally.
- Dissemination of this work as a model of good practice could be very useful in future work.

Outcome 3: How to evaluate

- The attitudes to dementia questionnaire have been used to create a baseline of the attitudes to dementia of the people before the sessions. These people could be asked to redo the questionnaire towards the end of the work to see how their attitudes have changed.

Outcome 3: Next steps

- Creating an educational pull out on dementia that can go in Patchway People.
- Continue work to get dementia education in the schools in the area.
Outcome Four: More opportunities to socialise, get out and about and ‘live well with dementia’

Outcome 4: methodology

1) Patchway Memory Café set up

See Outcome 3 Methodology

Additional information – the consultation made it clear that transport was key to ensuring the most isolated people with dementia can access social groups. As a result, transport with Four Towns Community Transport has been arranged. They provide a free service to anyone who is a member, and has a Diamond Card.

2) Contribution to Safe Places scheme

The CD worker has attended consultations and meetings about the new Safe Place scheme initiated by Avon & Somerset Constabulary, which will include people with dementia as part of the ‘vulnerable adult’ target group. It is an extension of the ‘Safe Haven’s Scheme’ which provides known places on travel routes and high streets where people with learning disabilities can go to if they need help while they are out and about.

Outcome 4: results

1) Patchway Memory Café set up

• See the results section of outcome 3.
• Four people have used the community transport.
• The Memory Café is being held in the ‘Casson Centre’, which is Patchway’s underused Day Centre for the Elderly, so it is supporting the life of the centre as well.

2) Contributions to Safe Places Scheme

The CD worker was the only representative of people with dementia at several meetings, despite the scheme being regional (Bath, Bristol, South Glos, and North East Somerset). The presence of the CD worker kept people with dementia within the scheme. The scheme is due to launch in February.
Outcome 4: Analysis:

- The main work around this outcome is the setting up of Patchway Memory Café which seems to have had a good start and has an excellent volunteer base who will hopefully keep it going beyond the work of this scheme.
- The Memory Café would serve people living with dementia better if it happened bimonthly.
- At the same time as this work has been going on, another weekly dementia social group has been set up in Patchway Library – the Sporting Memories Group, which means that there are significantly more opportunities to socialise and get out for people with dementia.
- The contribution of the CD worker to the Safe Places scheme could be key.

Outcome 4: How to evaluate

- The number of people attending Patchway Memory Café & Patchway Sporting Memories.
- Interviews with Memory Café users about their perceptions.

Outcome 4: Next steps

- Make a plan for recruiting enough volunteers to enable the Memory Café to be every two weeks.
Outcome Five: Existing opportunities to pursue interests and socialise are more welcoming

Outcome 5: Methodology

1) Patchway community and voluntary sector groups providing activities influenced to become more dementia friendly
   - Local churches, community spaces, community groups, and community & voluntary sector organisations have been signed up to join PDAA & pledge to take at least one action to become more dementia friendly.
   - As described above in Outcome 3, the CD worker has visited Patchway community groups aimed at older people, to talk about the work of Patchway Dementia Action Alliance, and the importance of communities becoming dementia friendly.

2) Dementia Awareness sessions

   Awareness sessions (see outcome 1) have been run in local churches, community spaces, community groups, and community & voluntary sector organisations.

3) Joining Disability Equality Network

   CD worker has joined South Gloucestershire Disability Equality Network aiming to bring dementia accessibility and equality issues to a regional platform.
**Outcome 5: Results**

1) **Patchway community and voluntary sector groups providing activities influenced to become more dementia friendly**

   - Nineteen relevant organisations signed up to PDAA, all pledging dementia friendly actions (see below).

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Pledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age UK South Gloucestershire</td>
<td>Train a dementia champion and cascade down organisation. Partnership development - joint projects, joint bids, corporate approaches, in kind support etc</td>
</tr>
<tr>
<td>Amberley Road Baptist Church</td>
<td>Continue to technically support work of PDAA, and to promote available dementia services more.</td>
</tr>
<tr>
<td>Coniston Community Association</td>
<td>We will invite the coordinator of PDAA to come to speak to our trustees and group members at a forthcoming meeting. We want to have a notice on our front door saying we are 'dementia friendly'</td>
</tr>
<tr>
<td>Contact the Elderly</td>
<td>Send out communication on dementia to volunteer coordinators to share especially those that cover Patchway Area. Look at training.</td>
</tr>
<tr>
<td>Ethnic minority and traveller achievement Service, South Glos Council</td>
<td>To make sure gypsy families in Patchway have information</td>
</tr>
<tr>
<td>Holy Family Church Patchway</td>
<td>We will pledge to support people with dementia attending our services, both in trying to facilitate attending if that is what they wish and involving them as much as possible in all services. When alterations are being considered to the building we will consider whether dementia friendly options are available. We will try and improve dementia awareness amongst parishioners and encourage parishioners to become dementia friends.</td>
</tr>
<tr>
<td>Independent Living Services, Merlin Housing Society</td>
<td>Train customer contact staff in basic dementia awareness, Book dementia trust training sessions for ILS staff, Audit our reception areas to improve the dementia friendly features, Celebrate dementia awareness week and run events/activities to highlight it and raise awareness, Look into the possibility of running dementia cafes,</td>
</tr>
<tr>
<td>Group</td>
<td>Action</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Improve the environmental orientation features within our sheltered housing, schemes, as they are refurbished, using colour, signage and appropriate aids and adaptations.</td>
<td>Make GP referrals for early assessments</td>
</tr>
<tr>
<td>Patchway Labour Club</td>
<td>Make diagrammatic signs for the front door bell, and toilet door. Staff will read our leaflets</td>
</tr>
<tr>
<td>Patchway Library</td>
<td>Not only to take opportunity to train staff team but spread across all 13 libraries in South Glos info and resources and start sporting memories sessions</td>
</tr>
<tr>
<td>Patchway Senior Citizens Club</td>
<td>We will create a supportive and helpful environment</td>
</tr>
<tr>
<td>Patchway Town Council</td>
<td>Patchway Town council will give all staff a copy of the dementia awareness leaflets, encourage them to undertake dementia awareness training. The council will nominate someone to train as a dementia champion to keep issues live and we will also put information in Patchway People</td>
</tr>
<tr>
<td>Restore - Edge church International</td>
<td>Staff will read leaflets and put in training</td>
</tr>
<tr>
<td>South Glos CVS</td>
<td>To train all our staff and to roll out to all voluntary sector</td>
</tr>
<tr>
<td>South Gloucestershire Council</td>
<td>We are interested in evaluating our general services to the community, and how to be a dementia friendly organisation in our own right. As a first step, we will look at the website.</td>
</tr>
<tr>
<td>Southern Brooks Community Partnership</td>
<td>All staff to undergo awareness sessions, and signpost users to memory café as appropriate.</td>
</tr>
<tr>
<td>St Chads Church</td>
<td>Give PDAA and its work publicity in the church. Asking parishioners to give time as individuals e.g. helping with the memory café.</td>
</tr>
<tr>
<td>Stoke Lodge Neighbourhood Watch</td>
<td>We will create a supportive and helpful environment</td>
</tr>
<tr>
<td>Volunteer Centre Partnership South Glos</td>
<td>Volunteer centre partnership will campaign for dementia awareness through publicity and website. Offer training to staff, volunteers and encourage volunteer managers to take part.</td>
</tr>
</tbody>
</table>
• As described above in Outcome 3, the CD worker visited seven Patchway community groups aimed at older people, to talk about the work of Patchway Dementia Action Alliance, and the importance of communities becoming dementia friendly.
• Production of ‘Making your group dementia friendly’ leaflet aimed at community groups.

2) Dementia Awareness sessions
Awareness sessions (see outcome 1) have been run to 2 local church groups, 2 community groups, 2 community networking meetings, and one community activity space (Patchway Library).

3) Joining South Gloucestershire Disability Equality Network
CD worker has joined South Gloucestershire Disability Equality Network aiming to bring dementia accessibility and equality issues to a regional platform. One meeting has been attended so far: CD worker has inputted into the content of their new website, and asked questions about police training around dementia to the Police & Crime Commissioner.

Outcome 5: Analysis
• A strong start has been made with recruiting professional voluntary sector organisations to join PDAA, but more work needs to be done with small Patchway based community groups.
• Having a guide for ‘Making your group dementia friendly’ and contributing to the older people’s activity guide means that the CD worker is in a strong place to recruit community groups.
• Influencing the work of SGDEN could lead to some important regional results

Outcome 5: How to evaluate
• Number of community groups committing to be more dementia friendly, and being members of PDAA.
• Case studies of people with dementia using community groups.
Interviews with people living with dementia in Patchway about their perception of perceived improvement.

**Outcome 5: Next Steps**

Recruit Patchway’s community groups to join PDAA
Outcome Six: More opportunities for volunteering for everybody, we can all contribute.

Outcome 6: Methodology

1) Volunteering opportunities were created
2) Volunteers were been recruited and trained

Outcome 6: Results

1) Volunteer roles created:
   a. Dementia Champions (delivering dementia awareness sessions)
   b. Memory café volunteers (kitchen, waiting, welcoming & reception roles) Creating volunteer roles
   c. Community Development Volunteer

2) Three volunteers have been recruited to be Dementia Champions. They were recruited from people met during the consultation, and at the memory café. They were trained by the Alzheimer’s Society in a one day training in Bristol.

3)
   a. Ten volunteers have been recruited to help with the Memory Café.
   b. They were recruited via an advert in the local newsletter, Patchway People, and by word of mouth.
c. They have been trained by visiting other memory cafes, and through a one day training with the Alzheimer’s Society and the CD worker.

d. The intention is that the Memory Café will be run entirely by volunteers when the CD worker’s contract finishes. The volunteers are building up to this and are attending a local ‘Precious Time’ Group. This will be a partnership between several of Southern Brooks’ older people’s groups, and will enable the Memory Cafe to be constituted as part of this group.

4) A voluntary post of a Community Development Volunteer to assist the CD worker has been advertised.

**Outcome 6: Analysis**

- An excellent start of creating strong volunteering teams to run the awareness sessions and the memory café has been made.
- More work needs to be done to recruit volunteers to the running of PDAA.

**Outcome 6: How to evaluate**

- Number of volunteers & case studies about them
- Existence of strong volunteer led organisations.

**Outcome 6: Next steps**

- Make a plan for recruiting volunteers to PDAA
- Make a plan for Memory Café and Awareness Sessions to continue after end of work.
Outcome Seven: Other benefits to be identified by people living with dementia and the wider range of partners who will be attracted to contribute to this challenging initiative in the future

1) Promotion of community transport & carers sitting service

Works so far: Fliers have been taken to all the stalls at community events.

Analysis: Effective promotion has not be achieved so far.

How to evaluate: Numbers of fliers distributed. Perhaps a more specific outcome needs to be developed?

Next steps: Develop better outcome for this work.

2) Promotion of dementia friendly community ideas across South Gloucestershire

Work so far:

a. Ten networking events attended, including a Working with Travellers Conference, South Glos over 50s Forum, and Working with older Volunteers Networking Event.

b. Delivering awareness sessions to two key wider audiences: Filton Older People’s Network and South Glos Older People’s Network.

c. Twenty seven of the organisations that are part of PDAA operate across South Gloucestershire.

d. Attending ‘Precious Time – Environment Group’ meetings with partners from across South Glos to share our experiences of what has worked well in Patchway.

Analysis: The project is having significant reach across South Gloucestershire, particularly within statutory services, and the community and voluntary sector. A better plan for disseminating expertise developed from this project should be made.

How to evaluate: Short questionnaire with members of South Glos networks at end of work?

Next steps: Create a plan for disseminating expertise developed during this work.
Work in a Rural Community

The steering group decided in its first meeting to initially focus on the work in Patchway as this is where Southern Brooks is embedded, and there was a lot of work to be done there. It has now been decided that we will use the rural community side of the work as a pilot of what can be done by a community development worker from elsewhere to influence a rural community to start doing the work themselves.

Next steps:

Contacting key parishioners in Almondsbury & setting up a meeting to start this work.

Charlton Hayes

Charlton Hayes is the first part of the massive new Cribbs/Patchway New Neighbourhood. At the start of the work the CD worker had meetings with Charlton Hayes Community Development Worker, Winsome Barret. From this meeting, it was obvious that firstly, there were few older people moving into this new development, so dementia did not concern them, and secondly, as a new half built community, people were concerned mostly with their own houses and not on their community. Winsome did not think the CD Workers efforts would be best directed here.

This led to the CD worker focusing on the work influencing new developments (including the Cribbs Patchway new development) to be built with dementia friendly street scenes. This work is going very well.

Next steps:

Writing a piece for the Charlton Hayes newsletter about the work going on in Patchway & advertising awareness trainings, and memory café.
## Appendix 1

### Members’ Pledges

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Pledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults, Young People &amp; Health</td>
<td>Raising awareness with senior managers and then getting them to cascade it down to team on the ground</td>
</tr>
<tr>
<td>Age UK South Gloucestershire</td>
<td>Train a dementia champion and cascade down organisation. Partnership development - joint projects, joint bids, corporate approaches, in kind support etc</td>
</tr>
<tr>
<td>Alzheimer's Support</td>
<td>Work to set up a DAA in our area</td>
</tr>
<tr>
<td>Amberley Road Baptist Church</td>
<td>Continue to technically support work of PDAA, and to promote available dementia services more.</td>
</tr>
<tr>
<td>Amberley Road Wives Group</td>
<td>Hold a dementia friends session.</td>
</tr>
<tr>
<td>Bella Mos</td>
<td>Staff to read our awareness leaflets, and put it in their training of new staff</td>
</tr>
<tr>
<td>Bling Hair and beauty</td>
<td>Staff to read our awareness leaflets, and put it in their training of new staff</td>
</tr>
<tr>
<td>BRACE - Alzheimer's Research</td>
<td>Provide information to alliance re SWBB (brain bank) and research opportunities (for volunteers) to take part (people with and without dementia) taking place in the BRACE centre.</td>
</tr>
<tr>
<td>Bradley Stoke Pharmacy</td>
<td>Staff to read leaflets and put in induction</td>
</tr>
<tr>
<td>Bristol Red Cross</td>
<td>Work together with communities and other organisations, train up as many volunteers with dementia training as possible</td>
</tr>
<tr>
<td>Care learning</td>
<td>Increase uptake of accredited dementia qualifications. Better links on our websites to local groups. Raise awareness of dementia.</td>
</tr>
<tr>
<td>Carers Support Centre</td>
<td>Pledge to nominate a dementia champion who will cascade awareness training to staff, volunteers and carers themselves</td>
</tr>
<tr>
<td>Charcoal Grill 3</td>
<td>Staff to read our awareness leaflets, and put it in their training of new staff</td>
</tr>
<tr>
<td>concord medical centre</td>
<td>We will build relationships with local community groups and charities to act as a gateway for our patients. We will improve staff awareness and provide training for our team through having a dementia champion in our surgery.</td>
</tr>
<tr>
<td>Organization</td>
<td>Action</td>
</tr>
<tr>
<td>--------------</td>
<td>--------</td>
</tr>
<tr>
<td>Coniston Community Association</td>
<td>We will invite the coordinator of PDAA to come to speak to our trustees and group members at a forthcoming meeting. We want to have a notice on our front door saying we are 'dementia friendly'.</td>
</tr>
<tr>
<td>Contact the Elderly</td>
<td>Send out communication on dementia to volunteer coordinators to share especially those that cover Patchway Area. Look at training.</td>
</tr>
<tr>
<td>Country Cousins</td>
<td>As referred to in q3, we are pledging to have as much direct action with PDAA as our business development team can. I am also keen to work with PDAA to establish ways our country cousin can get involved with events and meetings etc.</td>
</tr>
<tr>
<td>Cyclops</td>
<td>Staff reading leaflets and will put in training</td>
</tr>
<tr>
<td>Davies &amp; Partners</td>
<td>Making leaflets available in reception. Refer to the alliance in our departmental newsletters</td>
</tr>
<tr>
<td>Ethnic minority and traveller achievement Service, South Glos Council</td>
<td>To make sure gypsy families in Patchway have information</td>
</tr>
<tr>
<td>Feltham Fire &amp; Flues Ltd</td>
<td>Staff to read our awareness leaflets, and put it in their training of new staff</td>
</tr>
<tr>
<td>Filton &amp; Patchway Neighbourhood Policing Team, Avon &amp; Somerset Police</td>
<td>To undergo training for all local neighbourhood officers to have a greater understanding of the issues presented by those suffering from dementia and to be capable of signposting anyone who might need assistance.</td>
</tr>
<tr>
<td>Holy Family Church Patchway</td>
<td>We will pledge to support people with dementia attending our services, both in trying to facilitate attending if that is what they wish and involving them as much as possible in all services. When alterations are being considered to the building we will consider whether dementia friendly options are available. We will try and improve dementia awareness amongst parishioners and encourage parishioners to become dementia friends.</td>
</tr>
<tr>
<td>Independent Living Services, Merlin Housing Society</td>
<td>Train customer contact staff in basic dementia awareness, Book dementia trust training sessions for ILS staff, Audit our reception areas to improve the dementia friendly features, Celebrate dementia awareness week and run events/activities to highlight it and raise awareness, Look into the possibility of running dementia cafes, Improve the environmental orientation features within our sheltered housing, schemes, as they are refurbished, using colour, signage and appropriate aids and adaptations, Make GP referrals for early assessments</td>
</tr>
<tr>
<td>J hoots pharmacy, Bradley Stoke</td>
<td>Staff to read leaflets and put in induction</td>
</tr>
<tr>
<td>Organization</td>
<td>Action</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Limelight Hair and Beauty</td>
<td>Staff to read leaflets and put in induction</td>
</tr>
<tr>
<td>Lloyd’s Pharmacy Patchway</td>
<td>Read Leaflets and put in training</td>
</tr>
<tr>
<td>North Team, Adult Care, South Glos Council</td>
<td>Sign post to Patchway Memory café &amp; potentially use guidepost trusts doc to sign post beyond Patchway.</td>
</tr>
<tr>
<td>Patchway Autoparts</td>
<td>Read Leaflets and put in training</td>
</tr>
<tr>
<td>Patchway Kebab House</td>
<td>Staff to read leaflets and put in induction</td>
</tr>
<tr>
<td>Patchway Labour Club</td>
<td>Make diagrammatic signs for the front door bell, and toilet door. Staff will read our leaflets</td>
</tr>
<tr>
<td>Patchway Library</td>
<td>Not only to take opportunity to train staff team but spread across all 13 libraries in South Glos info and resources and start sporting memories sessions</td>
</tr>
<tr>
<td>Patchway Post</td>
<td>Staff to read our awareness leaflets, and put it in their training of new staff</td>
</tr>
<tr>
<td>Patchway Senior Citizens Club</td>
<td>We will create a supportive and helpful environment</td>
</tr>
<tr>
<td>Patchway Town Council</td>
<td>Patchway Town council will give all staff a copy of the dementia awareness leaflets, encourage them to undertake dementia awareness training. The council will nominate someone to train as a dementia champion to keep issues live and we will also put information in Patchway People</td>
</tr>
<tr>
<td>Rays bakes and cakes</td>
<td>Staff to read our awareness leaflets</td>
</tr>
<tr>
<td>Restore - Edge church International</td>
<td>Staff will read leaflets and put in training</td>
</tr>
<tr>
<td>Shiva News</td>
<td>Staff to read our awareness leaflets, and put it in their training of new staff</td>
</tr>
<tr>
<td>South Glos community health services</td>
<td>continue to highlight the benefits of community nurses for older people to access people at home and pick up on patients with potential dementia for further investigation and support</td>
</tr>
<tr>
<td>South Glos CVS</td>
<td>To train all our staff and to roll out to all voluntary sector</td>
</tr>
<tr>
<td>South Glos Memory Service</td>
<td>I will be meeting Coniston and concord medical practices in early Oct to discuss how the memory service can support GPs for diagnosis of dementia, also how they can easily access specialist post diagnostic support for their patients through the primary memory service. This service enables people with dementia to live well and enables them to form independent networks with minimum facilitation have been shown in other areas in S Glos to continue to run years after contact with the statutory service has ceased.</td>
</tr>
<tr>
<td>South Gloucestershire Clinical Commissioning Group</td>
<td>To ensure dementia is on CCG agenda for the next 3-5 year plan and to take learning from Patchway elsewhere into South Glos.</td>
</tr>
<tr>
<td>South Gloucestershire Council</td>
<td>We are interested in evaluating our general services to the community, and how to be a dementia friendly organisation in our own right. As a first step, we will look at the website.</td>
</tr>
<tr>
<td>Southern Brooks Community Partnership</td>
<td>All staff to undergo awareness sessions, and signpost users to memory café as appropriate.</td>
</tr>
<tr>
<td>St Chad’s Church</td>
<td>Give PDAA and its work publicity in the church. Asking parishioners to give time as individuals e.g. helping with the memory café.</td>
</tr>
<tr>
<td>Stoke Lodge Neighbourhood Watch</td>
<td>We will create a supportive and helpful environment.</td>
</tr>
<tr>
<td>The Kingswood Centre with the Maple Suite</td>
<td>We will sign post users to the new Guideposts Dementia information prescription, and to Patchway Memory café as appropriate.</td>
</tr>
<tr>
<td>The Parade Fish &amp; Grill</td>
<td>Read Leaflets and put in training.</td>
</tr>
<tr>
<td>Volunteer Centre Partnership South Glos</td>
<td>Volunteer centre partnership will campaign for dementia awareness through publicity and website. Offer training to staff, volunteers and encourage volunteer managers to take part.</td>
</tr>
</tbody>
</table>
## Appendix 2: Awareness Sessions Delivered

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Number attended</th>
<th>Session</th>
<th>Organisation Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern brooks Community Partnership</td>
<td>5</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Southern brooks Community Partnership</td>
<td>10</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Tuesday fellowship, St. chads</td>
<td>15</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Langdale court wives group</td>
<td>14</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Southern brooks Community Partnership</td>
<td>5</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Amberley Road Women’s group</td>
<td>5</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>The Mall front of house staff</td>
<td>8</td>
<td>2</td>
<td></td>
</tr>
<tr>
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<td>Memory café volunteers</td>
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<td>Filton Older People’s network</td>
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<td>Patchway Town Councillors</td>
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</table>

**Organisation type:**
1 = Statutory service
2 = Business
3 = Community and voluntary sector organisation
References

1) http://en.wikipedia.org/wiki/Patchway  date: 13/1/14)
2) http://www.southglos.gov.uk/Documents/Research/Patchway%20Profile%20Oct%202012%20no%20table.pdf  PATCHWAY PRIORITY NEIGHBOURHOOD, PROXY INDICATOR PROFILE, OCTOBER 2012, South Gloucestershire Council’s Corporate Research and Consultation Team