

Dementia Friendly Organisation/ Company Award (Small) Specialised

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Dementia Friendly Organisation/ Company Award (Less than 250 staff)

Nomination: Alzheimer's and Dementia Support Services

Reason for Nomination:

I have been employed by this organisation for one year and during that time I have been impressed by the scope of work, the new projects and dedication of the staff. Safeharbour Memory Wellbeing Centre was opened by Alzheimer's and Dementia Support Services in Northfleet in 2016 and is at the heart of a network, pioneering a 'one-stop-shop' holistic approach that brings together experts from different specialisms to provide seamless care and support as people's needs change over time.

A community café at the heart of the centre provides an informal environment for people to enjoy a cup of coffee and the opportunity to meet staff to discuss their memory concerns if needed. The aim of the network is to enable the whole system to deliver outcomes with maximum impact for people with dementia, their carers and families, at a local level, sustainably over time. By integrating across all sectors, we can deploy existing resources efficiently to the greatest benefit for clients. The value of the networks is evident through multiple studies that show that people heal more quickly, get sick less often, and use health and human services more efficiently when they have a supportive network.

While Safeharbour is a first point of contact for people worried about cognitive change, there is 'no wrong door' to accessing services provided within Safeharbour and by agencies across the network. Clients are able to self-refer and to 'dip in' and 'dip out' as they need to access the information and tailored support they require, when they require it. Safeharbour provides continuity and ongoing access to support from pre-diagnosis to the end of life, and for carers, support after their loved one has died.

Regular information sharing, about the support on offer from the network and the wider system enables the Client Liaison Team to guide and support clients along their individual 'pathway' to access services provided by other organisations. Rather than simply 'signposting' to other services, the Client Liaison Team, with the network partners, take responsibility for ensuring that clients gain the support they need, when they need it. Services are person-centred, driven by the priorities of the client rather than what is most straightforward to provide within the system.

We offer a number of services including:

- Admiral Nursing- care for people with dementia and their families who have complex needs and a high level of distress Support at Home - one to one bespoke tailored support for people in their own homes.
- Support at Home Plus - a one to one support service offers personal care and support.
- Day Care – a warm and welcoming setting offering person centred care, activities and lunch. Open Monday to Saturday.

- Monday Club – a club for people in the early stages of dementia. An opportunity for those in the early stages of the illness to get together and plan their own activities.
- Peer Groups – a service for people in the early stages of dementia offering the opportunity to share experiences and talk to others in a similar situation.
- Carers Groups- providing a sociable environment for both carers and those they care for to gain support through the shared experience of others in the same circumstances.

1 Photograph submitted.



Dementia Friendly Organisation/ Company Award (Less than 250 staff)

Nomination: Sunflower Centre (Lead Sally Barclay)

I am the Chief Officer at Age Concern Sandwich and would like to nominate The Sunflower Centre within Age Concern Sandwich run by Sally Barclay and her trusty team of Sara Kardamitsis and Martha Calcott and her group of volunteers, Sally and her team run the dementia centre Monday to Thursday with a COGs club on Fridays. It is a small group of 6 -7 service users with 2 members of staff and a volunteer for mild to moderate dementia service users. Sally and her team plan each day with thought always trying to engage with everyone and make sure everyone is socially included, no two days are the same with crafts, quizzes, topical discussions, games of all kinds from memory ones to table tennis, singing, knitting, exercise and movement can be doing the conga round the room to graceful chair exercises, each one of the team brings something different all blessed with great patience and understanding of people living with a dementia.

Lunches are ate together with assistance if needed. Sally is keen to work with local businesses and other charities and through her time spent setting up Sandwich Dementia Action Alliance has built up good relationships who she regularly invites into the Sunflower group for instance The local museum and local libraries. Sally and her team are all very well trained always keen to undertake more training. Sally has worked hard to set up dementia drop in cafes and continue with a dementia lunch club after funding finished, Sally is now assisting with the new drop in clinic starting here in September working tirelessly on leaflets and promotion for the Sunflower centre.

Sally and her team understand that the carer needs also need to be met and has good relationships with all of the cares as well as the person living with a dementia. For the past 3 years the Sunflower centre have entered and won the Sandwich Christmas Tree festival. Sally has monitored 4 students studying for degrees doing placements in the Sunflower centre all who have given Sunflower centre excellent feedback. Sally and her team work very hard to keep current and very worthy of a nomination even though she will kill me!



Dementia Friendly Organisation/ Company Award (Less than 250 staff)

Nomination: Right at Home East Kent

Reason for Nomination:

Based in Ramsgate, Right at Home (East Kent) is a locally owned franchised business delivering bespoke person centred care packages to enable vulnerable adults across East Kent retain their independence in the familiar surroundings and comfort of their own homes. Whilst a relatively new care provider in the area, Right at Home is widely regarded in the community and by health care professionals as a company that cares and can be relied upon. The team is building upon its reputation and continues to demonstrate its commitment to raising dementia awareness and raising standards of care by enhancing employee understanding around dementia, how it affects people in different ways and what it may be like to live with dementia.

In the spring of 2017 Right at Home commissioned 'Experience Training Limited' to deliver 2 Virtual Dementia Experience Tours to its care staff. The Virtual Dementia Experience is internationally recognised as the only scientifically and medically proven method of giving a person with a healthy brain the experience of what living with dementia might be like. The training was a ground-breaking initiative and had a profound effect on the team which was evidenced through learning and support feedback shortly after the training and then again to understand how the learning from the Virtual Dementia Experience had been put into practice.

Right at Home supports a number of community initiatives including Ageless Thanet contributing time, resources and expertise helping groups and organisations serving people in the local area. The company is an active member of both the Thanet and Sandwich Dementia Action Alliances. Right at Home is collaborating with Age Concern and the Co-Op Sandwich and recently The Red Cow to provide a free twice monthly Dementia Respite group to those who may have memory problems living in or around Sandwich. The group was created after the success of the company's Ramsgate Free Respite group held monthly at the Marlowe Innovation Centre.

Right at Home also supported the Alzheimer's Road Show event earlier this year and continues to raise dementia awareness by supporting the charity's initiatives and sharing news and advice across different channels. The company supports Age UK Margate's Dementia Drop in event as a service provider and signposting service to those who may have recently received a dementia diagnosis.

Right at Home's management team have been directly involved in 3 inter-generation projects at the Simon Langton Grammar Girls School and the Royal Harbour Academy giving young people an insight into business, the care sector and in particular dementia care. The company has again this year provided free Basic Life Support training and Dementia Awareness and advice to RSPCA staff across East Kent.

Overall Right at Home's approach to dementia care, taking the time to understand the reasons behind behaviours and adapting care strategies to achieve the best possible

outcomes for its clients and the company's willingness to share knowledge, collaborate with other organisations and signpost individuals to other support services sets them apart to be recognised as contenders for this award.



<p>Sandwich Friends Group FREE Dementia Respite and Social Group</p>	<p>Right at Home FREE Dementia Respite Group</p>
<p>** Starting Tuesday 22nd August ** "We aim to give people in the community living with dementia the opportunity to enjoy a social activity and give family carers some free time."</p> <p>Donation of £2 per person</p> <p>FREE Tea & Coffee</p> <p>Contact Right at Home or Age Concern Sandwich today!</p> <p><i>Please feel free to stay with your loved one or we can provide support to ensure your loved one is safe, happy and well looked after!</i></p> <p>10.30am-12.30pm 1st and 4th Tuesday of every month</p>	<p>"We aim to give people in the community living with dementia the opportunity to enjoy a break from their daily routine and give family carers some free time."</p> <p>Spaces are Limited!</p> <p>FREE Tea & Coffee</p> <p>Contact Right at Home to Book a place today!</p> <p><i>Please feel free to stay with your loved one or we can provide support to ensure your loved one is safe, happy and well looked after!</i></p> <p>11am-1pm Tuesday 18th July 2017</p>
<p>Location The Red Cow 12 Moat Sole Sandwich CT13 9AU</p>  <p>To find out more information please contact: Tel: 01843 598 695 Email: eastkent@rightathomeuk.com Visit: www.rightathomeuk.com/eastkent</p>  	<p>Location Marlowe Innovation Centre Marlowe Way Ramsgate CT12 6FA</p>  <p>To find out more information and to book a place please contact: Tel: 01843 598 695 Email: eastkent@rightathomeuk.com Visit: www.rightathomeuk.com/eastkent</p>  

Dementia Friendly Organisation/ Company Award (Less than 250 staff)

Nomination: Heart of Kent Hospice (Lead Tracy Jackson)

Reason for Nomination

Heart of Kent Hospice is a charity caring for people with a terminal illness in our local community. Whether at home, or in our Aylesford based Hospice, we support patients, their families and carers to come to terms with their diagnosis, and are privileged to support our patients to live in comfort, with independence and dignity through their illness and to the end of their lives.

Sadly a Dementia diagnosis is a life changing, terminal diagnosis. As a hospice, we recognise the need to meet people early on in their Dementia journey to build relationships, and offer 24/7 advice and support for patients, their families and carers.

It costs £4million a year to provide our services and just 23% comes from government funding. In 2015 we received funds from the Big Lottery and launched a Specialist Dementia Service to work alongside healthcare professionals in our local community. Our first 6 referrals were patients very late on in their Dementia illnesses that needed end of life care support which we provided.

Since then our Specialist Dementia Service has grown, as has our impact. Between April 2016 and April 2017 we supported 333 Dementia sufferers. For every patient, there's usually one or more family member and carer who benefits from our specialist palliative care support. That's at least 666 people affected by dementia who received the support of our 2 highly qualified Dementia Clinic Nurse Specialists.

Visiting patients in their own homes, care homes or at clinics held at the Hospice our Dementia Clinic Nurse Specialists give dementia sufferers expert advice on symptom control, medicine management and planning for the future whilst carers benefit from information on managing challenging behaviour, nutrition, feeding and keeping safe.

Today there are over 200 dementia sufferers and their families or carers on our caseload. They are all benefitting from;

- Individualized support and advice from specialist Dementia Clinical Nurses
- Access to 24/7 telephone advice.
- A monthly Dementia Café where they come together to share experiences, and be signposted to other community agencies for additional support.
- Dementia specific events including Reminiscence Workshops and Singing for the Brain.
- A specific dementia "kit" bag which enables us to turn any one of our 10 Inpatient rooms into a dementia friendly environment when we needed.
- The opportunity to play golf and bowls at our specific dementia friendly sessions.

Patient / Carer quotes

“No one prepares you for the violence and the superhuman strength of someone who is pint-sized and fragile”. Tracy (Dementia Nurse Specialist) understood and suggested medication. “You have no idea what to do when it’s 2 in the morning and she’s climbed out the window and is running up the road”.

“After he was diagnosed we heard nothing for four years. We were just left. Things only started kicking in when I broke down at the doctor’s surgery and she realised things were really bad. We were then signposted to Heart of Kent Hospice Dementia Service which has been my life-saver”.



Dementia Friendly Organisation/ Company Award (Small) Specialised

Score Sheet: Please score each nomination 1-10

The more you like it ☺ The Higher you score it

1	2	3	4	5	6	7	8	9	10
☹									☺

Finalist	Your score
Alzheimer's and Dementia Support Services	
Sunflower Centre	
Right at Home East Kent	
Heart of Kent Hospice	

Please Also fill in the below and return to:

Laura Summers | Project Officer – Community Support | Strategic Commissioning | Social Care, Health and Wellbeing | Kent County Council | Third Floor, Invicta House, Maidstone, Kent, ME14 1XX

Or you can call Laura and leave her a message on 07825 712701 and she will call you back (Tues-Thurs)

Or email her at Laura.Summers2@kent.gov.uk

Your Name		Your Postal Town	
Do you have a dementia Diagnosis?	Yes / No	Are you a family carer?	Yes / No