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

Finalists x 4

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

Nomination: Jeremy Kimmel – Development Manager Tunbridge Wells Museum

and

Sarah Richards – Healthy Lifestyle Co-ordinator Tunbridge Wells Borough Council

Reason for Nomination: (Photos 1)

Jeremy Kimmel, Audience Development Manager at Tunbridge Wells Museum and Sarah Richards, Healthy Lifestyles Co-ordinator at Tunbridge Wells Borough Council (TWBC) have supported projects to create a more dementia friendly organisation and community for the past 4 years.

TWBC was an early supporter of a Dementia Friendly Forum, by hosting a launch event at the Town Hall to bring statutory and voluntary agencies together with local businesses. Since then, the Forum has delivered two fabulous Jive Parties, information events and, this year, a highly successful Twiddle Mitts knit appeal organised by Bethan Minter, Creative Learning Manager at the Assembly Hall Theatre, to celebrate Dementia Awareness Week. TWBC supports the Forum by providing meeting space, including the offer of the basement coffee bar at the Assembly Hall.

TWBC staff have raised funds for the Alzheimer’s Society provide equipment for a day support service by organising a sponsored dress down day. Dementia Awareness was highlighted in an article in the TWBC Local magazine, circulated to all residents in the Borough.

Alongside this, the Tunbridge Wells Museum partnered with Canterbury Christchurch University and the Alzheimer’s Society to create a Museum Object Handling Dementia Toolkit, a ‘how to’ guide for museum staff and volunteers to support people with dementia to discover museum collections. The Dementia Toolkit was the culmination of a test project hosted by the Museum and has generated interest and uptake from other museums around the world, including the USA, Canada, Australia, New Zealand and Spain. It is acknowledged in the Museums Association report ‘Museums Change Lives’ and by the all-party parliamentary committee.

The Dementia Toolkit led to another project, in partnership with Age UK Tunbridge Wells, called ‘Museums on Prescription’. This project looked specifically at combating social isolation, including the isolation often experienced by people with dementia.
Jeremy’s positive experiences of supporting people with dementia led him to become a Dementia Champion, delivering Dementia Friends sessions to increase understanding of dementia. This year, Jeremy has delivered separate sessions for the Assembly Hall Staff and TWBC general staff, with more planned for December. Each session had 15-20 people taking part and Jeremy is also working with the Gateway team to fix a future date.

Both the Museum and Council are embedding wellbeing and mental health into their strategy and the Forum is engaged with the Health Action Team, as they continue to work towards becoming a Dementia Friendly organisation.

1 Photograph submitted
Dementia Friendly Organisation/ Company Award (More than 250 staff)

Nomination: Kent Fire and Rescue Service
Nominated by: Rachael Spencer, Kent Fire and Rescue Service

Reason for Nomination

There are a number of dementia initiatives that KFRS have rolled out. We have actively listened to those affected by dementia to support them in their homes and allowed them to stay active and involved in their community.

Prime Minister’s Champion Group
KFRS Director Sean Bone-Knell is the National Fire Chiefs Council (NFCC) dementia lead and sits on the Prime Minister’s Champions group. On 18th May Sean was able to bring together the NFCC, National Police Chief Council and the Association of Ambulance Chief Executives to sign the joint strategic commitment to work towards being dementia friendly organisations. In Kent, we have brought together the Kent Emergency services and have now signed the commitment at a county level. In 2017 the Kent Dementia Action Alliance awarded KFRS the Kent Emergency Services Sector Champions award.

Safe and Well visits
Annual talks to Dementia Café’s, Peer Support groups, and Post Diagnostic groups in Kent & Medway are carried out to promote this free service. During the visits the officers not only look at fire safety but also around the person’s health and wellbeing. Referrals are often made to other organisations and charities. KFRS has provided dementia training for all of our home safety officers to enable them to understand and recognise dementia in their day to day work. A Kent resident living with dementia was also involved in this training. He explained how his dementia affects him and how his perception can be very different from ours. This played an important part on how our staff deliver Safe & Well visits.

Supporting rural communities
It was identified that rural communities of Shepway found it difficult to access their memory services. New Romney fire station was highlighted as a possible venue to host a drop-in clinic. Partners now attend every 3 months so that the community can access help with memory services, admiral nurse, Alzheimer’s Society, KFRS home safety services, KCC wardens, Carers support.

‘At risk of going missing’
We are a member of the Kent ‘Managing Wandering’ tasking group formed by Kent Police. Recently Kent Police asked KFRS for help in finding a man in his 70s who was reported missing in Thanet. A fire crew spotted the man walking along a street within two hours of him being reported missing.
Dementia Friends
KFRS Dementia Champions deliver sessions both internally and externally to promote a more Dementia Friendly County. We have also incorporated it into our new staff training. Following sessions, several stations have invited local dementia peer support groups to visit (Please see Photo’s).

Case study
Local residents found George confused and brought him to the fire station. Station staff used their dementia awareness to calm ‘George’ and understood his situation. George couldn’t recall where he lived, however the staff were able to ask him about questions about his home. With local knowledge they identified two possible locations. They contacted both supported living schemes and established where George lived. With no available transport for George, they drove him home to make sure he was safe.

5 photographs submitted.

Signing the joint strategic commitment 18th May 2017

Home Safety Team completing Dementia Training
Home Safety Team complete dementia training and receive certificates from Kent resident Wayne who is living with dementia.

Kent ‘Managing Wandering’ tasking group launch ‘At risk of going missing form’ and new protocol in finding missing people with dementia.

Thames-side firefighters brought a smile to the faces of a group from the Alzheimer’s and Dementia Support Services, during a visit to the fire station.
Dementia Friendly Organisation/ Company Award (More than 250 staff)

Nomination: Kent County Council

Reason for Nomination

Over the past 4 years Kent County Council has lead the work across Kent to develop the county to become dementia friendly. Funded through Kent County Council Social Care, a team of officers have been working to engage the communities of Kent in working to become dementia friendly.

The first step in Kent was in initialising the Kent Dementia Action Alliance (KDAA) which evolved from a community necessity to better meet the needs of people with dementia. It had its roots in a Whole System collaborative and a desire to integrate Social Care and Mental Health Services. In recognising the need for people to Live Well with Dementia it subsequently identified the need to involve a wider range of partners including police forces, fire and rescue services, local authorities, local transport, charities, community groups, businesses, care providers, health trusts, and people living with dementia and their carers.

The Kent DAA acts as an umbrella organisation for the smaller local DAAs and DFCs across Kent. There are now 7 Dementia Action Alliances and over 14 communities who are working to become dementia friendly with new communities emerging. They are all working to encourage businesses and organisation to sign up to the criteria of Kent’s version of the ‘Working to Become Dementia Friendly Recognition Scheme

Working alongside businesses, organisations and people affected with dementia the Kent DFC team has worked to develop a Kent wide set of criteria for people to use the recognition symbol in the aim or having consistency across Kent. A Health and Social Care organisation version of this criteria is in pilot at the moment, which when extended we hope will ensure a greater consistency across those types of organisations also.

In addition to growing the network of DAAs and DFCs across Kent the DFC team has also been working to raise awareness generally via Dementia Friends awareness sessions. Working alongside other organisations and communities they have taken the lead in promoting dementia awareness through numerous engagement events.

No questions, situations, or issues are ignored, as has been evidenced by recent ‘Hot Potato’ events which looked at practices around dementia services in relation to a number of ‘hot potato’ issues such as LGBT, toileting, trans-gender, religion and many other issues which people do not feel comfortable to talk about. These free
conferences/sessions were opened to all organisations and residents of Kent and were all filled to capacity including having attendees from some of the schools in Kent who are working with us in intergenerational projects.

It is not just Adult Social Care within KCC who have been looking at becoming more dementia friendly. Kent’s Libraries, community wardens, trading standards and many more departments have been busy looking at their policies and procedures and also their ‘offers’ to people with dementia and their families KCC really has looked at becoming dementia friendly in all aspects of people, place and process.
Dementia Friendly Organisation/ Company Award (More than 250 staff)

Nomination: Kent Police

Reason for Nomination

Over the past few years, since the Kent Community Safety Conference based on dementia was held, Kent's police have been committed to raising awareness of dementia both in relation to people using their service and also in relation to staff and family carers.

Through lead officer PC Dan Schyberg, Kent Police has arranged a number of 'Dementia Friends' Masterclasses for staff and partners. The Special Constabulary have received Dementia Friends sessions for a number of specialised staff such as Search Officers and Fire Arms staff.

Dan has shown his commitment to the subject time and time again, working to increase awareness right across the policing spectrum. He has recently been engaged in looking at how best to adapt Police Stations’ front offices to make the environment more dementia friendly.

In response to feedback from Kent’s residents, Kent’s police have looked at policies and procedures across their remit, from concerns for welfare to missing persons, they have been leads in the ‘At Risk of going missing form’, they have also developed a partnership approach along with Representatives from Kent Social Services, the Alzheimer’s Society, Kent Fire and Rescue Service, Kent Search and Rescue, Kent and Medway NHS and Social Care Partnership Trust and the National Crime Agency’s Missing Persons Bureau, all working closely to develop new protocols and best practice.

In July this year Kent Police invited members of the Kent Dementia Action Alliance to attend the two day ‘police open days’ to share a stall alongside Kent Police, over the two days many people attended the stall to gain information and advice, showing that Kent Police have a commitment to both partnership working and to improving awareness of dementia.

This August, alongside other members of Kent’s Emergency Services, Kent Police signed up nationally to a commitment to making their force dementia friendly. As a result of this Kent Police are in the process of getting training commissioned for all
those employed by Kent Police around dementia. They will gain an understanding of dementia, how to recognise the signs of someone living with dementia and the correct signposting. From this all those involved within the training will have the opportunity to become a dementia friend.

Police officers and PCSO’s attend outreach sessions at dementia cafes and are often now found working alongside Kent’s dementia charities in order to develop their knowledge and skills.

Kent Police have acknowledged that they do not always get things right but they always try to rectify actions which have caused any distress. They are willing and appear happy to learn and develop as situations arise.
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Score Sheet: Please score each nomination 1-10

The more you like it 😊 The Higher you score it

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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

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<td>Are you a family carer?</td>
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