

Dementia Challenge

About the Service

Dementia Challenge is a personalised service tailored to customers' needs. We identify and assist people worried about their memories and who are finding it difficult to access services, as well as supporting carers and families.

The service covers all rural areas in B&NES particularly the Chew Valley area and the Somer Valley and has built a supportive network of partners since its inception in 2013.

“Not just for Curo Customers”

This service is open to everyone living in, or registered to a GP, in Bath and North East Somerset.

The Support

The support is person centred, strength based and designed around the needs of the customer.

Support includes;

- Weekly visits to help with correspondence and phone calls
- Assistance to get 'out and about'
- Access to Memory Cafés
- Organisation of support from other agencies
- Emotional support to help customers to feel safer and more confident in their own homes
- Wellbeing phone calls including medication prompts

Most request support from the service as they need as the design means that the level of support can flex depending on the requirements of the customer. This means that appropriate support can be delivered as and when it is needed. Many carers particularly value the service as it gives them a sounding board for their concerns.

Support for carers includes;

- Information on aids and adaptations
- Help to complete application forms
- Referrals to other organisations eg Carers' Centre, PCLS
- Liaising with other organisations on their behalf (eg care agencies)
- Advice on caring for someone living with dementia

Memory Cafés

The Service runs two regular Memory Cafes in Peasedown St John and Chew Magna, free to anyone whether they have memory issues themselves, or care for someone who does. The Cafés are a welcoming place to socialise and take a bit of time out in good company, whilst finding out what support is available.

Case Study

Mr J is a 78-year-old who lives alone in a village close to Bath with few amenities. Until recently he was driving but following an accident he has now stopped and is feeling isolated. He hasn't been able to keep up his contacts with the University of the Third Age as he is struggling with the technology needed for virtual meetings. He has memory issues and often experiences incontinence, which limits social activities and affects his mood and confidence.

Since meeting Mr J, Dementia Challenge has:

- Signed him up for Dial-a-Ride so he can get out and about more easily.
- Welcomed him into the Memory Café
- Arranged an OT assessment and provision of handrails and steps that make it easier for him to move safely around his home.
- Arranged for a referral to the Bladder and Bowel Clinic via his GP
- Discussed having more support at home. It is likely that in the next few weeks we will introduce him to 'home help' with experience of working with people with dementia.
- Supported Mr J to send/receive emails
- Started to liaise with Connecting Generations, who will pair Mr J with a student 'gadgetbuster' to help with his laptop.

Curo

The Maltings, River Place
Lower Bristol Road, Bath BA2 1EP.
www.curo-group.co.uk



Outcomes

On average, the service supported 66 customers living with dementia and 49 carers in each quarter of 2020/21.

A key outcome for the service is to support people to gain a diagnosis and help customers and carers people to plan and navigate in order to live as safely and independently as possible. **In 2020/21 the service successfully supported customers to remain independent in their own home on 1229 separate occasions.**

Further outcomes recorded and achieved for customers in 2020/21 include:

Outcome Achieved	Number of Occasions
Reduced social isolation	1284
Supported to better manage memory loss	146
Referred to other health and social care agencies	102
Supported with their diagnosis of dementia	88
Carers received information in relation to needs	85
Received aids or adaptations to prevent falls	71
Prevented from requiring a social service funded service	54
Supported to access GP	51
Supported to get fair treatment	37
Supported to maximise income	32
Received support to maintain accommodation	29
Alarms/additional sensors fitted	27
Supported to take part in fun, social, cultural activities	27
Prevented from experiencing harm from others (Safeguarding)	15

Social Return on Investment 2020/21

In 2020/21 the support provided through Dementia Challenge prevented 45 customers from admission into residential care.

This is a saving to the 'public purse' of £240,907.

Partnership Working

We work closely with a range of partners in order to deliver the best outcomes for our customers. These include:

- RICE
- Village Agents
- The Alzheimer's Society
- PCLS
- Complex Intervention Team
- District nurses & GP Surgeries
- Age UK (Meals on Wheels service and day centres)
- Individual care providers
- Local Day Centres

Customer Feedback

Customer voice and feedback is key to the delivery of our services. We regularly ask customers to share their views and tell us their level of satisfaction with our services.

In our last Choice Survey, we achieved 96% customer satisfaction.

'You've been the one that keeps things going. I'm glad you visit' - Son of a Customer

'Thank you so much for introducing me to all this. That one phone call changed my life' - Customer

'You are our eyes and ears and we're very grateful to you' - GP

'I know I didn't want you to contact anyone at first, but now I'm glad you did and I'm grateful to you' - Carer

'You've made my day. Thank you for listening' - Customer

Accessing Support

The Service has an open referral policy which means referrals can be made by any service or individual, including self-referrals.

To make a referral, please contact:

Tel: **01225 366135**

Email: **ILS@curo-group.co.uk**

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