

# Learning from Alzheimer's Society Dementia Advisers

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**Alzheimer's Society**

# Some questions

1. What do Dementia Advisers do?
2. Who has accessed the service?
3. Where have referrals come from?
4. What information has been provided?
5. Which services have been signposted to?
6. How long between diagnosis and referral?

# The Cappers



# Poor information for many

“I’ve got something from your lot  
somewhere”.

# What do Dementia Advisers do?

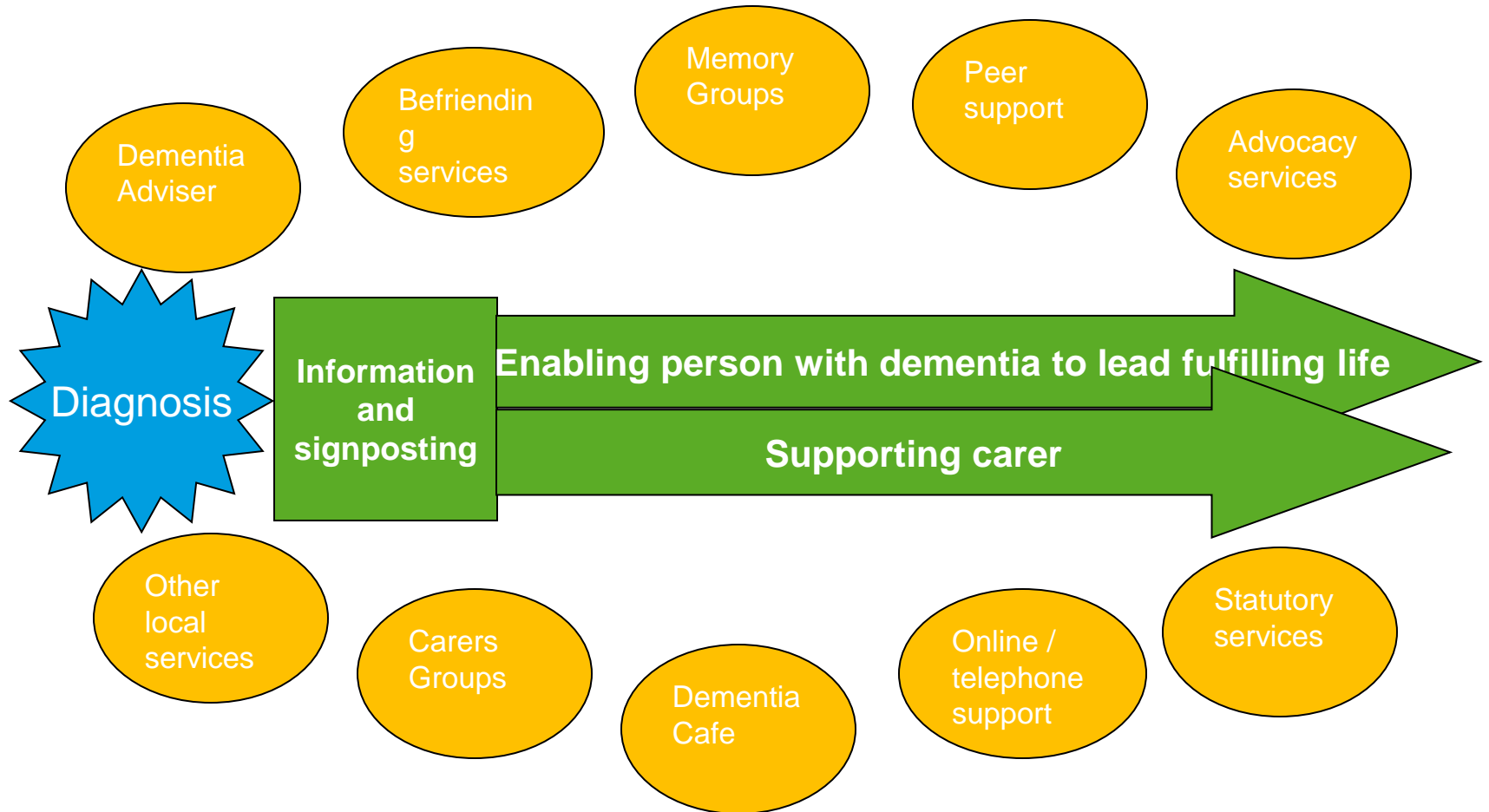
- Dementia Advisers will provide personalised information, advice and signposting services to people in the process of getting a diagnosis or from diagnosis of dementia onwards.
- Dementia Advisers will provide accurate, accessible information to help people with dementia make informed decisions for as long as possible.
- The service will offer a point of contact for all information and advice as required
- The service will signpost and support access to other appropriate support and services to ensure that people with dementia and their carers have access to the right help for them at the right time and are able to make the most of their abilities.

# Delivery

- Based at accessible Society offices, or co-located with Memory Services, or CMHTs
- Referral pathway and process agreed locally, often referral from Memory Services
- Contact face to face at offices or at home followed by telephone, email, post as appropriate
- Information and signposting needs identified together
- Follow up, at least 6-monthly

In short:

a point of contact for **timely, accessible, appropriate and accurate** information about dementia, local services and support...and helps people to make use of the information provided.



# Co-design of a service model

**2007-** Alzheimer's 100

**2008-** Work with thinkpublic

**2009 to today-**

Consultation on National Dementia Strategy for England

Pathfinder sites- pilot and evaluation

DH funded Demonstrator sites

Continuing evaluation and improvement

# Tool kit

Leaflets

Postcards

Information cards

Booklets

Files

Client Record System

Guidebook

Alzheimer's Society | Leading the fight against dementia | alzheimers.org.uk



صحت

صحت

ڈیمینشیا کی تشخیص کے بعد مناسب طور پر خود کی فکر لینے سے آپ کو آپ کی صحت برقرار رکھنے میں مدد ہوگی۔

کچھ چیزیں جو آپ کے ڈیمینشیا کو متاثر کر سکتی ہیں:

- دیگر طبی مسائل
- آپ کا معالجہ
- روزمرہ کی عمومی باتوں میں خلل (نیند اور غذا)۔

کارگر معلومات

- آپ کو
- ڈیمینڈ
- فی ال
- علامتوں
- یہ ڈیا
- کے یا
- روزمرہ
- ہوسکتا

کوئی بھی سب کچھ نہیں  
کر سکتا لیکن ہر کوئی کچھ نہ  
کچھ کر سکتا ہے۔ رضاکارانہ طور  
پر ہم سے منسلک ہو اور نئی  
**Dementia Adviser**  
(ڈیمینشیا ایڈوائزر) خدمت میں  
شریک ہو۔

الزیمر سوسائٹی نے لنگلیٹھ اور ولز میں ایک نئی Dementia Adviser (ڈیمینشیا ایڈوائزر) خدمت کی بنیاد رکھی ہے۔ اس خدمت میں رضاکارانہ طور پر شامل ہو کر ایک اہم کردار ادا کریں۔

اگر آپ پرعزم ہیں اور آپ میں لگن ہے تو یہ آپ کے لیے ایک مثالی موقع ہوسکتا ہے مزید جانکاری کے لیے کردار کی تفصیلات دیکھنے کے لیے اور اس بات کا پتہ لگانے کے لیے کہ آپ کے قریب ہی رضاکارانہ مواقع دستیاب ہیں،

[alzheimers.org.uk/dementiaadviservolunteer](http://alzheimers.org.uk/dementiaadviservolunteer)

ملاحظہ کریں

Alzheimer's Society | Dementia Advisers

# Guidebook- signposting tool

A locally maintained database of support and services

Designed by people with dementia and carers, and includes photos and clear descriptions of services

A consistent format and brand to help with memory prompting

Kept up to date by Alzheimer's Society staff and volunteers

5000+ services and groups



# Positive evaluation

100+ took part by questionnaire

- 40% were not sure what information they needed
- 69% of people said information was easy to understand
- 74% agreed that information was relevant to them
- 66% reported having been helped to access information or services from others
- 66% said they would contact a DA in future if they had questions about dementia

“I always feel better in myself after the adviser has left. Because after discussing things with her, her explaining, her help and understanding makes me feel better in myself that day”.

(person with dementia)

# A unique data set

76 Dementia Advisers

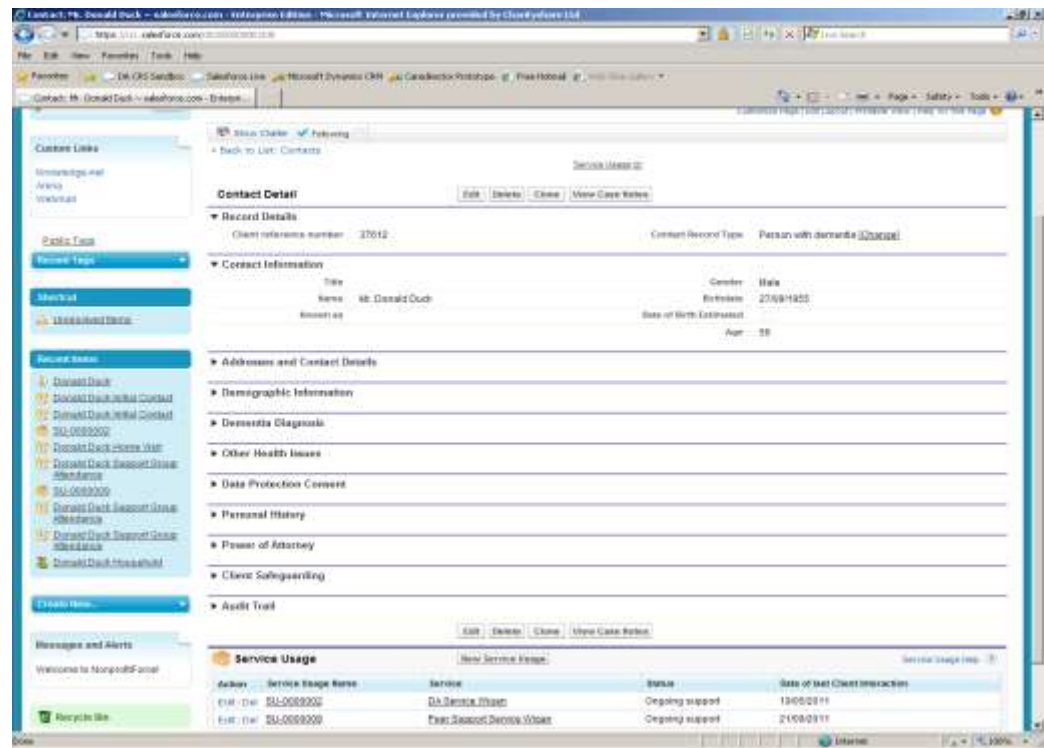
36 locations

6,735 people with dementia

13,000 people

3,458 signposts

60,000+ items of information provided



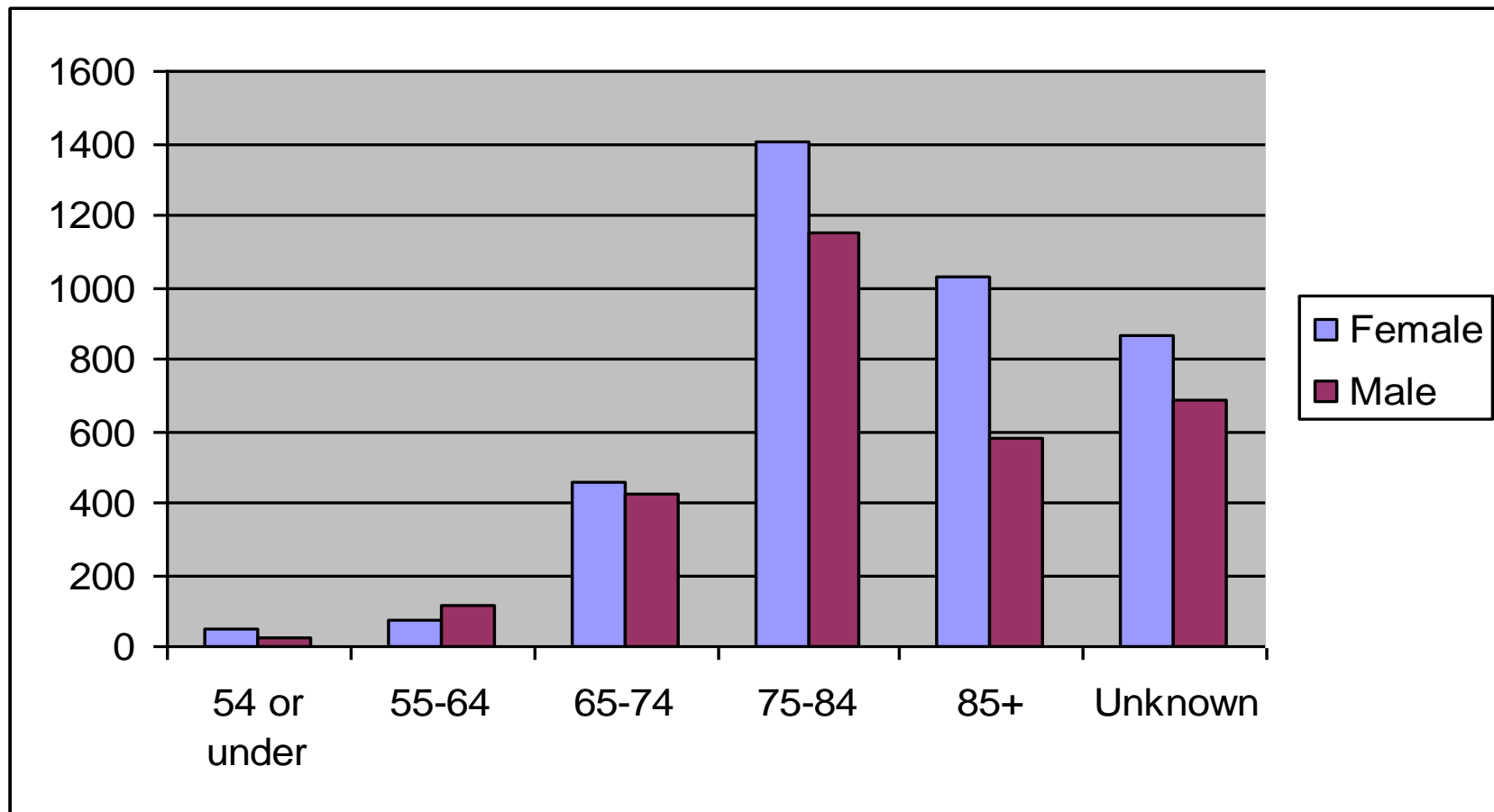
# Who has access?

Female: 3758 (57%)      Male 2856 (43%)

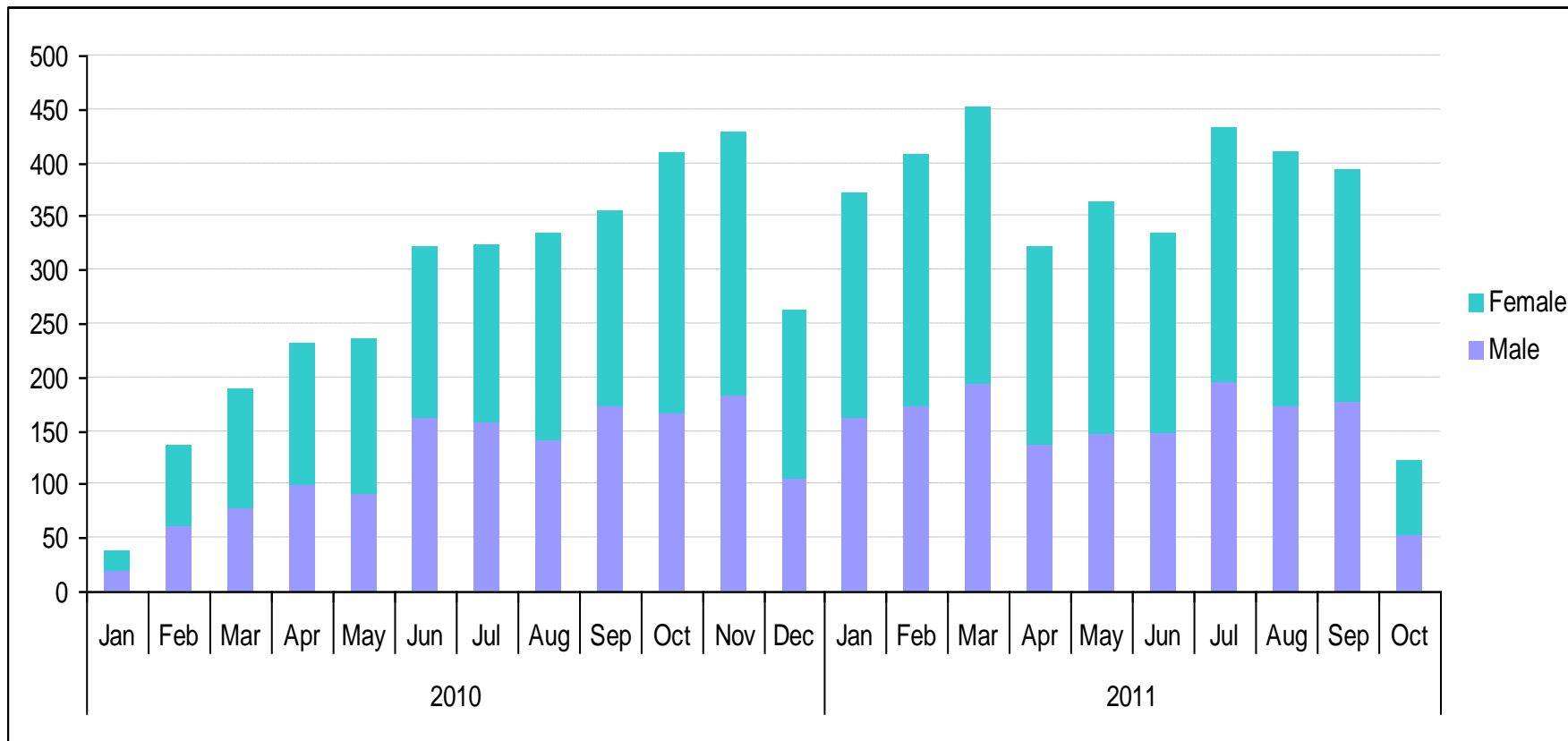
Ethnicity: 369 or (10%) defined as other than White UK,  
higher in some areas.

Living alone: 1140 (18%)

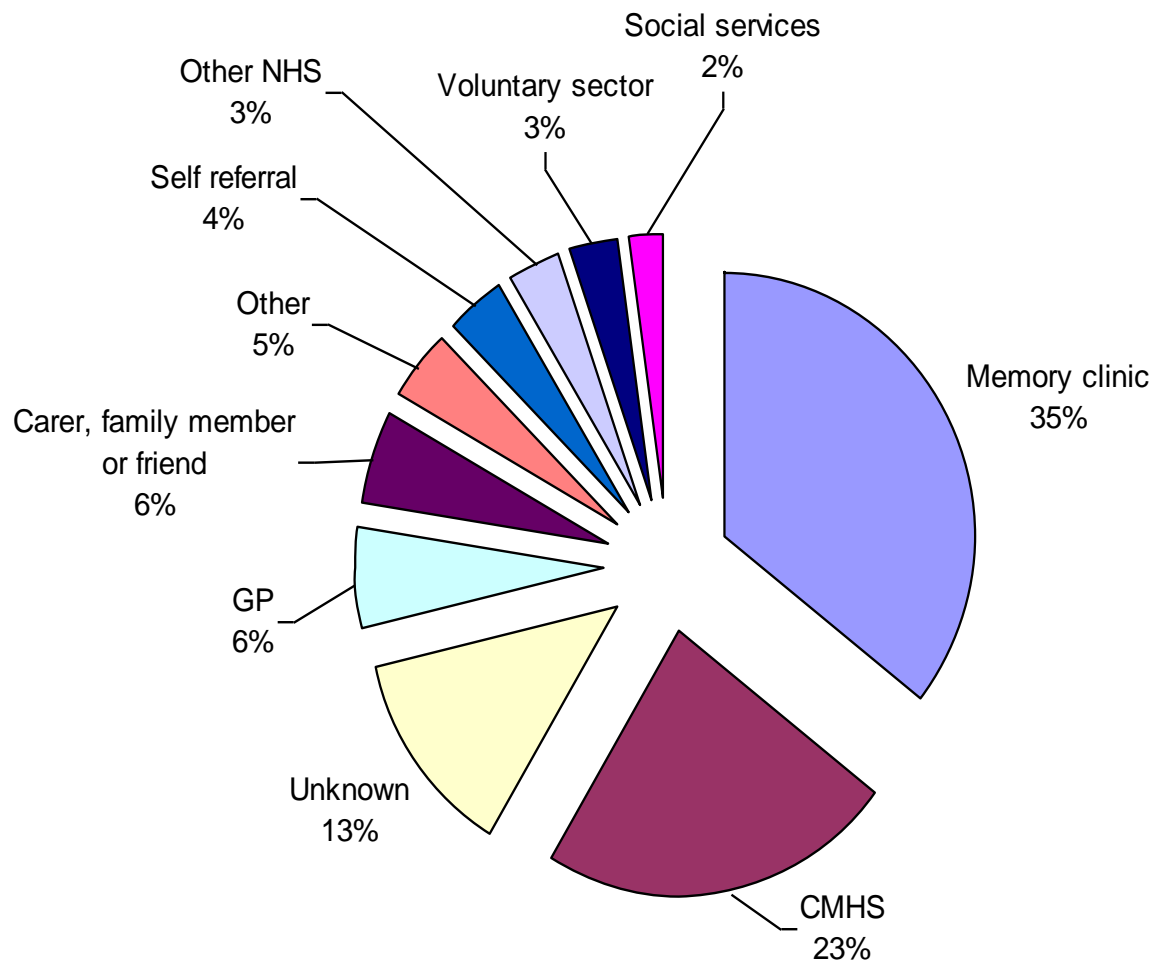
# Age



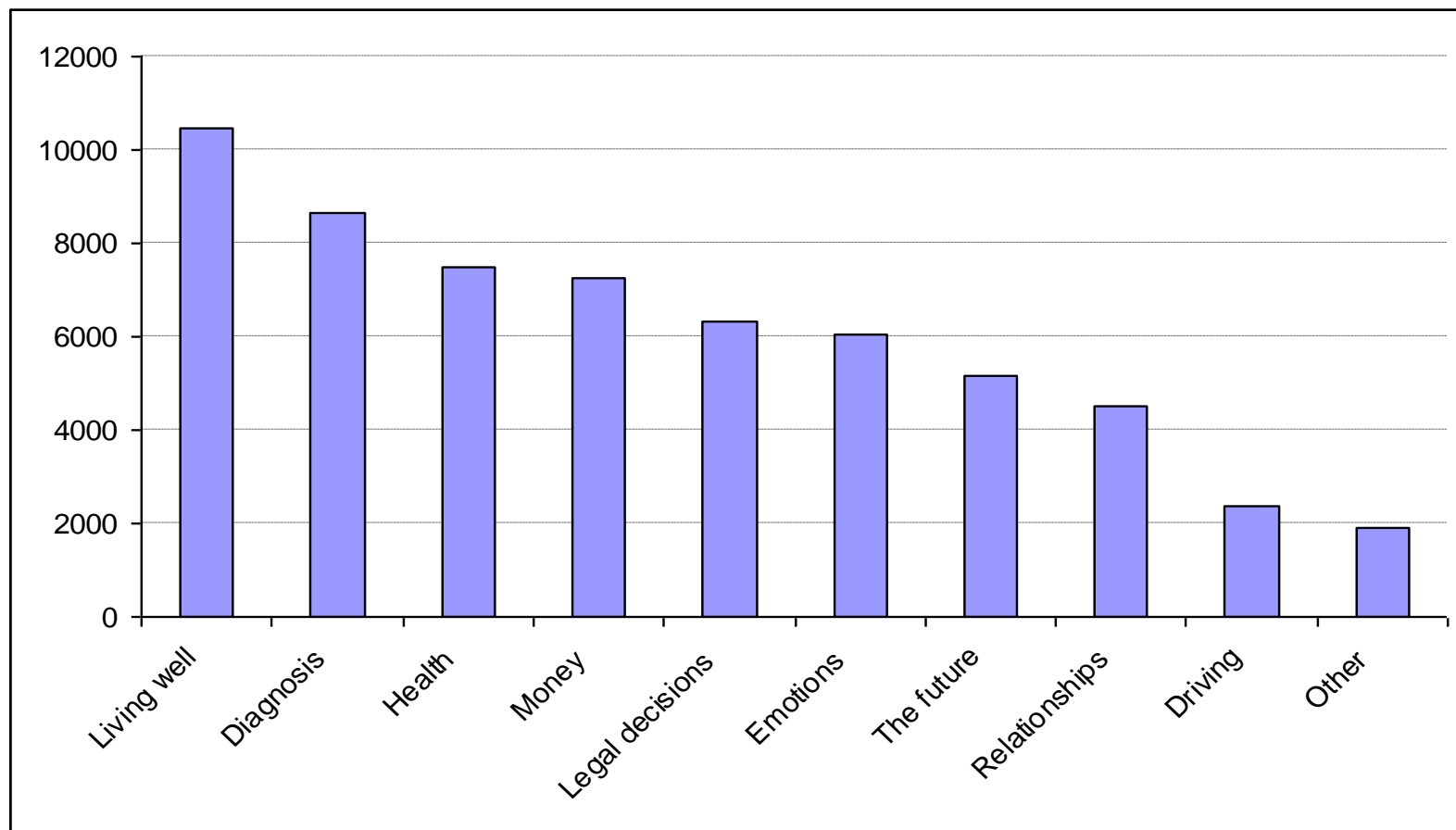
# Number of referrals



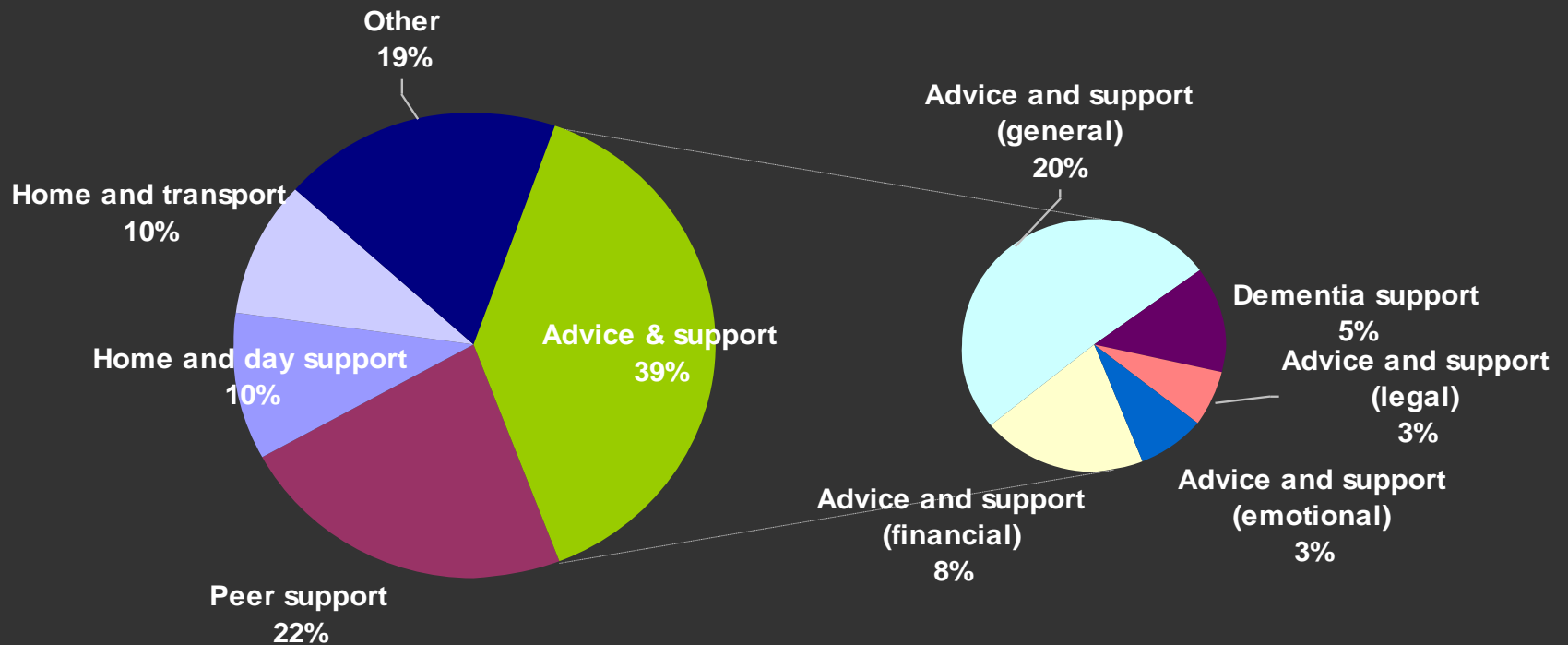
# Where from?



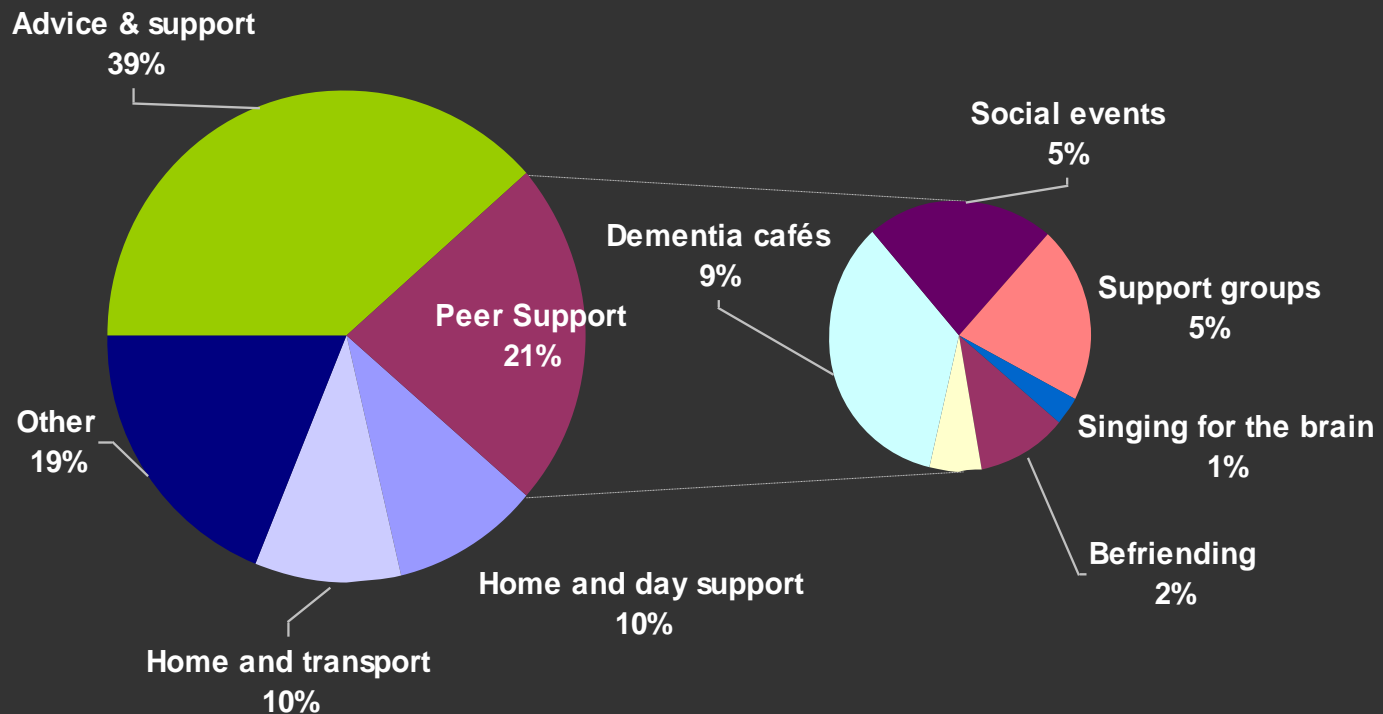
# What information?



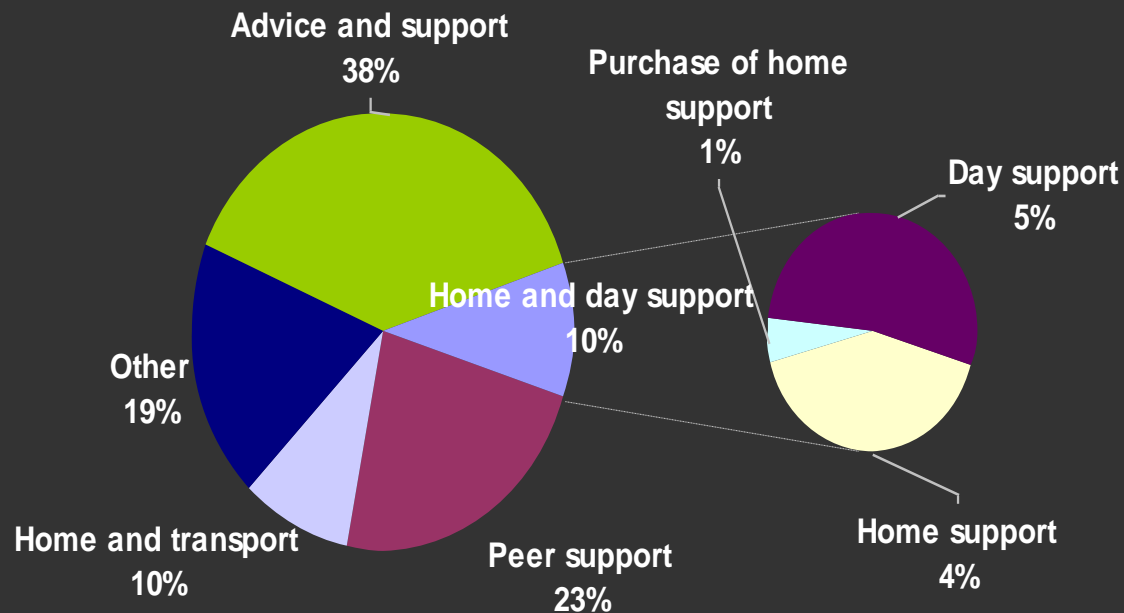
# Services signposted to; Advice and support



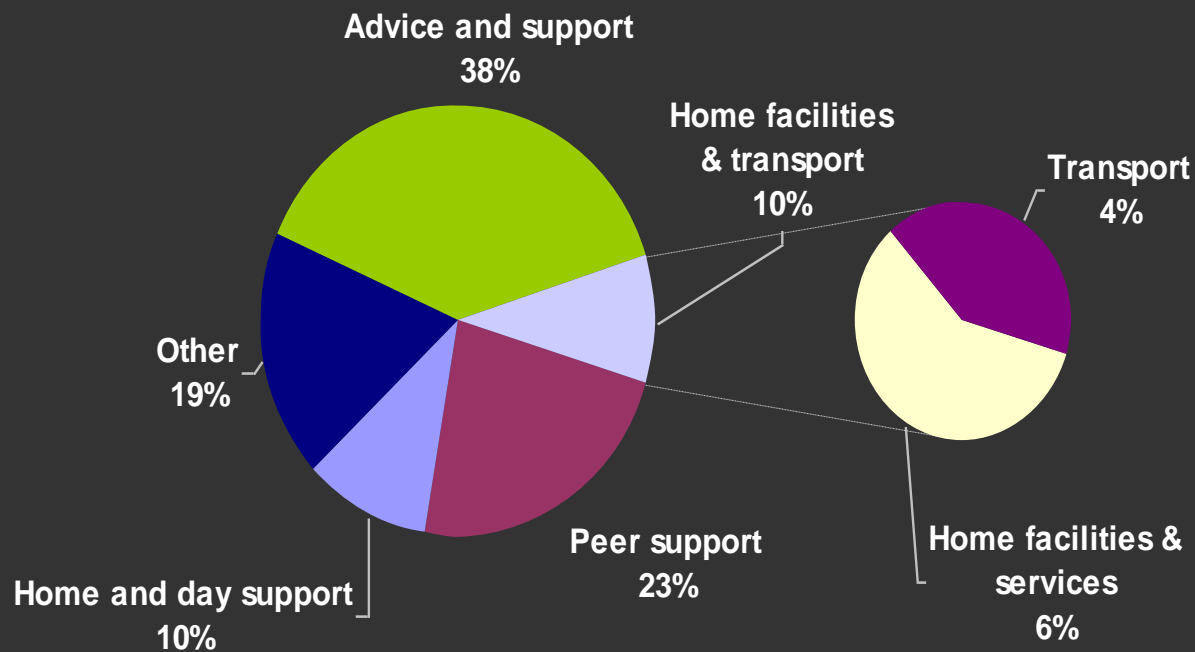
# Services signposted to: Peer support



# Services signposted to: Home and Day support



# Services signposted to; Home facilities & transport



# Diagnosis to referral

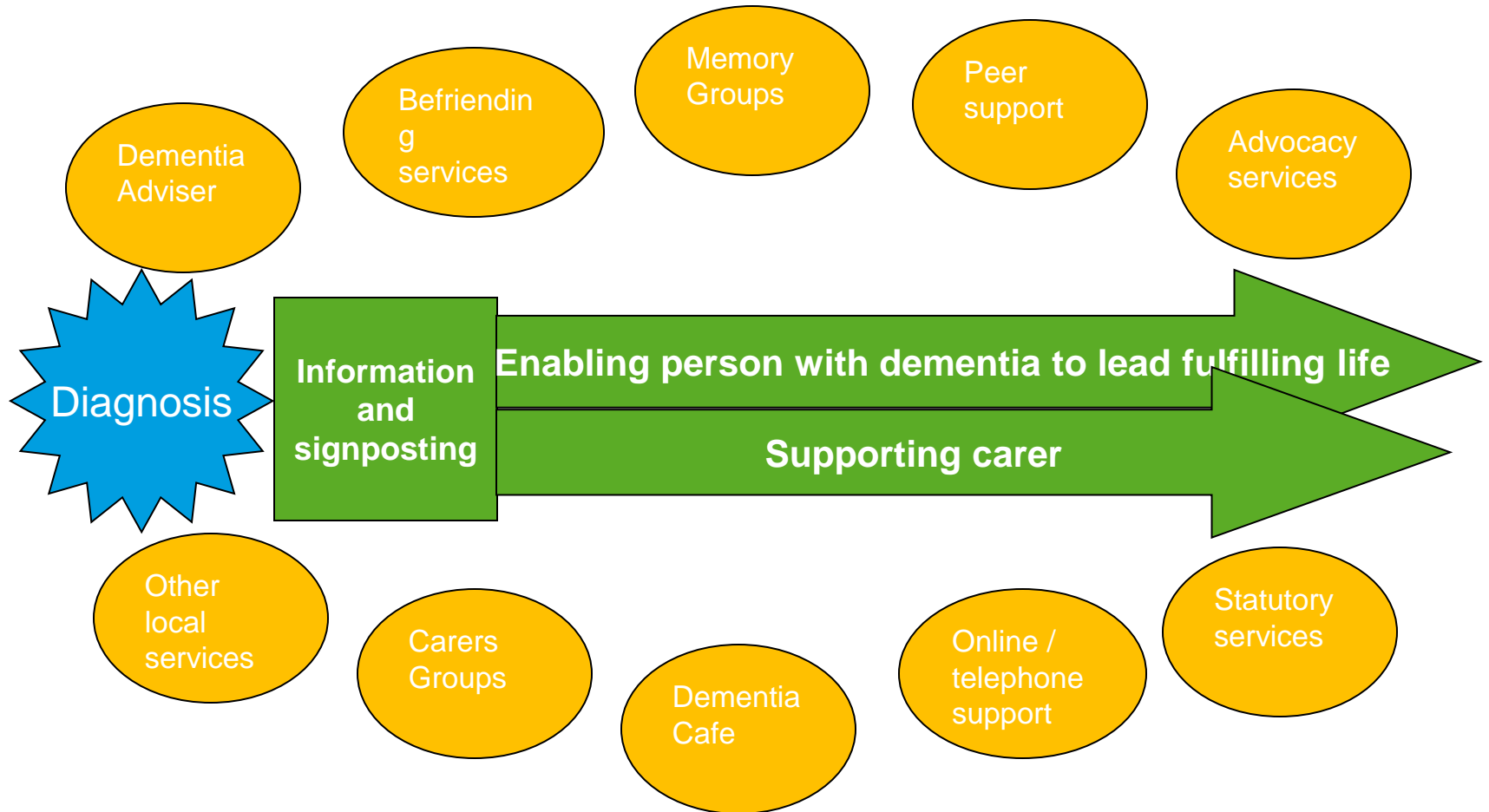
Jan-June 2010- 259 days

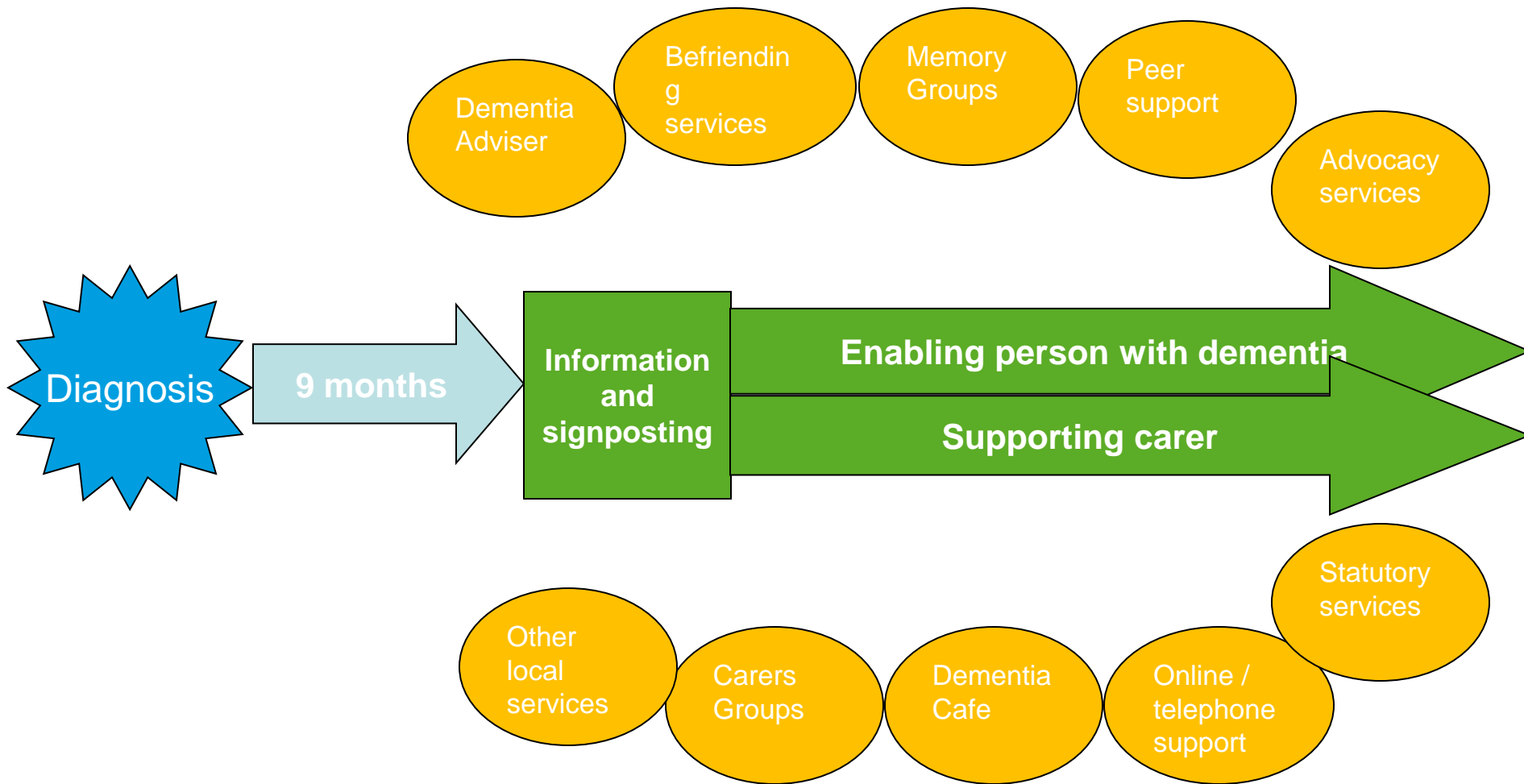
July-Dec 2010- 317 days

Jan-June 2011- 210 days

July-Oct 2011- 268 days (9 months)

Further delaying access to information at a crucial time





# Next steps

- Increase reach
- Decrease wait from diagnosis to referral, local referral pathways, better integration
- Continue to develop Guidebook coverage and access
- Continue to work with BME partners to remove barriers to access
- Learn from CRS- how do information needs change?

Thank you

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