

# Dementia Action Plan

September 2020





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We launched ourselves as a dementia-friendly organisation in 2017 and have since sought to embed our focus on dementia in our housing, care and support. The existing action plan has resulted in initiatives being undertaken across the organisation and dementia being embedded as BAU. However, there is still more which can be done to support our staff, residents, families and friends. We are also committed to using our knowledge and expertise to contribute to the challenge of dementia in society by being part of networks and working with other housing providers to influence the housing sector.

The Housing Quality Standards have been introduced and these include actions which should be taken locally around dementia, so this action plan presents what work should be undertaken at that local level and what needs to be co-ordinated or developed centrally.

We continue to advocate internally and externally that good quality appropriate housing is important for empowering people affected by dementia to live as well as they can.

There are currently five Dementia Advocates. Recruitment of more was interrupted due to Covid 19 but will be resumed. One Dementia Advocate per region is the target.

This action plan outlines what we will do as an organisation, both internally and externally, to support our residents and staff affected by dementia.

## Aims:

To ensure that dementia is considered in all parts of the organisation and in all the services which we offer to residents and staff.

To raise awareness of the importance of appropriate housing for people affected by dementia in the wider housing sector.

We will achieve this through the following strands:



Providing information  
and raising awareness



Influencing



Supporting



Reviewing

# 1. Providing information and raising awareness



## The overall aims of this strand are to:

- › Keep staff, residents and their families or friends informed of our work on dementia
- › Better equip staff with resources to provide additional information
- › Give staff the opportunity to access further support

## We will assess whether we have achieved this by:

- › Evidence collected through the HQS
- › Evidence collected through ongoing monitoring of the work of the Dementia Advocates
- › Numbers of Dementia Friends made
- › Court Manager Survey questions

	Centrally	Locally	Timescale
1	Maintain the status of a dementia-friendly organisation	Become a dementia-friendly court as required by the Housing Quality Standards	In line with HQS
2	Ensure that our work on dementia is part of the conversation by regular comms through Wilma, Workplace etc	Engage with communications around dementia and feed into the work through the Dementia Advocates	On-going
3	Develop and promote a series of guides aimed at residents and their families (see end of document)	Ensure these guides are readily available and promoted on the Court Feedback on usefulness / alternative guides	Six to be distributed by end September Remaining seven by end October
4	Produce corporate materials which showcase our work around dementia, such as a dementia design document	Use as appropriate with local partners and stakeholders	On-going
5	Identify new resources becoming available and communicate these across the organisation	Promote the use of external resources such as DeAR GP, Herbert Protocol etc	On-going
6		Hold a Dementia Friends session annually, communicated through Court Newsletter	In line with HQS
7		Engage with contractors to ensure compliance with contractors code requirement around Dementia Friends	TBC
8	Recruit additional Dementia Advocates	Develop relationship with a Dementia Advocate to be able to access support when needed	
9	Promote the services of Dementia Advocates across the organisation		TBC

## 2. Influence



### The overall aims of this strand are to:

- › Demonstrate the positive impact of appropriate housing for people living with dementia, internally and externally
- › Support other organisations and networks working on the dementia agenda by way of being part of networks and research projects

### We will assess whether we have achieved this by:

- › The number of people living with dementia being involved in work, as well as the quality of the output
- › Analysis of the type of networks and projects which we become involved with

	Centrally	Locally	Timescale
10	Ensure people affected by dementia are included in our work	Identify people affected by dementia who would like to be included in our work around dementia	Identify by end September Then on-going
11	Develop case studies to demonstrate the impact of a Dementia-Friendly community	Dementia Champions to deliver Dementia Friends sessions in their community	Case studies by end October On-going delivery
12	Demonstrate the impact of good quality housing on people affected by dementia		One case study every quarter
13	Develop materials for operations to demonstrate our knowledge around dementia, such as through design, other initiatives		End Oct
<b>Externally facing work</b>			
14	Continue to chair the Housing and Dementia Working Group		Meets every quarter
15	Host events aimed at raising awareness within the housing sector		Two a year TBC
16	Continue to contribute to the Housing and Dementia Research Consortium and the Dementia-friendly London Group		
17	Maintain the Dementia-friendly housing guide and promote where possible		On-going
18	Support other networks and organisations in promoting the dementia agenda, such as the EHE tool	Be willing to participate in studies undertaken by H21 or third parties	On-going

## 2. Support



### The overall aims of this strand are to:

- › Support people who walk with purpose in the most appropriate way
- › Encourage links between residents and local dementia focused groups

### We will assess whether we have achieved this by:

- › The number of external groups using communal facilities
- › The number of assessments made for people who walk with purpose

	Centrally	Locally	Timescale
19	Develop materials to support a conversation with residents who walk with purpose, their families and friends	Risk assess residents who walk with purpose. Put in place a response which is agreed with the appropriate family / friends, including the Herbert Protocol and when to call the police. [A guide will be developed to help with this and it will be incorporated into the training]	Materials developed by end October Then on-going
20	Develop guidelines on how targeted dementia design can support individual residents in more advanced stages		
21	Encourage Courts to make their space available for groups supporting people affected by dementia, such as dementia cafes and DEEP groups		
22	Advise Court Managers on the best places to signpost people for support	Make links with local groups which support people living with dementia	
23	Provide ongoing support and training for Dementia Advocates to carry out their role		

# 4. Review



## The overall aims of this strand are to:

- › Ensure that dementia training is of high quality and is delivered in the most appropriate way for the audience
- › Ensure that our contractors adhere to their commitment to Dementia Friends

## We will assess whether we have achieved this by

- › Revised training materials which are approved by people living with dementia
- › Analysis of progress with contractors commitments (need to seek advice from procurement on what processes are in place)

	Centrally	Locally	Timescale
24	Review training materials, to ensure they are of a good quality, preferably in conjunction with someone living with dementia.  Include video interviews of a resident living with dementia		To be agreed with L & D
25	Review the mechanisms of delivery of the training and the different audiences, wider reach and the level of current knowledge and that which is needed for their job role		
26	Review materials to ensure that they are dementia-friendly in terms of accessibility and language	Participate in reviews and surveys around the use of dementia friendly material	
27	Review whether we need to develop a guide (similar to the interior design guide) to inform the design of buildings		
28	Review what the organisational stance is on dementia specific schemes and decide whether any supporting material is needed		
29	Ensure that the interior dementia design guide is reviewed on an annual basis		
30	Ensure that we are considering all sections of society affected by dementia, such as BAME and LGBT		

## 4. Review (continued)

	Centrally	Locally	Timescale
31	Review actions which have been committed to, such as contractors agreeing to support the Dementia Friends initiative as part of the procurement process		Agree with procurement
32	Regularly review the list of contractors receiving Dementia Friends sessions		
33		Review annually the status of the Court against the dementia friendly standards and the Housing Quality Standards	

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## Factsheets

**An introduction to dementia**

**Our ethos around dementia**

**Walking with purpose**

**Dementia design**

**Supporting people living with dementia, and the Housing 21 approach**

**Being a good neighbour**

**Signposting leaflet**

**Assistive Technology and dementia**

**Practical tips**

**Working with external agencies**

**Behaviours we find challenging**

**Social media and dementia**

**Sundowning**

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