



Making
Hampshire a
dementia-friendly
county

Dementia-Friendly Hampshire Toolkit



Resources for
organisations in
Hampshire

April 2012

Making Hampshire a Dementia Friendly County

Given the expected increase in the numbers of people with dementia over the next twenty years, especially those with mild to moderate dementia, creating dementia friendly communities that support and sustain people in their homes, neighbourhoods and social networks is an important element of the work that councils will need to do to address the ageing agenda.

The Ageing Well programme, which ran from 2010/2012 and was funded by the Department of Work and Pensions, was designed to support councils to prepare for an ageing society.

The Ageing Well programme commissioned Innovations in Dementia CIC (ID) to work with Hampshire to explore what developing a 'dementia friendly community' might mean in practice and what steps Hampshire would need to take to begin to bring it into being.

As part of this work we wanted to produce some practical tools that could be used to take this work forwards at a local level.

So, in this pack you will find:

Finding out what a dementia friendly community means to people with dementia and carers: Toolkit for engaging people with dementia and carers

Be believe that the voices of people with dementia should be at the start and the heart of developing dementia-friendly communities. This toolkit is designed to help you find out from people with dementia and their carers what a dementia friendly community means to them.

Why do we need to be dementia friendly?: Briefing note for businesses

This document has been written to explain why it is important that local businesses think about becoming more dementia-friendly.

Dementia awareness raising options for staff: Briefing note for businesses

People with dementia have told us that it is the attitude of those they meet that is the most important aspect of a dementia-friendly community. Raising awareness of dementia among staff is therefore crucial – and this document outlines a number of different awareness-raising options.

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Help-pack for customer-facing staff: Briefing note for businesses

During our research we were unable to find any awareness raising materials written exclusively for customer-facing staff. This help-pack is focused on helping staff to support customers with memory problems more effectively.

Checklist for dementia friendly environments: Briefing note for organizations

There are many aspects of the physical environment that can make life easier for people with memory problems – this document outlines some very basic considerations as well as signposting to more detailed audit tools.

Thinking about a ‘Memory Aware’ high street scheme: Briefing note for organizations.

This document lays out recommendations for the development of a “memory aware” high street scheme that puts people with dementia in control of how they want to be supported.

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How do the tools work together?

The voices of people with dementia should be at the start and the heart of the process of developing dementia friendly communities.

The Engagement toolkit should be used to find out what people's issues are at a local level.

What we learn from people with dementia and their carers then needs to be turned into action.

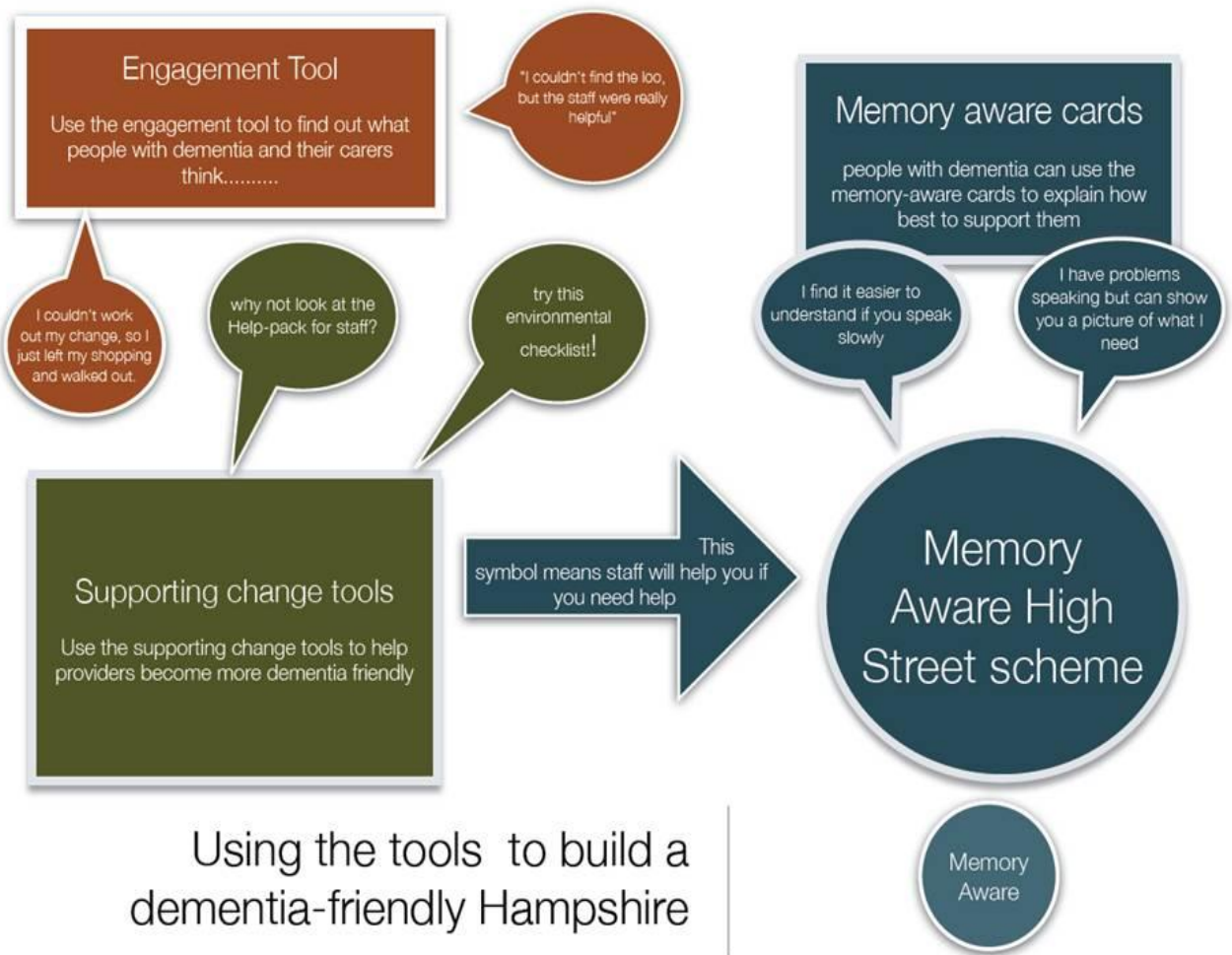
To this end, “**why do we need to be dementia-friendly**” can be used to explain to providers **why** they need to act.

Depending upon the issues arising from the engagement of people with dementia and carers – we can then use the following documents to support providers to understand **what** they need to do and **how**:

- ***Dementia awareness raising options for staff:***
- ***Help-pack for customer-facing staff:***
- ***Checklist for dementia friendly environments:***

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Finally – the development of a **memory-aware high street scheme** has the potential to create a structure within which people with dementia, their carers, organizations and local business can come together to create and sustain a high street at the heart of community which offers the best possible opportunity to live well with dementia.



How the engagement and supporting change tools might work within a Memory Aware High Street Scheme.