

ORGANISATIONAL UPDATE

DIARY OF ON-GOING EVENTS

DEMENTIA CAFÉ 2017

Wednesday 13 September
Wednesday 22 November

Liz Cantell Room, Ealing Town Hall
7.00 pm to 9.00 pm

CARERS' INFORMATION EVENINGS 2017

7.00 pm - 9.00 pm

On Wednesdays every six weeks at either
Elm Lodge or Sycamore Lodge

Wednesday 12 July at Elm Lodge
(Carers' Support & Benefits)

Wednesday 23 August at Sycamore Lodge
(Demystifying Dementia)

To reserve your place, please contact Joy
at

Dementia Concern on 020 8568 4448

**TRANSPORT WILL BE PROVIDED
FOR BOTH THE ABOVE EVENTS**

FORMER CARERS' GROUP

All meetings are from 10.30 - 12.30
on the third Thursday of each month

William Hobbayne Centre
St Dunstan's Road, Hanwell W7 2HB

This group welcomes new people. Please contact
the office for further details.

FORTNIGHTLY INFORMATION SESSIONS

To be arranged
See Update From Executive Director

Pearl Legate

Pearl Legate, who passed away on 27th March 2017 aged 94, was a loyal and hardworking member of Dementia Concern for two decades. She was one of the original volunteers in the Greenford Charity Shop and continued to support it until its closure last June.



She was also one of the team of volunteers who assisted with packing and mailing the newsletter, Carers' Voice, and was someone who could always be relied upon to help.

Pearl was the longest serving member of the Board of Trustees, having been appointed in July 1996 and only retired through ill-health in September 2016. She will be missed by us all.

UPDATE FROM EXECUTIVE DIRECTOR

We held one information session for carers on 16th May at Sycamore Lodge but people attending felt that this was not the most appropriate venue.

I am looking for another location while trying to find a staff member to take on running this group as I am now having to focus my time on fundraising.

CARERS' VOICE

We are expecting a new editor to take over this section in future editions. Meanwhile we have re-produced part of our trustees' report for the financial year ending 31 March 2017.

Achievements of Dementia Concern: 2016 - 2017

We achieved our primary objective for the year by successfully providing all the services detailed below. In doing this we worked with 1,424 people with dementia: 452 before assessment and 972 people with dementia after assessment including 880 carers. As at 31 March 2017 approximately 60% of service users were from an ethnic minority community.

The new Dementia Link Worker service funded by West London Mental Health Trust became fully operational in October 2016. The workers are linked to 7 GP Networks and provide support, advice & information, monitoring and carry out clinical reviews for people with dementia receiving medication.

Advice, Support & Client Representation

Assessments, Reviews and Monitoring

Over the last few years, there has been a major increase in the number of people diagnosed with dementia in the London Borough of Ealing. Last year we carried out 226 client assessments – 40% of which were for people living alone. Each person assessed is entered on our database and assigned a named Dementia Adviser or Link Worker to support them. Part of this support involves monitoring people with dementia and their carers and we made monitoring phone calls to 306 carers. We also carried out 73 clinical reviews of people with dementia as part of the new Dementia Link Worker service.

During the year our Community Support Workers visited 81 people with dementia living alone to monitor that they were living effectively including eating, drinking and attending appointments.

Support and Advice & Information

We supported 707 people and gave advice & information to 980. We estimate that 20% of advice and information is about dementia, 30% around the problems of caring and 50% on the services available. With reductions in local authority services during the year, particularly day care and respite, it has been very important to support people and to advise them of alternatives when available.

Over the course of the year we assisted people with dementia and their carers to obtain 155 benefits. These included 82 Attendances Allowances (Higher and Lower), 21 Council Tax Discounts and Support, 13 Carers' Allowances and 39 others e.g. Retirement Pensions, Personal Independence Payments.

We held 6 carers' information evenings and 5 dementia cafes. We produced 5 Carers' Voice newsletters and distributed each edition to approximately 1,300 people.

Client Representation

We have provided 724 people with client representation and specialist advice & information. Major issues have included 2 relating to Complaints, 1 to Long-stay Care, 15 to Home or Day Care and 3 to respite. Of particular importance is the work we have done on Safeguarding where 12 cases have been recorded.

With the new Care Act there have been changes to the way advocacy can be provided. In certain circumstances there is now a requirement for an independent advocate to be brought in. In some cases, work can still be carried out as a client representative or as a specialist adviser.

The views expressed in this newsletter are personal and not necessarily those of Dementia Concern. If you no longer wish to receive the newsletter, please let the office know.

Support at Ealing Hospital

During the year our Hospital Worker provided information, advice, support and client representation to 144 people with dementia and their carers.

Weekend Day Care

Day care was provided from Elm Lodge and Sycamore Lodge throughout the year. Both centres were open on Saturdays and Sundays for 50 weeks of the year. A total of 128 people with dementia and their carers used the service and 30,070 hours of respite and care were provided.

At 31 March 2017 there was a waiting list of 69 people. The service helps people with dementia to maintain their skills and interact with other people. It also provides a short break for carers which can be used to go shopping, meet friends or go to a place of worship.

Call & Care Service

The Call & Care service carries out its own assessments of people with dementia and their carers. The standard break was for three weekday hours each week. The service also provided overnight bookings as well as enhanced cover when carers took unexpected or emergency breaks.

Call & Care provided a service for 87 carers and people with dementia throughout the year and 10,814 hours of respite were provided including 750 overnight hours. At 31 March 2017 85 people were on the waiting list to have an assessment for the service.

Weekday Centre Service

We provide services at the William Hobbayne Centre on Thursdays for people of working-age with dementia. A range of activities take place including quizzes, discussions, games and exercise classes. Transport is provided to the centre and outings to places of interest are arranged each month. In addition every fortnight we have provided a number of consultation, support and information sessions for people with dementia living alone and carers. During the year 54 people attended the centre.

URGENT AND OTHER USEFUL CONTACTS

Dementia Concern for advice & information from your named Dementia Adviser (9:00am - 5:00pm Monday to Friday)	(020) 8568 4448
In an emergency	999
For NHS urgent medical help and advice (non life-threatening) and information on GP weekend opening times and local pharmacies	111
Ealing Social Services (Office Hours) Ealing Social Services (Out-of-Hours Emergency Duty Team)	(020) 8825 5000 (020) 8825 8000

Donations in Memory

We have received donations in memory of the following people from their families and friends



DONATIONS IN MEMORY

Angela Bate
Bernadette Callaghan
Pearl Legate
John Masterton
Ernest Neale
Lidia Paleolog
Mairwen Stout



VIRGIN LONDON MARATHON April 2017

Congratulations to Daniel Clews and Olivia Parrott who completed the London Marathon in 4 hours 36 mins and 5 hours 15 mins respectively. Daniel raised £1,922 in sponsorship money and Olivia £2,382. We are very grateful for their efforts.



MAYOR'S FUND

We were given £13,000 from the Mayor's Fund having recently been chosen as one of the charities of the year. We are delighted to receive this sum and would like to thank everyone who contributed so generously.

Roger Beckett receives the cheque from Keith Fraser of London Borough of Ealing



Dementia Concern is an independent charity which has been helping people with dementia and their carers in the London Borough of Ealing since 1982.

We provide assessment, advice, information, client representation, support and monitoring, home respite care, day centre care, dementia cafés and carers' information evenings .

You can **support our work** in the following ways:

- ◆ By becoming a member for £10 per year
- ◆ By making a donation
- ◆ By remembering us in your Will



223 Windmill Road, Ealing, London W5 4DJ
Tel: 020 8568 4448 Fax: 020 8568 1294
Email: enquiries@dementiaconcern.co.uk
www.dementiaconcern.co.uk

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Supporting our Organisation:



Ealing
Clinical Commissioning Group

