



Calderdale Dementia Friendly
Community

STARTER PACK

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INTRODUCTION TO CALDERDALE DEMENTIA FRIENDLY COMMUNITY

Dementia Friendly

- Treat each person as an individual
- Speak directly to the person with dementia whenever possible
- Allow extra time to explain or answer questions
- Limit background noise
- Provide clear signage

What is dementia?

It is an umbrella term for approximately one hundred different illnesses of the brain. The most common types of dementia are Alzheimer's Disease and Vascular Dementia. Anyone of any age can develop dementia. The symptoms are variable and individual but not always obvious. Some common symptoms are short term memory loss, communication difficulties, poor spatial awareness and mobility issues. Dementia is a progressive illness with no cure. However, people can be supported to live well with dementia.

Dementia Awareness for staff and volunteers

Dementia Awareness sessions can be booked for free through the website: www.dementiafriends.org.uk

A session will last approximately one hour. Participants will learn about dementia and how it may affect a person. Your organisation will get access to resources and information.

Training opportunities

The Alzheimer's Society deliver dementia training to organisations across all sectors:

- Business
- Third and voluntary sector
- Housing sector
- Local authority
- Social care
- Health care

The courses are specifically tailored to meet your learning requirements. Find out more at www.alzheimers.org.uk

COMMUNICATING WITH A PERSON WITH DEMENTIA

Dementia can make it hard for a person to communicate. However, there are many ways to support someone to communicate and aid their understanding. A person with dementia may repeat words or phrases, may find it difficult to remember words or remember the right word.

Below are some tips for supporting communication:

- Limit the background noise
- Have good lighting
- Position yourself where the person can clearly see you
- Speak clearly and calmly
- Speak slightly slower to allow the person to process the information
- Use short, simple sentences
- Allow the person time to respond

If the person is struggling to understand

- try breaking the topic into smaller chunks
- try rephrasing rather than repeating what has already been said
- use non-verbal cues eg pointing to a picture or object

SECTOR-SPECIFIC RESOURCES - [download at alzheimers.org.uk](https://www.alzheimers.org.uk)

For businesses and retail

- [Creating a dementia-friendly event, space or venue](#)
- [Dementia-friendly business guide](#)
- [Dementia-friendly garden centre guide](#)
- [Dementia-friendly retail guide](#)

For housing, utilities and technology

- [Dementia-friendly housing charter](#)
- [Dementia-friendly technology information sheets](#)
- [Dementia-friendly utilities guide](#)

For arts, entertainments, sport and leisure

- [Dementia-friendly arts guide](#)
- [Dementia-friendly heritage guide](#)
- [Dementia-friendly tourism guide](#)
- [Dementia-friendly media and broadcast guide](#)
- [Dementia-friendly screenings: a guide for cinemas](#)
- [Dementia-friendly sport and physical activity guide](#)

For financial services, legal and insurance

- [Dementia-friendly financial services](#)
- [Dementia-friendly legal services and solicitors](#)

For public services, health, social care and emergency services

- [Dementia-friendly transport](#)
- [Dementia-friendly bus transport](#)
- [Dementia-friendly emergency services](#)
- [Dementia-friendly GP practices](#)
- [Dementia-friendly pharmacists and dentists](#)

For rural and faith

- [Dementia-friendly faith information](#)
- [Dementia-friendly rural guide](#)

Get in touch

Contact the [Programme Partnerships team](#) if you have any questions or would like further information about becoming dementia-friendly.

PLEDGE TO MAKE CALDERDALE A DEMENTIA-FRIENDLY COMMUNITY

Thank you for your interest in making your business, organisation or group more dementia-friendly

Please forward your application to CalderdaleDFC@gmail.com. *This information will only be used by members of the community group to record your pledge and keep in touch about information relating to the dementia-friendly community.*

What does your business, organisation or group (“organisation”) do?
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The following person/s will make sure we meet our pledge and will be a contact for our organisation This information will be used to keep in touch with you about your actions and to invite you to attend meetings.
Name/s
Organisation
Role within the organisation
Preferred contact address (e-mail)
Telephone number
Address of organisation

Overleaf are some ideas to get you started. We suggest the first three are a minimum to aim for. Please add to these and adapt to suit your circumstances. Keep a copy for your own records.

- **Action 1. Our staff will become Dementia Friends**

We will commit to all of our staff becoming Dementia Friends. They will increase their understanding of dementia and help to break down stigma (*a Dementia Friends session takes 45-60 minutes*)

- **Action 2. We will review our premises to look for improvements**

We will use an environmental checklist to review our premises and make any changes we can to improve access and the experience for our customers affected by dementia. This will also help a wide range of our customers.

- **Action 3. We will actively support and promote the Dementia Friendly Community**

We will actively promote Calderdale as a community working to become dementia-friendly. We will talk to our customers and fellow businesses about why we are involved and the benefits we are experiencing as a result.

Other actions: if you're able to do more, here are some ideas

- We will encourage groups supporting people with dementia to use our premises for meetings, activities and events
- We will support the community steering group with 'in kind' contributions such as printing, meeting room space, advertising
- We will support surveys to ask residents of our community affected by dementia about what it is like for them to live in our community and what improvements they need to live well
- Other, please state

What are the challenges you think you might face? Is there anything we could do to help you?