

Building Glenrothes' Dementia Friendly Community



Making sure nobody faces dementia alone.

Alzheimer Scotland – Action on Dementia is a company limited by guarantee, registered in Scotland 149069. Registered office: 160 Dundee Street, Edinburgh EH11 1DQ. It is recognised as a charity by the Office of the Scottish Charity Regulator, no. SC022315



Making sure nobody faces dementia alone.

Why is the dementia friendly community important?

“It is a stepping stone in raising awareness and broadening inclusiveness of those who have physical and/or non-visible disabilities within society.”

KM, Carer for a Person Living with Dementia, Glenrothes

“I think, basically, it gives people with dementia a confidence if they know that they’re in an area which is friendly toward them. If they get confused or stressed or lost, if they see somebody with a dementia friendly badge they feel comfortable approaching them and asking them for help. I think it’s a good thing what we’re doing in Glenrothes. I really do.”

John Shaw, Carer for a Person Living with Dementia, Glenrothes

Contents

Glenrothes’ Dementia Friendly Development Work	Page 1
Background	Page 2
What has been achieved so far	Page 3
Getting local people with dementia and their carers involved in the work	Page 5
The views of local people with dementia and their carers	Page 8
What we did with this information	Page 11
An overview of the dementia friendly work in Glenrothes	Page 16
Promoting the work and raising awareness	Page 42
Evaluating the work	Page 46
Planning for the future	Page 59
Acknowledgements	Page 61
More information	Page 62

Glenrothes' Dementia Friendly Development Work

Scotland's National Dementia Strategy 2017-2020 aims to improve services and outcomes for people affected by dementia. This strategy highlights the need to support the rights of people living with dementia and their carers to be able to play an active role in their local communities. To meet this aim, the development of community-led Dementia Friendly Communities has been identified as a priority in this strategy.

Over the past year, the partnership between Fife Council, Fife's Health and Social Care Partnership and Alzheimer Scotland has helped to start work that supports local people in Glenrothes who are affected by dementia to remain a valued and active part of their community.

The project is led by a multi-agency steering group that is chaired and serviced by the Service Manager, Older People's Service, Fife Health and Social Care Partnership. This multi-agency steering group is comprised of a local carer and representatives from health & social care services, Fife Council's services (including Adult Service Resources, Housing and the Town Centre Development Unit), Alzheimer Scotland, Fife Sports & Leisure Trust, Active Fife, Fife Carers Centre, Fife Forum and Fife Cultural Trust.

Alzheimer Scotland has a national remit to campaign for the rights of people with dementia and their families and provide an extensive range of innovative and personalised support services. As such, they host the project worker and provide professional and management support on a day to day basis.

The guidance received from the organisations involved and local people who are affected by dementia has been central to the development of this project and its successes. In the next year of the project, this partnership aims to build on the success of the first year to make the local community in Glenrothes even more accessible for people living with dementia and their carers. This will help us to make sure that nobody faces dementia alone.



Background

The Dementia Friendly Glenrothes initiative originated in Leslie with a dedicated group of professionals and residents who were looking to build a dementia friendly community.

This group quickly realised that many people in Leslie continued to use services and shops in the town centre of Glenrothes. At the same time, this group also became aware of the need to have someone whose full time role was focused on the dementia friendly community work in this larger area.

With the support of the Glenrothes Area Committee and the Health and Social Care Partnership, the Dementia Friendly Glenrothes initiative was launched with the following objectives:

- To deliver a Dementia-Friendly community that will make it easier for people living with dementia to be understood, valued and continue to be able to actively participate in their community
- To support businesses and services in Glenrothes including shops, banks, leisure and cultural services (e.g. swimming pools, theatres, libraries) and transport providers to help them understand what they can do to assist their customers living with dementia
- To create or enhance safe, public open spaces for people with dementia so that they can enjoy walking and other active leisure pursuits. Physical activity and access to safe open space is key to maintaining the health, wellbeing and social inclusion of people with dementia.

To achieve these aims, we engaged in a consultation process with local people living with dementia and their carers. We then used this information to target local businesses, services and community groups to engage them in this dementia friendly work.



Glenrothes Town Centre

What has been achieved so far

What has been achieved so far

We spoke with local people who are living with dementia and their carers to find out about their experiences and about what changes in the community would be most beneficial for them. A local carer was also invited to join the steering group for the project to help inform this work.

The information that local people have shared with us has been used to support businesses and services in the community to make changes to help people who are affected by dementia in accessing local community resources.

As of August 2017, 48 organisations in Glenrothes had become involved in this work. Through the Dementia Friendly Glenrothes project, we have also been able to support the development of Dementia Friendly walks in Riverside Park and ensure that dementia friendly design is considered in the Golden Glenrothes redevelopment work in Macedonia. Dementia friendly health classes have also become part of the Michael Woods Sports and Leisure Centre's programme. And all new taxi drivers in Fife are becoming Dementia Friends through our work with Fife Council's Licensing Team.

To promote the work, we have produced promotional leaflets and postcards to get local people who are affected by dementia, businesses, services and the local community involved in the work. We also hosted a successful Forget-Me-Not Tea to tell people about our work along with three other Dementia Awareness Week events in Glenrothes. And we have over 240 likes on our Facebook page.

Who has achieved dementia friendly status?

We'd like to congratulate our first 3 dementia friendly organisations in Glenrothes which are the Kingdom Shopping Centre, Glenrothes Foodbank and Aldi Glenrothes.

These organisations have achieved all of the requirements to be awarded a Dementia Friendly Glenrothes window sticker by:

- having most of their staff and volunteers attend a Dementia Friends awareness session,
- making some small changes based on the assessments of their premises,
- signing a commitment letter
- and appointing a Dementia Lead.

We also wish to congratulate all of the other businesses, services and community organisations who are working to become dementia friendly and look forward to awarding them with window stickers in the near future.



Window sticker at an entrance to the Kingdom Shopping Centre



Glenrothes Foodbank's window sticker on their front door



Aldi Glenrothes' new window sticker in the store front

Getting local people with dementia and their carers involved in the work

Consulting people with dementia and their carers is a key part of this project as it helps us to make changes in the community that reflect the needs and preferences of local people who are affected by dementia.

In total, we received the views and opinions of 40 people in Glenrothes who are affected by dementia. This includes 16 people living with dementia, 19 carers and 5 other relatives or friends of people with dementia. This number does not include the people who provided informal feedback to the Project Manager which has also helped to shape the project's focus.

To get local people involved in the project, we tried different approaches.

Interviews

To get local people who are affected by dementia involved in consultation interviews, we took the following steps:

- Approached people accessing local support services (including services offered by Alzheimer Scotland, Age Concern Glenrothes, Fife Carers Centre)
- Asked the NHS Dementia Post Diagnostic Support Team and the Older People's Social Work Team to promote the project with their patients and clients
- Placed postcards promoting the work to local people with dementia and their carers in GP surgeries, Glenrothes Hospital, Fife Customer Service Centre, large local employers (including Raytheon and Fife Council), and with other local organisations



Postcard used to engage people who are affected by dementia in the work

Out of the people approached, 13 people living with dementia and 12 carers in Glenrothes agreed to participate in full interviews. These people were asked about:

- What's important to them in the community
- What would help them to continue using these community resources
- What prevents them from accessing services and resources and transportation.

These interviews took place in quiet, private spaces to support people to speak more freely. Quiet, distraction free spaces can also be more supportive for people with dementia who may have difficulty focusing if there are other distractions present.

Adult Service Resources at Fife Council adapted the questionnaire to meet the needs of two of their services users with disabilities who also have dementia. With these people, staff used the methods of communication that were most appropriate for their individual needs such as talking mats or picture boards.



The Lomond Centre



Coffee and Chat Flyer

Coffee and Chat Session

We organised a Coffee and Chat session at the Lomond Centre in partnership with the Fife Centre for Equalities in March 2017. This session was advertised widely across the community using posters in shops and services. It was also promoted online using the project's Facebook page and through the websites of our project partners and Fife Voluntary Action.

The aim of this session was to get people who did not wish to participate in traditional interviews involved in the project. We were also hoping to have people attend who might not engage with mainstream support services.

Five people (three carers and two people with dementia) participated in the Coffee and Chat session. One of the learning points from this activity was that transport could have been an issue for other people who hoped to participate as all participants came by car with their carers. We also learned that this is the type of support activity that people would be interested in coming along to on a regular basis.

Involvement in Premise Assessments

When organising assessments of community spaces, we have tried to include people with dementia and carers in these activities. A person with dementia and their carer provided invaluable feedback when we walked around the Glenrothes Town Centre and new signage to the access ramp for the Rothes Halls was implemented as a direct result of the carer's comments.



New signage for the ramp to the Rothes Halls from inside the Kingdom Shopping Centre.



Forget-Me-Not Tea Evaluation Forms

In June 2017, we hosted a promotional event for the dementia friendly work in Glenrothes at the Rothies Halls. At this event, we placed evaluation forms on the tables which asked for feedback and suggestions for the Dementia Friendly Glenrothes initiative. Through the feedback forms at this event, we received input from one person living with dementia, four carers and five relatives or friends of people with dementia who did not identify themselves as carers.

Centre piece and evaluation form at the Forget-Me-Not Tea, Rothies Halls

Local Steering Group Participation

A local carer for a person living with dementia was invited to join the multi-agency steering group that guides the project’s development. This helps to ensure that the voice of a local carer is represented in planning discussions for the project on an ongoing basis.

Online Survey

An online survey was produced to gather the views of local people living with dementia and their carers. The online survey was promoted through the project’s Facebook page, in the newsletters of local partners and on the project’s promotional literature. While there was no uptake for this online survey, this may be related to the consultation finding that many people affected by dementia in Glenrothes do not have internet access or do not wish to access information on the internet. It may also reflect the challenges that some people with dementia experience when accessing technology or the multiple demands on carers.

The views of local people with dementia and their carers

What makes a community dementia friendly?

One carer described a dementia friendly community as being a place where people are more accepting and understanding. She said it was not just about helping but being more of a community (for example, asking if people are all right or just being friendly). She felt that you lose a bit of that in larger towns like Glenrothes and, when you don’t have close family, you need to rely on friends who also have their own issues to deal with as they age too.

There were three major themes that local people with dementia and their carers talked about in relation to their ability to be an active part of the community:

- Raising awareness
- Confidence and Safety
- Wanting to work or contribute to their community

Some people also shared information about specific resources that they use or would like to use including transportation, banks, supermarkets, restaurants and cafes, the Kingdom Shopping Centre, health services and social care services. We talk about this feedback in more detail in the section discussing ‘What we did with this information.’

Raising awareness

Most people who are affected by dementia felt that raising awareness of dementia would help to make the community more dementia friendly and they were in favour of having staff in local shops and services attend Dementia Friends awareness sessions. People also talked about stigma around dementia and some highlighted how raising awareness of dementia might help with some of the stigma that they experienced.

One carer felt that raising awareness is important and that people should be aware of the need to be patient with people and the different ages of people with dementia. She also felt it was important to raise awareness with people in the community and people affected by dementia around the Dementia Friends badges. Promoting these badges is important so that people know of their existence and can look for these badges to identify people who have attended awareness sessions.

One person with dementia described how he walks through the town centre now and again and talks to people he knows. He and his wife then talked about he struggled to get a diagnosis which helped as his family knew something was wrong. Since then they’ve been open about his diagnosis with people. But they know someone else who won’t tell anyone about their dementia and they think that would make it harder.

The views of local people with dementia and their carers

A carer told us about how sometimes the person she cares for says that things that “just aren’t right” and people might not quite understand and he gets strange looks. They don’t tell everyone that he has Alzheimer’s Disease and some people don’t know what that means. She also mentioned that he gets joy from seeing children playing but she sometimes feels that people don’t want him making big eyes, smiling and waving at children.

She feels that general awareness might help – particularly about different personalities that people with dementia might have and about how people could be helpful when dealing with someone with dementia. She also highlighted the need for people to recognise that people don’t go around with a big badge on their neck and not everyone wants that. It’s not about labelling people as they could be taken advantage of.

Confidence and safety

Of the people who we’ve spoken with, there was some variety in terms of how much people with dementia felt they were still able to do. Some people were still driving, others felt safe to go to the shops in the town centre or their local area on their own and others felt like they needed someone with them when they went out in the community.

Several of the people with dementia who we spoke to described how they felt confident and safe to get out in the community when they were able to tell people about their condition or ask people for help. Other people described needing to have someone with them or the resources that would help them to get out and about.

One woman with dementia described how if people are speaking to her, she’s okay with telling them that she doesn’t understand or know something. She explains that she has Alzheimer’s Disease and people are great (for example, in the shops). She feels comfortable telling people and finds that if you tell people up front then they’re great (like when they were in the pub the night before the interview or when she was talking to a woman in ASDA). Her carer emphasised that they get on okay because she feels comfortable telling people.

A carer mentioned that her husband didn’t feel as confident going out as he used to be. She said he was confident in his own home or going to get the paper in the shops in their local area and coming back but that it’s hard to get him to go to new places. He replied by saying that he was confident and happy with himself but that he didn’t feel as confident crossing roads as he couldn’t judge the speed of cars coming down the road. He also talked about how he can feel lost sometimes as he gets confused and goes the wrong way. He feels that bigger print on more prominent signs that stick out would help. Not having smoking areas is another barrier to him going places and signs to and from smoking areas would be helpful.

The views of local people with dementia and their carers

Another carer said that her husband would get lost if he went out walking – even in their area. But she highlighted how he can go to the wee local shop every day although he needs reminders and walks into the road when not paying attention. She also felt that it can be a problem as the crossing signals no longer speak – especially for blind people but these may also help with dementia. She also needs to go to the toilet with him in public places as it can be difficult for him to get back on his own. She felt that signs on the way back from the toilet might help – especially in the Rothes Halls because there are so many different parts.

Wanting to work or contribute to their community

Many people who are living with dementia told us about how they wished that they were still working or about how they would like to contribute to their community.

One person with dementia told us about how she misses her work and driving. It was difficult for her when she stopped work and she was unable to tell her clients about leaving after her diagnosis. She doesn’t know what was explained to her clients with regard to her not returning to work. Her husband mentioned that her line managers and union were good. She also got a nice letter from her manager thanking for her 20 years of service.

Another person with dementia talked about how he still walks the dog and volunteers at a Men’s Tool Shed. He told us that the Scottish Men’s Sheds Association restores tools and sends these to Malawi and about how he enjoys this. The men are mostly his age and they put the world to rights. At the moment he doesn’t really need support. His wife commented that it gives him something to go to and gives him a chance to give back and help other people – it’s like his work. It’s also helps him to get out when it’s noisy in the house as she works from home.

A woman with dementia wanted to volunteer at a charity shop but she’s in a wheelchair and they had stairs and no disabled toilet so it wasn’t possible.

A carer told us about how their dog had died five weeks before the interview. Now she was trying to find her husband work to replace walking the dog so he could still get out to do jobs as this was important to him.

What we did with this information

What we did with this information

The people who we spoke with felt that a range of businesses, services and groups were important in Glenrothes. To help people with dementia during the consultation interviews, we used a variety of photos of different places and resources in the community to ask people about which of these community resources are significant for them. When looking at the photos, one carer commented that "Everything is important."

Below, we discuss the work we've done with organisations that people mentioned most often during the interviews. However, it is important to note that this is not an exhaustive list of resources that are or may be important to people living with dementia and their carers in the local community. This is also not an exclusive list of the areas of the community that will be targeted as the work progresses.

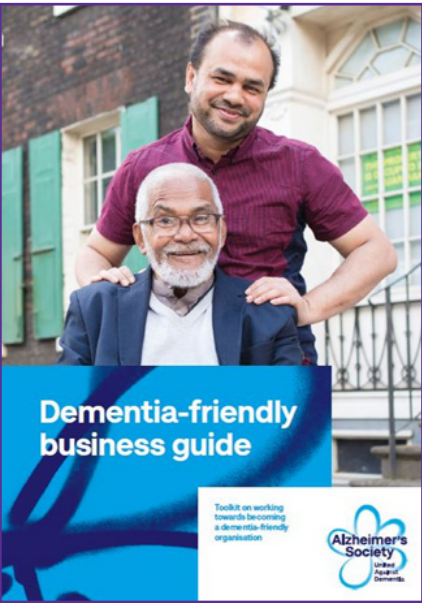
Approaching businesses, services and community groups

After speaking to people with dementia and their carers, we used the information that they gave us to approach shops, businesses, services and community groups in Glenrothes.

When people with dementia and carers gave us specific positive and/ or constructive feedback about shops, businesses and services, we discussed this information with the organisations when we approached them to get involved in the dementia friendly work.

As of September 2017, 187 shops, businesses, services and community groups have been approached as part of this work. Of these shops, businesses, services and community groups, dementia friendly work has started with a total of 48 organisations. These organisations have:

- had staff attend Dementia Friends awareness sessions,
- had an assessment of their premises,
- signed a commitment letter to the project
- and/or appointed a Dementia lead.



What we offer businesses, services and community groups

For businesses, services and community groups, we offer Dementia Friends awareness sessions for staff and volunteers. We also offer informal premise assessments and provide these organisations with information about how to become dementia friendly. Offering information about the benefits of engaging in dementia friendly is also an important part of what we do – we tell them about the benefits for their clients or members who are affected by dementia as well as the benefits for their organisation.

Businesses are also directed to the Alzheimer Society's Dementia Friendly Businesses Guide.



Alzheimer Scotland's Hints and Tips for Shops and Businesses are provided to businesses and services.

Dementia Friends Awareness Sessions

Dementia Friends awareness sessions aim to give people a better understanding of dementia and how to be supportive of people who are living with dementia.



We offer one hour face-to-face sessions that can be organised at times and locations which are convenient for various organisations. It is also possible for staff and volunteers to attend larger face-to-face Dementia Friends awareness sessions in instances where it is not possible for a larger number of staff to attend a session or when businesses have a smaller number of staff.

If it's not possible for businesses to release staff to attend these one hour sessions, access can also be provided to the online version of Dementia Friends. It takes approximately ten minutes to become a Dementia Friend online by watching two short videos.

Premise Assessments

We also offer premise assessments where we suggest changes that may help shops and businesses to become more accessible for people with dementia and their carers. These informal walk arounds are arranged for a time that is convenient for each business or service.

Many of the changes suggested are small and can be made at no or little cost – but they can make a big difference to people who are affected by dementia. Other suggested changes might be larger changes that could be considered in the long term (for example, if premises are being renovated or relocated).

Following the walk around, we write up a report to share with the organisation. This record also allows us to measure the changes that have taken place.

Window Stickers

Businesses, services and community groups have the opportunity to obtain a window sticker to show that their organisation is part of the dementia friendly community. These stickers help people with dementia and their families recognise businesses, services that are working to be more sensitive to their needs.

One couple talked about how there's nothing in the shop to say that people are trained or aware of dementia. They think stickers like Dementia Friends would be helpful. The person with dementia felt that these types of stickers would help her feel more comfortable if she got lost. Her husband also likes the idea of branding and thinks that security guards wearing Dementia Friends badges would also be good.

What we did with this information

The stickers also help these businesses, services and community groups to be recognised for their achievement of becoming dementia friendly.

To obtain one of these window stickers, businesses, services and organisations must:

- Sign the commitment letter for the project. The commitment letter is simple and asks that:
 - » Staff and/or volunteers are supported to attend dementia awareness sessions
 - » “Tips for Shops and Businesses” leaflets are distributed to all staff / volunteers. These leaflets are brought to any face-to-face Dementia Friends awareness sessions for staff to take away.
 - » Where possible, the organisation displays information about dementia and promotional materials such as helpline cards, posters and leaflets within their facility.
 - » Customers who may be living with dementia are treated with understanding, dignity and respect.
 - » An environment is created within their facility that is fully accessible for people living with dementia.
- Have all or most of their staff complete a Dementia Friends session.
- Have an environmental assessment and make some small changes.
- Appoint a Dementia Lead. The Dementia Lead role should not take up much of the staff member’s time. The aim is really to have someone who’s aware of the Dementia Friends awareness sessions and directs new staff or staff who haven’t attended these sessions to a face-to-face session or to the online version. This makes the work sustainable on a longer term basis and gives the organisation ownership of their dementia friendly work.

Who has joined the Dementia Friendly Glenrothes community?



What we did with this information



To date, 21 businesses, 22 services and 5 community groups and churches are amongst the 48 organisations that have gotten involved in this dementia friendly work.

The businesses in Glenrothes who are working to become dementia friendly include: Aldi, Bank of Scotland, Blairs, Café Aroma, Castle Furniture, Card World, Costa Coffee, Entertainment Exchange, Fife Butchers of Glenrothes, Hago Computers, Holland & Barrett, Kingdom Credit Union, Kingdom Shopping Centre, Kingdom Veterinary Clinic, Little Thistle Gift Shop, McColls Retail Group, The Pavilion, Royal Bank of Scotland, Stagecoach, Taxi Central and Tesco.

The local services involved in this work include: Auchmuty Learning Centre, Bums Off Seats who developed dementia friendly walks in Riverside Park, Cadham Library, Cadham Neighbourhood Centre, CISWO, Fife Customer Service Centre (Fife Council), Fire Services, Glenrothes Foodbank, Glenrothes Heritage Centre, Glenrothes Hospital, Glenwood Dental Centre, Hospitality Services (Fife Council), Housing Services (Fife Council), Job Centre Plus, Licensing Team (Fife Council), Lomond Centre, Meals on Wheels, Michael Woods Sports and Leisure Centre, Police Services, Rothes Halls, Rothes Halls Library and the Self Directed Support Team (Health and Social Care Partnership).

Glenrothes Area Residents Federation (GARF), Glenrothes Baptist Church, Rothes Group, St Paul’s Church and St Margaret’s Church are amongst the community groups and churches who have become involved in the dementia friendly work.

Recognising the challenges faced by businesses, services and community groups We are hoping for more businesses and services to get involved in the work. Some

What we did with this information

businesses and services are also hoping to get involved but have been unable to commit to this work to date as a result of staff shortages, staff absences related to holidays or illnesses, the need to wait for approval from senior management teams before getting involved and/or busy periods where they have higher workloads.

We are able to be flexible to help businesses and services get involved in this work by offering a variety of options for accessing Dementia Friends awareness sessions and by timing sessions and premise assessments so that they are convenient for businesses and services. Businesses and services are also able to achieve the steps that they need to take to obtain a window sticker in a timescale that meets their needs – they don't need to complete all of these steps at the same time.

An Overview of the Dementia Friendly Work in Glenrothes

Transportation

Some of the challenges that people with dementia face when accessing transportation are described by the Scottish Dementia Working Group in their leaflet "Travelling safely with dementia." The importance of dementia friendly transport is also highlighted in the work of organisations like Upstream who works with people affected by dementia in Scotland to improve transportation services.

Many of the people who we spoke with in Glenrothes also told us about difficulties that they experienced relating to transportation and what would help them to get out in the community and further afield. Whether or not people felt able to go out on their own, sometimes depended on the stage of the person's dementia and their previous experiences of getting lost.

Other people did not experience transportation difficulties but all of these people were reliant on having access to a car.

Some carers also described service limitations and how they were expected to run errands or to be able to drive the person with dementia who they cared for to appointments and activities.

Other carers described how friends, relatives or paid carers were able to help with some of the transportation needs of the people they care for by offering to drive. Many people told us about how they found transport expensive or about the importance of having travel cards. People also talked about the difficulties that they experienced around using transport cards and the need for these services to be more widely publicised to drivers and the users of these cards.

A carer discussed how she was still able to go out as her husband who has dementia is okay to be home alone. But it's hard to adjust and she misses the car. She also has a family member in town who can help a bit with driving but they have their own health problems and she doesn't depend on them. She mentioned that she hasn't gone to Kirkcaldy in a long time as it's hard to get down from the bus station to the shops with her mobility issues. She also couldn't find information on how to get to Kirkcaldy and it's a problem because it's online. They have a laptop but she can only do basic things like use Amazon.

One couple told us about how they tend to drive but that they're planning to start using the train more with their pass as they can park there. They're also planning to use the bus more now that they have passes. The carer noted that they each use their own bus pass when they take the bus as it keeps his wife as independent as possible and helps her to feel more confident. Taking the bus means that he can relax too and they've not experienced any problems on public transport to date.

Another person with dementia told us about how he doesn't use public transport at all as he can still drive.

Another carer talked about how the Lomond Centre and other centres are very good as they offer activities. However, they have a problem with centres like the Lomond Centre and the sports centre as one paid support worker doesn't use their own car. Her husband and the support worker can use Ring & Ride to get to these places. However the 20 minute waiting window for Ring & Ride and changes in the pickup times make it difficult as her husband needs more time to get ready and it's not possible for him to have a relaxed coffee afterwards with a paid carer. This is important as she needs respite and 40 minutes of the paid carer's time is potentially being taken up by waiting for transport which means that the paid care is a resource that is not working as best as it could for them.

Taking public transportation to the sports centre is not an option for her husband and the paid carer as he would need to walk the length of the football pitch to get to the sports centre from the bus stop if they take a direct bus from near their home. This is hard for him on days with poor weather and it means that he can't go swimming even though he wants to. To get to a bus stop closer to the sports centre, they need to get a bus into the town centre first which takes up most of their time together.

This carer feels that this is the point where taxi cards would be useful but she realises that they're unlikely to bring them back. A continual hop-on-hop-off transport circuit would also be helpful – even if it went from local community centres to the sports centre and places in the town centre.

Making Transportation Dementia Friendly

Given that transportation was discussed by many people with dementia and their carers as a resource that helped them access their local community or as a barrier to getting out and about, we prioritized working with Stagecoach (the local bus provider), local taxis and Dial-A-Ride and Ring & Ride.

The feedback provided by people who are affected by dementia was given to each of these services along with support to get involved in the dementia friendly work.

Buses

While some people had positive experiences of using public buses in Glenrothes, other people expressed concerns around using buses.

Some of the concerns expressed by people affected by dementia related to confusion around changing bus timetables and routes.

Some people felt that there were some good bus drivers while others had some concerns about some drivers' awareness of dementia or their attitudes.

Other people were worried about getting lost on the bus or getting the wrong bus. For some people with dementia, they felt that they needed a companion with them in order to take the bus but other people felt it would be helpful if some support was available on the bus to help them get to their destination.

Some people felt that being able to have a specific marking on the bus pass to alert drivers to a person's possible need for help would be good. While some people were aware of these types of cards (for example, the Thistle Card), other people were unaware of these services and felt that they could be promoted more widely.

One couple like the express bus service to Edinburgh, Glasgow and Dunfermline. It's good because it doesn't stop at every stop. They feel the bus is a comfortable journey, it relaxes you for an hour and then you're ready to walk again after a rest and there is also a toilet facility on the bus. They also always appreciate the drivers. The person with dementia felt that you can ask them anything while his carer highlighted that they'll do their best to help you and help you get the cheapest fares.

A carer also talked about how they get used to the buses being at certain times. He said that every 6 months they change the times and that this is hard for him as a carer let alone people with dementia. They also change the numbers and routes and it's confusing when different buses go to different supermarkets – they should have left the old route.

Another person with dementia who also has a learning disability told us that bus drivers don't recognise that he needs support and they're not being nice or patient with him. His support worker added that he will often say that the bus driver wasn't a nice man.

One person with dementia told us about how she has family in Leven and a friend in Kirkcaldy but she goes down less as she doesn't feel comfortable on the bus. This is because her leg is quite weak now and it's a bit frightening as her leg might give way. The high step to get on the bus is hard for her and some drivers lower the step and some don't. Some drivers are also good and wait until people sit down but some of them don't. Her husband was quite unwell and had fallen back on her when they'd done that. She also felt that although most of the drivers are nice, some of them are not very helpful. Her family usually takes her by car now. But, at the moment, she still recognises places and she's hoping to try to build her confidence again by taking the bus one day a week and is looking forward to that.

One carer commented that the Thistle Card is good as they can show it to the driver so they don't just take off, etc. She sees the bus taking off without people sitting and is aware of the need for extra assistance. She also felt that the Thistle Card is good because it's on the bus pass and you need it to get on the bus.

Her mother who has dementia told us that she feels okay on the bus if the driver knows when she needs to get off. However, her daughter commented that the idea about being able to call in so the driver knows to expect her mother still poses a planning problem as even Dial-A-Ride is an issue. It's very hard to plan or book if you don't remember that you booked the day before.

Stagecoach has now added the Dementia Friends awareness videos to their staff interactive website and these videos will show as a "mandatory read" the next time a staff member logs on to the site.

We also tried to provide access to these videos for bus drivers during their breaks in the Glenrothes Bus Station. However, we did not find that this was a feasible way to offer the videos to as many drivers as possible. Therefore, Stagecoach is also looking at incorporating these videos into regular, mandatory Certificate of Professional Competence (CPC) training sessions for all drivers in Fife.

Local work is also being explored as to how best to promote services that are supportive of people with dementia and their carers such as Stagecoach's passenger assist cards.

In the next year, we will continue to work with Stagecoach to support this work and assess the accessibility of their buses for people with dementia.

“Stagecoach East Scotland are committed to improving staff awareness of disabilities and working with Alzheimer Scotland and similar groups proves successful in increasing driving standard and customer satisfaction.”

David Frenz, Operations Director, Stagecoach East Scotland

Dial-A-Ride and Ring & Ride

Fife Council offers Demand Responsive Transport which is free, wheelchair-accessible transportation that is available in the community for people who have difficulty accessing other types of public transport.

Some people had very positive experiences of using these transportation services. However, some people who we spoke with were unaware of the Dial-A-Ride and Ring & Ride services and other people were unclear about the services that are offered. Other people found that these services did not meet their needs or preferences.

One couple uses Ring & Ride to go to the bank and to Morrisons or Lidl. The carer highlighted that Ring & Ride is a really good service and her husband can go as her companion. Ring & Ride is good because it takes them to the door which is important and she needs to have a wheelchair and they take it with them. Booking is good as they call first thing and they get a call back at 2:30 if there are any changes. They would struggle without that service. The drivers are helpful and carry the shopping.

Another couple didn't know if they can use Ring & Ride or Dial-A-Ride and were not sure how it works. They also highlighted that they have difficulties getting to support groups in Kirkcaldy.

One carer also talked about how her mother has to pay £12 each way in a taxi to go to the health centre each week which is expensive. This is because her mother can't use Ring & Ride because she forgets to call one day in advance and you can't arrange the pick up on the day. The woman was also under the impression that the service won't accept calls from carers. She also added that it's also hard to get taxis that take wheelchairs so she usually takes her mother to the health centre although she is only able to do this because she works part time. Both this woman and another carer felt that Ring & Ride is used by very able older people but that the people who need it most (for example, those in a wheelchair) are unable to use it.

One woman said that Dial-A-Ride told her that they could only take her to the town centre and she only went once even though she didn't want to. She's online but doesn't use the internet a lot to get information and she doesn't know where to get information about places to go. She is quite lonely as she only moved to Glenrothes a few years ago. Dial-A-Ride and Ring & Ride would be better if they went further and she'd be their best customer. She would like to go out of Glenrothes – anywhere out of Glenrothes – for example, to Perth for the day to shop. If they went to Dundee, Perth, St Andrews – “that would be lovely.”

The Project Manager met with a representative from Fife Council's Demand Responsive Transport Services to provide feedback based on what we were told by people with dementia and their carers.

The representative from Fife Council confirmed that information about Fife Bus Services is available throughout the community as information leaflets are available in places such as local council offices, Doctors' Surgeries, Hospitals, Libraries, etc. Information about these services is also available online on Fife Direct. However, the Dementia Friendly Glenrothes Project Manager provided feedback that some people with dementia and their families are unaware of this service or have misinformation about the ability of carers to book this service for people who have dementia when needed. The Fife Council representative confirmed there is not an issue with someone booking a place for a passenger who may need help with their bookings.

Some of the discussion also highlighted the limitations of this important service during school operating hours when the service provides transport to and from school for children with additional support needs. It was also recognised that this is a statutory requirement of the Council with these children also qualifying for the use of the service.

It was also confirmed that all drivers have dementia awareness information included in their training.

Taxis

Fife Council's Taxi Licensing Team were approached and got involved in the dementia friendly work by doing several things.

Their team made it possible for us to comment on the Instructions to Drivers that are issued with their Social Work taxi contracts. In these instructions, we ensured that passengers with dementia are specifically mentioned and highlighted some of the support needs that may be relevant for some passengers with dementia or other users. For example, we noted that drivers may also need to consider that some Service Users may have difficulty following verbal instructions when getting in and out of vehicle, putting seatbelts on, etc. and that some people may remove their seatbelt prior to arrival if they believe they have reached their destination when the vehicle stops.

The Dementia Friends awareness videos have also been incorporated into the taxi driver licensing training for all new drivers in Fife. The numbers of people who view these videos as part of this training are sent to the Dementia Friends Administrator for Scotland who provides the team with Dementia Friends badges for the drivers on these courses.

The Dementia Friends videos have now been shown at 3 taxi driver training courses in Fife and will remain a part of the monthly course for the foreseeable future. From June to September 2017, a total of 109 taxi drivers have attended the courses and been issued with Dementia Friends badges.

Taxi drivers who already have these licenses have been sent the link to the online version of Dementia Friends and are also being offered opportunities to attend face-to-face Dementia Friends awareness sessions. The Licensing Team have been sending the details of public awareness sessions in Glenrothes to the taxi operators on their mailing list. To



date, three drivers from Taxi Central have attended these sessions but we are hosting 10am sessions in September 2017 in an attempt to increase these numbers after receiving feedback about the timing of public sessions from the Licensing Team.

Four members of Fife Council's Licensing Team have also attended face-to-face Dementia Friends awareness sessions.

Councillor Carol Lindsay, Convener of the Regulation & Licensing Committee & Councillor Ryan Smart, Vice-Convener of the Regulation & Licensing Committee became Dementia Friends at one of our awareness sessions.

Blue Badge Parking Permit Scheme

A carer got in touch with the Project Manager to discuss their experience of applying for a Blue Badge parking permit.

The carer highlighted that they needed to fill in the application forms twice after they were made aware of the existence of a pilot scheme where applications could be made for blue badges for a person with a 'Mental Disorder/Cognitive Impairment.' The carer had not seen this scheme advertised and was unaware of it. The carer also told us about how the computer system at Fife Council did not recognise the blue badge pilot scheme and that there was some confusion as they received a letter saying that their social worker needed to complete the form. However, the social worker received a separate electronic communication and it was not indicated to the carer that the social worker had already been informed and could complete this form online. They scheduled an unnecessary meeting with their social worker to get the form completed and later realised that this was an unnecessary step. The carer acknowledged that some glitches were expected during a pilot but that they wanted to share this feedback to improve the experiences of other people.

After receiving this feedback, the Project Manager made contact with Fife Council's Assets, Transportation and Environment team. A member of their staff who is responsible for Accessible and Concessionary Travel and Blue European Parking Badges met with the Project Manager to discuss this feedback and provide an update on the pilot. Since the carer applied for a blue badge parking permit, all of the staff in the Fife Customer Service Centre have been made aware of the scheme. Additionally, the scheme has not been widely publicised as it is currently a pilot scheme.

Feedback on the form in terms of it being user friendly was also requested. The Project Manager has asked two carers for people with dementia and a Dementia Adviser at Alzheimer Scotland to comment on the form and will provide feedback by the beginning of October 2017.

Trains

Some people described the general facilities on the train as being okay. However, the location of train stations outside of town in Markinch and Thornton was a barrier to using train services for some people who are affected by dementia. The cost of train fares was another barrier for some people.

Holidays

Some people also told us about the challenges they faced when they wished to go on holiday or about how they no longer felt able to go away for holidays.

One carer said that she and her husband who has dementia used to travel a lot but she wouldn't be able to cope with the airport now and she wouldn't want to be alone with him if he had trouble on holiday. But it would be helpful if there was better transport to and from the airport. She would also call up for assistance before they travelled.

A person with dementia told us about how she likes to be warm and wants to go abroad. As they don't have passports, they will need to go for interviews. She was a bit nervous about the interview.

Shopping Facilities and Being Able to Shop

Many of the people who we spoke with told us that it was important for them to be able to shop for themselves.

Some people described the helpful things that staff in shops did to help people with dementia and the importance of offering this support.

For some people, however, shopping was challenging as they found it difficult to count money.

Other people found that it was difficult to access help from the general public or staff in stores.

But the majority of the feedback that we had about being able to shop focused on the availability of disabled access.

Transportation to the town centre and supermarkets was also a key factor in determining whether or not people could use some shops.

One carer felt that shops were less important now because her husband doesn't go on his own and can no longer cross the road. But he used to go to the butcher at the local shops to practise his memory. He'd have 3 things to get and she'd give him a note. She also explained to the shopkeepers that he needed help and gave the butcher her number so they could call for support if they needed to ask questions when he was there (for example, if they didn't have what he needed and he couldn't make a decision). They were good and got to know him and the dog. He did this until he couldn't remember where the shops were and it helped him feel like he was doing something valuable. They didn't do anything specific with the local SPAR or paper shop as the visual was there but his visual ability has now changed.

One person with dementia told us that she finds counting money in shops harder now. But she'll tell people in the shops if she's struggling and most know her.

Another man with dementia and a learning disability also told us that some shop keepers don't recognise his needs and treat him in a way that is not nice or they are not patient with him.

An overview of the dementia friendly work in Glenrothes

One carer for her husband who has dementia talked about how more disabled facilities in shops would be good. She mentioned that changing rooms need a bigger space. This is especially important if you're taking someone in who needs a seat like her husband who has leg problems. She also finds that changing rooms and shops are warm and thinks that having a water cooler in shops would make them more accessible. Lights also affect her husband and can cause difficulties. He doesn't like the lights in Matalan as they are too bright and sparkly, although flashing lights and the TV are okay.

One carer who is in a wheelchair needs her husband who has dementia to push her. However, he can't wheel her through some stores such as Sports Direct because the clothes are too close together and he gets agitated. This then also impacts on the shops that she can use.

To address these concerns around shopping, we approached shops and businesses in different areas of Glenrothes and dementia friendly work has started with some of these businesses (for example, Hago Computers, McColl's and Tesco). We are hoping that more shops and businesses in different areas of Glenrothes will get involved in the next year.

While most people talked about the importance of being able to access the shops in their local area, many also discussed using the shops in the Kingdom Shopping Centre and supermarkets.

Kingdom Shopping Centre

Many people who we spoke with found that the Kingdom Shopping Centre was a great, central location in Glenrothes.

However, some people noted that they faced some challenges when accessing the shopping centre. Some challenges to accessing the shopping centre were related to the area around the centre, including walkways and car parks.

One carer talked about how her husband who has dementia couldn't find his way to the toilets as they are not signed well enough for him in the Kingdom Shopping Centre – especially the toilets by Farmfoods. Her husband got lost going to the toilet there and was found near the park. She's also not sure how friendly the town centre is. They were getting their eyes tested at Specsavers and made appointments at the same time. She told her husband to wait as she went in first. He was gone when she went out and she would like the shops to be aware but she's not sure who she can ask to keep an eye on him as he has dementia.

Another carer wanted to know if the information kiosk or security would be the person to ask if someone is lost and you're panicked. Information about what to do if you're a carer would be helpful, including information about the procedure if someone was found to be lost in the Kingdom Centre.

One man who has dementia and a learning disability wanted more signs (particularly pictorial signs) to tell him where to go and where he is within the town centre. He also wanted more training for staff that work in the shops and on the buses regarding dementia and felt that security guards should be more recognisable should he need help.

An overview of the dementia friendly work in Glenrothes

The incline in the Kingdom Centre makes it hard as one carer's husband who has dementia can't push her up it in the wheel chair. So they go to the Rothies Halls Information Café and she gets a Shopmobility scooter but stays at that end of the centre. She also mentioned that her husband got confused in the town centre once but was okay as his nephew helped him. However, she thinks it would help if the staff in the shopping centre were more aware of dementia.

One woman with dementia goes to the shopping centre most days as she can walk there and most of the shops in the Kingdom Shopping Centre have been supportive. She also goes to the post office there to get her pension. She likes that the shops are close so she can go every day – mostly to get a walk. But it's hard for her to walk to the town centre as it's up and down and uneven. Sometimes she doesn't see everything on the ground and trips on uneven paving as it catches her foot. There is also a lot of painting on the ground in the area and she finds it disorienting. She mentioned that in the shopping centre there are also things on the ground directing you to places and she finds that difficult.

Working with the Kingdom Shopping Centre

The Kingdom Shopping Centre is found in the centre of Glenrothes and it is commonly referred to as the "town centre" due to its prominent position in this area. It is also linked to the Glenrothes bus station and the Rothies Halls. The shopping centre receives over 100,000 visitors each week and is a key community resource. Therefore, we prioritized approaching the centre management to get them involved in the project.

The centre management and staff have been very supportive of the dementia friendly work and have been involved from the early stages of the project. The Project Manager and the Dementia Engagement Manager from Alzheimer Scotland also met with the landlord for the Kingdom Shopping Centre and the centre manager in February 2017. This gave us an opportunity to discuss the benefits of being involved in the dementia friendly work and some of the feedback that had been received.

As of September 2017, 30 staff members from the Kingdom Shopping Centre have attended Dementia Friends awareness sessions. This includes staff from the centre's management, security, housekeeping and information desk teams.

The centre has also signed a commitment letter to the project, has a dementia lead in place and has made some changes to the centre based on the feedback received during our walk around of the town centre.

Walk Around of the Town Centre

The first dementia friendly activity that the previous Centre Manager got involved in was a walk around to assess how accessible the outside area of the town centre is for people with dementia and their carers. The walk around was also attended by a person with dementia and their carer, a representative from Bums off Seats, a Dementia Adviser and a Student Physiotherapist from Alzheimer Scotland and the Project Manager.

As we walked around the town centre, feedback was offered by all attendees. Some of the items mentioned were not under the control of the Kingdom Shopping Centre but were the responsibility of Fife Council or other business owners. The report from the town

centre walk around was also shared with Fife Council, the bus station, Rothes Halls and any other interested parties.

The following feedback relating to the Kingdom Shopping Centre was given during the walk around and was subsequently addressed:

- There could be more signage to direct people into the shopping centre from the areas outside. It was also noted that it would be helpful to include signage around pedestrian walkways in the car park areas as it is not clear regarding where pedestrians should walk. Two people indicated that they would walk on the road in one area instead of on the pedestrian walkway which they did not know existed. While the signage around the shopping centre has recently been replaced, if the centre revisits the signage in the future, they will incorporate the feedback provided. The centre also confirmed that all pedestrian crossings around the centre are clearly marked with the usual broad white lines unless they are on adopted roads (for example, at Bute Gate & Marchmont Gate). It is also positive that there is a pedestrian walkway around the exterior of the centre and that there are many areas with dropped curbs.
- Trimming the bushes and clearing leaves on one path may make this pedestrian walkway more appealing to use. Following this feedback, the leaves were cleared and the shrubs were trimmed at the pathway indicated and all shrubs will be pruned during spring/summer.
- It was highlighted that more disabled access spaces and signage in the car park to more clearly indicate how to access the parking for Shopmobility would be helpful. If someone was unfamiliar with the centre, they may park quite far from Shopmobility which could be difficult for many users. The centre have recently been audited by the British Parking Association (BPA), which looks at signage and the percentage of disabled parking available in terms of both total spaces and the dimensions of the car park. The centre were delighted to confirm that they have more than the minimum requirement of disabled spaces for the size of the car park. Also, all disabled parking areas are close to the entrances of the centre and are all clearly signposted as disabled spaces. At the entrance to the car park where Shopmobility is located, it is also clearly marked. Shopmobility is also clearly marked in the centre guide book, on social media and in the interactive display screens in the mall.
- More signage is needed at Rothes Halls – particularly for the access ramp as it is not clear where this is located. This signage for the ramp has since been added to the stairs in front of the Rothes Halls.
- A toilet located half way through the shopping centre would be beneficial for people with mobility and continence difficulties. The location of another toilet has been raised with the landlord, however, there are no current plans to add additional toilets at this time. However, toilets are available within BB Muffins, Subway, Greggs and Costa. Emergency pull cords are also located in all disabled toilets.
- The incline in the shopping centre and the difficulties that this poses for some people with mobility and health conditions has been raised. However, it is not possible to remove this incline.

New signs for the ramp access to Rothes Halls from inside the Kingdom Shopping Centre.



A full walk around of the interior of the shopping centre is currently being arranged with the new Centre Manager.

There was also a Town Centre Focus Group meeting in January 2017 which brought together representatives from Fife Council, the Kingdom Shopping Centre, the Bus Station, Stagecoach and the Glenrothes Area Residents Federation (GARF). This meeting offered these representatives an opportunity to discuss the dementia friendly work in the Town Centre and start to make links between their organisations around this work. The feedback from this meeting was sent to all attendees as well as the police and the post diagnostic support team for this area. Following this meeting, we are currently waiting to hear from Fife Council about funding for new town centre signage.

Kingdom Shopping Centre Becomes First Dementia Friendly Business in Glenrothes

The Kingdom Shopping Centre has shown its commitment to being involved in the dementia friendly work by starting to make achievable changes to its premises and having all staff attend Dementia Friends awareness sessions.

To help raise awareness of dementia and the Dementia Friendly Glenrothes initiative, the Kingdom Shopping Centre provided us with the use of one of it's glass display pods for two weeks leading up to Dementia Awareness Week. This provided us with a valuable opportunity to showcase information about our work and promote the events being hosted during Dementia Awareness Week. Posters with the details of these events were also posted in other areas of the centre and the Kingdom Shopping Centre hosted a stand at the Forget-Me-Not Tea at the Rothes Halls.



Dementia Friendly Glenrothes Display at the Kingdom Shopping Centre



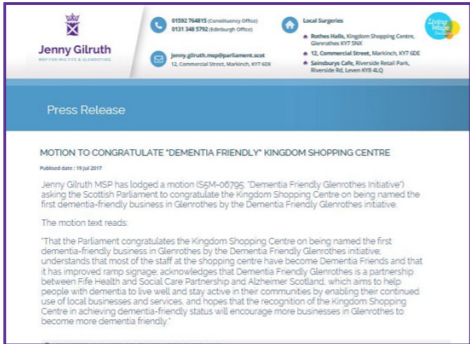
The Kingdom Shopping Centre receive their Dementia Friendly Glenrothes Window Stickers. From left to right: Craig Hume, Senior Security Supervisor, (Kingdom Shopping Centre), Cllr David Graham (Fife Council Spokesperson for Health & Social Care), Sharron McCormick (Marketing Executive, Kingdom Shopping Centre), Dawn Wilson, Senior Housekeeping Supervisor (Kingdom Shopping Centre), Amanda Hunter (Dementia Friendly Glenrothes Project Manager, Alzheimer Scotland)

The Kingdom Shopping Centre has also helped us to promote the Dementia Friendly work with its tenants through their tenant newsletter and by allowing us to host an upcoming Dementia Friends session for staff working at businesses in the centre in their boardroom. The Kingdom Shopping Centre was awarded a Dementia Friendly Community window sticker in July 2017.

After being awarded Dementia Friendly status, the Kingdom Shopping Centre's achievement was recognised by local MSP Jenny Gilruth who raised a motion in Parliament to congratulate the shopping centre for this work.



News clipping from The Courier on 19 July 2017



Motion raised in Parliament by Jenny Gilruth MSP to congratulate the Kingdom Shopping Centre for being named as the first dementia friendly business in Glenrothes.

The Kingdom Shopping Centre's Ongoing Commitment to Being Dementia Friendly

Despite achieving dementia friendly status, the centre is also exploring ways to extend its dementia friendly work in the upcoming year.

David Carson, Centre Manager at the Kingdom Shopping Centre, reinforced this commitment by commenting that "I'm new to the centre and Glenrothes, but this is a great initiative and the Centre remains committed to provide support where it can."

Working with Individual Shops in the Kingdom Shopping Centre

To make shopping as easy as possible for people with dementia and their carers in Glenrothes, we have approached all shops and businesses in the Kingdom Shopping Centre to get them involved in the dementia friendly work.

As of September 2017, Blairs, Café Aroma, Card World, Entertainment Exchange, Fife Butchers of Glenrothes, Holland & Barrett, Little Thistle Gift Shop and Rach Optometrists have all started working to become dementia friendly. We are hoping that more shops in the centre will become involved in the dementia friendly work in the coming year.

Supermarkets

Many people who we spoke with felt that supermarkets were an important resource for them in the community which they accessed regularly.

Some people talked about the things that helped them to access supermarkets. However, many people talked about some of the barriers for them when accessing supermarkets. People told us about how people could be more patient and understanding of people with dementia in shops and about some of the other challenges that they face when accessing supermarkets.

Some people suggested that offering help for people with dementia might also make supermarkets easier to use.

One carer talked about how the supermarkets aren't a problem as her husband who has dementia goes with someone and they have a car. Also, all of the supermarkets have toilets now which is important as her husband needs to go urgently sometimes.

One person with dementia can walk to one supermarket but she can't get everything she needs. She commented that the big supermarkets are all in one place and they're too far away. She uses Iceland a lot but they need a bigger shop. She felt that it's always busy and queues are long as people buy alot. She commented that the queue space is small and it gets busy and they had a lot of cashiers but now there aren't enough. She suggested that having a separate time for people who are shopping for cafes would be helpful. However, she tries to go early as it tends to be better at that time. She also only likes to use the butcher in Pitteuchar but now it's far away since she moved. Her daughter takes her in the car but she works late and the bus changed. She doesn't really use Ring & Ride and Dial-A-Ride but she thinks she could and that they're very helpful.

Another person with dementia doesn't go to local supermarkets because there are too many people and it's stressful. She was in one supermarket and the alarms went off when she was leaving. She described how 5 or 6 security people came. After showing her receipt for an item when they'd forgotten to take the security tag off, she was told by security that a lot of people in wheelchairs shoplift. She also shops online and that's great.

Two carers thought it would be good to have someone in the supermarket who can help with shopping and go around with someone if they call ahead. They wondered if Brownies or Scouts could help and it would be good for their job prospects.

Engaging Supermarkets in Dementia Friendly Work

All supermarkets in Glenrothes have now been approached to get involved in the Dementia Friendly Glenrothes initiative. To date, dementia friendly work has started with Aldi and Tesco.

Aldi Glenrothes became the third dementia friendly organisation in Glenrothes in August 2017. Most of the Aldi team in Glenrothes attended a Dementia Awareness session during

a staff meeting and, following an assessment of the store, added new signage for their toilets and exit.

“Providing excellent customer service is important to us at Aldi. The Dementia Friends sessions have helped our staff to think about what help people with dementia might need such as more time or support when paying or some help to find things in the shop.”
Fiona Forrester, Store Manager, Aldi Glenrothes

“Aldi is committed to providing the best possible products and service to all those within the local community and we are delighted to partner with the Dementia Friendly Glenrothes initiative to make improvements in our store experience for those customers who have dementia. Our staff are now more aware and understanding of the issues that those with Dementia face whilst going about their shopping and we look forward to continuing to make Aldi Glenrothes a welcoming place for all.”
Hendrik Cunningham, Area Manager, Aldi

A walk around has been completed in the Tesco store in the Glenwood Centre and the new Store Manager is looking into arranging a Dementia Friends awareness session for staff and implementing some of the changes suggested during the store assessment.

We are exploring possibilities for engaging in dementia friendly work with other supermarkets in Glenrothes on an ongoing basis.



Aldi being recognised for their dementia friendly work. From left to right: Amanda Hunter (Dementia Friendly Glenrothes Project Manager, Alzheimer Scotland), Fiona Forrester (Store Manager, Aldi Glenrothes), Gavin McNiven (Area Manager, Aldi)



New signage for the toilets in Aldi Glenrothes.



New signage for the Aldi Glenrothes exit.

Sports and Leisure

Some people with dementia and their carers talked about the importance of being physically active. For many of these people, being active involved using local facilities like the Michael Woods Sports and Leisure Centre or Riverside Park.

While some people felt that such leisure facilities were accessible or important, they also faced some challenges when using the facilities or during the activities.

Some people also described how they found the costs of these services to be prohibitive at times and thought that it would be helpful if more concessions were available.

One person with dementia talked about how the Michael Woods Centre is important. He's always kept himself fit and wants to keep doing so. He had heart surgery a couple of years ago and described how the instructor knows what she's doing and how there are different grades of activity for different people in the class. However, his wife talked about how he doesn't shower there anymore as he would need a rail – he's never been into the disabled toilets in Michael Woods. He also talked about how he had to give up walking football because of his leg and the dementia causing him to fall over. This was partially because there's still some aggression in walking football.

One carer told us that the problem with activities is having to pay for things to keep her husband fit and healthy. Her husband has dementia but he's under 65 so they're fighting for PIP but can only get statutory sick pay so some help with the costs would be great. She's still working but if her wages are affected it's going to be a struggle. Her husband also noted that they've been turned down 2-3 times for PIP and they're waiting for an appeal and it's stressful.

One couple described how they go to Michael Woods exercise classes as the partner with dementia has COPD too. They feel that the classes are good and it's nice to meet people. They also go to the Breath Easy Group in Kirkcaldy once a month and do day trips which are really good. They like these and other activities as they can get out and meet lots of people. But they can't afford to do as much as they should as the prices of health classes, etc. are high for pensioners.

The Michael Woods Sports and Leisure Centre's Involvement in Dementia Friendly Work

Fife Sports and Leisure Trust is represented on the steering group for the Dementia Friendly Glenrothes work which has helped the Michael Woods Sports and Leisure Centre to become one of the first facilities to get involved in the initiative.

Dementia Friends Awareness sessions have been attended by 55 staff members at Michael Woods and we completed an assessment of the facilities including the café. The centre is currently looking into implementing new signage and making changes based on our suggestions made during the assessment of the facility.



News clipping from The Courier about dementia friendly work at Michael Woods, 18 January 2017.

An overview of the dementia friendly work in Glenrothes

“Through discussion with staff, I feel the benefits of the training raised awareness with staff who may not have experienced dementia first hand.

People’s perceptions of the condition can be varied and the awareness sessions gave a better understanding of the needs of someone with dementia and also how best to cater for someone with the condition.

People with dementia experience different stages of their condition and changes in their abilities can often cause frustration, anger and confusion when carrying out the simplest of tasks. If you do not understand the condition, people may think that frustration, confusion or aggressive behaviour is based on an individual’s temperament which often is clearly not the case. The Dementia Friends sessions raised awareness and gave a good insight to dementia, also allowing the staff to think differently and have a more open minded approach when dealing with all customers.”

Sharon Johnstone, Area Leisure Manager, Fife Sports and Leisure Trust

Within Michael Woods, four health classes have been designated as dementia friendly. These classes are part of the Active Options programme and include strength and balance sessions as well as a water based session. The instructors delivering these sessions have attended both Dementia Friends awareness sessions with Alzheimer Scotland and Dementia Awareness training from Age Scotland.



Forever Young session, Michael Woods Sports & Leisure Centre



Health classes, Michael Woods Sports & Leisure Centre



Fife Sports and Leisure Trust are working towards making health classes within its other venues dementia friendly to ensure that the Active Options programme can be accessed by those living in living with dementia in Fife.

Dementia Friendly Walks in Riverside Park

A representative from Active Fife’s Bums off Seats programme also sits on the Dementia Friendly Glenrothes steering group which helped us to get involved with supporting the dementia friendly walks that they developed in Riverside Park.



We arranged an assessment of the park and suggested changes to make the paths more dementia friendly. These included suggestions regarding signage and other elements of the path (for example, potholes, broken edges, unclear borders and holes in fencing).

News clipping from The Courier about the launch of the Dementia Friendly Walks in Riverside Park, 3 July 2017

An overview of the dementia friendly work in Glenrothes

Bums Off Seats had new signs added to existing signposts that were erected by the Friends of Riverside Park to help people navigate the dementia friendly walking paths in both directions.

They also posted signs at activity stops with information about exercises to improve strength and balance.



Way markers for the dementia friendly walks that were attached to sign posts in Riverside Park



Map of the Dementia Friendly Walks



Activity Stop sign

They also followed up on our suggestion to have markers placed on bus stops on Leslie Road to help people identify which bus stop to get off at when they were travelling to use the walks.



Bus Stop Markers for the Dementia Friendly Walks in Riverside Park

Bums Off Seats also offer dementia friendly walks with trained walk leaders through ON Fife’s Walk ON programme.



Walks led by Dementia Friendly Walk Leaders, Bums Off Seats

Restaurants, Cafes and Pubs

Many people who were affected by dementia talked about the importance of restaurants, cafes and pubs which were important places to socialise for some people. However, it was difficult for some people to access these spaces and talked about some of the things that make it easier to visit restaurants, cafes and pubs.

One woman with dementia likes it at Café Aroma as there's a play area for her grandchild and there's lots of space so she doesn't feel closed in.

After the Royal British Legion closed where everyone supported one couple, they started using their local pub where they feel comfortable telling people that she has dementia. Another carer mentioned that they used to go to the CISWO and her husband who has dementia still goes sometimes with a support worker to listen to music.

One person with dementia also mentioned St Ninians Café who know him well and help him carry his dishes to the table. He also noted that one of the ladies always talks to him.

A carer told us that her mum loves going to restaurants and cafes but access is a problem because she needs transport. When she takes her mum out, she sometimes doesn't have help to move chair in the café to make space for the wheelchair. Her mum also felt awkward about this. She said it was helpful when a staff member came to take a tray for her in a cafe as she didn't feel comfortable leaving her mum to do it.

One woman with dementia mentioned that she uses the local bakers' café as the cakes are good. She also felt that cafes and restaurants are good as they provide somewhere to go as the biggest problem is finding things to fill the day. Her daughter added that she also uses the Brewers Fayre a lot and the Beijing Banquet. But this carer also highlighted that people with dementia need someone to organise it for them if they don't feel confident to do it themselves. They tend to do things early at sheltered housing but some people like evening activities after 8pm. It's hard to arrange for paid carers to meet people's needs (e.g. who come later in the morning or evening) and adapt to changes in people's needs.

Another couple are trying to be as independent as possible for as long as they can. But noise in pubs can be a problem for the person with dementia who has always been very social but now finds it hard to get out for a whole night. He told us that, with the noise, it felt like his brain hurt when he was out in the pub and he felt unable to join in the conversation and felt stupid. But he still goes and sits for a while in a pub with live music so both of them can still get out and socialise even if they only do little things.

Restaurants, cafes and pubs involved in the work

To date, a number of restaurants, cafes and pubs in the town centre and local neighbourhoods have been approached regarding the dementia friendly work. Café Aroma, Costa Coffee and The Pavilion have all started this work and work with several other cafes and restaurants is being scheduled.

Meals on Wheels

We received feedback about Meals on Wheels and approached this important community service that many people with dementia and their carers may benefit from.

For some people, Meals on Wheels staff and volunteers may be the only person that someone with dementia sees on a daily basis. We were pleased to offer a Dementia Friends awareness session for six Meals on Wheels staff members and are hoping to arrange another session for the remaining staff and volunteers who work in Glenrothes in the future.

One man with dementia tried to look into Meals on Wheels but they don't ship out menus so they don't know what people like. They only order in the morning and there's no selection.

Glenrothes Foodbank



Staff at Glenrothes Foodbank wearing their Dementia Friends badges

Glenrothes Foodbank was the second organisation to achieve dementia friendly status in Glenrothes. Twenty staff members and volunteers attended a dementia awareness session and signage within the foodbank, tap labels and lighting in the reception area and male toilets were improved based on changes suggested during a premise assessment. The Glenrothes Foodbank is also looking into installing domestic toilet roll holders which are often easier for people with dementia to use than industrial holders.

"As some people with dementia and their carers may rely on the foodbank, we are very pleased that the staff at this facility are committed to the dementia friendly work.

We are really pleased here at the foodbank that we are now 'dementia friendly' we see many people from many different backgrounds and unfortunately we have older customers attending as well as those with complex health concerns, this new knowledge can only help us to provide a better service."

Jilly Guild, Project Manager, Glenrothes Foodbank



Signs were put in place to help people find their way back to reception from the toilets



New labels on the taps in the women's toilets at Glenrothes Foodbank

Entertainment

Some people also talked about enjoying different types of entertainment. For some people, this included accessing community resources such as the Rothes Halls, local libraries, the cinema, bingo, sporting events and social events.

For some people, the cost of entertainment made it difficult for them to access some types of activities – particularly if they also needed to pay for a carer to go with them.

For other people, it was longer possible for them to use the services provided.

One carer would like to see the Rothes Halls opening their doors more for people with dementia as they have space and are located in the town centre. She talked about how her husband who has dementia wasn't keen on dementia friendly activities but how he thoroughly enjoyed Chitty Chitty Bang Bang at the Festival Theatre in Edinburgh and that she enjoyed watching him laugh and that they could take their grandchildren. They've since gone back to the Festival Theatre for the ballet and another dementia friendly performance. It was also important that these theatre shows were affordable. However, she did mention that it was hard as her husband needed to sit still through the performance and they didn't realise there was an area outside with a screen where they could have gone if he needed to move around during the dementia friendly performances.

This carer also wasn't sure if the YMCA still did tea dances. She also mentioned the St John's Church Wednesday Club for the elderly where they bring in a DJ and music. She said this club was important as it helps people to get out of their room and it gives them an opportunity to fundraise. She also told us about the Age Concern disco at the CISWO where one man with dementia danced all night even though he rarely spoke or engaged in other groups.

One man with dementia told us that he liked to go to live football but it got more expensive. If he had someone to go with and it was reasonably priced, he would go and like it. But his sons are unemployed and can't afford it just now.

One carer talked about how they don't use the library anymore because her husband who has dementia doesn't absorb information anymore. So she gets him visual books as he likes nature and animal books. She also got him some nature DVDs. Audiobooks don't work for him as things need to be visual.

Another carer thinks the bingo is good but people need transport and some people are unable to go without a carer to take them. She commented that it's too scary to go out at night because you need transport.

Dementia Friendly Work with Entertainment Providers

Various entertainment providers in Glenrothes have been approached to get involved in the Dementia Friendly Glenrothes initiative. To date, Rothes Halls, Rothes Halls Libraries, Cadham Library, the CISWO, Glenrothes Strollers and the Glenrothes and Area Heritage Centre have become involved in the work.

These services are all being supported to make small changes to support people with dementia and their carers. Staff from the Rothes Halls, Rothes Halls and Cadham Library are all being supported to get involved by Fife Cultural Trust who is a partner in the

Dementia Friendly Glenrothes project. Eleven members of staff from these facilities have attended a Dementia Friends awareness session. When some of the changes that were suggested during the premise assessments for the libraries have been made, these facilities will achieve dementia friendly status.

We have also assessed the premises of the CISWO, Glenrothes Strollers and the Glenrothes and Area Heritage Centre and are looking to arrange Dementia Friends sessions for these services. Based on the suggestions made during a discussion with the contractor working on the new CISWO building, some changes are to be made to the plans for the toilet facilities to make them more dementia friendly.

Banking

Many people who were still doing their own banking told us that the banks did not pose a problem for them or that they were supportive of their needs. However, as banks are an important community resource, we approached the banks in Glenrothes to help support them as they care for their customers with dementia. Many banks told us about systems they had in place to help them work with vulnerable customers and described safeguarding systems.

The Royal Bank of Scotland, Bank of Scotland and Kingdom Credit Union also had premise assessments and arranged Dementia Friends awareness sessions for their staff. Many staff described these sessions as being helpful to them and talked about the challenges they faced when serving customers with dementia and other vulnerable customers.

"Dementia is a challenging disease which affects many people in Scotland. For many people with dementia, it can be very difficult to manage their finances. Over the last few weeks staff here at our Royal Bank of Scotland branch in Glenrothes have been fortunate to get involved in dementia friendly work to learn more about the condition and how to support customers who are affected by it. We would like to thank the Dementia Friendly Glenrothes initiative for their invaluable teaching which we hope will make a real difference to the service we can offer." Darren Liddle, Community Banker, North Fife Area, Royal Bank of Scotland

Through their Community Banker, the Royal Bank of Scotland are also looking to roll out the dementia friendly work to their other branches in Fife. We have supported this important Royal Bank of Scotland initiative by giving them information about how to arrange Dementia Friends sessions for their staff in other areas and by signposting them to resources that will help them to consider changes that would make their other branches in Fife more dementia friendly.

Work With Local Public Services

Working with local public services has also been an important part of the focus of the Dementia Friendly Glenrothes initiative.

Post Offices

We prioritised approaching the Post Offices in Glenrothes as many people use the post office to collect their pensions or post items. Some people described the post office staff as being helpful while others told us about the challenges that they faced when accessing the post office.

One carer talked about how her husband who has dementia can't use the post office anymore. They had a couple of problems when she asked him to take a parcel, post it and get a receipt. The lady in the post office wanted to know what was in the parcel and he couldn't remember that he had a piece of paper to tell him. He got upset and anxious because it wasn't a good experience – part of it may have been anxiety but he also told her that the woman at the post office "barked at him." It's difficult as there are also constant security questions about Christmas cards.

Getting the Post Offices involved in the dementia friendly work in Glenrothes has been a challenge as they are located within different shops that have responsibility for these services. However, dementia friendly work with McColl's and WH Smith has started and we are hoping to involve all Post Office locations in Glenrothes in this work over the coming year.

Job Centre Plus and Benefits

Accessing the Job Centre Plus and benefits is important for some people in Glenrothes who have been diagnosed with dementia and are under the age of 65. Other people noted that they did not access the Job Centre as they receive sick pay through their employer.

Some of the people who rely on the Job Centre Plus to receive their benefits experienced some challenges when accessing the service.

One woman who has dementia told us about how she needs to go to the Job Centre every 6 months to hand in her sick line. She and her husband feel that the Job Centre could be more supportive of people with dementia. One day she forgot her NI number and her carer didn't know it. They felt that the woman was quite abrupt and unhelpful even when the woman's husband explained that she has dementia and didn't remember the number.

Many other people found it difficult to fill in the forms that they needed to complete to apply for benefits and felt that the help received by organisations like Fife Carers Centre to complete these forms was important. Other people were unaware of the help that they could request to complete these forms.

One couple felt that it would be good to have a specialist who can help with things like PIP and who might be able to help in a Catch-22 situation like theirs where the person with dementia was under 65 years of age and unable to access these benefits. They felt that the forms are hard and they've filled them in as best they could with their daughters. But felt like the person who responded to their application was suggesting they were trying to scam the system.

After receiving this feedback, we worked with the Job Centre Plus in Glenrothes to offer Dementia Friends awareness sessions for 17 members of their staff. We also assessed their premises and have offered to run a further awareness session for their remaining staff members. In the upcoming year, we also hope to improve people's access to information about services such as Fife Carers Centre to help people gain access to these types of support when completing benefits applications.

Health Care Services

Many people who were affected by dementia told us about the importance of health care facilities which included their GP surgery, hospitals, dentists, chiropodists and opticians. Some people who we spoke with told us about things that helped them to access health care services.

A man who has dementia talked about how he is still fit to drive so getting to his GP surgery in Markinch is all right at the moment as he lives in Glenrothes. He also had a nomad for tablets from the pharmacy they found in Cadham which delivers but he goes while he still can.

However, many other people with dementia or carers for people with dementia told us about the challenges they faced around health care services.

One carer is happy with the number of care homes and the hospital being in the area. But also feels that they need more social care for people leaving the hospital.

Another pair of carers talked about how people need the same paid carer but said that workers were unable to see the same people. They felt that paid carers seemed stressed and thought it might help if social workers could give medication. These carers also discussed the importance of social contact for older people but talked about how social activity isn't always supported. One carer said that her mother has been part of a walking group but that she was no longer able to attend after she turned 85 because they could no longer get insurance for her. She also mentioned that people need to wait all day for district nurses which ends their possibilities to go out and felt that smaller time windows for visits would be good. Her mother was told she'd "get a smacked bottom" if she went downstairs to play cards with a neighbour during her 5-8 medication slot. She noted that nurses need to realise that social contact is as important as medication.

The importance of explanations given in healthcare settings was stressed by another carer whose husband disappeared from the Victoria Hospital when he was there as an inpatient. She said it was awful and they needed to get the police there and he has no sense of direction left. He walked for 3 miles trying to get home and injured himself by falling in the bushes after his doctor told him there was nothing they could do for him and that he should go home.

Dementia Friendly Work with Local Health Care Services

Local health care services have been approached to get involved in the dementia friendly work which has started with Glenrothes Hospital and the Glenwood Dental Centre. We have also presented information about the Dementia Friendly Glenrothes work at a GP Surgery Cluster meeting in June 2017 and are currently looking into ways to get practice managers involved in the dementia friendly work.

At Glenrothes Hospital, work was already completed on the wards through local Dementia Champions who assessed these areas of the facilities. The hospital have also confirmed that most staff have also completed mandatory training around dementia. However, we assessed other areas of the hospital after receiving feedback that it can be difficult to find one's way to and from the wards.

The Glenwood Dental Centre also approached us to get involved in the Dementia Friendly Glenrothes initiative. Most of their staff have already become Dementia Friends and we are looking to arrange a future session for the remaining staff. The dental centre is also looking into additional signage following our premise assessment and has ensured that people living with dementia will be prioritised by their dental helpline so that these patients will be directed to one of their community clinics which specialise in caring for patients with special needs.

Local Police and Fire Services and the Neighbourhood Safety Group

Involving the local police and fire services in the dementia friendly work was also identified as being important. Both local police and fire services may be involved when people go missing or become lost. Fire prevention staff also work with people in the community on a daily basis.

When Dementia Friends sessions were offered at the local police station, these were attended by fifteen members of staff from Glenrothes Police Headquarters and volunteers from the local Neighbourhood Safety Group who aim to promote safety and Neighbourhood Watch in communities in and around Glenrothes. Through this work, we have been able to feed into the local Neighbourhood Safety Group and they are also promoting the Dementia Friendly Glenrothes initiative and handing out information when they attend community events.

“Officers from Glenrothes Community Team recently received training in Dementia Awareness. This training was very informative and has certainly provided valuable insight for officers when dealing with vulnerable people within the community.”
Paul Thomson, Community Sergeant, Police Scotland

Thirty-seven staff members from the Glenrothes Fire Station also attended Dementia Friends awareness sessions and these sessions have also now been delivered to fire service staff across Fife as a result of this work.

We also assessed the public lecture room at the Glenrothes Fire Station and they are currently looking into improving signage in this area of the fire station. The Scottish Fire Service are also requesting the community’s help to offer more fire safety visits to people with dementia.

“SFERS are working in partnership with Alzheimer Scotland to deliver ‘dementia friends’ awareness sessions to Firefighters across all the fire stations in Fife over the next few months.

SFERS support the Dementia Friendly campaign by making sure that anyone who is living with dementia receives a free Home Fire Safety Visit from us.

But we need the community’s help. If you know someone who is living with dementia, I urge you to contact us. Booking a Home Fire Safety Visit is easy and can be organised at a time that suits you or the person you are booking for – day or night.”
Graham Arnott, Station Manager, Glenrothes, Auchtermuchty & Newburgh, Scottish Fire and Rescue Service

Bins

We included an image of recycling bins in our consultation questionnaire photos. Many people who were affected by dementia noted that the bins were an important community resource and some people commented on the challenges that they faced in relation to the bins.

Two carers talked about how bins get picked up every 2 weeks so they get filled up. They felt that people with dementia also need to know how to sort rubbish and mentioned that it was hard if people didn’t have a carer. They also noted that getting help with some of this type of work (also help with laundry) is based on the kindness of paid carers and their managers as they are often not meant to help with these jobs.

Another carer talked about how the bins are the “bain of [her] life.” They’re really into recycling but her husband can’t remember what goes in what bins or identify the colour. She lets him help but he gets things in the wrong place and he then gets stressed. He also gets quite upset, angry and frustrated when different colours go out than they want because “he hasn’t done something right.” She pulls things out of the bins and it’s a daily and weekly process as he feels like he can’t do anything right and it doesn’t do much for his confidence.

Given this feedback, we were delighted to be approached by Fife Council’s Climate Change & Zero Waste Team as the council will no longer be delivering paper copies of bin calendars.

Using the information from the consultation and through discussion with colleagues at Alzheimer Scotland, we were able to share our concerns that some people with dementia and their carers do not use the internet which may make it difficult to access an online bin calendar.

We were also able to highlight that some people with dementia and carers already find recycling quite challenging and that we have concerns that not having access to a bin calendar may prevent these people from recycling.

We also suggested that it may be helpful to issue bin calendars to people in the dementia post diagnostic support and social work teams as well as to other support organisations. We also highlighted that some people may also face challenges when calling to request a calendar.

While we are currently not aware whether bin calendars will be distributed to services that support people with dementia and their carers, Fife Council have circulated posters about the change in bin calendar availability. These posters will help to publicise the changes to people who may not have seen this information advertised in other places. However, some people with dementia may not be able to access the calendars using the methods publicised.

Golden Glenrothes

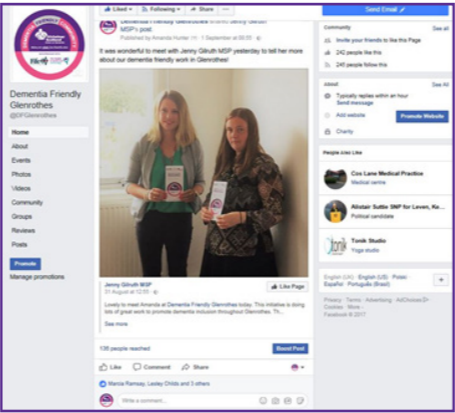
Following our assessment outside of Tesco at the Glenwood Centre, we looked into contacting the council regarding signage to the underpass at the Glenwood Centre and the possibility of putting non-slip paint on the edges of the steps leading from the street above the shops near Tesco to make these more visible.

We were directed toward the Golden Glenrothes work and the Project Manager has been attending these meetings with the aim of ensuring that Dementia Friendly design is considered during the redevelopment work in Macedonia. We are also intending to host a stand that is jointly manned by Alzheimer Scotland and Age Concern Glenrothes at an upcoming community event to make people more aware of our work and support services in the local area. We will also be promoting this event to local people who are affected by dementia and will offer to support them to comment on the proposed changes in this area.

Promoting the work and raising awareness

Leaflets and Postcards

Different types of literature have been needed to promote the project. This is why we developed a leaflet that's aimed at shops, businesses, services and community groups as well as a postcard that promotes the consultation to people with dementia and their carers. These resources have been handed out by staff who work with people who have dementia such as the dementia post diagnostic support team and the social work team. They've also been placed in GP Surgeries, Glenrothes Hospital, community centres, the bus station, and with large employers such as the council and Raytheon to help us reach as many people as possible.



Social Media

The Project's Facebook page also provides us with a platform where we can post information about our activities and public events, resources aimed at helping people to get involved in the work and any publicity for the dementia friendly work in Glenrothes. To date, the Dementia Friendly Glenrothes Facebook page has over 240 likes and some of our posts have reached thousands of people.

The Dementia Friendly Glenrothes Facebook page

Press Releases and Newsletter Articles

The dementia friendly work and our consultation activities have also been promoted through Fife Voluntary Action, FifeLife, the Fife Carers Centre Newsletter and the ONFife Brochure and a series of press releases have also highlighted various aspects of the dementia friendly work.

In January 2017, the Michael Woods Centre released a press release about their dementia friendly work. This story was picked up by The Courier, Fife Today and Kingdom FM who interviewed Jacquie Stringer from the Fife Sports and Leisure Trust.

To coincide with Dementia Awareness Week in May 2017, a media release was issued to get more businesses involved in the dementia friendly work in Glenrothes. This piece was picked up by the Fife and Kinross Extra who helped to promote this work to businesses of any size.

In July 2017, a press release highlighted the dementia friendly work at the Kingdom Shopping Centre. This media release generated a lot of attention and Jenny Gilruth MSP submitted a motion to Parliament acknowledging the Kingdom Shopping Centre's achievement as the first Dementia Friendly Business in Glenrothes.

A press release from August 2017 was arranged to celebrate the achievements of Aldi Glenrothes who were the third organisation in Glenrothes to become dementia friendly. This good news story was picked up by Kingdom FM who interviewed the Project Manager and highlighted the story on their website.

Dementia Awareness Week

During Dementia Awareness Week 2017, we decided to promote the dementia friendly work in Glenrothes with a splash.

Dementia Awareness Week activities took place at the Rothes Halls Library (May 29th), the Memory Bus was parked in the Aldi Car Park (May 30th) and we hosted a stand with Fife Sports and Leisure Trust at the Michael Woods Centre (May 31st). Some enquiries were received during these events and we were approached by the Glenrothes Strollers who were looking to start a walking football programme.



Aldi Glenrothes kindly allowed us to have the Memory Bus in their car park during Dementia Awareness Week



Forget-Me-Not Tea

The major focus of the week was on our Forget-Me-Not Tea which was held at the Rothes Halls on June 1st and it is estimated that a minimum of 200 people attended. The event was a success with people from across the community coming out to enjoy some entertainment, a bit of cake and a chat with stall holders. The event was designed using feedback from people with dementia and their carers who told us that they wanted more social activities where they could enjoy a hot drink and some entertainment.

Stall holders preparing for the event



Julie Paterson, Divisional General Manager for all of Fife at the Health & Social Care Partnership, who opened the event was joined on stage by The Owls



Cake from the Forget-Me-Not Tea

Julie Paterson, Divisional General Manager for all of Fife at the Health & Social Care Partnership, opened the event. At the tea, we were entertained by The Owls, a choir from the South Parks House and Alan McLure House care homes, Glenrothes. Eric Walls, a local accordionist who has been involved with the Musical Memories group in Kirkcaldy, got the crowd going with some more interactive songs. For the finale, Nostalgic Moments serenaded us with a number of golden oldies.



The Owls performing at the Forget-Me-Not Tea

Stall holders from a range of services attended the event to provide information about local services for people with dementia and carers. These stalls were manned by representatives from Fife Cultural Trust who run local libraries and the Rothes Halls, the Dementia Post Diagnostic Support Team, Glenrothes Hospital, the local Neighbourhood Safety Group, Kingdom Shopping Centre, On Your Doorstep, Fife Council's Housing Services, Active Fife, Fife Sports and Leisure Trust, Alzheimer Scotland, Dementia Dogs, Fife Carers Centre, Fife Forum and Age Concern Glenrothes.



Some of our stall holders on the day

Promoting the work and raising awareness



Some of our temporary signage for the Rothes Halls



Table decoration made by the Craft Group based at Alzheimer Scotland's Fife Dementia Resource Centre

We also had stunning table decorations for the event that were made by the Craft Group based at Alzheimer Scotland's Fife Dementia Resource Centre.

To help make this event more accessible, we produced temporary signage for the Rothes Halls, and all helpers at the event wore rosettes to help make them identifiable.

There were some learning points from this event which included ensuring that more staff were available on the day to manage the stall holders, performers, signage and coordination with Rothes Halls staff. Additionally, the temporary signage could have been printed on a brighter coloured paper (for example, yellow). On the evaluation forms, most people agreed or strongly agreed that the event was useful and many people were happy with the format of the event. However, some people would have liked more information and speakers and we would look for dementia friendly ways to include more of this type of information at future events.

The help of the project partners and volunteers was also crucial for the success of this event.

Queensway Roundabout Sign



A roundabout sign as you enter Glenrothes at the Queensway Roundabout has also helped to raise public awareness of this dementia friendly work.

The Dementia Friendly Glenrothes sign welcomes people as they enter Glenrothes at the Queensway Roundabout

Information Sessions

Information about the project has also been presented at the Dementia Strategy Group for Fife, in a session for Psychiatry Students at Stratheden Hospital and at a carers' group at Fife Carers Centre.

Evaluating the work

What people with dementia and their carers had to say

It is important for us to know whether the dementia friendly work in Glenrothes is helping to improve the lives of local people with dementia and their carers. This is why we used a survey to ask people who are affected by dementia in Glenrothes about their experiences of getting out and about in the community. The questions in this survey were aimed at helping us to evaluate the following outcomes that had been determined for the project:

Outcome 1
People with dementia are able to live well in their community

Indicators of this outcome:

- People living with dementia and their carers feel able to access community resources in Glenrothes (for example, shops, businesses and services)
- People with dementia describe feeling safe and confident in their communities
- Carers of people with dementia describe feeling confident about the safety of the person in their care when that person is out and about in the community

Outcome 2
People living with dementia feel like a valued and respected part of their community

Indicators of this outcome:

- People living with dementia and their carers describe feeling listened to, valued and respected by people and services in their community
- People living with dementia describe being able to play an active part in their community
- People living with dementia and their carers feel that their needs are being met in their community
- People living with dementia and their carers feel that they are able to get help when they need it in their community

In July and August 2017, the survey was made available online and was promoted through the project's Facebook page and in the newsletters of local partners and Fife Voluntary Action. A hard copy version of the survey was also made available through local support services (including services offered by Alzheimer Scotland, Age Concern Glenrothes, Fife Carers Centre), the Dementia Post Diagnostic Support Team and the Older People's Social Work Team who were asked to promote the project with their clients and patients. The survey was also posted with an addressed, stamped return envelope or emailed to all people who participated in the initial consultation process, depending on their previously stated preferences for being contacted. Support to complete the survey was also offered in the cover letter sent with these surveys and one carer requested and was provided with this type of support.

A total of 38 people responded to this survey, including 27 people with dementia and 11 carers for people who have dementia. As the number of respondents was low, we will continue promoting the evaluation survey and combine it with the consultation for the next phase of the project as we are looking to involve more local people who are affected by dementia in the work. This type of approach will also help us to be more responsive to people's concerns and needs on an ongoing basis.

Ability to Access Community Resources

Of the people who responded to the survey, most people felt that they or the person they cared for was able to use all (18 people) or some (12 people) shops, businesses and services in Glenrothes, but seven people did not feel this was possible. One person skipped this question.

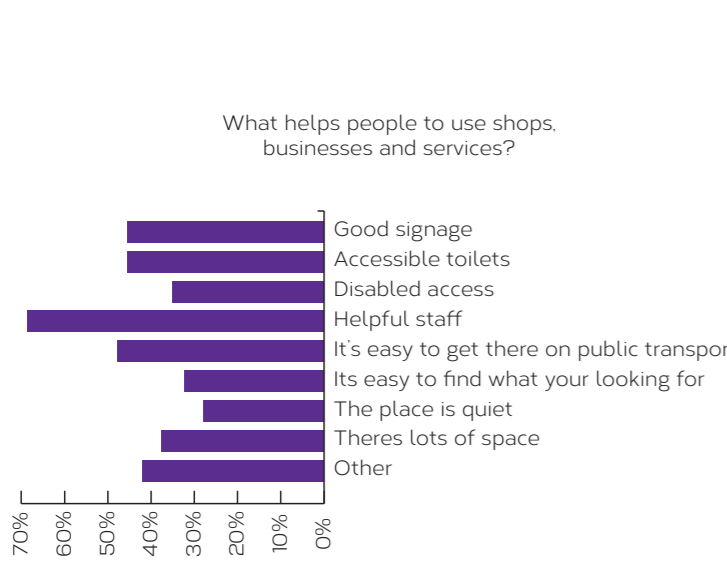
When people were asked whether they or the person they care for feels able to use shops, businesses and services in Glenrothes, they made the following comments.

“Only the shops and services close to her home i.e. Glamis Centre by herself. Town Centre shops and services when accompanied.” – Carer for a person with dementia

“Staff in shops are nice and helpful, feels confident with them. Bus services could be improved with drivers advising the older person when their stop is. Also seen some drivers begin driving before the person has been seated.” – Carer for a person with dementia

“He likes Age Concern’s group and the ones at Whyteman’s Brae (but they only run for a certain time). He goes into Home Bargains and pound shops on his own. Okay to go to Glenwood Centre for milk – mostly McColl’s but Tesco too. I can’t ask him to take me into RS McColl’s or M&Co as he gets agitated when the wheels get stuck on my wheelchair – same with Morrisons. I now try to walk around with the trolley – but I can just make it and no more. I need to sit down as soon as I go through the cash. My wheelchair with the trolley is too heavy for him to push.” – Carer for a person with dementia

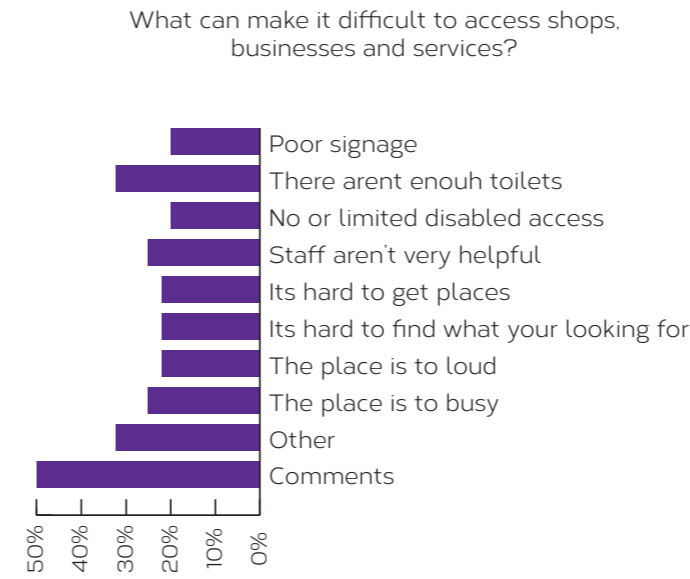
People also told us about what helps them to use shops, businesses and services and what makes it difficult.



In response to the question about what helps people to access shops, businesses and services, people also added the following suggestions in the 'Other' response option: "Better bus service"; "More public awareness of the condition"; "Only with someone"; "Accompanied by wife/carers/support worker".

One person also commented that "Signage means I can see which aisles I need and don't need – can cut some things out. I can't walk to the bus stop so don't use public transport. I have problems with the bins in the middle of shop aisles."

When asked about what made it difficult to get out to shops, businesses and services, some people used the 'Other' box to indicate that a variety of things presented challenges including:



- Poor signage
- There aren't enough toilets/ toilets are hard to use
- No or limited disabled access
- Staff aren't very helpful
- The place is too loud
- The place is too busy or crowded
- It's hard to get places on public transport
- It's hard to find what you're looking for that .

Other people made the following comments about things that made it challenging to access the local community:

“People laughing when he could not find what he was looking for and got anxious or a bit frustrated”

“[He] is no longer able to use the bus or go shopping on his own due to lack of confidence.”

“Shops change stock locations in store and it can be confusing.”

“There is a big distance between the toilets near the bus station and the Rothes Halls.” [Referring to the Kingdom Shopping Centre]

“No patience when trying to get words out. Because I look healthy, it's easy to assume I am healthy when my disability is invisible to people looking at me.” – Carer on behalf of a person living with dementia

“[ASDA] and Morrison stores need two buses both ways from Macedonia”

“Parking facilities not easily accessible.”

Feeling Safe and Confident in the Community

People were asked, “Do you feel safe and confident when you're out and about in Glenrothes?” OR “If you are a carer, do you feel confident about the safety of the person you care for when that person is out and about in the community?”

Most people felt that they or the person they care for would be safe all of the time (23 people) or sometimes (10 people) when they were out and about in the community but three people did not feel that this was the case.

For one carer, they ticked “yes” but qualified this response with the following comment: “because the cared for person is accompanied by a trained Alzheimer's support worker at all times.”

In relation to confidence and safety, people also made the following comments:

“I worry when she goes to the post office for her pension that someone might see or hear her pin number or see her withdrawing cash and follow her and take advantage of her vulnerability. I do not know how to help other than withdrawing the last bit of independence from her.” – Carer for a person with dementia

“I’m not comfortable with him going down the road on his own (he walks or takes the bus). There was an incident where he got confused in the shopping centre and couldn’t get himself home. He’s got a mobile number to call and has a wristband and his phone (but he doesn’t always take it). I don’t know if he would ask for help if he needed it and I can see he’s getting worse.” – Carer for a person with dementia

“To know if I do get lost someone will take time to help me – make contact via home phone number or help me get home. I wear a medi bracelet but I don’t remember this. Perhaps people could check my wrists. I got lost once and the policeman said it wouldn’t have happened if I had a mobile phone – but I didn’t hear it. I wear hearing aids but my brain doesn’t register the phone ringing.” – Written by a carer on behalf of a person with dementia

“Don’t feel confident in the dark but feel OK in the daylight.”

Feeling Listened To, Valued and Respected in the Community

25 people told us that they feel listened to, valued and respected by people and services in their community and 12 people indicated that they felt this way sometimes.

People also made the following comments about feeling, listened to, valued and respected in the community:

“Mostly the local shops and services have been very kind and patient with her. And very good at ringing me if there is a problem.” – Carer for a person with dementia

“Never personally experienced it, however, is aware there is still a lot of stigma e.g. disrespect toward the older person for walking slowly.”

“Mostly this is within the groups (Richmond Fellowship, Alzheimers Scotland, Age Concern, Bield) or 1-1 meetings I attend. I’m not sure my voice is heard elsewhere and who would listen to my voice. Perhaps advocates are needed to speak for me and others like me. Perhaps this exists already? Organisations speak but possibly at that level (management) but who speaks for me at the grass root level?” Written by a carer on behalf of a person with dementia

Playing an Active Part in the Community

15 people told us that they or the person with dementia that they were caring for felt able to play an active part in the community. However, seven people answered that this was only possible sometimes and 16 people said that this was not possible.

In relation to people with dementia being able to play an active part in the community, people made the following comments:

“Age Concern, Alzheimers Scotland, Rothes Halls, and the cinema, swimming at the sports centre are available. Although the cinema is a difficult one – too many stairs – a lift would be great!”

“Not really. I can’t understand when the council are sending questionnaires for completion. The questions are confusing to me and I don’t know what to answer. The same with election leaflets – they would be better as a summary grid of candidates & 3 key points on why to vote for them.” – Carer on behalf of a person with dementia

Meeting people’s needs to help them get out and about in the community

While some people felt that they were unable to play an active part in their community, most people answered “Yes” (20 people) or “Sometimes” (6 people) when asked if their needs were being met to help them get out. Although 11 people indicated that these needs were not being met.

In relation to the needs of people with dementia being met to help them access the community, people also made the following comments:

“Only her own fear of going further afield is holding her back. i.e. She feels she’s not able to use the public bus or even the dial a ride or dial a bus services.” – Carer for a person with dementia

“We have Bield Flexi Care for 2 hours per week. We have the Iris Group for 3 hours per week. The church is also a valuable source of community.”

“Dial-A-Ride was a good way of getting out and about for people with a more advanced form. Their drivers deal very well with these kind of passengers.”

“Because I’ve got Ring & Ride. My husband still needs to take me to the shops in my wheelchair – without it, I can only manage maybe 1 shop. It would be all right if they had shopmobility down at the end of the town by the bus station. I take my own as he would still need to push me back up the hill to get back to shopmobility.” – Carer for a person with dementia

“Yes because of the support I receive. The only thing is I like swimming and while one organisation will take me I have stopped as I am embarrassed as the support workers are all young females. Originally I had a male key worker though while young he could come into the changing area with me and help me with lockers and finding my way to the pool.” – Carer on behalf of a person with dementia

“The bus services could be better”

Getting Help in the Community

Most people felt that, if needed, they or the person they care for would be able to get help when they are out and about in the community (18 people answered “Yes” to this question about whether they felt they would be able to get help in the community and 8 people responded with “Sometimes”). However, 8 people did not feel that they would be able to get help in the community if they needed it.

With regard to people with dementia and carers getting help in the community, people made the following comments:

“She appears to ask for help if needed or just looks so upset and confused that someone goes to her aid.” – Carer for a person with dementia

“Maybe a more local A&E Dept. or a central first aid hub with telephone numbers available would be a good thing.”

"I wouldn't know where to go if my husband took ill when out in the community. I feel I can ask staff in shops and it would be all right." – Carer for a person with dementia

"Not if I am on my own. ie not easily. I can ask for help but it takes me time sometimes to get my words out and sometimes I say a word but it hasn't come out right. People think I'm drunk or something. They don't always wait and listen." – Carer on behalf of a person with dementia

"Majority of people are very helpful but there is always the odd one who doesn't understand."

What else should we focus on?

To help us focus the next phase of our work, we also asked people "What do you think would make it easier for people with dementia in Glenrothes to get out and about in the community?"

- 23 people felt that more community awareness of dementia (including in shops and businesses) would help.
- 22 people also wanted more accessible information about transportation services for people with dementia.
- 24 people indicated that more accessible information about services for people with dementia was needed.
- 16 people felt that it was important for facilities to be more accessible for people with dementia.

People also made other suggestions to help make the community more accessible for people with dementia and their carers.

"If people were more aware of dementia, and the needs of the sufferers, then they may be more willing to help make their facilities more accessible, this would benefit everyone. Making information more accessible for carers is very important. I would like to suggest that a folder could be made up with individual pockets – (to allow for updating info) – could be made up with all the services and benefits available and placed in the town centre library."

"I filled in the questionnaire according to our experiences when my husband was mobile. Now is bed bound, but I do not see changes that would alter my assessment of the facilities." – Carer for a person with dementia

"[He] is no longer able to use the bus or go shopping on his own due to lack of confidence." – Carer for a person with dementia

"Most people know what dementia is but not how to effectively communicate with them e.g. lack of patience when they are struggling to get their sentence out. A dementia newsletter would be useful – about services and transport."

"Staff wearing Dementia Friends badges. I don't think badges for people with dementia would be good – it would also mean you would need to change it with what wearing. I like the idea of Dementia Friends badges for staff – but you'd need to publicise the badges because people need to know what they are."

"That dementia is a non-visible disability equally debilitating as a visible disability."

"Once again better bus services from Macedonia to supermarkets"

How we assessed change in the local community

In addition to evaluating the impact of our work on people with dementia and their carers, we also needed to measure our third outcome for the work which related to the community in Glenrothes.

Outcome 3

Communities in Glenrothes are committed to being dementia friendly

Indicators of this outcome:

- The council (including the departments responsible for the council buildings and Riverside Park), Kingdom Shopping Centre, Rothes Halls and bus station have collaborated to make the town centre easier to access by:
 - » Having a walking audit of these spaces and the walkways between these spaces
 - » Implementing signage and other measures to make it easier for people to find their way around these community resources in the town centre
- At least 40 businesses and services have committed to becoming dementia friendly in the first year of the project by:
 - » Signing a commitment letter
 - » Having staff attend Dementia Friends awareness sessions
 - » Appointing a Dementia Lead(s)
 - » Assessing their premises and making changes based on the feedback from these assessments to make their premises more dementia friendly
- There is an increased awareness and understanding of dementia in the community

Changes in the Town Centre

We are pleased that walking audits have taken place in the town centre, including the Fife Customer Service Centre (Fife Council), Kingdom Shopping Centre, Riverside Park, Rothes Halls, Glenrothes Bus Station. These walking audits also included the public areas between these facilities.

Signage to make it easier for people to find their way around the town centre is currently being looked into by Fife Council's Town Centre Development Unit.

To date, three organisations have achieved 'Dementia Friendly' status and been awarded window stickers. These organisations include the Kingdom Shopping Centre, Glenrothes Foodbank and Aldi Glenrothes. However, 48 businesses, services and community groups have become involved in the work to date and work with additional businesses and services is being scheduled for the coming months.

The Dementia Friendly Community work has moved more slowly than anticipated due to the other pressures placed on businesses and services. It has taken time to arrange meetings to discuss the project with many organisations and for them to seek approval before becoming involved in this work. After this, Dementia Friends awareness sessions and premise assessments have been arranged and businesses and services have needed additional time to implement changes based on the suggestions made.

We look forward to supporting additional businesses, services and community groups to get involved in the dementia friendly work and receive window stickers in the coming year.

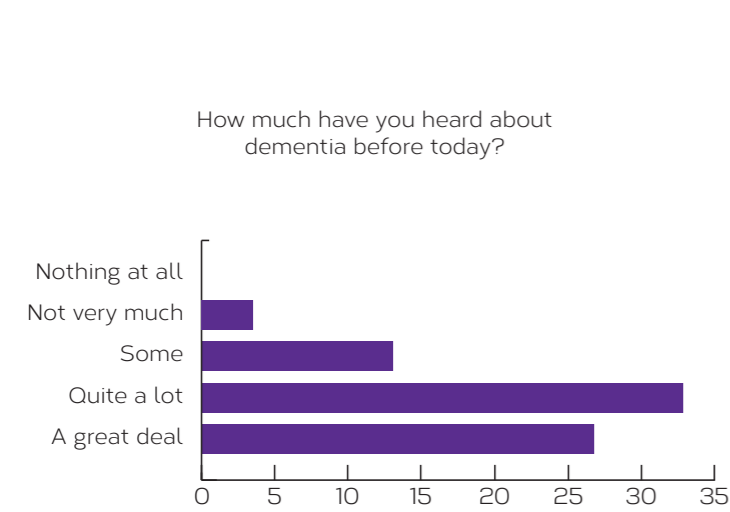
Increasing Community Awareness and Understanding of Dementia

To help us measure whether community awareness and understanding of dementia has increased in Glenrothes, we did a community survey in February 2017 and followed this up with the same survey in July and August 2017.

The community awareness survey was adapted from the relevant sections from the National Survey of Attitudes to Dementia funded by the Life Changes Trust and the Joseph Rowntree Foundation. The survey was available online and it was promoted through the project Facebook page, the newsletters of project partners and Fife Voluntary Action. Hard copy surveys were completed with the support of Alzheimer Scotland staff (where needed) in public spaces in the Kingdom Shopping Centre.

In February 2017, 42 people completed the survey and 34 people completed the survey in July and August 2017. The sample of people who we spoke with was a convenience sample so it may not be representative of community awareness and understanding of dementia across Glenrothes. However, it helped us to recognise what awareness raising activities and messages would help to improve community awareness and understanding of dementia in Glenrothes.

Most people told us that they had heard a great deal (35.5%) or quite a lot (43.4%) about dementia at the time of completing the survey.



People told us that they had learned about dementia from a variety of sources, including personal experience (for example, knowing or caring for someone with dementia), the media (for example, newspapers, television, radio, advertising campaigns), phone helplines or the internet and professionals (for example, doctors, nurses, social workers, etc.). Most people (65.8%) told us that personal experience was how they learned the most about dementia. Forty-six of the people who we spoke with (60.5%) told us that they had a partner or family member who had dementia

and 8 people (10.5%) told us that they had a friend who they know fairly well who had dementia.

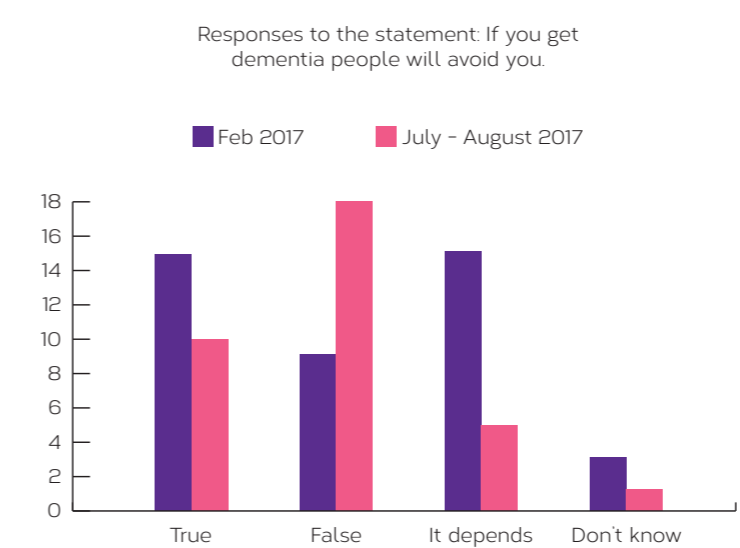
However, other sources of information about dementia were important as 11.8% of people said that they learned the most about dementia from the media, 4.0% from the internet or a phone helpline and 10.5% from professionals. The remaining people learned the most about dementia from other sources such as their work or books.

We then asked people about what they think happens when someone gets dementia with regard to how people with dementia are treated by others, their ability to drive, their ability to manage their finances, employment and the role of shops in supporting people with dementia. Information about the responses that were given to questions targeting these topics are discussed in the sections below.

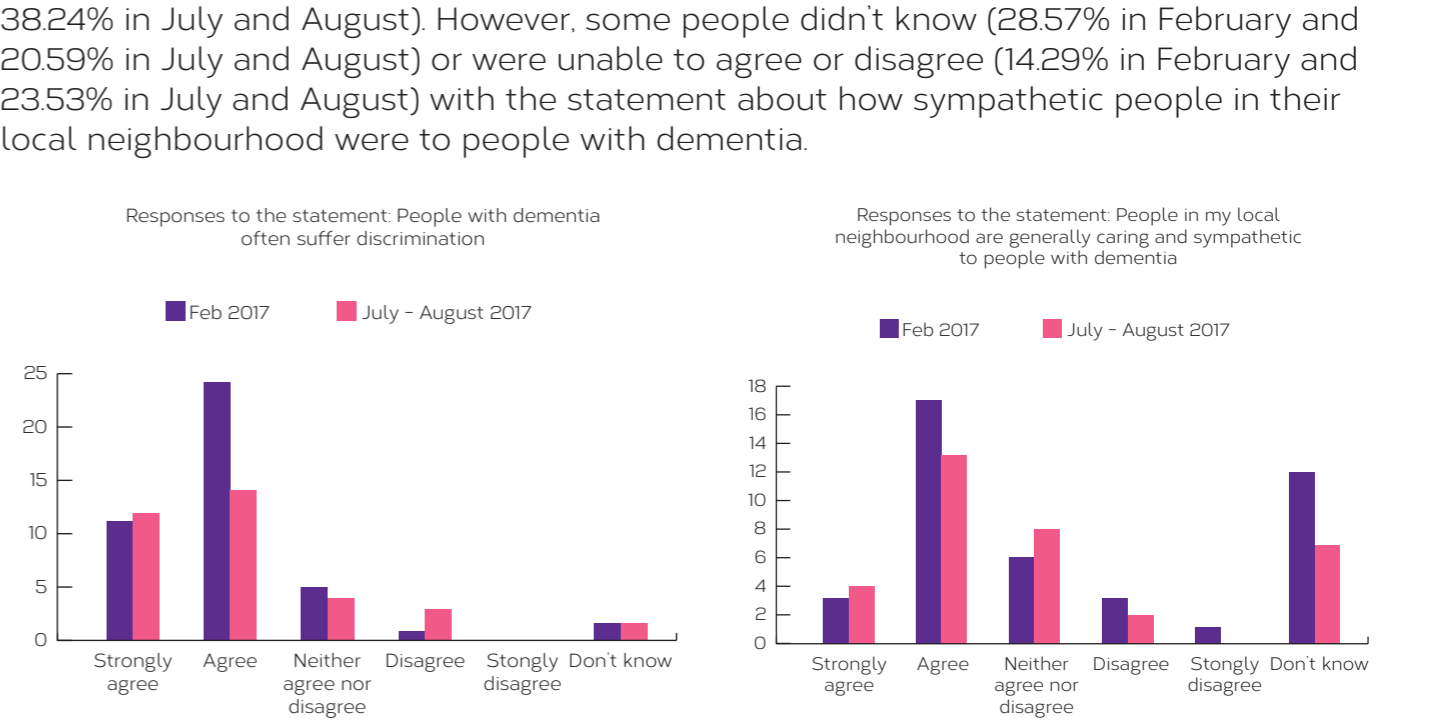
How People with Dementia are Treated

We wanted to know about community members' perceptions of how people with dementia were treated by other people.

In July and August, more people (52.94%) thought that people would not avoid someone with dementia when compared with responses received in February (21.43%). However, roughly one-third (29.41%) of the people who we spoke with in August still thought that people would avoid someone with dementia and 14.71% thought that it would depend on other factors.

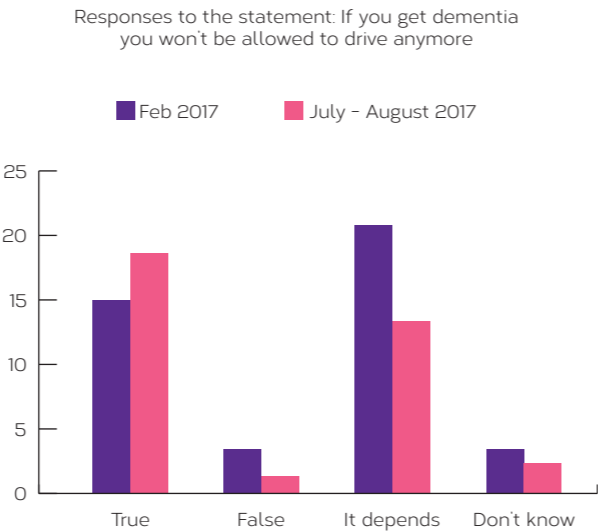
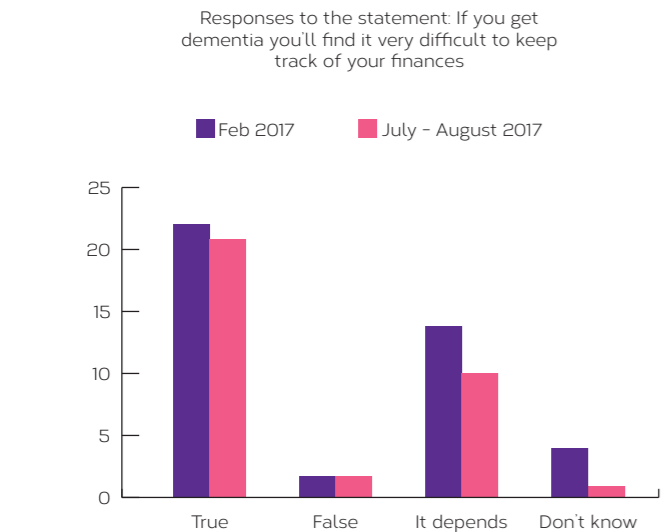
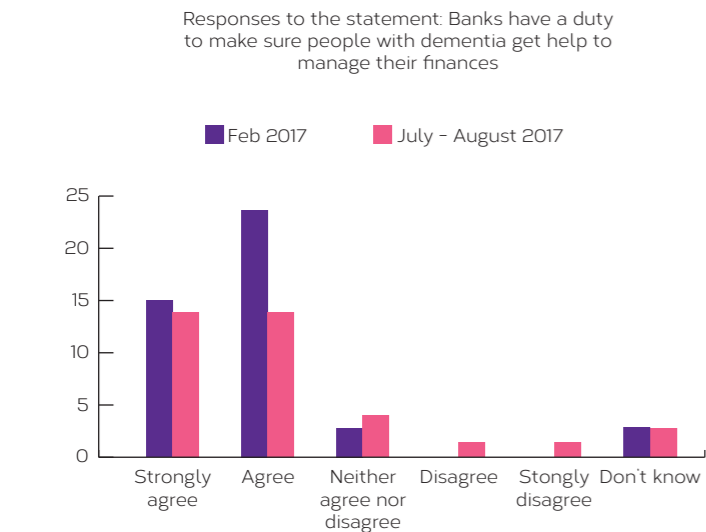


However, while fewer people who we spoke with in July and August felt that people would avoid people with dementia, most of these people still strongly agreed (35.29%) or agreed (38.24%) that people with dementia often suffer discrimination. There were a wide range of responses given when people were asked to comment on whether people in their local neighbourhood were generally caring and sympathetic to people with dementia. Most people agreed that this was the case (40.48% in February and 38.24% in July and August). However, some people didn't know (28.57% in February and 20.59% in July and August) or were unable to agree or disagree (14.29% in February and 23.53% in July and August) with the statement about how sympathetic people in their local neighbourhood were to people with dementia.



Driving with Dementia

In February, half of people (50.00%) who responded thought that a person’s ability to drive after they were diagnosed with dementia would be dependent on different factors compared with only 38.24% of people who gave the same response in July and August. These responses shows us that we still have some awareness raising to do in the community around how some people with dementia may still be able to drive following their diagnosis.



Managing Finances with Dementia

Some people with dementia may be able to manage their own finances. However, other people with dementia may not be able to take care of their finances as their disease progresses. Most people who we spoke with recognised the support that some people with dementia might need with regard to managing their finances and the role that institutions like banks may be able to play in terms of offering this support.

In both February and July/ August, most people thought that it would be very difficult for people with dementia to manage their finances. About one-third of people (33.33% in February and 29.41% in July and August) thought that whether or not people with dementia found it very difficult to manage their finance would be dependent on their individual circumstances.

Most people also felt that banks had a duty to make sure people with dementia get help to manage their finances.

Reponses to the statement: Banks have a duty to make sure people with dementia get help to manage their finances.

Working with Dementia

Some people who have dementia may still be able to work and employers are required to make reasonable adjustments under the Equality Act (2010) to help people with dementia or people who are caring for people with dementia to continue working for longer. Employers must also avoid discriminating against employees who have dementia or who care for someone with dementia.

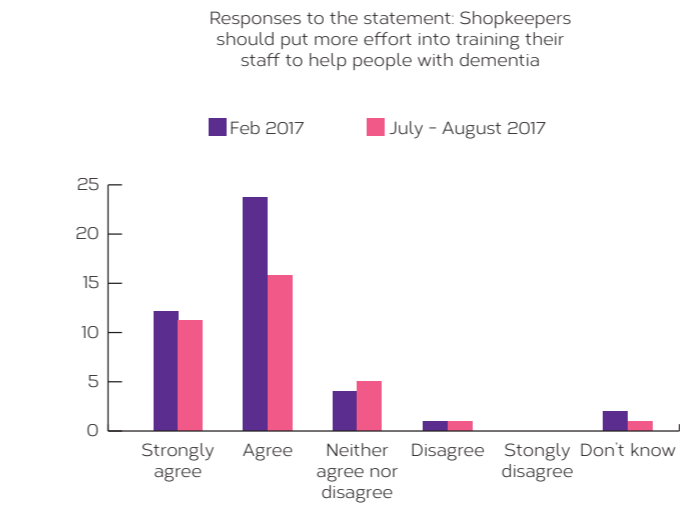
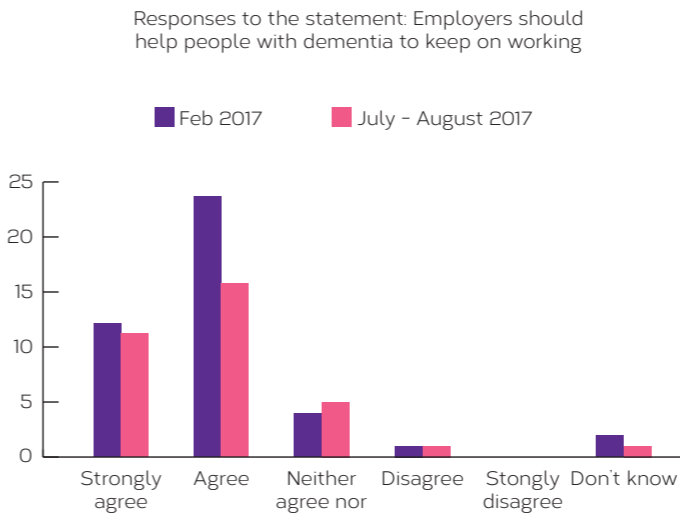
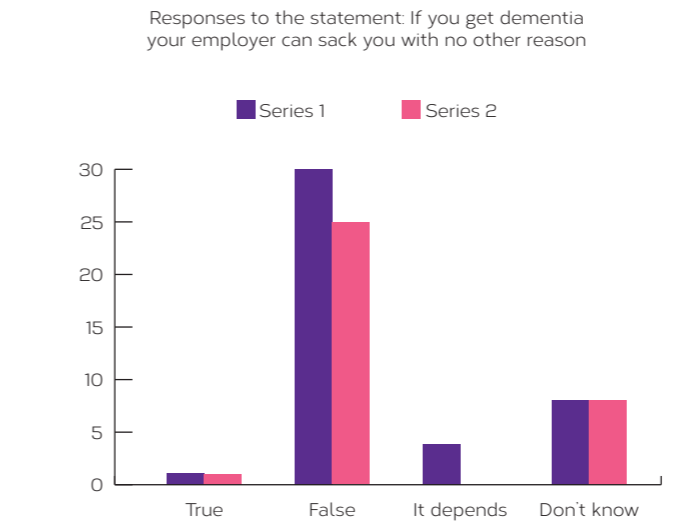
Most people who we spoke with recognised that employers could not sack an employee with dementia with no other reason. However, around one-fifth of people (19.05% in February and 23.53% in July/ August) did not know whether employers were able to sack employees with dementia or not.

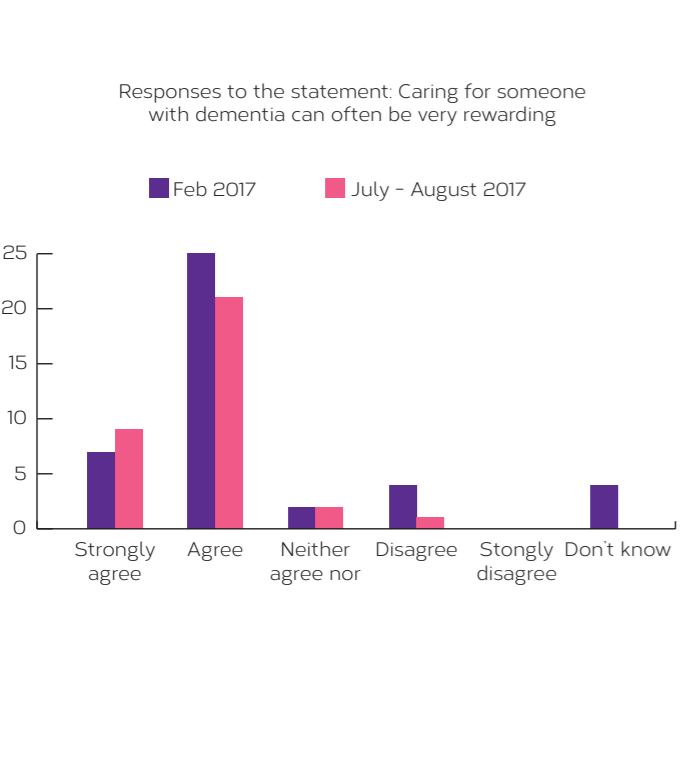
Most people strongly agreed (28.57% in February and 32.35% in July/ August) or agreed (54.76% in February and 47.06% in July/ August) that employers should help people with dementia to keep on working.

Shopping with Dementia

Many people with dementia want to be able to continue to shop or their carers wish to be able to shop with the person they care for. Making shops more dementia friendly and improving staff awareness of dementia may help more of these people who are affected by dementia to continue shopping for as long as possible.

Most people strongly agreed (47.62% in February and 47.06% in July and August) or agreed (42.86% in February and 44.12% in July and August) that shopkeepers should put more effort into training their staff to help people with dementia.

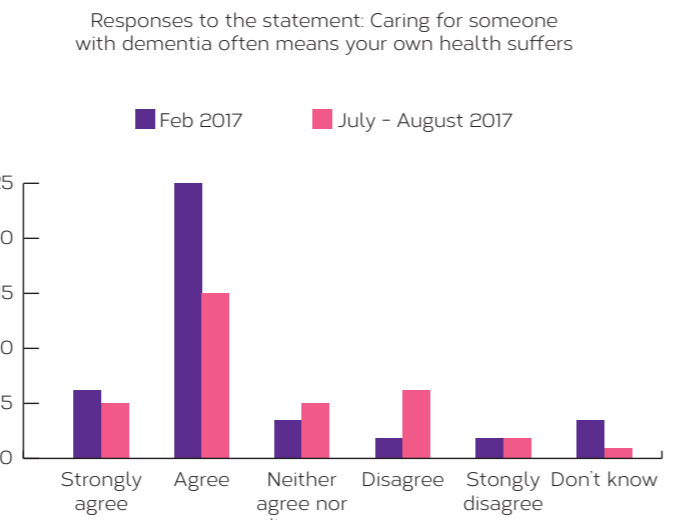
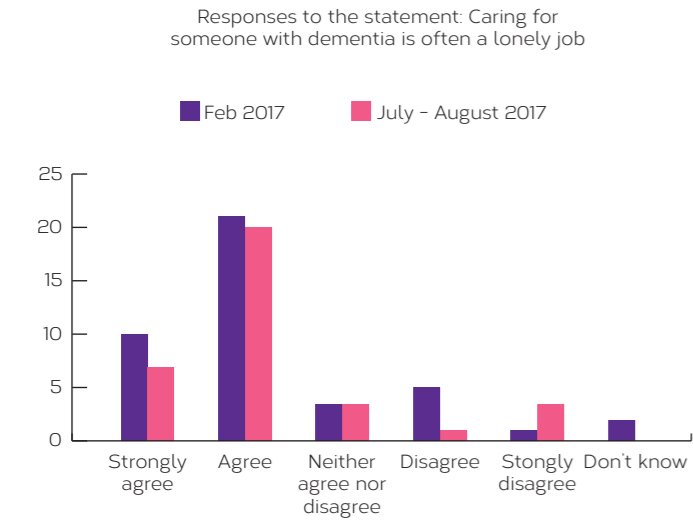




Caring for Someone with Dementia

While people may have positive experiences of caring for someone with dementia, it can also be a challenging, stressful or isolating experience. This is why we asked people in the local community questions to gauge their understanding of what it might be like to care for someone with dementia.

People often recognised that caring for someone with dementia could be a rewarding experience. Most people also understood that caring for someone with dementia could also be very lonely and that it could negatively affect the carer's health. However, there were still some people who were not aware of the effects that caring for someone with dementia could have on carers



What We Learned From the Evaluation

It is still too soon to see large changes for people who are affected by dementia or in terms of community awareness of dementia in Glenrothes. However, we are able to use the information from the evaluation to evaluate the work we have done so far and steer the next phase of the project.

The carers and person with dementia who responded to the evaluation survey highlighted that people in the community (including shops) were generally helpful. But most of the responses also indicated that more public awareness of dementia was needed to help people in shops and the community be more patient and understanding of people with

dementia. To help raise public awareness, we will continue to run Dementia Friends awareness sessions for businesses, services and community groups and look into more ways of engaging the community more widely in these sessions. We will also better publicise information about Dementia Friends badges that help people with dementia and their carers identify people who have a basic awareness and understanding of dementia.

Some of these people also felt that services like Ring & Ride and Dial-A-Ride helped them to get out and about. But many people noted that better bus services were needed to help them get out in the community. We will continue to work with local transportation services to help make transportation more accessible for people with dementia and their carers and provide ongoing feedback to these service providers.



The responses also highlighted how a lack of confidence prevented some people with dementia from going out on their own and noted the importance for some people with dementia to be accompanied in the community. Some people were also uncertain about how to get help if they needed it in the community or were worried about the safety of the person with dementia who they cared for. We will continue to work with local police services and the Neighbourhood Safety Group around issues relating to safety and people living with dementia in the community. We will also look at ways to include information about support services and help in the community in any information sources that we develop during the next phase of the work.

People also highlighted how facilities pose challenges for people with dementia. People most frequently highlighted difficulties with stores being too cluttered or overcrowded and the importance of good signage to help people find what they are looking for. Limited or no disabled access to premises was also cited as being a problem for some people. Other challenges that were mentioned by people who replied to our survey included: that there were not enough toilets available or that toilets were hard to use, moving stock made it more challenging for people to find what they needed in shops and that some places were too loud. We will continue to highlight these concerns in our premise assessments for shops, businesses and services in Glenrothes and offer simple suggestions of ways to make these spaces more accessible.

Most people in the community agree that people with dementia should be offered help in the community (for example, from shops, banks, employers, etc.) but were uncertain about the rights of people who are affected by dementia to certain types of help (for example, from their employer). However, we learned that there is still some awareness raising to do in the community around the things that people who have been diagnosed with dementia may still be able to do. This is important as it helps people to recognise the range of abilities that people with dementia might have even if they may sometimes need support to engage in certain activities.

Engaging More People Who are Affected by Dementia in the Work

We used the feedback that we received from people with dementia and their carers to help us plan for the future. In the coming year, we're hoping to increase the involvement of people with dementia and their carers in this work by creating a local reference group which would help to ensure that the work continues to effectively meet their needs.

Improving Access to Information

Many of the people who we spoke with were unaware of the range of services and support available for people affected by dementia and many of them didn't know where to start looking. Most of these people told us about the challenges that they face with regard to accessing information about support services and many of the difficulties that people faced related to their inability or lack of desire to access information online.

One carer talked about how they have been well-served at Whyteman's Brae, Fife Carers Centre and by a Dementia Adviser at Alzheimer Scotland. She said these people should be commended and that the information that people received from these staff is important because otherwise people don't know what's available. But she thinks organisations need to look at how to reach people with information as a lot of people don't know about the support that's out there. The Saltire Citizens Advice Bureau is important but she'd like to see one that is more central as there's a problem with vulnerable people going to a quiet industrial estate – they need it in the Town Centre. She also thought the Fife Law Centre in Lochgelly was important as they helped them with Disability Living Allowance and Power of Attorney. She felt that this centre is important as people can get information for free that helps them to make an informed choice before they get a lawyer. But she doesn't think most people know about it. She also thought it would be helpful to have information in the post office, libraries and doctors' surgeries. And that it would be good to put all of the information in one place – like a big booklet in the library. They would then need to publicise that it's there. She and her husband who has dementia are not online at all.

One woman's husband who has dementia doesn't use technology – but she does. This carer talked about how she has needed to adapt to his changing abilities and has found there's not a lot of guidance to help her with this because the key response is that everyone is different. Better information would be good and it would be more supportive for carers to get this type of information before they need it. For example, she didn't think it was a good way to find out that hypothermia could be a problem when she couldn't warm him up.

Another carer talked about how they're not really online and are not interested in it so it's hard to get information. Even for their son, it's hard to get information about the support available as people who are 35-40 never got computers at school. These are things people expect you to know but that you wouldn't know if you weren't in the system. She just found out about how Fife Carers Centre can help with forms. The library might help – especially if they have a big book there. Both she and her son think this would be helpful.

Another carer thinks the digital postcard would be helpful as we sent a link to her. She commented on how getting online information is good but posters/ flyers through the door to help people know what's there would be good – something similar to young children services.

In response to these challenges, we hope to work with local people who are affected by dementia to find other ways to help make people more aware of the information that is available and help them access this information. We recognise the financial challenges of producing hard copy leaflets and information sheets. However, people have already suggested other ideas that we could explore with them around hosting hard copy resources in a single file that is held centrally at places like local libraries and GP surgeries. For other people, we may find ways to make them aware of and encourage them to use local library services where they can get help to access information online.

Looking at Employment Issues

Some people have also told us about the difficulties that they've experienced after receiving a diagnosis of dementia while they've still been at work or around being a carer for a family member with dementia at the same time as they are working.

One carer told us about how he represented his wife when she was medically retired after being diagnosed with dementia. It was explained to him that the wording of that was difficult for people to hear as it makes it sound like you're being fired. He felt that there should be a way to do this better. He also noted that it was a busy room. At the moment, another carer works 4 days a week and his wife who has dementia only gets out from 1-4 on a Tuesday with a support worker as she's still able to manage at home on her own. Working is his respite from the situation and it would be different for him if he was home 24/7. She's managing just now but he would stop working if she deteriorated – mainly because he would want to care for her.

A woman with dementia talked about how her daughter takes her places in the car but her daughter works late and the bus changed.

In relation to support groups, one carer mentioned that things are okay at the moment and she works during the week so she can't go to these groups. The weekend is for catching up.

We hope to focus on working with employers and around issues that people who are affected by dementia face in relation to their work. The aim would be to help employers to improve their practices around supporting employees who are diagnosed with dementia and employees who are unpaid carers for people with dementia.

Expanding the Work to the Areas Around Glenrothes

In the coming year, we aim to extend the work in Glenrothes to the areas around Glenrothes, including Leslie, Markinch, Coalton of Balgonie, Milton of Balgonie, Kinglassie and Thornton. This is particularly fitting as this work in Glenrothes originated in Leslie with a dedicated group of professionals and residents who quickly realised that many people in Leslie continued to use services and shops in the town centre of Glenrothes.

Acknowledgements

On behalf of the Dementia Friendly Glenrothes initiative, we would particularly like to thank all of the people with dementia and carers in Glenrothes who have contributed to this work. Your views, opinions and experiences are crucial for the success of the project and we couldn't have done this work without you.

We would also like to thank all of the project partners, businesses, services and community groups who are working toward becoming dementia friendly in Glenrothes. Your commitment to this work is essential for the project's success.

Many thanks also go to the Glenrothes Area Committee, Fife Council and the Integrated Joint Board, Health and Social Care Partnership for providing the funding that made this important project possible.

More Information

Dementia Friendly Glenrothes

If you'd like to ask us more about the Dementia Friendly Glenrothes work, get in touch with the Project Manager, Amanda Hunter, by email at ahunter@alzscot.org or telephone at 01592 803 800.

Or visit our Facebook page at www.facebook.com/DFGlenrothes

Dementia Friends

More information about the Dementia Friends awareness sessions and access to the online version is available at www.dementiafriendsscotland.org

Local Support Services

Alzheimer Scotland For more information about local dementia support services, people can contact the Fife Dementia Resource by calling 01592 20454.

If you have any questions about dementia and of the services available in your area, you can also call Alzheimer Scotland's 24 Hour Helpline on 0808 808 3000 or visit the website at www.alzscot.org

Fife Carers Centre For more information about support services for carers, you can contact them by calling 01592 205472, by text on 07881691391 or by email at centre@fifecarers.co.uk. You can also visit the website at <http://www.fifecarerscentre.org/>

Fife Forum For information and advice on issues that affect older people and some adults, you can contact them by calling 01592 643743 or by email at info@fifeforum.org.uk. You can also visit the website at <http://www.fifeforum.org.uk/>

Age Concern Glenrothes For information about day services for older people aged 65 and over, you can contact them by calling 01592 756316 or by email at info@ageconcernglenrothes.org. You can also visit the website at <http://www.ageconcernglenrothes.org/>

Information and Resources

Living With Dementia in Fife Online information about resources and support for people living with a diagnosis of dementia and their carers, family and friends. Available at www.livingwithdementiainfife.scot.nhs.uk

Michael Woods Sports and Leisure Centre For more information about health classes, call the centre at 01592 583305 or email them at MichaelWoodsLC@fifeleisure.org.uk

Dementia Friendly Walks For more information about dementia friendly walks, please telephone Vivienne on 03451 555555, extension 402243 or email PhysicalActivity.Enquiries@fife.gov.uk

Fire Safety Visits A free home fire safety visit can be requested by calling 0800 0731 999 or texting 'FIRE' to 80800.

More Information

Bin Calendars People can visit www.fifedirect.org.uk/bincalendar to check their next bin collection date and download a copy of their calendar, or print it out. Householders with no computer access who want a paper copy of their bin calendar can:

- visit their local library and print their own calendar (printing costs 25p). Library staff can help with this.
- request a bin calendar by calling the Recycling Helpline on 03451 55 00 22

Dementia Friendly Business Guide You can request a copy of the guide through the Alzheimer Society website at https://www.alzheimers.org.uk/info/20079/dementia_friendly_communities/361/dementia_friendly_businesses

Dementia Friendly Transportation

Travelling Safely with Dementia Leaflet Available at www.sdwg.org.uk. Or contact the Scottish Dementia Working Group (SDWG) by email at sdwg@alzscot.org or by telephone on 0141 418 3939.

Upstream <http://www.upstream.scot/>

Fife Council's Demand Responsive Transport – Ring & Ride and Dial-A-Ride For more information or to book transport through these services, call 03451 55 11 88. You can also visit the website at <https://www.fifedirect.org.uk/> – go to A-Z, click on D and then click on Demand responsive transport.