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<b>Report To:</b>	<b>Inverclyde Integration Joint Board</b>	<b>Date:</b>	<b>15<sup>th</sup> March 2016</b>
<b>Report By:</b>	<b>Brian Moore Corporate Director (Chief Officer) Inverclyde Health and Social Care Partnership (HSCP)</b>	<b>Report No:</b>	<b>IJB/21/2016/DG</b>
<b>Contact Officer:</b>	<b>Deborah Gillespie Head of Mental Health, Addictions and Homelessness</b>	<b>Contact No:</b>	<b>715284</b>
<b>Subject:</b>	<b>INVERCLYDE DEMENTIA STRATEGY UPDATE</b>		

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## **1.0 PURPOSE**

- 1.1 The purpose of this report is to advise the Integration Joint Board of progress with implementation of the Inverclyde Dementia Strategy.

## **2.0 SUMMARY**

- 2.1 The CHCP Sub-Committee received reports in January 2013, January 2014 and February 2015 in respect of the Strategy and ongoing work and progress being made in respect of the Inverclyde Dementia Strategy. The CHCP Sub-Committee endorsed Working Together Towards a Dementia Friendly Inverclyde, the Inverclyde Dementia Strategy for 2013-2016; agreed the investment of £70,000 to support implementation of the Dementia Strategy; and agreed to receive annual updates on the implementation of the strategy.
- 2.2 The action plan being taken forward reflected the work required to meet the needs of people with dementia, their families and carers with reference to the outcomes identified within the strategy:
1. Improved coordination, collaboration and continuity of care across services;
  2. Improved access to services
  3. Improved flexibility of services;
  4. Improve the capacity of services to be responsive;
  5. Increase awareness of dementia in the general public and community;
  6. Increase the opportunities for people with dementia, their families and carers to contribute to service planning.
- 2.3 The action plan included proposals in Outcome 5, Increase Awareness of Dementia in the General Public and Community to develop a proposal for the promotion of a dementia friendly Inverclyde. In February 2015 the CHCP sub committee noted that the specific work in relation to this would be progressed in conjunction with the Inverclyde Alliance.
- 2.4 The action plan in respect of the Strategy is wide ranging and ambitious. The subsequent work to take forward the strands of work to achieve the outcomes has been enabled by the development of a number of subgroups with a focus on the following key areas of work:

- Learning and Development – workforce and community
- Health and Social Care – including wider care settings
- Engagement with people with dementia, their families and carers
- Community development initiative.

2.5 Further areas of work related to the strategy have been linked in with wider work, for example in respect of Housing, which is being taken forward within the RSL liaison forums, and is referenced within the Housing Contribution Statement within the Integrated Joint Board's Strategic Plan.

2.6 An identified area for further development relates to evaluation of work, and specifically in respect of the overall impact of the strategy to meet the outcomes.

2.7 Consideration is currently being given to the resources required beyond March 2016 that will enable both evaluation and the community initiative to continue.

### **3.0 RECOMMENDATIONS**

3.1 The Integration Joint Board is asked to acknowledge progress and endorse the report.

**Brian Moore**  
**Corporate Director, (Chief Officer)**  
**Inverclyde HSCP**

## 4.0 BACKGROUND

- 4.1 It is estimated that there will be currently 1345 people over the age of 65 with dementia living in Inverclyde, [UK Eurocode]; 661 people were on the GP dementia registers in Inverclyde in November 2015, 46% of the projected population with dementia. This figure is projected to rise significantly over the next 20 years.
- 4.2 The Inverclyde Dementia Strategy built on work underway to respond to the first National Dementia Strategy for Scotland, and reflects the priorities within the current 2013-16 National Dementia Strategy. The current strategy emphasises the whole pathway of care for people with dementia, across the wide range of settings within which people with dementia, their families and carers engage, based on an improved understanding of the needs of people with dementia, respect and promotion of rights within the care being provided.
- 4.3 There is a strong focus on early diagnosis and post diagnostic support enabling people with dementia, their families and carers to understand the illness, plan forward and have an equal role in their care throughout the progression of the illness.
- 4.4 The promotion of dementia friendly communities within the strategy is a key area of work in enabling others to respond positively to people with dementia, and in challenging stigma. The aim is to ensure that people with dementia can remain engaged with their communities, and improve their confidence in maintaining their everyday life, sustaining their quality of life, and those of their families and carers.
- 4.5 Currently the Scottish Government is considering the focus for the third national strategy, following a series of Dementia Dialogue events held throughout Scotland in Autumn 2015. It is anticipated that this will continue to develop approaches to post diagnostic support, within the primary care setting; further develop use of the 8 pillar model of support; a focus on palliative and end of life care specifically in respect of people with dementia; and development of an advanced dementia practice model to support consistent coordination of care for people throughout their illness. It is anticipated that this will be produced in Autumn 2016.

The Inverclyde Strategy is due to be reviewed this year. This will be taken forward with reference to the new national strategy in late 2016 into 2017.

## 5.0 INVERCLYDE DEMENTIA STRATEGY IMPLEMENTATION WORK

- 5.1 Implementation of the Inverclyde Dementia Strategy is led by the HSCP, with a range of partners working together within the Implementation Group. The original action plan is being taken forward within a number of subgroups:
  - Learning and Development – workforce and community
  - Health and Social Care – including wider care settings
  - Engagement with people with dementia, their families and carers
  - Community development initiative

The lead officer also represents the implementation group within the Greater Glasgow and Clyde Dementia Strategy Group.

### 5.2 Learning and Development:

Workforce development is central to enabling organisations to understand and respond to the needs of people with dementia. This has been taken forward by development of a Learning and Development plan. There is specific training focused

around health and social care services and staff, based on the Promoting Excellence Framework. Training is delivered by staff from the HSCP, Alzheimer Scotland, Scottish Care, and River Clyde Homes.

The following is a summary of training that has been delivered within Inverclyde in 2015. An analysis of training provided to date and proposals for continuing development of training are being prepared for the Implementation Group to consider in April 2016.

- 5.3 **Dementia Informed Practice:** a total of 136 staff within the HSCP and independent sector have undertaken this training. A number of additional courses have been delivered across Inverclyde, in particular to Housing staff within the RSLs and Care Home staff.
- 5.4 **Dementia skilled practice:**  
Data is currently being collected on the delivery of dementia skilled practice, with work to develop and extend access for staff. There has been a one day course running in acute services; 90 staff have been trained via a one day course in Learning Disability services. Further development is underway for a 4 x Half Day modular course to go out to remaining front line staff.
- 5.5 **Dementia Enhanced Practice:**  
Several Staff have completed the NES course: promoting psychological wellbeing for people with dementia: an enhanced practice resource.
- 5.6 **Expertise in Dementia Practice:**  
1 member of the Older People's Mental Health Team has completed the Post Graduate Certificate in Dementia Studies.
- 5.7 **Dementia Ambassadors:**  
A total of 26 people have been trained and are committed to being a Dementia Ambassador; this includes 13 people within the HSCP, 11 in the independent sector and 2 within IRH.
- 5.8 **Dementia Friends:**  
The community initiative has been able to work together with Alzheimer Scotland to deliver Dementia Friends Awareness sessions to organisations within Inverclyde and link interested people to further training to become Dementia Ambassadors. The future role of the Dementia Ambassadors is currently being considered, including their role in training and awareness raising within the community as volunteers.
- 5.9 **Health and Social Care development work:**  
This is led by Mental Health services, and includes representation from Health and Community Care, and Acute services. The work within services is underpinned by the Dementia Service Framework, which has been the outcome of work undertaken within the Clinical Services Review within Greater Glasgow and Clyde, alongside the national strategy and developments in best practice for people with dementia, their carers and families. The work plan and current progress for this group are attached as appendix 1.
- 5.10 **Post diagnostic support:**  
This has continued to be a key area for development reflecting the key commitments within National Dementia Strategy, with a national HEAT target [now standard] which states that "by 2015/16, all people newly diagnosed with dementia will have a minimum of a year's worth of post-diagnostic support coordinated by a link worker, including the building of a person-centred support plan."

An evaluation of the first twelve months of the post diagnostic support service

identified a number of issues requiring to be addressed in the development of this provision, specifically:

- The point at which people seek diagnosis, the link to stigma, and impact on how people can make best use of support after diagnosis;
- Clearer referral pathways to support diagnosis and access to post diagnostic support through improved multi disciplinary working;
- Identified groups not accessing the service, specifically people living in care homes and people with Learning Disability;
- Methods of delivery of the 5 pillars of support model which ensure this is meaningful and useful to people with dementia and their families.
- Demand and the capacity required to meet this in the future.

The wider subgroup's work plan reflects the means by which some of these have been addressed, particularly in respect of improving pathways. The resolution of recruitment to the Consultant Psychiatrist posts within the service last Spring has resulted in a more consistent approach to diagnosis and referral on to PDS, within the memory assessment service.

The Link Worker came in to post since February 2013. During the first full year reporting in respect of the HEAT target between April 2013-14, 67 people newly diagnosed with dementia were referred, and engaged with this support. During 2015 in response to the increased demand, further resource was allocated to this area of work, with a social work assistant role being refocused as a Linkworker to provide post diagnostic support, on a part time basis. The total number of people who have received or are receiving PDS as at end December 2015 was 301, of which 178 are active on the caseload. [Performance report is attached as appendix 2.]

The model of service, with employment of the Linkworker via Alzheimer Scotland, based within our Older Persons Mental Health Team has proved effective in enabling this element of service to develop. This post is currently enabled by the allocation of earmarked reserves from Inverclyde Council. The intention is that this will be able to be sustained within the end point funding for the service once Ravenscraig has been fully reprovided.

#### **5.11 Inpatients:**

Representatives within the Health and Social Care subgroup are also directly involved in key strands of work across GG&C, for example commitment 11 to improve the environment and care within inpatient settings.

Key actions for Inverclyde are currently focused on developing staff skills, and activities with patients. Stress and distress training is commencing in April 2016, and this has been facilitated by the recent recruitment of a Consultant Clinical Psychologist for the older adult mental health services locally. Inpatient staff are also receiving updated training in legislation, POA and AWIA. ACUMEN colleagues are currently using the 15 steps approach as part of patient conversation sessions. Activity within the wards has been extended with local secondary schools visiting the wards to provide entertainment sessions; and the afternoon cinema matinee screening of films. Ardgowan Primary School is working with the ward areas to provide memory boxes for patients. This has been facilitated as part of the wider Arts Strategy work for the reprovion of inpatient services.

#### **5.12 Engagement with people with dementia, their families and carers:**

This work is led by Your Voice and Inverclyde Carers centre respectively. There is a recognised need to develop specific approaches to enable the involvement of people with dementia in the continuing development of services, and within the wider community initiative. Your Voice have brought a dementia focus group together working with Alzheimer Scotland and the PDS link workers to identify people who

wish to engage. This has also been supported through the involvement of the Scottish Dementia Working Group. Currently there are six people actively engaged and a further three people who have expressed an interest. The aim is for this group to become a reference group, and this will take further time to develop and to support them to be self-directing.

The approach with carers has been to embed this within the overall Carers strategy, mapping specific needs of carers of people with dementia within wider actions, and linked to key outcomes. There are specific forums for carers of people with dementia to come together and to contribute to service development, as a reference group.

#### 5.13 **Community Development Initiative:**

The action plan included proposals in Outcome 5, Increase Awareness of Dementia in the General Public and Community to develop a proposal for the promotion of a dementia friendly Inverclyde. This is supported by the employment of a senior community development worker from the resource provided. This worker came in to post in May 2015.

This enabled the project group for the community initiative to come together, led by the community development worker and work to commence on piloting an approach within the Gourrock area. The key outcomes being tested within the project are as follows:

- Improved awareness and understanding of dementia to reduce the stigma within the community
- Improved knowledge and skills within the community to become responsive individuals
- Provide better access to facilities by creating a dementia friendly environment
- Improved opportunities to enhance the social life of people with dementia in the community
- Improving thereby the health and wellbeing of people with dementia. The attached report highlights the progress that is being made to pilot the community initiative. [Appendix 3].

#### 5.14 Awareness raising, communications and information provision are a key element of the work. Support from Corporate Communications has been obtained to enable the development of a communications plan for the existing dementia strategy. This continues to develop based on the following objectives:

- increasing public understanding of dementia, its symptoms and its impact on people's lives
- encouraging people with symptoms of dementia to get a diagnosis as early as possible so that they can access the support they need to best manage living with dementia
- ensuring that carers of people with dementia know how to access local information and support that will help them care as long as they wish to
- challenging the stigma of dementia with a view to gaining greater acceptance and recognition of the needs of people with dementia within the community.

Work within the re-established local Anti Stigma Partnership has included seeking to gather some baseline information on stigma and dementia, by the inclusion of questions within the Autumn Citizens' Panel. The outcome of this will inform the approach to awareness raising further.

#### 5.15 **Other work streams:**

Within the Strategy implementation plan linkage is made with wider strategies and work with partners and within the HSCP to take forward elements of the strategy.

- 5.16 **Housing:** this is now explicitly referenced within the Housing Contribution Statement as part of the Strategic Planning work for the IJB. RSL staff have been actively engaged with training. There is a proposal for consideration of developing a housing model for people with dementia in the context of review of existing sheltered housing provision with River Clyde Homes.
- 5.17 **Power of Attorney Campaign:** Inverclyde has joined in with the national Power of Attorney, Start the Conversation, campaign. This launched its second phase in December 2015 with a series of TV adverts highlighting the importance of planning for the future through undertaking Power of Attorney. This was promoted locally via the Inview magazine to all residents and press releases.

The campaign is about raising awareness about what Power of Attorney is, and how individuals can make decisions in advance that will protect them and their family in the event that an individual loses the capacity to make decisions for themselves. It informs and encourages individuals to act now and plan ahead and think about who they would like to make decisions on their behalf. The information includes what is involved in making a Power of Attorney, how much it will cost, and highlights the difference that this can make for people faced with this situation.

Initial information from the period of the TV campaign in December indicates the following activity to the websites:

#### **Power of Attorney page**

Total Page Views	253
Unique Visitors	89
Visitor Sessions	210

#### **Dementia Friendly Inverclyde**

Total Page Views	368
Unique Visitors	109
Visitor Sessions	260

Whilst participation in this has been generated by the Dementia Strategy Group the significance of POA extends to all of us. It is intended to continue with the campaign via press releases and the website. Currently Your Voice and the Carers centre are collating stories of how POA can support people and their families.

## **6.0 EVALUATION**

A primary challenge the strategy group have identified is how we know what we are doing is making a difference. Initial consideration has been given to how to evaluate the impact of the actions being taken within the Dementia Strategy work, both within the service areas, and within the locality of Gourock as the pilot area. It is anticipated that the Social Attitudes survey 2015 will provide some baseline information, alongside the outcome of the Citizens' Panel with respect to the wider community. Organisations within the pilot area will contribute to this as part of their development of providing a dementia friendly environment. The services are reviewing existing measures, both of a quantitative and qualitative nature. The use of personal stories and experiences has been captured in previous consultations with our community and this will continue to inform the overall picture.

Evaluation work does require some dedicated support, and this is reflected within the resource considerations currently as indicated in section 6 below. Consideration is also being given to other resources locally, for example within CVS and approaches are being made to other organisations, for example IRISS.

## 7.0 IMPLICATIONS

### FINANCE

7.1 This report outlines work being progressed through the Inverclyde Dementia Strategy. The Strategy relies on mainstream service budgets, with additional allocations made through Independent Living Fund earmarked reserves:

- Alzheimer Scotland Link Worker: £30,000.

Community learning and development senior worker - Dementia Friendly Inverclyde: £35,000.

Community development investment and support costs: £5,000.

Continued investment of £35,000 is required to enable the community development work to continue.

Financial Implications:

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
Mental Health	Various	2015-16	70	N/A	Funded from Independent Living Fund earmarked reserve

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

As part of the 2016/18 budget setting process the Members' Budget Working Group have agreed that an EMR will be progressed for £115,000 to fund the Inverclyde Dementia Strategy. It is proposed that this is funded from the £250m funding allocated to the Integration Joint Board, as part of the 2016/17 Budget.

### LEGAL

7.2 There are no legal issues within this report.

### HUMAN RESOURCES

7.3 Currently, employment of a Senior Community Development worker on a fixed terms basis for 12 months.



## EQUALITIES

- 7.4 Developing a Dementia Friendly Inverclyde will contribute to the Council's advancement of the Public Sector Equality Duty (PSED) general duties which are to (i) eliminate unlawful discrimination, harassment and victimisation, (ii) advance equality of opportunity and (iii) foster good relations.

Equality and Rights considerations are central to the development of this work and engagement with people living with dementia and their families and carers, along with other protected characteristic groups will help to ensure that the positive impact of the work is maximised and any potential negative impacts are mitigated. The Dementia Strategy supports the Standards of Care for Dementia in Scotland and the Charter of Rights for People with Dementia.

Has an Equality Impact Assessment been carried out?

	YES (see attached appendix)
	NO – This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

## 8.0 CONSULTATION

- 8.1 This report has been prepared by the Chief Officer, Inverclyde Health and Social Care Partnership (HSCP) after due consultation with:

Launch of Inverclyde Dementia Strategy Consultation April 2013

Getting it right for people with dementia, their families and carers: Working Towards a Dementia Friendly Inverclyde May 2014.

Ongoing engagement with people with dementia through Your Voice

Ongoing engagement with carers through Inverclyde Carers centre.

There is further engagement within focus groups and events specific to the work streams within the wider Dementia Strategy.

## 9.0 BACKGROUND PAPERS

- 9.1 CHCP Sub Committee Report January 2013.

CHCP Sub Committee Report September 2013.

CHCP Sub Committee Report January 2014.

SOA Programme Board Report May 2015.

Inverclyde Alliance Board Update Report February 2016.

National Dementia Strategy 2013-16; Scottish Government.

Creating a Dementia-Friendly York, a Joseph Rowntree Foundation report.

Developing dementia-friendly communities; Local Government Association.

Dementia Friendly Yorkshire First Steps in the Journey 2014.

Improving the design of housing to assist people with dementia: CIH.

How to help people with dementia: A customer facing staff guide.

Research into dementia services in Inverclyde for SAMH: Red Circle Communications: 2014.

Presentations from Getting it right for people with dementia their families and Carers: Working towards a dementia friendly Inverclyde 16<sup>th</sup> May 2014.

Health and Social Care Subgroup (Dementia Strategy) Work Plan. February 2016.

TOPIC	ACTION REQUIRED	LEAD RESPONSIBILITY	DATE TO BE COMPLETED	COMPLETED / COMMENTS
1. Repeat 'Dementia Standards Check List'	Checklist used as self rating tool to allow areas to consider performance against the standards. This was done in 2011. To repeat; review progress and identify areas for further improvement.	Service Manager Mental Health	June 2016	
2. Implement Dementia Care Pathways, including access from acute services	Continue to build on existing good practice in relation to working with people experiencing dementia across different locations and organisations. Outline routes into dementia pathway.	Service Managers HSCP, Acute sector	Ongoing	Dementia Service Framework [Clinical Services Review] provides basis for ongoing work. Dementia pathway within MH services now fully developed, screening process, SPOA meetings. New Consultants recruited and fully involved in this process.
	Development work progressing to review role of Argyll Unit (formerly known as Day hospital) in relation to fast track assessment, memory clinic, associated specialist assessment and development of therapeutic work, and how these services integrate effectively with wider community supports for older people	Lead OT/ Health Team Lead OPMHT	April 2016	Initial review completed; proposal being drawn together. Staff engaged with review; further consultation with wider stakeholders once proposal complete.
	Pathway for people with early onset dementia	Service Manager Mental Health		Difficulty identifying scale of difficulties via Social work records. Request has been

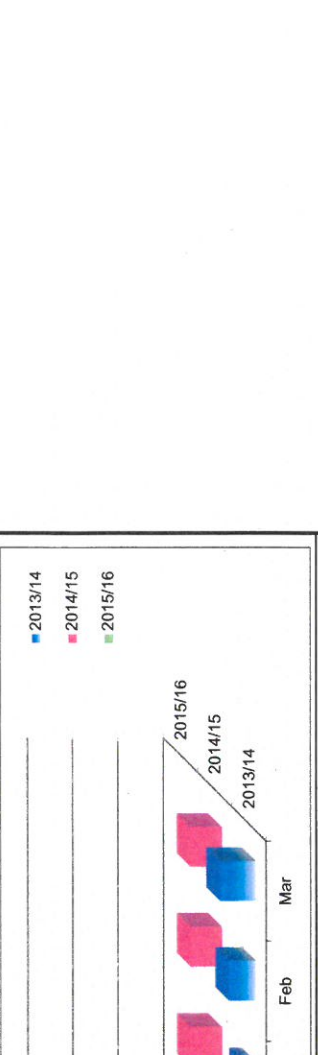
	Work required to clarify current arrangements and identify any gaps			made to look at PIMs records also. Circulated referral criteria for Young Onset Dementia Service Link with Alzheimers Scotland YD service
	Pathway for dementia, people with Learning Disability  Work required to understand work taking place at present	Wider GGC wide group looking at pathway for people with dementia. Local link to this via one of nurses. Consultant Led within GGC.		Dementia Ambassadors within LD service  It was noted that older carers of people who have LD might also experience dementia, and that this can be a challenge to LD services  All staff within LD team have completed dementia training  There is work taking place led by Dr Moira Phillips in relation to dementia and LD.
	Link with dementia within addictions services	Team Lead, Addictions	Current	Discussion about dementia training within addictions services, and relationship with ARBD. Clarification of access to PDS required for ARBD.
	Pathway for people who are in medical acute wards	Dementia Champion Acute Sector; Service Manager Mental Health		Good links in place, utilising mental health liaison nurse, supporting people on acute wards, and managing transfer to ward 4 when required.  It was noted that making diagnosis not usually appropriate at this stage, due to complications of medical conditions.  Average age of people in acute wards over 80, which means that wards are often supporting people with dementia.  Further work required in relation to role of dementia ambassadors within wards

	Care home liaison, in reach into care homes	Service Manager Mental Health; Team Leads OPMHT;  Consultant Psychologist	March 2016	New Liaison Psychiatry Post is currently being recruited  Nursing liaison post is currently extremely busy and unable to manage rising demand. Consideration being given to expanding this service  PDS model available to those who are diagnosed whilst in care homes.  Training for Care staff around 5 pillars model available.  Discussions taking place around the provision of 'Stress and Distress' training for staff within care homes, as a means of supporting good care and practice
3. Support GP led early diagnosis	GPs appear NOT to be diagnosing in primary care, but continue to refer to memory clinic/consultants. Review of GP dementia register information	Wider GGC work with GPs	Ongoing	Local focus on maintaining good relationships between primary care and OPMH, in order to provide a good basis for effective diagnosis and support.
4. Liaison nurses supporting staff to recognise signs of dementia aligned with mental wellbeing strategic outcomes	On going recruitment of liaison consultant psychiatrist to support this work.  Link with delayed discharge work.	Service Manager/HoMH	March 2016	Already have liaison nurses in place for both care home and acute hospital situations.  New Liaison Psychiatry post being recruited
5. Dementia Ambassadors in different services	Work required to clarify penetration of dementia ambassadors and to ensure that their role within different service sectors is well	Learning and Development subgroup.	April 2016	

	understood and promoted			
6. Ensure end of life and palliative care strategy includes actions in relation to people with dementia	Pathway has been developed	Lead Nurse Inpatients	Ongoing	Involvement with ongoing groups developing this work further. Focus needs to extend out with inpatient setting. Anticipate development at national level.
7. Continue to develop support plans maximising use of Assistive Technology, Telecare, Telehealth (RCOP)	Work to promote better understanding of assistive technology in relation to the enabling and support of people with dementia	Lead OT	Ongoing	Lots of work happening in relation to this; community alarms etc. There is a good understanding across services of the use of visual prompts, memory boards , orientation and visual cue strategies. Discussion is happening around the use of 'talking mats' to facilitate communication. New build properties (housing association) increasingly are pre installed with networking cables etc to allow telecare solutions in the future
8. Implement asset based and outcome focussed assessment and support planning including pillars of support models	Training still to be developed- work ongoing to incorporate SHANARRI outcomes planning.	Service Manager Assessment and Care Management	Spring 2016	Link with Outcome focussed person centred work in OPMHT  SHANARRI training not yet rolled out
9. Ensure Guardianship, POA and related matters are discussed at an early stage of care planning	GGC TV/Website/Leaflet campaign Plan to sustain focus within HSCP via website and press releases.	HoMH/ Communications HSCP	Current	Publicity re POA- e- notice boards MHO service has been involved in giving advice Leaflets available. PDS planning process includes this POA guides re circulated Outcome information from December campaign awaited.
10. Maximise evidence based practice in service development and redesign in respect	Bring together work streams as above	All	Ongoing current	Person centred collaborative work, OPMHT

of dementia care				
11. Develop links to national networks to inform local developments	Scottish government, SWS, NHS Quality Improvement, Planning and strategy groups etc	All	Current	Person centred collaborative work, OPMHT
12. Ensure the Learning Disability Strategy enhances action for people with LD and dementia	Referral pathway work within LD on going.	Team Lead LD	Current	LD redesign groups continue to meet. TL and SM attend steering group and so can contribute to discussion around Dementia.
12. Driving and Dementia, information	Request from Carers centre to provide information to give clarity in relation to law and driving for people with dementia	PDS Linkworker.	March 2016	

Performance Measure	Referrals to PDS												Service Area & Lead:	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target	Direction
2013/14	11	8	7	7	5	2	3	3	3	3	6	8		
2014/15	6	5	6	4	4	6	4	13	8	7	7	7		
2015/16	5	8	12	19	19	21	27	18	25					



**ACTION**

**UPDATE**



Performance Measure	Stage of illness when referred																Service Area & Lead:
	2013/14				2014/15				2015/16				Target	Direction			
	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar					
Mild	15	8	2	11	6	6	11	7	14	30	33						
Moderate	9	5	3	5	6	5	12	12	8	28	33						
Severe	1	1	0	0	0	0	2	2	1	1	4						
NK Undetermined	1	0	1	1	5	2	0	0	2	0	0						

Year	Qrt 1	Qrt 2	Qrt 3	Qrt 4
2013/14	15	8	2	11
2014/15	9	5	3	5
2015/16	1	1	0	0

Year	Qrt 1	Qrt 2	Qrt 3	Qrt 4
2013/14	6	6	11	7
2014/15	6	5	12	12
2015/16	14	30	33	

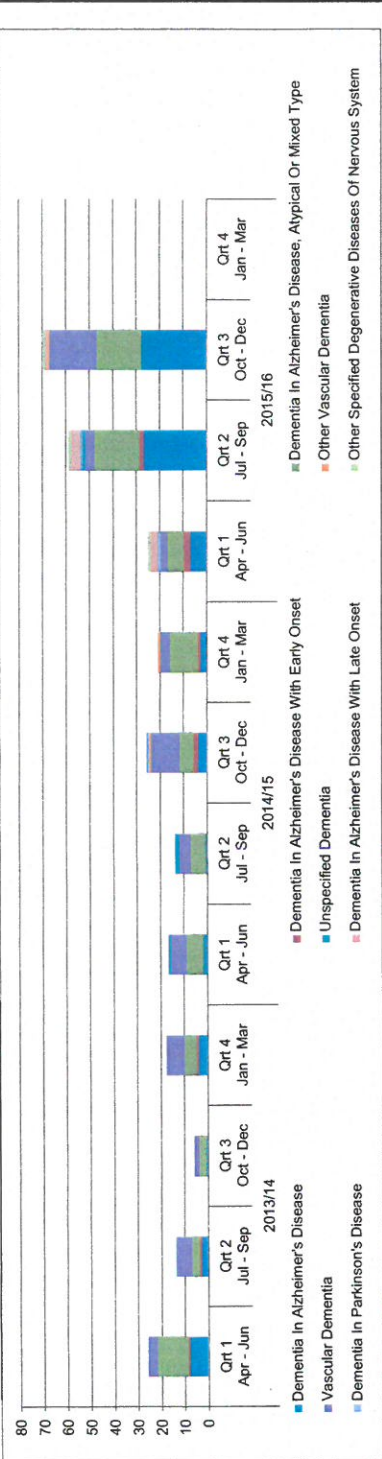
Year	Qrt 1	Qrt 2	Qrt 3	Qrt 4
2013/14	0	0	2	2
2014/15	0	0	2	2
2015/16	1	1	4	

Year	Qrt 1	Qrt 2	Qrt 3	Qrt 4
2013/14	1	5	0	0
2014/15	2	0	0	0
2015/16	2	0	0	0

**ACTION**  
**UPDATE**

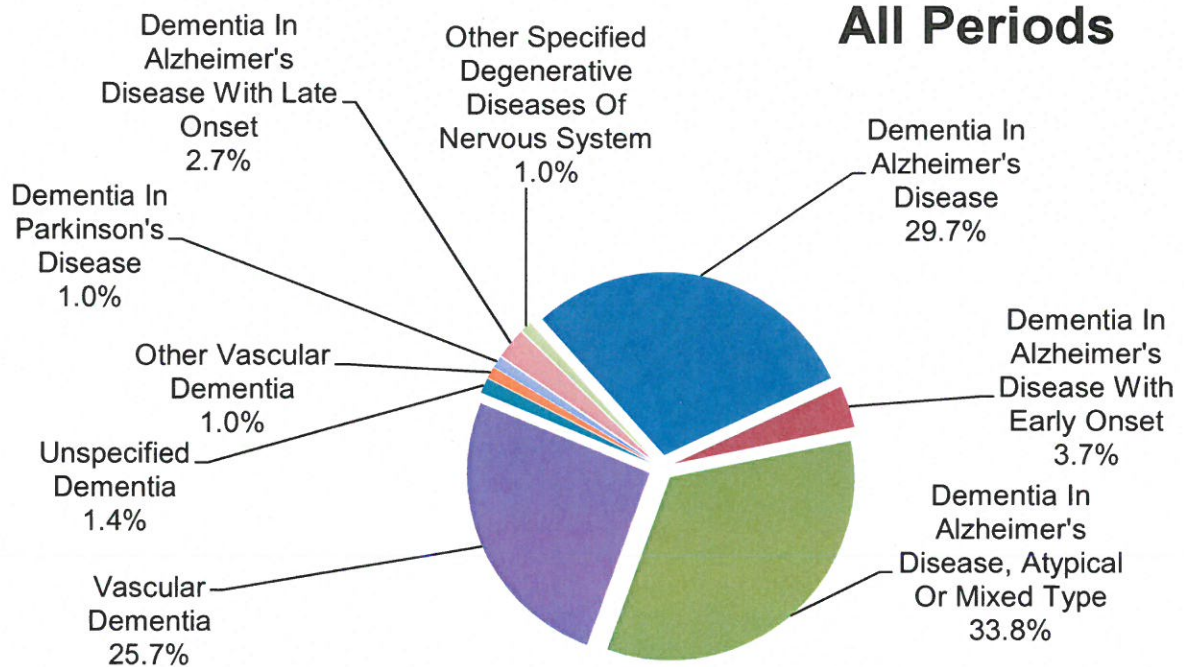
Performance Measure	Diagnosis at referral																Service Area & Lead:
	2013/14				2014/15				2015/16				Target	Direction			
	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar	Qrt 1 Apr - Jun	Qrt 2 Jul - Sep	Qrt 3 Oct - Dec	Qrt 4 Jan - Mar					
Dementia In Alzheimer's Disease	8	3	1	4	2	1	4	3	7	27	28						
Dementia In Alzheimer's Disease With Early Onset	1	1		1			2	1	3	2							
Dementia In Alzheimer's Disease, Atypical Or Mixed Type	13	3	3	5	7	6	6	12	7	19	19						
Vascular Dementia	4	7	2	8	7	5	12	4	3	4	20						
Unspecified Dementia					1	2	0			1							
Other Vascular Dementia							1	1			1						
Dementia In Parkinson's Disease							1		1	1							
Dementia In Alzheimer's Disease With Late Onset									3	4	1						
Other Specified Degenerative Diseases Of Nervous System									1	1	1						



**ACTION**

**UPDATE**

## All Periods



**Dementia Friendly Inverclyde**  
**Progress Report**  
**May 2015 - February 2016**

## **Introduction**

The Community Led Initiative has played an integral part in working towards a Dementia Friendly Inverclyde as part of the work undertaken by the Dementia Strategy Local Implementations group and as outlined in the Inverclyde Dementia Action Plan 2013-2016. This report outlines the main progress made for the period May 2015 to February 2016.

## **What do we mean by Dementia Friendly?**

Definitions nationally and internationally attempt to explore what we mean by 'Dementia Friendly' and include descriptions put forward by people living with dementia and their carers.

A Dementia Friendly community may be defined as being a place:

- In which it is possible for the greatest number of people with dementia to live a good life.
- Where people with dementia are enabled to live as independently as possible and to continue to be part of their community.
- Where they are met with understanding and given support where necessary. It is a place where the society or community acts consciously to ensure that people with dementia (along with all its citizens) are respected, empowered, engaged and embraced into the whole. To be dementia friendly, a community addresses the needs and aspirations of people with dementia across several domains.

## **Creating a Dementia Friendly Inverclyde**

It was important for the Community Led Initiative to develop a phased programme and initially focus on individual geographical areas and localities within Inverclyde. This allowed us to adapt our approaches for a specific locality and target key areas, organisation and businesses within the locality that people living with dementia & their carers had identified as important to them in their everyday lives.

## **Publicity and Marketing: Branding**

Branding was crucial and we wanted our 'Working Towards a Dementia Friendly Inverclyde' branding to be clear, strong and to complement current national social action movements to maximise and increase awareness of dementia and to address the stigma experienced by many people living with it.

We incorporated the forget me not flower to promote Dementia Friends Scotland which is a social action movement lead by Alzheimer's Scotland to add strength to the campaign.

## **Making a start**

We chose Gourock as our pilot area because it has a wide range of shops, business, organisations, faith communities and forms of transport.

It was important to hear the voice of people living with dementia and their carers so we adapted questionnaires from *"Developing Dementia-Friendly Communities (Learning and guidance for local authorities)"*

Good partnership working with the Inverclyde Carers Centre, Alzheimer's Scotland &

Inverclyde Council Community Learning & Development Service helped identify 30 Gourock residents living with dementia & their carers to pilot a questionnaire. The questionnaire asked what was important to them in regards to maintaining good community connections and what barriers that they may face within the community of Gourock.

People told us that it was vital to keep connected to their local communities where possible through the use of local facilities & taking part in everyday activities. In order of importance to them were:

- shopping
- cafes
- religious services
- eating out
- library
- art and craft group
- walking
- bowling
- golf

People told us what helps them kept in touch with their local community:

- one-to-one support and encouragement from family was the key to helping them do these things
- having a car for transport

People told us what makes it more difficult for them to keep in touch with their local community and that they have stopped doing things within the community because:

- Their dementia had progressed and they were worried about their ability to cope
- They were worried that members of the public had a lack an understanding of dementia, for example:
  - (i) Going shopping and being forgetful on what they were shopping for
  - (ii) Using public transport due to concerns that they miss there stop
  - (iii) Using cafes and eating out in public due insufficient disabled access & toilet facilities
- There are not enough parking spaces within the Gourock Town Centre area
- The pavements are damaged and they are concerned that they may fall

People told us what might help them be more active in their community:

- members of the public having a better understating on dementia for example local shop staff, cafe staff, restaurants staff, local groups, transport staff, church members
- inclusive art and craft groups that are dementia friendly with appropriate transport
- joint activities for people living with dementia and their carers
- better parking facilities closers to shops and additional disable access parking
- repaired pavements
- support and access to activities within the community and at home

People told us that Gourock could become a more dementia friendly community by having:

- increased awareness of dementia to shops, local people and organisations
- a support group locally for people living with dementia and their carers
- day-care provision within Gourrock
- transport staff having better understanding of dementia
- services and facilities being made more accessible for people living with dementia via a dementia friendly design
- an early diagnosis of dementia via doctors

## **Focused Discussions**

We then organised focus groups with the individuals that had taken part in the questionnaires. This assisted us tease out additional information, building from the questionnaires and identify key organisations and businesses to target within Gourrock.

Based on the feedback we identified a number of organisations to approach initially to get involved and support the initiative by piloting the information packs, and undertaking training. Once feedback and information from organisations has been collated and actioned we aim to roll out the information packs / tool kits to all other organisation and businesses in Gourrock listed below. The engagement of these organisations has been by direct contact and discussion, and has been as a result of collaborative working between the community development worker, and local Alzheimer Scotland Dementia Advisor, linking with the Alzheimer Scotland national initiative, Dementia Friends.

The organisations and outline timetable from October 2015 are within appendix 1.

## **Learning from experience**

We recognised that there was a lot of good dementia friendly communities practice and evidence already out there and we approached North Lanarkshire's "Building Motherwell's Dementia Friendly Community initiative" and arranged a study visit.

We met with members of staff from Alzheimer's Scotland and local businesses that were involved in the Motherwell initiative. Their examples of good practice informed our approach and highlighted the need for the work to be focused on a customer care approach as all business want to maintain their customers and be known for good customer care.

We reviewed a number of different tool kits from across Scotland and created a simple information pack / tool kit that was refined based on discussions with organisation that had tried and tested the approaches.

The following key components:

- What do we mean by dementia friendly?
- Guidance for businesses
- Letter of agreement
- Letter of commitment & action plan
- Environmental Audit
- Environmental Hints & Tips poster
- Hints & Tips for customers facing staff fold out leaflet

- Dementia Friends register
- Working towards a Dementia Friendly Inverclyde door sticker

Once all agreed actions have been met organisation and businesses they receive:

- Achieved Working towards a Dementia Friendly Inverclyde door sticker
- A Certificate of achievement
- Promotion advertising
- Business advantage recognition

The Dementia Friendly Inverclyde worker will work closely with organisation and businesses to offer guidance and support throughout the information packs / tool kit process.

It is expected that organisations and businesses share and provide positive outcomes within 4/6 months of progress and support & promote agreed future campaigns where possible.

Below are some of the tools used within the information packs and will also be available online.  
*Inverclyde Council IHSCP web link*

### **1. Dementia Friends online (10mins)**

These videos will enable your staff to understand a bit more about dementia. They give helpful tips to improve the customer experience of people with dementia and their carers.

Relevant modules:

- Understanding dementia
- On the phone
- Travelling around
- Paying for things
- Reading & writing

<http://www.dementiafriends.org.uk/customers>

### **2. Dementia Friends Awareness Sessions (1hour)**

Delivered by Alzheimer's Scotland across the country, you could encourage a staff member to become a Dementia Friend by completing a 45 min face to face course delivered by a Dementia Advisor.

***Alzheimer Scotland, 1 Nicol Street, Greenock PA16 7EN. Tel 01475 261102***

**[www.alzscot.org](http://www.alzscot.org)**

### **3. Guide for customer-facing staff**

This hints and tips card provides guidance for those working in a customer service role, on how they can help to support people living with dementia who they encounter in their jobs. The booklet can be downloaded for free or copies can be ordered from *Inverclyde Council web-site link (DFI-007)*

### **4. Changes to the physical environment**

People with dementia may encounter issues around the physical environment of public places, for instance around signage, lighting or design. Here are some practical tips you could take to make a difference. Web link DFI 008 Environmental Hints and Tips



## **5. Checklist for dementia friendly environments**

This is a simple checklist with practical advice, ideal to use when looking at your public spaces to identify small changes you could make.

*Inverclyde council web site resources/checklist (OF/-OOS)*

## **6. Consider long-term changes**

You could include more dementia friendly design as a consideration when you next make large changes to your public spaces or signage.

## **7. Support for employees to relevant local organisations & service providers**

With 51 % of carers still in work, you could provide support for employees who may have a family member that has dementia.

<http://www.inverclydecarerscentre.org.uk/>

## **8. Additional further training if required**

SSSC / promoting excellence training

The Social Care Institute for Excellence has developed further guidance. While aimed at social care situations, some design choices may be relevant to your business.

<http://www.sssc.uk.com/workforce-development/supporting-your-development/promoting-excellence-in-dementia-care>

## **9. Practical guidance for Dementia-Friendly Churches**

- Being a Dementia-Friendly Church (web link needed DFI-010)
- Ten top tips for...church buildings (web link needed DFI-011)
- Ten top tips for... prayer (web link needed DFI-012)
- Ten top tips for...worship services (web link needed DFI-013)
- Ten top tips for...communication (web link needed DFI-014)

## **5.2m Gourock regeneration project**

As work is almost finished on the £5.2m Gourock regeneration project it is our aim to utilise Age Scotland's Walk in our Shoes/Act on our Issues packs that will provide Gourock residents living with dementia to identify issues. For example broken pavements, public toilet closures, poor street lighting, unsafe road crossings, inaccessible shops: all things that discourage people living with dementia from getting out and about in their local community of Gourock.

The materials included within the Age Scotland's Walk in our Shoes/Act packs help to create a simple map of the local community, highlighting potential issues for people living with dementia and older people with icon stickers, along with ideas and templates on how to use the simple maps.

Walk in our Shoes/Act on our Issues will be undertaken in partnership with the Gourock Community Council and will involve people living with dementia, their carers, elected members, relevant council officers and service providers.

**Current Position February 2016.**



The following Gourock businesses/organisations have signed up to take part in the Dementia Friendly Inverclyde initiative and are currently supporting the initiative by piloting the recently designed information packs.

- Cardwell Garden Centre
- Flava Coffee Co
- Co-operative Food
- One Cove Road Cafe
- Cup Cake Corner
- Pettigrew's Pharmacy
- St John's Church
- Gamble Halls (Inverclyde Leisure )
- Gourock Library (Inverclyde Council)

All above businesses have agreed that all customer facing staff will take part in the dementia awareness sessions as follows:-

- Cardwell Garden Centre (Gourock) x 60 staff (Training dates 23<sup>rd</sup> & 25<sup>th</sup> February)
- Flava Coffee Co (Gourock) x 30 staff (complete via online video clips)
- Co-operative Food (Gourock) x 15 staff (Training dates 16<sup>th</sup> & 23<sup>rd</sup> February)
- One Cove Road Café (Gourock) x 5 staff (Training dates 16<sup>th</sup> & 23<sup>rd</sup> February)
- Cup Cake Corner (Gourock) x 2 staff (Training dates 16<sup>th</sup> & 23<sup>rd</sup> February)
- Pettigrew's Pharmacy (Gourock) x 6 staff (Training dates 16<sup>th</sup> & 23<sup>rd</sup> February)
- Gourock Library staff x 5 & all Inverclyde library staff, full numbers to be confirmed (Wed 2<sup>nd</sup> March)
- Gamble Halls x 4 (Training dates 16<sup>th</sup> & 23<sup>rd</sup> February) with additional date to be agreed with all IC staff

Internal dementia friendly environmental audits have been agreed to be carried out within the following venues:-

- Cardwell Garden Centre
- Flava Coffee Co
- Co-operative Food
- One Cove Road Cafe
- Cup Cake Corner
- Pettigrew's Pharmacy
- St John's Church
- Gamble Halls
- Gourock Library

Internal environmental audits with each business have been agreed to take place on Wed 24<sup>th</sup>, Thu 25<sup>th</sup> & Fri 26<sup>th</sup> February as part of their involvement in the pilot initiative. The audits will be repeated at an agreed time once the business has made progress with their agreed action plan. The audit will be undertaken by Inverclyde Council on Disability (ICOD), Alzheimer's Scotland, Community Learning & Development and people living with dementia by using the agreed environmental audit framework within the information packs.

An external environmental audit of public spaces in Gourock town centre is currently being explored with the Gourock Community Council and will be undertaken via the Dementia Friendly Strategy group and will be led by Community Learning & Development (CLD) and Inverclyde Council on Disability (ICOD) and people living with dementia. The following external evaluations audit tools will be piloted.

- 1, Designing Dementia-friendly Outdoor Environments (Elizabeth Burton, Lynne Mitchell and Shibu Raman
- 2, The Dementia Friendly Communities, Environmental Assessment Tool (DFC-EAT) Richard Fleming, Kirsty A.

The preferred audit tool will be used throughout Inverclyde and will offer a comparison when using the “walk in our shoes act on our issues packs”.

The audit will be repeated later in the year when agreed actions have been met to monitor external environmental changes.

The initiative has not been officially launched however via word of mouth the following Inverclyde businesses have expressed an interest in the initiative:-

- Tesco (Greenock) x 27 staff completing dementia awareness sessions
- Tesco (Port Glasgow) x 29 staff completing dementia awareness sessions
- McGills Bus Company x 120 (Currently waiting feedback on proposed possible deliver methods of staff training)

Community groups signed up to the Dementia Friendly Inverclyde initiative & completing dementia awareness sessions:-

- The Ripe Bunch x 12 members
- The WISHES Group x 13 members
- St Bart's Art Group x 20 members
- The CHARM Group x 12 members
- WOOP! Singers x 23 members
- Gourock Community / Cardwell Bay & Greenock West Community Council x 10 members

Faith groups signed up to the Dementia Friendly Inverclyde initiative & completing dementia awareness sessions:-

- St John's Church (Gourock) x 8 members
- Port Glasgow Salvation Army x 9 members
- St Mary's Episcopal Church, Port Glasgow x 11 members
- St Andrews Church Port Glasgow x 12 members

Inverclyde Schools signed up to the Dementia Friendly Inverclyde initiative & completing dementia awareness sessions:-

- Moorfoot Primary (Gourock) x 200 pupils
- Ardgowan Primary x 63 pupils
- Notre Dame High school x 260 pupils
- West College Scotland TV Crew x 7

Youth Groups Targeted

- Inverclyde Council Youth Service Young People x 5 complete

Additional community services signed up to the Dementia Friendly Inverclyde initiative & completing dementia awareness sessions:-

- Gourock Community Police x 4 (Training dates 16<sup>th</sup> & 23<sup>rd</sup> February)
- Inverclyde Council Community Learning & Development Staff, volunteers & learners x 70
- Inverclyde Council Elected members x 12 complete
- Riverclyde Homes Sheltered Housing Forum x 12 complete
- NHS Hospital visiting service x 5 complete

Total number of people targeted to take part in Dementia awareness sessions April 2015 to Feb 2016 1066

Total number of people completing awareness sessions April 2015 to Feb 2016 845

By the end of March a total number of 1066 people have taken part in Dementia awareness sessions.

### Summary and next steps

An evaluation tool is currently being finalised to enable us to measure progress against the outcomes identified for this work. Significant progress is being made with engagement of local organisations, based on a strong collaborative approach both within the subgroup leading the work, and support from the organisations themselves. Consideration now need to be given to recognising the achievements to date with these organisations, to enable shared learning, and to inform work going forward. This will be explored with the Implementation Group.

It is intended that the Initiative will be reviewed of on a 6 monthly and annual basis. Steps will be taken to address any issues relating to the achievement of the outcomes set within the Inverclyde Dementia Action Plan 2013-2016. Consideration is also required in respect of a sustainable approach to the future.

The Community Led Initiative will continue to establish procedures and systems for self-evaluations. These are designed to meet the standards set in “How Good is Our Community”, Learning and Development 2.

It is our aim to replicate the Gourock pilot project in each Inverclyde locality:-

- Gourock - February 2016 to May 2016
- Port Glasgow - June 2016 to September 2016)
- Greenock - October 2017 to February 2018
- Kilmacolm, Inverkip, Wemeys Bay - January 2018 to March 2018

### APPENDIX

The first 7 organisations have agreed to get involved and support the initiative by piloting the information packs / tool kits between November 2015 and February 2016.

Businesses	Timescale	Notes
<b>The Co-operative Food</b> Scot Bane Michael Grant 40 Cardwell Rd 01475 632072	November 2015 to February 2016	Agreed to <b>pilot</b> tool kit / dementia friendly information packs and feedback January 2016

<b>Flava Coffee Co</b> Kayleigh Galbraith Joseph Cannon Kempock St, Gourrock, Renfrewshire 01475 630063	November 2015 to February 2016	Agreed to <b>pilot</b> tool kit / dementia friendly information packs and feedback January 2016
<b>Gamble Halls</b> Iain Dyer / Jim Lyons 44 Shore St, Gourrock 07985120155 Jim.Lyon@inverclydeleisure.com	November 2015 to February 2016	Agreed to <b>pilot</b> tool kit / dementia friendly information packs and feedback January 2016
<b>Faith Based Origination</b>	<b>Timescale</b>	<b>Notes</b>
<b>St John's Church</b> Cameron Melville Anne Love Bath Street, St John's Rd, Gourrock, Renfrewshire 01475 63079 c.melville792@btinternet.com annelove4@aol.com 07904617282	November 2015 to February 2016	Agreed to pilot tool kit / dementia friendly faith community information packs
<b>Community Groups</b>	<b>Timescale</b>	<b>Notes</b>
<b>Gourock Community Council</b> Lynne Quinn Quinn.lynne@gmail.com 07747476727	November 2015	Presentation on Working Towards a Dementia Friendly Agreed to do Dementia Friendly Awareness session
<b>Community Groups</b>	<b>Timescale</b>	<b>Notes</b>
<b>St Barts Art group</b> Edith Gillen Gamble Halls corrie15@tiscali.co.uk	November / December 2015	Agreed to do Dementia Friendly Awareness session
<b>Gourock Rotary Club</b> c/o Royal Gourrock Yacht Club Allister Boyle John MacLeod Ashton Road, Gourrock, Renfrewshire PA19 1DA 01475 632983	November / December 2015	Presentation on Working Towards a Dementia Friendly Inverclyde / Gourrock Pilot project to identify local leaders within the community

<b>Businesses</b>	<b>Timescale</b>	<b>Notes</b>
<b>Cardwell Garden Centre</b> Drew Gallagher Lunderston Bay, Gourrock PA19 1BB 01475 52153	February 2016 to May 2016	Tool kit / dementia friendly information packs

<b>Aulds</b> Karen Henry 39-41 Kempock St, Gourock PA19 1NF 01475 631088	February 2016 to May 2016	Tool kit / dementia friendly information packs
<b>Pettigrew's Pharmacy</b> John McAnerney 38 Cardwell Road Gourock PA19 1UH 01475 632028	February 2016 to May 2016	Tool kit / dementia friendly information packs
<b>Lloyds Pharmacy</b> Jennifer Mitchell 118 Shore St, Gourock, Renfrewshire PA19 1QZ 01475 639489	February 2016 to May 2016	Tool kit / dementia friendly information packs
<b>Royal Gourock Yacht Club</b> Eileen McKelvie Ashton Road, Gourock, Renfrewshire PA19 1DA 01475 632983	February 2016 to May 2016	Tool kit / dementia friendly information packs
<b>Gourock Health Centre</b> 181 Shore St, Gourock, Inverclyde, Renfrewshire PA19 1AQ Phone:01475 634617	February 2016 to May 2016	Tool kit / dementia friendly information packs SSSC / promoting excellence training
<b>Strands Hairdressing</b> Lynne Stewart Kempock St 01475 632282	February 2016 to May 2016	Tool kit / dementia friendly information packs
<b>Remix Hairdressing</b> Scott Cannon 10 Kempock Street 01475 634477	February 2016 to May 2016	Tool kit / dementia friendly information packs
<b>Transport</b>	<b>Timescale</b>	<b>Notes</b>
<b>Gourock Train Station</b> Station Road Gourock	February 2016 to May 2016	Tool kit / dementia friendly information packs
<b>McGills Bus Services</b> Larkfield Industrial Estate, Greenock PA16 0EQ 01475 711122	February 2016 to May 2016	Dementia Friends Awareness Session
<b>Argyll Ferries</b> Gourock 01475 650226	February 2016 to May 2016	Tool kit / dementia friendly information packs
<b>Western Ferries</b> McInroy's Point Ferry service McInroy's Point Cloch Road 01369 704452	February 2016 to May 2016	Tool kit / dementia friendly information packs

<b>Port Glasgow Voluntary Transport</b> Christine Dunn Block 8, Units 48 – 50 Industrial Estate Port Glasgow PA14 5XS 01475 743150 Christinedunn579@hotmail.com	February 2016 to May 2016	Dementia Friends Awareness Session
<b>Local Services</b>	<b>Timescale</b>	<b>Notes</b>
<b>Gourock Fire Service</b> Gerry Clark George Road PA19 1YT 01475 632222	February 2016 to May 2016	Dementia Friends Awareness Session
<b>Community Police</b> Laura Stewart Com Police Allister McDonald Com Police Ross McCartney Greenock Police Office 160 Rue End Street GREENOCK PA15 1HX Tel: 101. InverclydeWestCPT@scotland.pn n.police.uk	February 2016 to May 2016	Dementia Friends Awareness Session
<b>Community Wardens</b> Drew Hall Inverclyde Council 40 West Stewart Street GREENOCK PA15 1YA	February 2016 to May 2016	Dementia Friends Awareness Session
<b>Gourock Library</b> Kempock Pl, Gourock 01475 712340	February 2016 to May 2016	Tool kit / dementia friendly information packs
<b>Faith Based Originations</b>	<b>Timescale</b>	<b>Notes</b>
<b>Old Gourock &amp; Ashton Parish Church</b> 41 Royal St, Gourock PA19 1PW 01475 633496	February 2016 to May 2016	Tool kit / dementia friendly faith community information packs
<b>Gourock Baptist Church</b> 4 King Street, Gourock, Inverclyde, PA19 1PU 08000152921	February 2016 to May 2016	Tool kit / dementia friendly faith community information packs

<b>Local Schools</b>	<b>Timescale</b>	<b>Notes</b>
<b>Moorfoot Primary School</b> Primary School 01475 715701	September 2015  August 2016	Dementia Friends Awareness Session  Dementia Awareness School

		Packs / Curriculum for Excellence
<b>Gourock Primary School</b> Primary School Davidson Dr 01475 631733	February 2016  August 2016	Dementia Friends Awareness Session  Dementia Awareness School Packs / Curriculum for Excellence
<b>St Columba's High</b> No reviews - School 01475 715250	March 2016  August 2016	Dementia Friends Awareness Session  Dementia Awareness School Packs / Curriculum for Excellence
<b>Clydeview Academy</b> Secondary School Burnside Rd 01475 715050 Open until 15:00	April 2016  August 2016	Dementia Friends Awareness Session  Dementia Awareness School Packs / Curriculum for Excellence



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