

## February 2021 Newsheet

for individuals, groups and organisations across Cardiff and the Vale with an interest in Dementia Friendly Community activities

This newsheet has been created to support you in the Dementia Friendly Community activities you may be engaged in, and provide you with information about the priorities of the Dementia Friendly Communities UK-wide network.

### Pledging organisations

Yn gweithio i fod yn  
**Dementia  
Gyfeillgar**



Working to become  
**Dementia  
Friendly**

The following **organisations** have recently pledged to become **Dementia Friendly!**



**Christ Church  
Roath Park**

Cardiff & Vale  
**carersgateway**  
Caerdydd & Bro Morgannwg  
**porthgofalwyr**

**Carer's Gateway  
Cardiff and Vale**



**Marie Curie Charity Shops  
South Wales**

This means an organisation has committed to **taking action** to make their services and their premises more **welcoming and accessible** to people affected by **dementia**.

If you haven't already pledged and would like to **find out more information**, please email [ingrid.patterson@mariecurie.org.uk](mailto:ingrid.patterson@mariecurie.org.uk)

### Enabling local businesses to support customers living with dementia



A **flyer** has been produced to **support your business** to become more aware of the **needs of people living with dementia** who are using your service.

Please email Ingrid if you would like **copies of the flyer (these can also be posted out to you)**

## Alzheimer's Society Wales Virtual Conference

If you would like to **join this virtual event** on 17<sup>th</sup> and 18<sup>th</sup> March 2021 via Zoom, you can register [here](#)



**Planned sessions include:** dementia and learning disabilities, LGBTQ+ community, Black Asian and minority ethnic communities, rural communities, British Sign Language and the deaf community, and dementia and the Welsh language

## Online active groups with Reengage



Reengage is running **free active groups for older people** across Wales, which can be **accessed online**

For more information, visit:  
<https://www.reengage.org.uk/join-a-group/online-active-groups-in-wales/>

## Free transport for essential trips



VEST can **provide free transport** for older people or those with additional needs living in Cardiff to **attend Covid vaccination appointments, and for other essential trips**

For more information, please contact VEST on:

**029 2049 0335**, or visit the **VEST website** on  
[www.vestcommunitytransport.org](http://www.vestcommunitytransport.org)



## Dementia Friendly Cardiff



Dementia Friendly Cardiff website  
dementiafriendlycardiff.co.uk



Supporting people affected by Dementia in Cardiff

- One-stop shop of valuable information about services and support in the city
- Advice to help people live well with Dementia in Cardiff
- Advice and information for families
- Dementia-friendly events



Dementia Friendly Cardiff is a **new website** that has been designed to **support people affected by dementia** who are living or working in **Cardiff**

For more information, you can visit the website [here](#).

**Please share the website address with people and organisations you think may benefit**

## Support available to people affected by dementia



Cruse Cymru offers **support to carers and people diagnosed with dementia to deal with loss**

There are up to **6 free sessions of support** available with a trained volunteer, via telephone or Zoom

If you would like to access support, **you can email:** [lossanddementia@cruse.org.uk](mailto:lossanddementia@cruse.org.uk).

### Extract from the first-year report for the Dementia Friendly Communities Coordination project for Cardiff and the Vale

**Thank you to those of you who have been willing to share your perspectives and experiences of what a dementia friendly community means to you.**

**This has enabled us to continue to support local organisations to make their services more welcoming and accessible for people affected by dementia.**

People living with dementia want to be treated with **understanding, patience, and respect**. One person described their ideal situation as:

*“Being able to be myself without having to make excuses”*

### Examples of good practice were described as:

- Feeling safe and knowing staff were available to help if needed
- Acknowledging the role of the carer but .... talking **to** the person with dementia and **not about** them to someone else

- Having the time to be patient, willing to listen, speak slowly, check understanding and repeat things if needed
- Having a solid understanding of how the condition can affect different people in different ways and the special needs it can create
- Being open to and understanding of people with dementia and their carers
- To understand the condition can affect emotional, mental and physical health
- Being comfortable and free from stress

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*'...very friendly and seem to be understanding of Maria, talking to her and asking after her when I'm not there. ... This takes a lot of pressure off me when my wife says something odd or is over-familiar, but it also makes my wife feel positive and that she's had contact with people, which she loves' (a person caring for a loved one with dementia)*

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## Processes

People affected by dementia felt it was important for employers to adopt the following processes:

- Use of Dementia Friendly forms, especially for healthcare and equipment, i.e. glasses
- Use of the sunflower lanyard
- Staff to wear the Dementia Friends badges

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*'My local fishing shop know I have dementia and look out for me, not asking too many questions but observing' (a person living with dementia)*

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## Places

Practical improvement priorities clearly came from the lived experience of being out in the community:

- Ramps to premises
- Accessible parking spaces – not just due to physical disability but also to help someone who may forget where their car is
- Signage and placement of signage, and use of contrasting colours
- Introduction of specific times where only PLWD and carers can visit
- Disabled toilet facilities being available, and their existence to be clearly signposted (public houses and restaurants were specifically mentioned)



## Priority services identified by people affected by dementia

Opticians	Councils	Post offices
Taxi services	Police	Bus drivers
Utility Services	Churches	Supermarkets
Hairdressers	Community groups	Participation boards
Restaurants	Local shops	Doctors surgeries

This information will continue to provide valuable insight and guidance for the project's priorities for the coming year.

## Thank you



Thank you for your ongoing commitment to the aims of Dementia Friendly Communities.

If you have any questions or comments, or would like further information, please get in touch with me via email or telephone: 07515 135413

Best wishes,  
*Ingrid*