



Dementia Support Volunteer Role

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Luton Dementia Action Alliance - our inspiration.....

- Luton Borough Council in partnership with the Alzheimers Society responded to the Prime Ministers Dementia Challenge and in November 2013 facilitated Luton's intention to become a Dementia Friendly Community.
- To raise awareness, they held an event and invited professionals, business, carers and residents to hear about how we could contribute to creating a better environment for people who are living with dementia.



Dementia Facts and Figures

- Dementia is the name for a collection of symptoms that include memory loss, mood changes and problems with communication and reasoning. The most common is Alzheimers which changes the chemistry and structure of the brain causing the brain cells to die off.
- 1 in 3 people aged over 65 will have dementia by the time they die and it costs the UK economy £26.3 billion a year, this is set to rise to 27 billion by 2018
- 42% of the population know someone with dementia and it is estimated that 850,000 people in the UK are living with the condition, this figure will double in the next 30 years.
- 225.000 people develop dementia every year, that's roughly one every three minutes
- Nationally, an average of 1in 4 hospital beds is occupied by a patient with dementia



On any given day, at the L&D we have between 40 – 60 patients with a known diagnosis of Dementia .





L&D – Centre of Dementia Excellence !

Established Dementia Steering Group :

- Supports a collaborative approach to patient centred care
- Enable major improvement
- Enhance the quality of care and recovery



So what do our volunteers do?

- Volunteer support enhances the care of patients and means that their relatives and carers are reassured that wherever possible, confused and disorientated loved ones have 1:1 support.
- Just having a volunteer to hold a patients hand makes such a difference not just to the patients but also to staff.



Dementia Champions on each ward – improves wellbeing and clinical outcomes

- Memory Books & Boxes
- “This is Me”
- Aprons and Cushions
- Sensory Board.....





Young People Volunteering

We then went on to actively seek opportunities to support both:

- The Step Up to Serve Campaign
- The joint Nesta /DoH “Young People Helping in Hospitals project

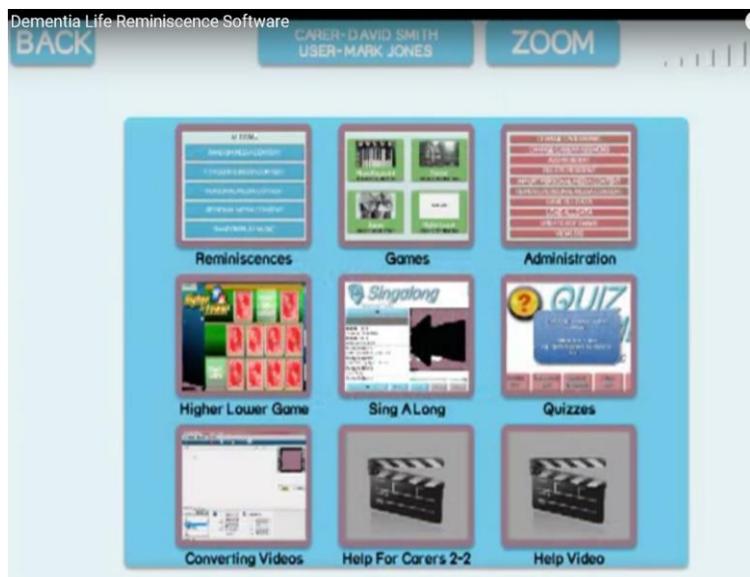


- Challney Boys School – Locks and Latches Board
- Youth Group (4YPUK) - Distraction Tabards
- Brownies/ Guides – Memory Books and Boxes



My Life Software

Early 2014 Voluntary Services secured funding to purchase a My Life Software Unit.





So how have we measured our success?

Dementia Support Volunteers help improve engagement and motivation and enable more meaningful communication with dementia patients thereby reducing demands on traditional services.

Wards report calmer, less agitated patients and less use of call buttons and additionally a greater nutritional intake by supported dementia patients.

We have a decrease in the number of falls, thereby reducing the need for increased medication and anti psychotic drugs – this in turns supports a quicker discharge.

We have received positive feedback from relatives and carers, and the volunteers have received thank you cards and flowers.

The work has been promoted in the local press, and documented within a locally produced video.

Most importantly, feedback from volunteers is extremely positive.



Key Performance Indicators

- Improvement in the overall hospital experience for patients with dementia
- Increased cognitive stimulation
- Wards report an improvement in nutrition by volunteers assisting with food/drink intake
- Reduction in length of stay
- Reduction in cost to the Trust of requiring 1:1 attention



Transferability & Dissemination -

- Role could be easily replicated in other Trusts
- The 'This is Me' books accompany a patient across the Trust and ensures that other wards and departments are informed re the patients background
- My Life Software can also be used by Occupational Therapists and the Speech and Language Team
- Existing Volunteers are able to work across all wards if required and will be used to 'buddy' new recruits and share knowledge and skills/techniques
- Induction Learning can be shared by all volunteers and is not just role specific
- Active encouragement for all volunteers to become Dementia Friends



NAVSM MISSION

“To enhance the experience of patients, carers, the public and staff in the NHS, through best practice in volunteer management”

Have we met it? – It’s your vote !