

Alzheimer's & Dementia  
SUPPORT SERVICES

## Annual Review 2010/11



*I feel so lucky to have such a lovely bunch of people who will back us up with all their support and kindness – the service they give both to my husband and me is absolutely wonderful.’ Carer*

*‘You have opened the door for me – I don’t feel so alone.’ Carer*

*‘I haven’t had such a wonderful time for a long time.’ Person with dementia*

***An independent charity working with, and for, people with dementia and their carers in Dartford, Gravesham & Swanley***



### Trustees – 2010/11

Tony Searles, Chairman Roma Khobra – Treasurer (to 31/12/10) Alan Spencer – Treasurer (from 1/3/11) Justin Bateman Bob Gladwell	Naresh Katnoria Dr. Alisoun Milne Dr. Lynfa Price Bill Warne Mick Whitehouse
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### Staff – 2010/11

Caroline Adams Ranjit Bains Sherrie Boyd Jackie Bushell Alison De-Ritter Angela Farrell Wendy Forster Pat Frost Janet Green Sue Harman	Glynis Johnson Jola Kane Rupinder Kaur Brenda Langford Lynne Lidstone Steph McMillan Lorraine Morriss Ross Mullis Karen Payne Lynda Petley	Ita Petrie Viniti Seabrooke Margaret Stephens Rock Sturt Rachel Swain Jackie Thompson Rosemary Tunbridge Judith West Jenny Wheeler Eve Wilkinson
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### Volunteers – 2010/11

Sheila Aitken Wendy Bateman Gordon Baylis Vera Baylis Margaret Burton Sophia Channa Anne Child Pat Clarke Sapna Dabas Edna Davies Stan Day Angela Ford Kathrine Forsdyke Lindsay Garrett Pauline Glanfield Elaine Grooms Alan Hilton	June Humphrey Alison Jarman Audrey Jeeves Edmina Johnson Steve Johnson May Jones Tajinder Kaur Danny Kelly Kevin Kennelly Margaret Kirby Sunny Knowles William Kollo Lobe Mollie Luckhurst Arjinder Mahal Amandeep Mann Jackie Millington Ross Mullis	Sheila Partridge Lynden Pickles Christine Rutherford Lilian Savin Lisa Savin Julie Sizer Jeannie Steele Margaret Stephens Maninder Tagore Paul Thompson Rosemary Tunbridge Jean Ventham Audrey Wadsworth Angela Warren Bill Warne Joy Wootten Kam Lin Yau
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## Chairman of the Trustees – Tony Searles



During the period covered by this report, 208 new referrals were received. 304 families received a service from Alzheimer's & Dementia Support Services (ADSS) and all services were fully utilised. The day centre provided care to 80 people, which gave their carers much needed respite. The Support at Home Scheme provided a service to 41 people with over 1,980 hours of support given and our Carer Support Groups in Gravesend, Meopham, Swanley and Dartford had over eighty members.

The Monday Club for people in the early stages of dementia has proved to be very popular and provides an enjoyable, stimulating day. Activities are chosen by the members of the Monday Club and are facilitated by staff & volunteers.

The GP Early Intervention Project is proving to be effective and is highly regarded in the health & social care community. The GlaxoSmithKline award gave special mention to this project as *'an innovative service that is forging links with General Practices to reach vital unmet needs'*.

Our Black & Minority Ethnic (BME) project began in August 2009. It has established itself in the area with the project worker networking across many communities including Asian, Chinese, Afro-Caribbean & Gypsy, Roma & Traveller communities. This has increased the uptake of ADSS services by people from the BME community and increased awareness of dementia and support services in these communities. The project has also raised our profile amongst professionals working with people with dementia and their carers across West Kent.

A dementia café has been set up in Gravesend in September and it has proved to be very popular. It gives the opportunity to meet with staff & volunteers from ADSS, to be offered information, advice and guidance in a social setting. Light refreshments and entertainment are also supplied. Further dementia cafés in Dartford and Swanley are to be started in April and May 2011.

During National Alzheimer's awareness week 2010, ADSS held its 'Cuppa for a Cause' and tea dance events, which raised over £2,000.

Finally, I would like to express my thanks to our staff, trustees and volunteers for their hard work, dedication and support during the year.

## Chief Executive Officer – Jackie Thompson



As I write this report, I am surprised to realise that I have been in post for over two years. How time flies when you are having fun! We have certainly been busy. Our referrals were up from 164 in 2009/10 to 208 in 2010/11 and the demand on our services has grown significantly in line with this increase. As you would expect the staff and volunteers have risen to the challenge and are enjoying providing current services and developing new ones.

The carer support groups in Gravesend, Dartford & Meopham are very well used and enjoyed by carers and the people they care for. A new group has been set up which meets over lunch at the Lion pub in Farningham.

An exciting development for ADSS this year was the setting up of a Cognitive Stimulation Therapy (CST) group. CST is a structured group programme which is an evidence-based treatment for people with mild to moderate dementia. The activities are designed to improve confidence, self-esteem and cognitive functioning in people with dementia.

ADSS has won a 2011 GlaxoSmithKline IMPACT Award. This award is in partnership with the King's Fund and is in recognition for '*excellence in our work and commitment to improving the quality of human life and making a real difference to the health of the community.*' We are tremendously proud of this award and it comes with £25,000 and senior management training opportunities.

Future developments will be the setting up of a carers learning group. The group will run for four sessions and the subjects covered will be

- *Normal ageing and understanding of dementia,*
- *Communication,*
- *Dealing with behaviour that challenges*
- *Stress and looking after yourself.*

A major development for ADSS will be the setting up of a specialist dementia domiciliary service. We have now been registered with the Care Quality Commission and will start the service in May 2011.

I am very aware of, and impressed by, the care, dedication & commitment of staff, trustees & volunteers to the wellbeing of our clients and their carers.

## **Membership Report – Jenny Wheeler**

Membership has remained fairly static this year. Increase of members was 1% from the previous year, with an increase to donations of 3%. Contributions to unrestricted funds from membership donations in 2010/11 totalled £3,660.

A membership drive takes place each year; all existing users of ADSS services are invited to become members. ADSS received a 6.9% response with a total contribution of £190. This was a significantly lower response from previous years but in the current economic climate is to be expected. ADSS would like to thank all members who continue to support the organisation.

## **Care Services – Brenda Langford**



Day Care continues to flourish with a happy environment, where clients are stimulated mentally, emotionally and physically to encourage their individual capabilities.

We were thrilled to have some Asian and African dancers visiting day care in the Spring to demonstrate their cultural dancing and singing. On bidding their farewell, they gave us some of their traditional games.

A volunteer workforce came from the local ASDA distribution depot in the Summer months to revamp our lobby area, which has provided a warm welcome for our clients. At the same time we had our badly in need-of-repair driveway resurfaced which helped clients, staff & buses alike. In October, Garden Lodge was lucky to hear that we had been selected as a local charity by Millbrooks Garden Centre to landscape our patio area which now looks delightful and provides a haven for our clients to enjoy in the good weather.

We endeavoured to provide our service during the unexpected snow storms in early December, very much helped by the local fish & chip shop, in supplying our lunches ad hoc. We managed to have some Christmas entertainment, provided by a local school choir and staff's grandchildren "Little Sparkles" singing to us.

Great excitement came with the news that we had won the IMPACT Award and Garden Lodge clients & staff were filmed and photographed for the awards ceremony in May 2011.

## **Support at Home Service – Brenda Langford**



There was a steady demand for the Support at Home service, which resulted with five Support Workers averaging around 180 hours per month between them during the year, with the service peaking in November at 212 hours.

This is always a popular service whereby Support Workers are able to provide support to clients on a one to one basis, giving encouragement with their hobbies and interests, providing support in maintaining life skills and assisting with practical tasks.

## **Monday Club - Lynne Lidstone**



Due to demand Monday Club has increased its numbers to 16 members. We have maintained a full programme of activities, continuing with our walking group and occasional visits to places of interest. We have been to Rochester Castle and Cathedral, enjoyed another visit to Shoreham Aircraft Museum and were made most welcome at the new Northfleet Police Station and the local Fire station. We have been fortunate to have visitors come to us with interesting talks on the history of the Dartford Hospitals and have had a quiz with antiquities from the Dartford museum. We have had the opportunity to take part in an Art Group and discussions. The core aims of the club are that club members socialise, share experiences and offer support to one another whilst enjoying a programme of activities.

## **Support at Home Plus – Judith West**

This service will be launched in May 2011 offering a domiciliary service (personal care) to clients in their own homes. In addition to assistance with washing, dressing and medication we can also offer help with household tasks such as preparation of meals and drinks plus emotional support. Each client is assigned a small team of trained care workers, one or two of whom will be the client's main care workers. The service is for a minimum of one hour in order to deliver an unhurried quality visit. Support at home plus is registered by the Care Quality Commission.

## **GP Early Intervention Project 2008/11 – Viniti Seabrooke**

At the end of the third year of this project we have reached 7,515 patients to raise awareness of memory problems and encourage them to see their GP if they have any concerns. Our template for early intervention in dementia has now been installed onto the computer systems of 17 surgeries and, from the results reported back so far, 198 patients from 12 surgeries have had the 20 minute consultations with their GPs for assessment of dementia. 29 of these patients have been referred onto secondary services and 71 patients have been referred to ADSS for support and services. Both carers and our clients with memory problems have continued to engage with all our services including our new dementia cafés and the Cognitive Stimulation Therapy pilot.

In December 2010, the project was submitted for the prestigious Charity Awards 2011 and was shortlisted for an award under the Healthcare and Medical Research Category.

A noteworthy outcome of this project is that it is enabling both the clinical and social needs of patients and carers to be addressed and its success has continued to gain local and national recognition. It was submitted to the Department of Health earlier this year and is acknowledged as good practice by its inclusion in the Compendium of Good Practice across the South East.

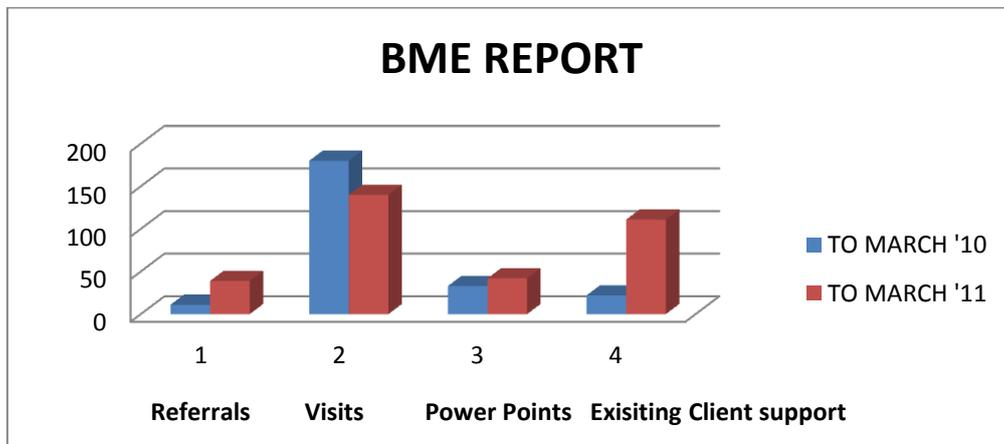
## **Cognitive Stimulation Therapy (CST) – Viniti Seabrooke**

CST is recognised to be the only non-pharmacological, evidence-based treatment for people with any form of mild to moderate dementia. It is an intervention that has been recommended by the National Institute for Health and Clinical Excellence (NICE) for ‘cognitive symptoms and the maintenance of function’. With this recommendation in mind, ADSS decided to undertake a pilot programme of CST for our clients. Five of our staff members undertook the one day CST training provided by Dementia UK and in March 2011 we embarked on the 14 week programme with six of our clients. This pilot programme will be evaluated for its effectiveness and enjoyment and, if received well by our clients, carers and staff, we will endeavour to continue to provide CST sessions as an ongoing service for our clients.

## **Black & Minority Ethnic (BME) Project & Dementia Café – Rock Sturt**

BME work for this period has been very busy with a total of twenty eight new referrals. This represents an increase of 255% from the previous year, and a 1200% increase from the year before that. The reason for the rise in referrals has been the focus on networking with leaders, and representatives of BME communities, and then following this up with visits to their groups. In addition, there were network meetings with Health, Social Care, and Voluntary organizations. There were 140 of these visits. 42 Dementia Awareness presentations (mainly through PowerPoint presentations, showing DVD's, running quizzes and holding focus groups) were done in different community groups and this was also a major factor in the rise in referrals. Return visits were undertaken to a number of community groups in order to develop relationships with the members of these groups and to foster trust. There has been a

greater focus on supporting existing BME clients (111 contacts and visits) as the BME referrals are more substantial now.



Rock has delivered a couple of “Cultural Awareness” courses to ADSS staff and staff from three other organizations from the Dartford, Gravesham and Swanley locality. He has also developed, and delivered, a “Healthy Living/Nutrition and Dementia” course.

Gravesend Dementia Café: These have been very successful both in terms of numbers and content. The average number attending since last September is 44. A third of the attendees have been from BME backgrounds. We have had a variety of speakers, and entertainers most of whom have offered their service free of charge. The highlight was the February meeting which was filmed for the IMPACT Award with over 70 people attending and the ‘Little Sparkle’ singers delighting the audience.

### **Support Groups – Lorraine Morriss**

In July 2010 we introduced a new group, namely The Swanley Carers Support Group. This group along with our Carers Support Groups in Meopham, Dartford and Gravesend is an invaluable resource for our members.

The groups are largely self supporting through monies raised by group members. They provide an informal, relaxed and welcoming atmosphere where Carers and those they care for can gain support, have a cup of tea and a sociable time with people, who understand, care and want to help.

Groups are run by our volunteers. Their hard work and commitment ensure that our Carer Support Groups continue to thrive and grow.

Some comments from group members:

*‘Lovely friendly atmosphere as soon as we met each other.’*

*‘Good to share problems-it is a release of inner tensions.’*

*‘The people at the group are so caring and understanding and lovely. It is the one time in the week when I have a good laugh.’*

## Dementia Helpline – Alison De-Ritter

The ‘Kent & Medway 24 hour Helpline’ was launched in May 2010. Since that time we have seen a steady increase of calls from those living in Kent and Medway who are feeling the effects of dementia, either personally or in a caring, support role. The helpline took 405 calls from May 2010 to end of March 2011. These ranged from callers who wanted to know who to talk to as they were concerned about their memory, what support was available in their area, how to access benefits and how best to deal with challenging situations as things progressed.

The helpline is managed by the Helpline Manager and the Helpline Co-ordinator, with support from volunteers from ADSS and the Alzheimer’s Society Kent & Medway Locality. We pride ourselves that anytime day or night a caller can reach for the phone and talk to someone who can understand their needs and concerns.

One lady summed it up by calling the next day, after a difficult night with her husband to say *‘please thank the volunteer I spoke to last night, everyone I called said they could not help, or did not pick up the phone. The lady I spoke to listened and gave me good advice and I was able to get the help I needed, please thank her so much’*.

## Volunteer Report – Angela Warren



ADSS has seventy volunteers in very diverse roles in different areas of the organisation:

Befrienders	Helpline volunteers
Car & Minibus drivers	ICT
Carer Support Group volunteers	Interpreters
Day Centre helpers	Office administrators
Dementia Café helpers	Trustees
Fundraising supporters	

We are very grateful for all the support given to ADSS by our volunteers, a total of 7,402 hours this year.

## TREASURER – ALAN SPENCER



### FINANCIAL REVIEW & RESERVE POLICY

Our unrestricted reserves have increased by £21,197 and our restricted reserves by £45,019. This means that we have spent 88% of the money that we received on the charity's activities. The unspent funds will be carried forward for spending in future years.

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximate 3 months of charitable expenditure. This will allow ADSS to meet its obligations should it be required to close down and to meet any shortfall due to the late payment of grants. Should any service be overspent, it is ADSS policy to address this from unrestricted reserves.

ADSS continues to be dependent upon KCC grants to carry out its main activities, which amounts to 57% of its total income.

ADSS Gift Aid Claim to H.M. Revenue & Customs this year was £864.

ADSS membership grows year on year and contributed £3,660 to the Unrestricted fund.

ADSS acknowledges the contribution made by its dedicated volunteers of 7,402 hours in this financial year. If these hours are multiplied by the National Minimum Wage (£6.08 per hour w.e.f. 1/10/11), the financial contribution to ADSS would be over £45,000. ADSS is not dependant on voluntary donations to carry out its work.

Barbara White continues to run ADSS payroll and Ann Hales is our Bookkeeper.

ADSS Bankers continue to be CAF Bank at West Malling and the Auditor for ADSS is Jonathan Healey of Lindeyer Francis Ferguson.

### RISK MANAGEMENT

Accounting and Reporting by Charities – Statement of Recommended Practice (SORP 2005) requires ADSS to make the following statement.

*'The major risks, to which the charity is exposed, as identified by the trustees, are reviewed and systems or procedures have been established to manage those risks'.*

#### **Areas: Governance & Management: Financial Risk**

These areas were reviewed and updated by the Finance and Personnel Committee on August 30<sup>th</sup> 2011 and reported to the Board of Trustees on the same date.

## Donations in Memory of

J. Sheehan Joan N. Tibbals C.W.T. Daniels A. Record J. Gould N. Newton F. Cox P. Hicks C. Gates K. Bhagwandeem	J. Wheeler A. D. Everett P. Cartin E.D. Jones L. Oliver W. Parkinson A.C. Worsfold D.S. Probert C. White F. Courtney L. Middlemiss	D. Tizzard A.C. Putt R. Ballantyne R.F. Sharratt H. Tidmas C. Alston K. McNair V. Weeks T. Miller D.S. Waters
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## Donations from Individuals, Groups, Events & Organisations

J. Watts St. Barnabas – White Tops performance The Ivy Club Charities Trust Mr & Mrs Payne Kent Police Audrey Jeeves Mr. Barley Mr & Mrs K. Bewer Relief Chest Scheme - K.H.J. Salter ASDA Foundation D.J. Miller Mr Hughes Gravesend Hospital Charity Cup Competition Mr & Mrs Howe S. Sehgal Mr & Mrs Vallins Mr. Atwal Mr & Mrs Gilbert Mr. Levermore B & B Catering S & T Barden Mrs Rodgers J. McDonald Nubila Restaurant S. Devo E. Grooms Union of Catholic Mothers I Hammond Yorkshire Building Society Swan Valley Community School – R9 pupils E. Parker-Jervis M. Moon Little Lights Group J. McDonald Alma Ambrose St. Johns PCC	Audrey Mann Rosemary Tunbridge Mr & Mrs Nichols Mr & Mrs Holt Mr & Mrs Weeks C. Keep Emmanuel Baptist Church Boot Fair B. McGarritty Mr & Mrs Eldridge Waterside Quilters Exhibition Mr B. Gladwell Mrs J. Cottle Newbarn Residents Association Alvera Line Dance GlaxoSmithKline Mr. Pinder Mr & Mrs Bosley Rotary Club of Gravesend J. & A. Mills Mr R. Smith Mr Harris Mr. H. Krief Waitrose Community Matters Mr. Turner Dr. I. Kearns D & J Sowter Northfleet & Ebbsfleet Lions Mrs A. Jarman R. & J. Fleury Mr & Mrs Hearn M. Warner N. Shaw P. Jenner Jo & Co, Hairdressers Mr & Mrs Borrow Gravesend Boat
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*Alzheimer's & Dementia*  
SUPPORT SERVICES

Thank you to all of the people who have made Alzheimer's & Dementia Support Services such a great organisation. This includes

- the people who use our services, their carers, friends and families
- the Trustees, staff and volunteers
- the members of ADSS
- other local organisations in the community, faith and voluntary sector
- our colleagues in Kent Adult Social Services and the National Health Service
- our funders Kent Adult Social Services, National Health Service, Primary Care Trust and the Big Lottery Fund
- the people, groups and organisations that have kindly donated money, time and services in kind
- Ann Hales, our book-keeper and Barbara White, pay clerk

**Independent Examiners**

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