

DEAR READERS

We hope that you're well and have been safe during this extended social distancing period due to the Covid-19 pandemic. We are so thankful for the NHS teams, care home staff and key workers who continued to work during the pandemic to keep us supplied with all the essentials.

We are again looking at our members' list and are grateful for those who in these difficult times have continued to update their dementia friendly actions. Some businesses would likely be more busy than normal whilst some might have had to close.

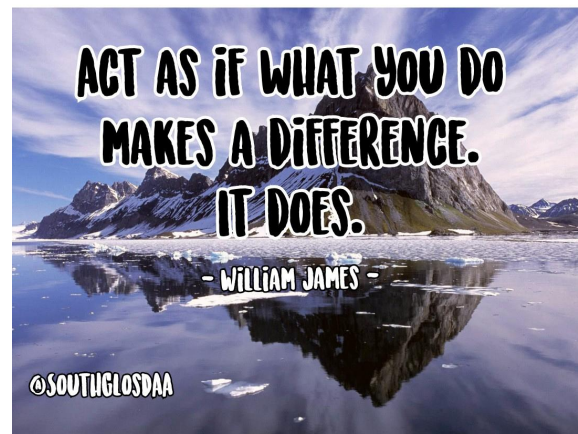
We would love to hear from our members to find out what you've all been doing during the pandemic. How has the pandemic impacted your business/ organisation?

We would like to suggest that our members consider how the new guidelines and service delivery changes will affect those who are living with dementia.

It might be good time to consider making reasonable adjustments to ensure that those with dementia and their loved ones are able to access the new delivery processes without being adversely affected. How will the new guidelines affect how you deliver your services and would these adversely impact on people who have dementia?

As the pandemic eases and social distancing restrictions have relaxed we're hoping to bring you some networking events for members – these could be online or hopefully face to face. These we will share with you very soon.

<https://southernbrooks.org.uk/dementia/sgdaa>



THE PANDEMIC AND DEMENTIA

Everyone's lives have been touched to a lesser or greater extent by the pandemic and we wish to express our heartfelt condolences to those who have lost loved ones.

We know that many people living with dementia have had a difficult time coming to terms with lockdown, and some have found it difficult not having the social connections and groups that had previously enriched their lives. Many organisations and volunteer groups did fantastic work to support residents.

Information on Covid-19 deaths linked with dementia can be found [HERE](https://bit.ly/2W1H9Zr) or go to: <https://bit.ly/2W1H9Zr>

The disproportionate number of people with dementia who have died during this pandemic is a cause for concern.

Going forward the voice of those who are living with dementia and their loved ones should be heard in all discussions.



ONGOING SUPPORT FOR PEOPLE LIVING WITH DEMENTIA

Dementia services have restarted again so those waiting for diagnosis will be receiving appointments. For anyone you know who requires dementia support please continue to refer them to the Alzheimer's Society and to Sirona. The Carers Centre and AgeUK South Gloucestershire are still supporting residents who need advice.

Alzheimer's Society
Dementia connect support line:
0333 150 3456

AgeUK South Gloucestershire
Benefit and benefit checks and support is still available by telephone.
You can call them on 01454 411 707 select option 1
Email: benefits@ageuksouthglos.org.uk

Carers Support Centre
Carers line is still open for business - give them a call if you need advice or someone to clarify some issue you might be struggling with. Don't be shy - that is what they are there for. Call 0117 965 2200 Open from 10am-1pm and then from 2pm-4pm Monday to Thursday and on Friday they are open for calls from 10am-1pm.

Sirona Care and Health
Still working , still visiting clients at home. They have PPE (personal protective equipment)
Call on 0300 125 67 89
Email sirona.hello@nhs.net

Keeping Safe

OR: HOW TO AVOID BEING SCAMMED DURING LOCKDOWN

During lockdown there have been many stories of vulnerable people being scammed.

We have previously highlighted some precautions on our Facebook pages and we hope our members will help to highlight these to customers who are vulnerable. Information about these can be found on the National Trading Standards scam team page which offers advice on how to avoid scams for individuals and businesses.

Wash your hands of coronavirus scams!

Friends Against Scams aims to protect and prevent people from becoming victims of scams.

STOP. Be aware of people offering or selling:

- Virus testing kits
- Vaccines or miracle cures – there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products.
- Shopping or medication collection services.
- Home decontamination services.

CHALLENGE. Question communications and encourage others to do the same.

- Don't be rushed into making a decision. If it sounds too good to be true, it probably is.
- Only purchase goods and services from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you. If in doubt, speak to someone you trust.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.

Be a good Friend,
help to protect
your family,
friends and
neighbours from
scams.

Read it.
Share it.
Prevent it.

#ScamAware
#Coronavirus



PROTECT. Contact:
If you think you have been scammed, contact your bank first.
For advice on scams, call the Citizens Advice Consumer Helpline on
0808 223 11 33.
To report a scam, call Action Fraud on **0300 123 2040.**

**NATIONAL
TRADING
STANDARDS**
Scams Team

To learn more about different types of scams, visit: www.FriendsAgainstScams.org.uk

Wash your hands of coronavirus scams!

Businesses Against Scams can help your company's employees learn how to spot and stop scams.

Criminals are working harder than ever to target people that are working from home.

STOP be aware of suspicious communications such as:

- Emails or text messages claiming to be from a senior person in your company asking for private business information or to make a payment
- Emails claiming to be from a regular or new supplier asking for Direct Debit instructions to be changed
- People phoning claiming to offer tech support for your home IT network
- Government agencies offering to help your business claim for COVID-19 grants or tax relief

CHALLENGE encourage your employees to question communications:

- Take your time to think about what people are asking of you
- Understand that emails and text messages can be spoofed so that it looks genuine
- If you're in any doubt, pick up the phone and talk to someone in your team or your line manager for a second opinion.
- Report all suspicious activity to Action Fraud
- Check the request has come from a genuine source by using contact information you know to be correct
- Only use your trusted IT support desk if you have one, confirm this with your employer

Help to protect
your business
and keep it
scam free.
Read it.
Share it.
Prevent it.

#coronavirus
#scamaware



PROTECT: Report all suspicious communications
To report a scam call Action Fraud on **0300 123 2040**
Contact your bank if you think you have been scammed.

**NATIONAL
TRADING
STANDARDS**
Scams Team

To learn more about the different types of scams visit www.FriendsAgainstScams.org.uk/BAS

Members In Focus

CIRCADIAN TRUST YATE ACTIVITY CENTRE



In 2015 Yate leisure centre joined the Yate Dementia Action Alliance which was overseen by the SGDA and Mike Jones, an employee and dementia friends champion, was the member of staff tasked with being the dementia ambassador for the Yate Activity Centre.

Mike developed the Active centre dementia social group with his wife Jan, who is also a dementia friends champion and who previously worked as a facilitator for Singing for the Brain.

Over the past 5 years Jan and their volunteer, Pam, have been delivering the weekly sessions.

The Circadian trust has been supportive of the group, providing venue free. The Active centre dementia social group offers a wide variety of activities for members including singing and various sporting and leisure activities, all underpinned by a caring social environment.

Last year Mike and the team, with the active encouragement of the Circadian Trust, expanded the group and now both Kingswood and Thornbury Activity centres deliver dementia social groups.

Groups in all the areas were doing well until they had to stop due to the pandemic.

Members In Focus

CIRCADIAN TRUST YATE ACTIVITY CENTRE



In addition to running these social groups, in October last year Mike and Jan started to deliver dementia awareness sessions in local schools, creating hundreds of dementia friends AND speaking of healthy lifestyles to reduce risk of getting dementia in later years.

They have also invited the children to visit the Circadian Trust Active centre dementia social group to meet its members.

Unfortunately, due to the COVID-19 pandemic, this amazing work has been put on hold. Mike and Jan have continued to support members with music that Jan produces and sends out to members who really appreciate maintaining this link with the group.

They are waiting eagerly to restart!

This fantastic initiative by Circadian trust shows what a local business can do to make a significant impact on the lives of people who have dementia.

Circadian Trust shows that you do not have to be a primary dementia organisation to be a dementia friendly organisation. Giving space for free and releasing staff (Mike Jones) shows an organisation with foresight and fulfilling their social corporate responsibility.

If you would like your business/organisation to be featured here please get in touch. We would love to share your story of what you're doing to support Dementia Friendly South Gloucestershire!

Dementia Friends

ONLINE

Online Dementia Friend's information sessions are now available to all members!

During lockdown the Alzheimer's Society adapted the face to face dementia friends information sessions to an online version which lasts for only 30 minutes.

Dementia Friends champions were invited to book training prior to delivering these sessions. Winsome undertook the training and to date has delivered five sessions, one of which was to a group of Brownies in Wick.

We are now actively promoting these dementia friends information sessions via social media. The benefit of these online sessions is that people do not need to travel and can maintain social distances in their own homes.

Individual sessions for your organisation can be booked for your team if you have a minimum of 6-8 people.

We will also continue to deliver public sessions and these will be promoted on our Facebook pages and other social media platforms.

If you would like to do something simple to enable your organisation to continue its dementia friendly journey we would suggest you add a 30 minute Dementia Friends information session into your induction programme for new or current staff. To request a session simple email us at dementia@southernbrooks.org.uk

STOP PRESS!

Online sessions now available!

The SGDA will be delivering two public sessions - they are free and anyone can join. Go to the link and sign up, but be quick as each session is for 15 persons only.

TUESDAY 25th AUGUST 2020

11:00am - 11:40am

Webinar - book at:

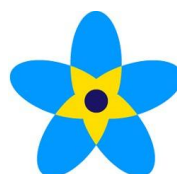
<https://bit.ly/2WngpT7>

MONDAY 7th SEPTEMBER 2020

11:00am - 11:40am

Livestream - book at:

<https://bit.ly/2CFVbsw>



**Dementia
Friends**

An Alzheimer's Society initiative

You can still become Dementia Friendly during lockdown!

Join us for one of our FREE 40-minute online webinars.

Arrange for us to deliver a FREE online session to your group or staff team (minimum 6 people attending).

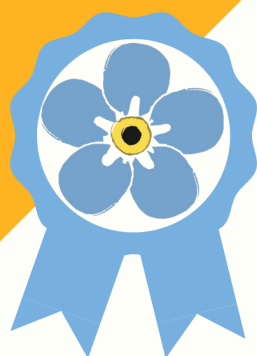
Join with us in the **South Gloucestershire Dementia Action Alliance** and let's work together to make South Gloucestershire the most Dementia Friendly county in the South West - it's FREE to join!

We will provide ongoing support through networking, newsletters and meet-ups - virtually at first, and face-to-face when possible.

Get in touch to find out more: dementia@southernbrooks.org.uk



South Gloucestershire
Dementia Friendly Communities



THIS IS TO CERTIFY THAT:

2nd Wick Brownies

ATTENDED A DEMENTIA FRIENDS SESSION AND ARE:

Working to become Dementia Friendly 2020-21

AWARDED BY:



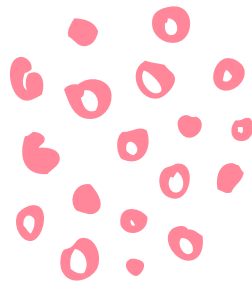
17/06/2020

South Gloucestershire
Dementia Friendly Communities



New Member

IN FOCUS



YOUR VILLAGE SHOP

A new shop in South Gloucestershire is aiming to become a dementia friendly store

Lucy & Rich Smith are the owners behind Your Village Shop based in Gifford Retirement Village. They have joined the local alliance, South Gloucestershire Dementia Action Alliance, to help them fulfil their ambition to become a dementia friendly shop.

Opening in March 2020, Lucy & Rich have had to do things a bit differently because of COVID-19, but they always set out with an ambition to create an environment that is welcoming and friendly for their customers.

“ At Your Village Shop we have created a store where you can get extra help if you need it, where you can feel safe using mobility aids and where you won't be overwhelmed by a big busy store.

There is still plenty of work to do on our action plan to become fully dementia friendly but we are passionate about creating a shop that will make shopping independently possible for anyone, especially customers with dementia.”

Lucy & Rich are waiting for Stoke Gifford Retirement Village to open up for external visitors once again, when they look forward to safely welcoming non-residents to the shop.

You can find out more about Your Village Shop
at <https://yourvillageshop.com>

Keeping Brains Active

DURING LOCKDOWN



We created and delivered some sample activity bags for members of our memory cafes.

It was lovely to create these knowing that members will have something to do while our café remains closed.

The bags had various activities including exercise suggestions such as chair badminton, reminiscing activities, painting and adult colouring as well as games such as dominoes, word searches, puzzles, quizzes and more. We provided sufficient activities to last for two weeks.



We have asked those receiving the bags to give feedback on each activity so we know what works for each person, the aim being to make each bag person centred to cater for each individual who attended The Retreat memory café in Soundwell.

If the feedback from the first bags are positive we are hoping to create more bags and will be looking for volunteers to work on putting different activity kits together so that people can just pick up and do an activity at home without any preparation.

We've Been Busy

DURING LOCKDOWN

Here's some of what we have done so far during the pandemic...

From the government announcement of lockdown in March our primary action was to ensure that people who are linked with our alliance were supported so that they in turn could support the people who have dementia or care for those with dementia.

Telephone answering service and well being support Southern Brooks community partnerships were commissioned by South Gloucestershire council to deliver a telephone service for residents of South Gloucestershire.

We supported this effort in creating a community road map of services and then supporting the telephone service to offer help with practical support as well as wellbeing advice.

During these calls we were able to offer signposting to residents who were struggling as a result of undiagnosed cognitive impairment.

We also offered support to The Retreat memory café members, volunteers and the independent memory café leaders across South Gloucestershire.

We offered telephone calls, emails and activities ideas and news updates to the members of The Retreat memory café and the volunteers.

For the independent memory cafes, we supported the leaders with information and activities ideas for them to share with their members.

We became a Playlist For Life shielding community help point and have just received our packs. We will be sending these to our Retreat memory café members. If you watch [THIS VIDEO](#) you'll learn how the service works to support people living with dementia.



More information can be found at: <https://www.playlistforlife.org.uk/resources/>

If you're interested in finding out more you can contact them via email: gill@playlistforlife

Looking Ahead...

We are developing our work knowing that we might not be able to deliver face to face activities for a while.

We had obtained funding to carry out some inter-generational work with schools and care/retirement homes, which for obvious reasons will not be going ahead in the foreseeable future, so we will be discussing with our funders how we can modify this to ensure we can still enrich the lives of older people in our communities.

We are committed to providing a forum for those with dementia to have their voices heard.

Last year we ran an event last year entitled Dementia and You - Have Your Say, for people living with dementia and their carers. We gained valuable information from that session which encouraged us to strive to include more people in how we run our services. We are hoping to repeat this event later in the year or early next year.

Our primary aim is to make our communities places where people with dementia are included and enabled to take part. We value your support in achieving this goal.

We recognise that members are busy putting in place new procedures for working safely. We would ask that you consider how your procedure will impact those living with dementia.

We have many booklets and can signpost you to resources that can help you put in place simple steps that can help those living with dementia to safely use your services.

We know that many services have switched to online format but we ask that members consider the specific needs of people who are living with dementia and make reasonable adjustments so this vulnerable group are not further isolated.



Lead Scotland is an organisation that is providing online courses over the coming months for people to learn how to remain safe online. They might be helpful in supporting people with dementia.

<https://www.lead.org.uk/free-online-safety-classes/>

And Finally

DEMENTIA PARTNERS NEWS



Age UK South Glos are looking for just 50 people to support them with a small monthly donation. Find out more at their website:

<https://www.ageuk.org.uk/southgloucestershire/>



Carers Support Centre Bristol and South Gloucestershire

This year's carers conference on Wednesday 21st October will be held online to ensure the safety of all participants. You can find out more here:

<https://www.carerssupportcentre.org.uk/carers-uk-virtual-state-of-caring-conference-2020/>

Haven memory cafe Zoom meeting!

Barbara Goom and her team at The Haven memory cafe in Thornbury have gone online to stay in touch with their members. They have also strived to include members who are not on the internet by asking their cafe volunteers to call these members so that they can be a part of the cafe on Zoom!

At their first attempt 26 people took part, with chat and singing. This has led Barbara to decide to go ahead with other sessions.

Well done to Barbara and her wonderful volunteering team for keeping connected with their members!

Until next time

Keep safe and well,
Winsome & Kirstie