



dementia
wellbeing
service



Quality Account

2024/25



Devon Partnership
NHS Trust



Alzheimer's
Society

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1. service update

2024/25 has seen us celebrate 10 years of the partnership between NHS and Alzheimer's Society coming together to deliver the Bristol Dementia Wellbeing Service. The service itself went live on 1st April 2015, so we have been able to take some time to reflect on how much has been achieved since we started.

However, we have always been a service that looks forwards, and have continued to develop which has included:

- Development of the delivery of post-diagnostic interventions
- Delivery of CrISP sessions
- Honorary Assistant Psychologists to deliver service improvement
- Admin apprenticeship focussing on Quality Improvement



We took part in **Dementia Congress** in Coventry in November, and presented on our service partnership model, the innovative collaboration with Bristol's schools and colleges to promote a dementia friendly city for the next generations, and a further demonstration of the empathy suit initiative we shared in last year's Quality Account. We were so proud of the team when this work was recognised in the NHS Parliamentary Awards in October as the regional winner.

In the **Pride of DPT** (Devon Partnership NHS Trust) awards, our Care Home Liaison team won Clinical Team of the Year, our Community Development Team were joint winners of the Together Award, and one of our Admin Team was highly commended as a Learner of the Year.

The service took part in another **Let's Talk Dementia** day in central Bristol, joining a number of local partners to inform and educate around dementia, and we also led the organisation and delivery of the annual GP Education Day.

We continue to hold our local service development days, which included a day where we came together with local partners such as St Peter's Hospice to look at dementia at end of life, plus a further day with a focus on dementia research.

One of the most positive achievements has been staff recruitment and retention. Almost all posts have been filled, and staff turnover is low. Whilst we had pressures with the administration team, there has been positive recruitment, and we are currently fully staffed in these teams.

2. care home liaison

The Care Home Liaison Team has had an exceptional year, earning national recognition for the innovative development of our *Empathy Experience* training workshop.

In March, we were honoured to be invited by the Alzheimer's Society to deliver a workshop in collaboration with Alive Activities for members of the England Football Team at St George's Park. This session was featured in a national dementia awareness film by the Alzheimer's Society, now available to view on YouTube [insert link].

Following this, we appeared on BBC Radio Bristol's Breakfast Show, where presenter Joe Sim experienced the physical and cognitive challenges of ageing by wearing the empathy suit live on air.

Our work received further recognition in September when we were shortlisted for the *Outstanding Innovation in Dementia Care* category at the National Dementia Care Awards. We were also nominated by local MP Kerry McCarthy for an **NHS Parliamentary Award** in the *Excellence in Mental Health Care* category. In October, we were thrilled to be named Southwest regional winners and attended the national awards ceremony in London.



The ripple effect of our *Empathy Experience* workshops has been significant, generating growing interest from organisations across the South of England. In November, we co-led a collaborative workshop at the National Dementia Congress in Coventry alongside Alive Activities and Brunel Care, showcasing the positive impact of this training approach for care homes. Locally, we have continued to expand delivery of these workshops to care homes, hospitals, carers' groups, charities, and Bristol City Council.

We also continue to strengthen our clinical practice through close collaboration with Sirona Health and Care, Bristol City Council, and St Peter's Hospice. Together, we support care homes in enhancing end-of-life care, supporting them to introduce the Namaste Care approach.

We have sustained our audit and reduction of antipsychotic prescribing, ensuring these are being appropriately used and managed. Working with all our care homes to promote the necessary skills and non-pharmacological strategies to reduce reliance on the medication. We have also included the use of outcome measures to evaluate the effectiveness of non-pharmacological interventions in reducing residents' distress.

3. additional therapies and post diagnostic support

The **Additional Therapies** team continues to deliver post diagnostic support to our service users and carers. The team welcomed a new Dementia Support Worker, following the moving on of two staff to new opportunities.

The team routinely delivers the **Cognitive Stimulation Therapy** (CST) and the **Living Well with Dementia** groups throughout the year and also individual sessions of these for service users. They continue to focus delivering 1:1 goal focused intervention with service users. This has been further developed by the Young Onset Practitioner to pilot supported volunteering with our younger service users in places such as Bristol Museum.

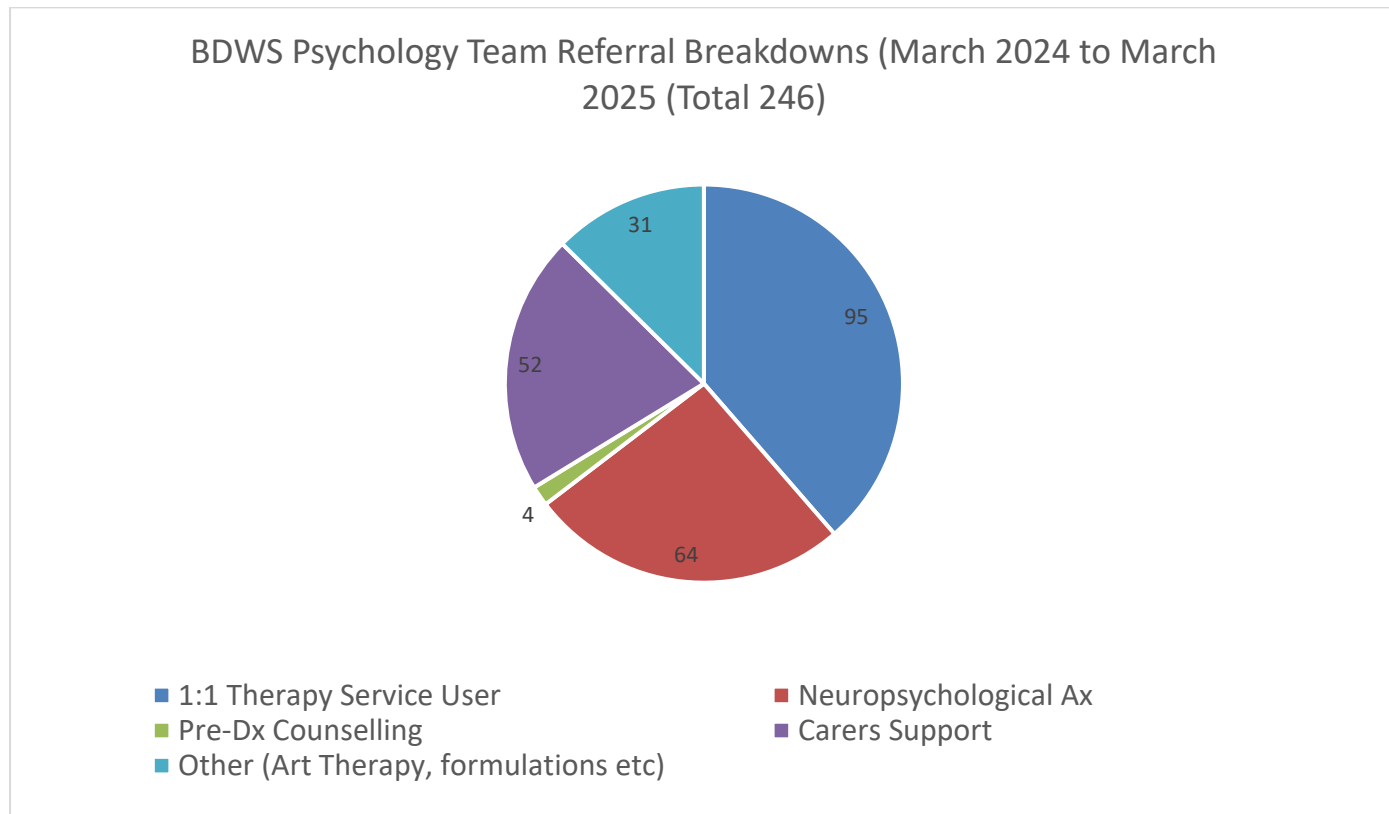
The team has engaged in research this year and will be part of a research project looking at Living Well with Dementia for families, over the next few months.

Meeting a range of needs, the Psychology team will be supporting Additional Therapies colleagues through piloting a culturally-adapted Cognitive Stimulation Therapy Group and Young Onset Cognitive Stimulation Therapy Group.

Plans for the next year include increasing the offer of Cognitive Stimulation Therapy to all eligible service users and to develop pathways with Alive! for maintenance CST.

4. psychology

In the last year, our **Psychology** team has received 246 internal referrals for psychological input. The team receive on average one referral a day. The breakdown for support is below:



As well as providing psychologically informed care the Psychology team has also provided the highest standard of evidence-based psychological therapy for those whose dementia diagnosis is a barrier to accessing talking therapies.

"The relationship between my wife and me, which is very precious to me, has been much improved thanks to you. You have shown great skill in raising issues gently but firmly and persistently to help us move forward."

Supported by both Trainee Art and Music Therapists, and sessional bank Art Therapy support, the team is providing service users with the opportunity to join our Arts Therapy Group, a supportive space for people living with dementia and their carers to express themselves creatively.

The team provides service-wide training on the use of new evidence-based cognitive screening tools and is preparing the service for re-accreditation by MSNAP (Memory Services Accreditation Programme) to continue meeting the highest standard of quality care for those accessing our service.

We have developed the in-house capacity of the team, utilising both Clinical Psychologists in Training and Honorary Assistant Psychologists to support service evaluation projects:

- 1) **Amnesic Mild Cognitive Impairment Project** - Amnesic Mild Cognitive Impairment (aMCI) is considered a pre-dementia (prodromal) phase of Alzheimer's disease (AD), with a higher probability in patients with positive biomarkers (temporo-parietal region, atrophy on CT/MRI imaging and hypometabolism on FDG-PET scan). 50% of MCI, convert to the dementia phase over a 5-year period (approx.13% annually). This project is to evaluate BDWS diagnostic rate of aMCI.
- 2) **Demographics project** – The Psychology team are actively updating missing demographic information and prompting clinical staff to seek missing data at next review meeting. This should improve the quality of the service data in relation to client demographics.
- 3) **Unspecified Dementia Project** - Unspecified dementia is a diagnosis given when a patient presents with dementia symptoms, but the precise cause, aetiology, or subtype of dementia remains unclear (ICD-11, 2024). The absence of a definitive diagnosis often means that patients miss out on targeted therapeutic interventions, such as cognitive rehabilitation or psychoeducation, which are crucial for promoting cognitive well-being (NICE, 2018). The Psychology Team are evaluating service users diagnosed with "Unspecified Dementia Subtype". Suggestions will be made to reduce the number of diagnostic pathways.

"It helped me not to feel so negative about being diagnosed with dementia. Not because it 'stopped' me feeling so negative, but because it helped me by giving opportunities to think about not being so negative. The team who ran it were great in that they were professional and listened to us".

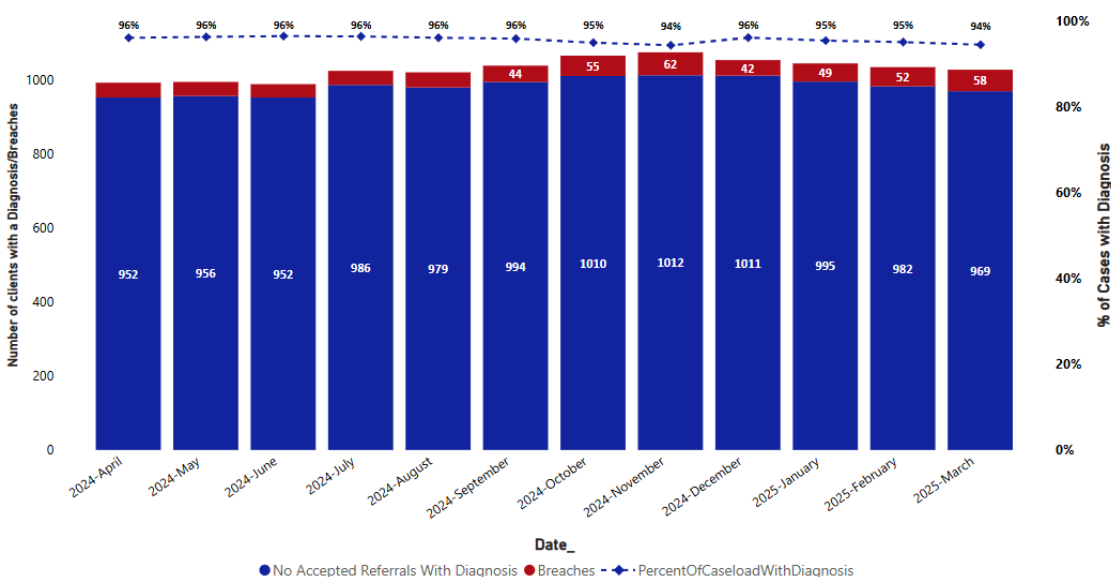
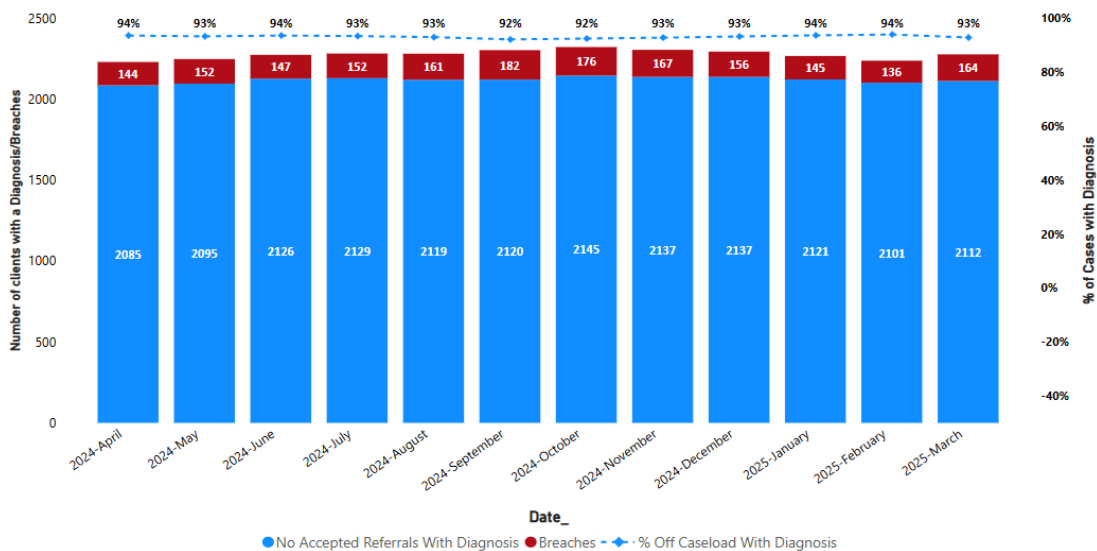
5. service performance

We work with our commissioner to deliver against performance measures that reflect the experiences of those receiving our service, whether this is holding no waiting lists following referral, having your first appointment booked in or that we stay in touch.

referrals and diagnosis

During 2024-25, referral rates remained consistent with around 100 new referrals each month. Overall, the service received 1,202 community referrals in the year, with 255 referrals into Care Home Liaison = 1,457 referrals.

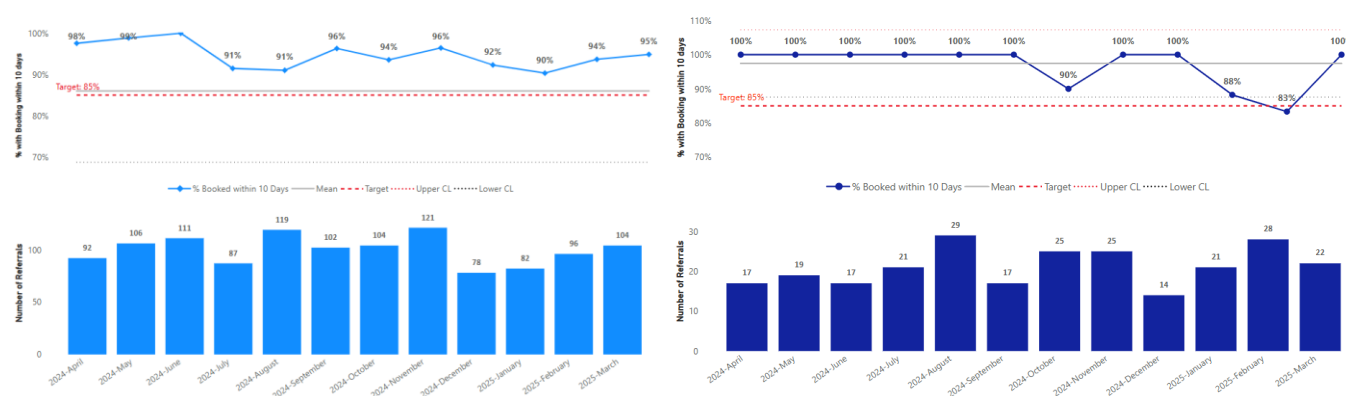
Those with a recorded diagnosis has remained stable across both our community and care home teams this year. This is not expected to be 100% as this reflects those being supported within the service who are undergoing the diagnostic process.



Measured against expected local prevalence, between April 2024 and March 2025, Bristol's diagnosis rate increased from **73% to 76%**. This figure is the highest in the service's history and remains the highest rate in the South West, consistently above the NHS England target of 66.7%.

first appointment

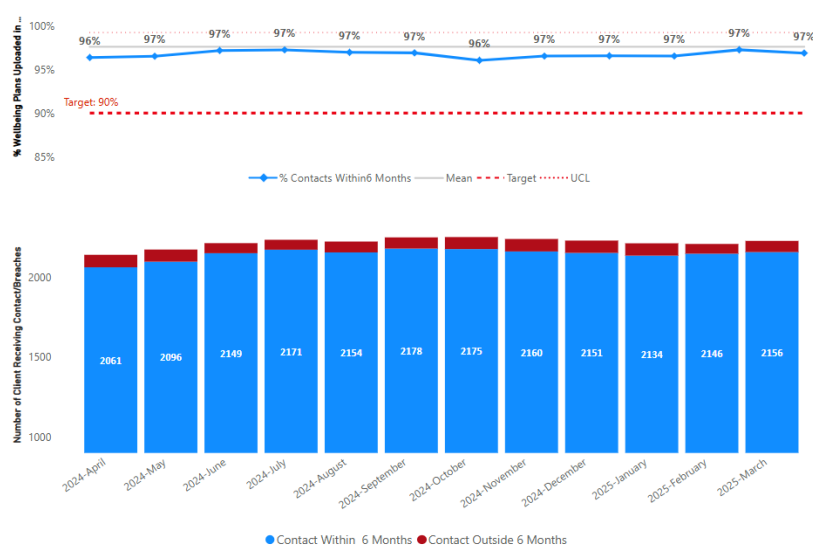
After we accept a referral from a GP, we ensure that we book our first appointment within 10 working days, wherever possible. Our target is 85% of first appointments each month being in our diaries within this timeframe. For both our community and care home liaison teams, this was almost always achieved throughout the year, which is an improvement from last year's report.



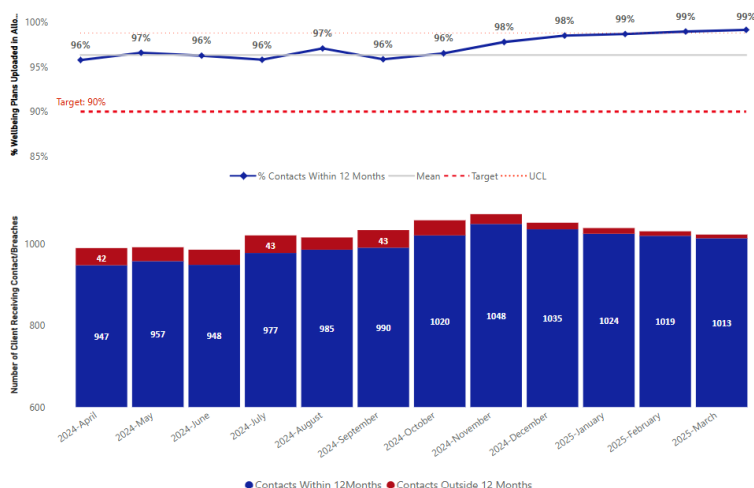
Waiting time for First Booked Appointment for our community and care home liaison caseloads

reviews

We take a proactive approach to staying in touch with people who are receiving our service. We have stayed above target (90%) across our caseloads in having a meaningful contact at least every 6 months (community) and 12 months (care home liaison).



Community caseload – % of caseload with review recorded in last 6 months

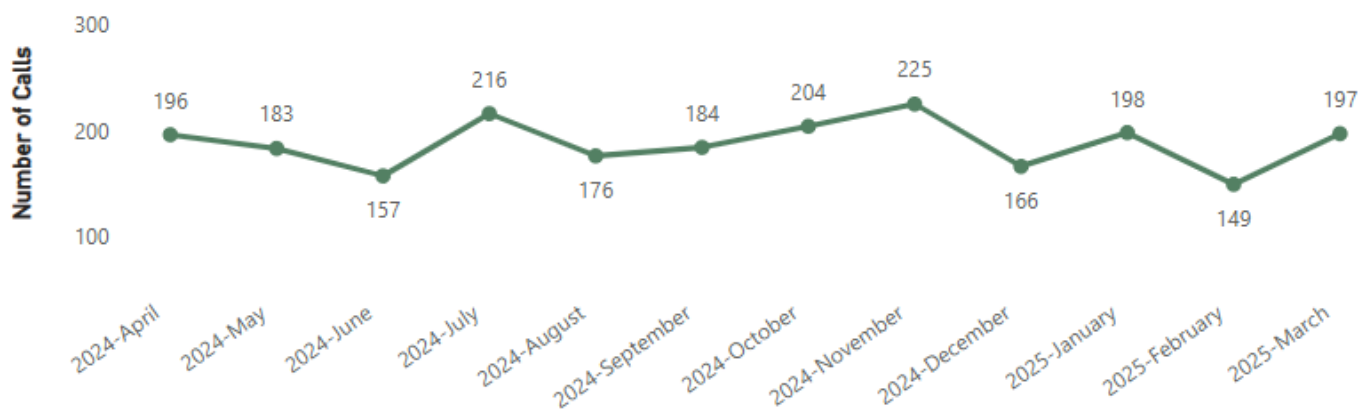


For those who breached target, we review this list to ensure we are staying in touch. Breaches can include seeing someone just outside the 6-month period, not accurately recording appointment outcomes in clinical record diaries, or being unable to review someone if they are in a long-term hospital stay, or abroad.

Care home liaison caseload – % of caseload with review recorded in last 6 months

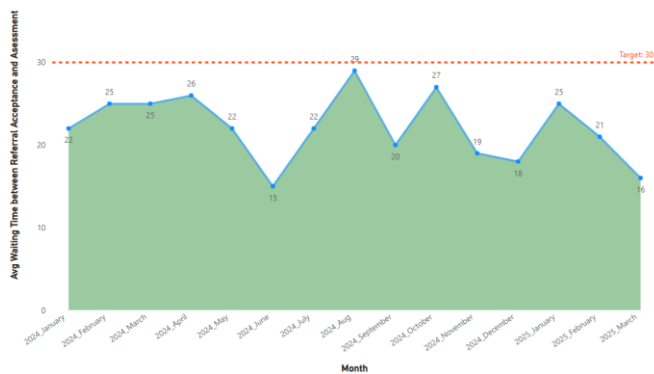
access point

Another way we can measure how people have been able to stay in touch is in the calls to our duty desk (Access Point). We are continuing to review data coming in from our new telephony system which logs called received into each of our service's phone lines.

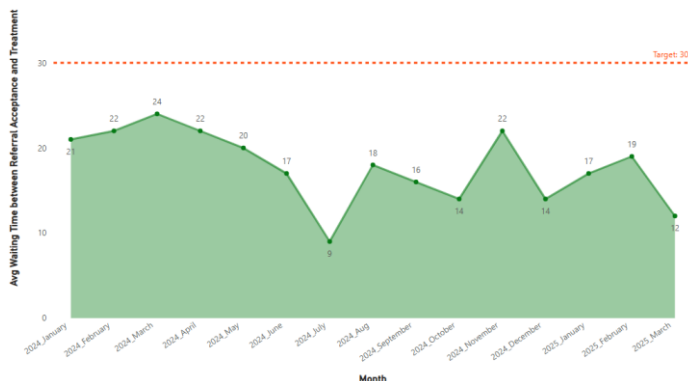


Last year we introduced performance monitoring which tracks the time it takes from receiving a referral to a first appointment taking place. For 'Referral to Assessment' (the time between accepting a referral from a GP to our clinical colleagues attending the first diagnostic appointment) and the national target is 30 days. Our average has remained below 30 and was 15 days at the end of March 2025.

Similarly, 'Referral to Treatment' refers to those who already have a diagnosis when they are referred, but our first appointment with them is the start of 'treatment'. Again, we have remained within the 30-day target, and this was 12 days at the end of April 2024.



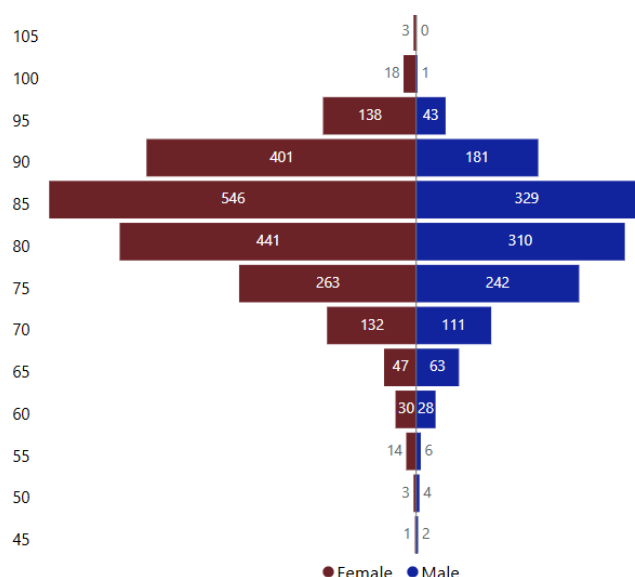
Referral to Assessment (Target = Below 30 days)



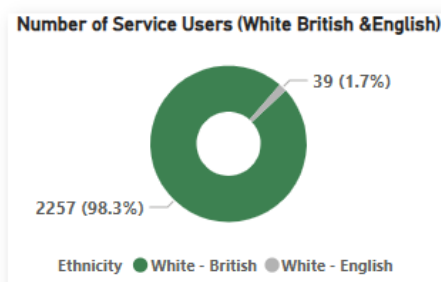
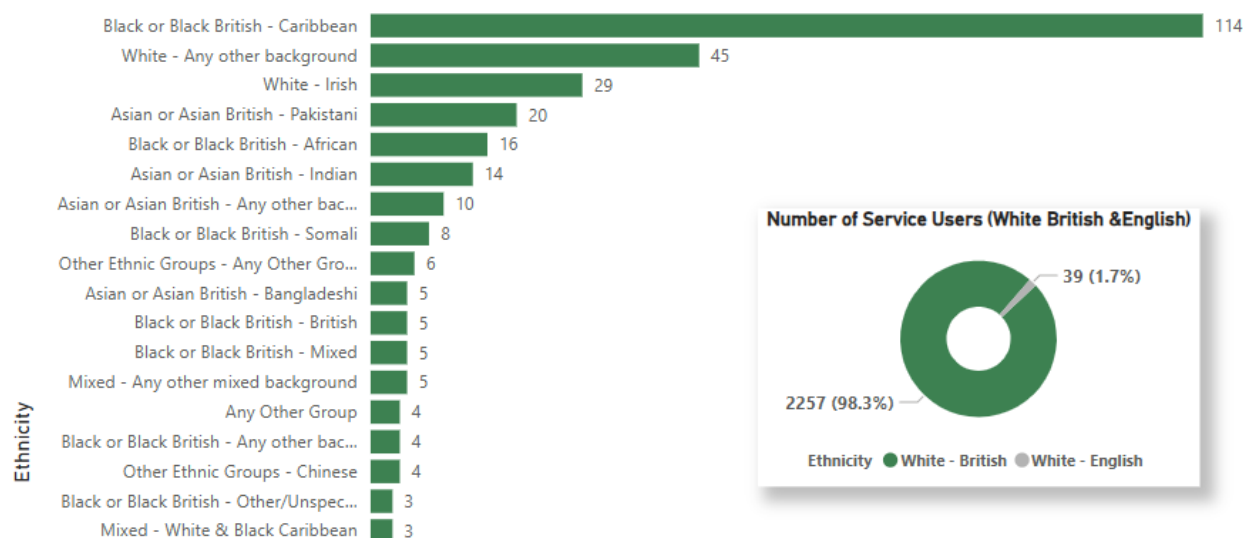
Referral to Treatment (Target = Below 30 days)

demographics

We have undertaken dedicated work to better understand the compliance of our demographic data, supported by a team of honorary Assistant Psychologists. We have seen a gradual improvement in ensuring everyone's important demographic information is recorded. Below is our complete data for age and gender, in 5-year intervals, alongside ethnicity data.



Age in 5 Year Intervals	Female	Male
105	0.09%	
100	0.54%	0.03%
95	4.11%	1.28%
90	11.95%	5.39%
85	16.26%	9.80%
80	13.14%	9.23%
75	7.83%	7.21%
70	3.93%	3.31%
65	1.40%	1.88%
60	0.89%	0.83%
55	0.42%	0.18%
50	0.09%	0.12%
45	0.03%	0.06%
Total	60.68%	39.32%



6. research



Research engagement can enhance a sense of purpose for a person, increase social interaction, and likely have a positive effect on wellbeing. Evidence has suggested that people who take part in research, no matter what the treatment, have better health outcomes.

We achieve high standards in research activity and engagement. Our projects have varied in scope, and we have been pleased to offer a variety of research opportunities for our service users, including people with rarer dementias, and those from less heard from communities.

We are working with a co-designed community project together with the University of the West of England which is considering the diagnostic and assessment process for Chinese, Caribbean and South Asian communities. The project aims to consider potential barriers in receiving a diagnosis and what changes could be made to better the process.



Research engagement has covered a variety of disciplines and topics, and the past year has been no different. Studies have ranged from wellbeing questionnaires to medical trials. It is not just people living with dementia that have been involved either. Carer involvement in research has grown and BDWS and Alzheimer's Society staff, as well as local health professionals, have also been involved in our projects.

Fastball (EEG) study (University of Bath / North Bristol Trust) Exploration of EEG techniques for dementia diagnosis

COBALT (North Bristol Trust)
Investigation of benefits of memantine for people with Lewy Body and Parkinson's dementias.

ICECAP-O (University of Bristol)
Adapting a wellbeing questionnaire to make it easier for person with dementia to complete.

Oral Health (MySmile) study (University of Bristol)

Investigation of whether improving oral hygiene slows the progression of a dementia.

STRiDE (London School of Economics)

Global study looking at people's experiences of dementia support and service provision.

We are proud that our research engagement consistently meets and often exceeds the required targets of recruitment and activity. This has been recognised nationwide, with academics and health professionals interested in collaborating with BDWS and exploring our range of provision and support. We are aware that our scope may be somewhat restricted by our capacity and have therefore strengthened local contacts and promotion of Join Dementia Research. This allows for greater communication and promotion of research, particularly in assisting new researchers and PhD students.

In addition to these studies, we are currently collaborating with the ICB and University of the West of England on a project investigating the potential benefits of melatonin prescription for people with dementia.

Upcoming research in BDWS once again looks promising with a number of studies on the horizon. Plans are routinely in place for additional research to commence as current projects conclude.

Once again, these encompass a variety of topics, including: an adaptation of the Living Well with Dementia course designed for families, an investigation of non-pharmacological sleep interventions, such as Tai Chi and Mindfulness and peer-led groups for people newly diagnosed with a dementia.

Kind, supportive, non-judgemental and hopeful care. Thank you for taking so much time and care to assess Mum so thoroughly. This is very helpful for Mum and also me and my sister as carers. A shining example of the NHS at its best!



It was so great having someone to voice my concerns and sadness just after my Dad's diagnosis. Our meeting gave me confidence things would be OK. It was lovely seeing Dad talk about his life and be listened to. It is really good to know there is support and advice at the end of the phone. Thank you



[Navigator went beyond our expectations of the Dementia Wellbeing Service. Everything that was said to my mother was well-considered and completely appropriate for her level of understanding. Our family feel incredibly fortunate to have been referred to this service. 11/10 – thank you so much!]



My husband's experience with the Bristol Dementia Wellbeing Service has been very good so far. It's nice to see [Navigator] when we can discuss any problems we have in our home. We have been to several groups and have enjoyed ourselves. Everybody is really friendly and welcoming and we feel very relaxed there" (Carer)



"after the initial diagnosis of Alzheimer's for my partner, you feel scared, bewildered, angry, frustrated and helpless. You feel on your own but determined to do something to deal with the situation. That's where the support of BDWS was so important. You no longer felt you were on your own, that someone else was there to share this weigh that had fallen on your shoulders. So many options are there on offer to help you from individual and group work to information on apps and gizmos to locate my partner"



My father's care home liaison team dealing with his dementia were all fantastic and very thorough and caring in helping me and dad through his last remaining years. Thank you.

A very friendly team who have been able to answer any questions we have had (or any worries). The team have responded quickly when I have phoned them about my Mum. They have not been pushy when dealing with my Mum, but have let us go at our own pace in dealing with dementia, and we know they are willing to help when we need it.

Have been seeing [Practitioner] and [Navigator]. Both very kind and helpful. [Practitioner] explained what was happening with my husband's dementia. They also consulted our GP to recommend tablets to help my husband sleep at night and not cry during the night. Thank you both

"[Practitioner] was so helpful. She listened to [husband's] concerns. She gave him his assessment and brought a psychiatrist to assess him and provided necessary medication. She gave me leaflets and books on dementia to understand it more. She kept me updated on what would happen next. She made me feel like I wasn't alone and I really appreciated her help" (Carer)

My dementia practitioner spent some time listening to me and talking about my Young Onset diagnosis. Together we came up with a therapy/activity plan which matches my interests. I feel the plan is helping me to come to terms with the diagnosis.

[Navigator] came and she was very pleasant. She obviously listened to all we said because her report was spot on! She suggested me getting a simplified remote for the TV which I have done. I hope she continues as our Navigator.

9. community development

The service works hard to address health inequalities faced by those affected by dementia and our Community Development Coordinators have continued to work with Bristol's diverse communities, identifying and addressing barriers in accessing services like ours, and delivering dementia awareness sessions.

South Asian community

We have been working with Dhek Bhal care workers, staff team and elders from the men's and women's groups of South Asian heritage. We have also delivered sessions for children and young people at the request of Bristol's Hindu community who then volunteered at the Alzheimer's Society Memory Walk. We will also be returning to meet with the adults in this community.

We have also maintained contact with the wider South Asian, Bangladeshi and Pakistani communities.

Chinese community

We have continued our ongoing relationship with the Chinese Community Wellbeing Society and have delivered sessions at the One Green Kitchen food and wellbeing hub and the Chinese Elderly Art Club. In these sessions, volunteers tried on our Empathy Suit which simulates the ageing process. The challenges facing someone with dementia who is also ageing were discussed.

Somali community

We have collaborated with representatives from the NIHR and Bristol Somali Youth Voice in an interactive dementia awareness session.

LGBTQ+ community

We have continued to engage with the LGBTQ+ community through membership of the local Bristol LGBT+ Partnership alongside attendance at Bristol Pride and Trans Pride Bristol events. We presented at a recent event on health inequalities in the LGBTQ+ community



Deaf/BSL community

The BSL Peer Support Group which was encouraged to form by DWS CDC team continues to meet once a month in Bristol. BSL service users and carers attend and there is often a presentation of a topic relevant to the group. We have supported the group to liaise with organisations such as the Carers' Support Centre.

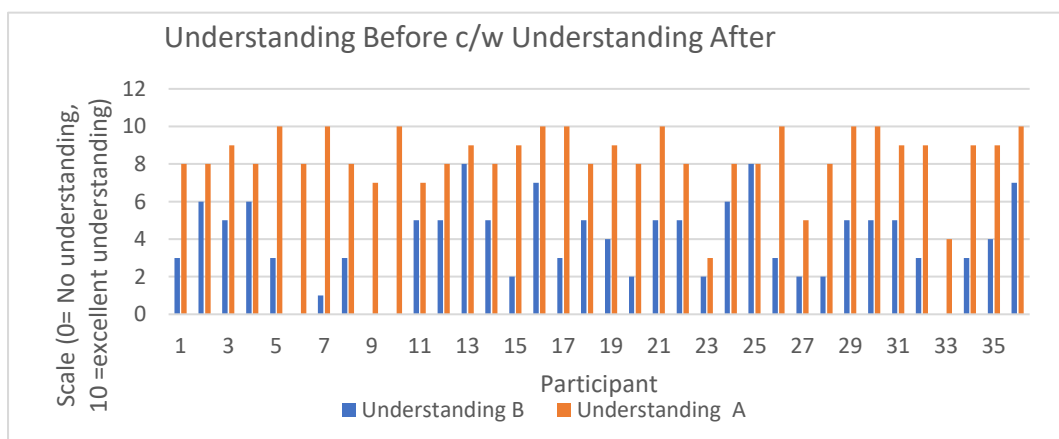
The CDC team are the main point of contact for the BSL Peer Support Group volunteers who run the group. Following a request for DWS attendance at Deaf Dementia Club, the team have worked with DWS colleagues to arrange for a Navigator to attend the meetings on a three-monthly basis for an hour with a BSL interpreter to be provided, with the first session in May.

The Centre for Deaf and Hard of Hearing emails the CDC team when they have queries or require support regarding dementia. They recently wanted some dementia literature to have in a stall during a big festival event for BSL users taking place at The Beacon in Bristol; we were able to provide them with leaflets, including some links to BSL videos for self-referrals.

Polish Community

We delivered a dementia awareness presentation to the Bristol Polish Women's Group and will be returning for a further session including our Empathy Suit.

In the Polish community, there is a strong stigma around dementia and there is often a misinterpretation of dementia symptoms as normal ageing. We delivered a dementia awareness session to the Bristol Polish Women's group and the feedback was very positive. The graph below shows that the group gained a much better understanding of dementia and how it can affect someone. The participants were asked to respond to the question: 'What is your understanding of the challenges faced by someone living with dementia?' They were asked to number their response, with 0 representing no understanding and 10 representing excellent understanding both before and after our presentation.



GP Surgeries

We have visited GP surgeries across the city of Bristol and have delivered dementia awareness sessions in a variety of ways, according to time given and the members of staff present.

Engagement and feedback has been positive, including Practice Managers considering changes of signage and staff expressing that they have more understanding of dementia and are more confident to speak to people with dementia.

In collaboration with teams within BDWS and our Dementia Voice group, we have devised a set of slides for use in GP waiting rooms - these highlight the need for early diagnosis and encourage making a GP appointment if someone is concerned about memory or behaviour (of themselves or a family member). These slides were also shared at the GP Dementia Education Day in September. In addition, we have had requests from some surgeries in the Central and East area to support flu clinics by providing an information stand and answering questions about dementia.

Schools

Overall, significantly higher levels of engagement in Bristol schools have been maintained in comparison to the previous year, with capacity to engage continuing to be. A range of sessions have been delivered during the last academic year, including 3 story sessions, 18 assemblies to 4300+ pupils, 36 Dementia Friends sessions to 1075 pupils, 7 sessions with parents and staff and 12 sessions co- delivered by 2 people living with dementia. 10 existing schools have continued to engage with the offer and 5 schools have participated for the first time.



Sessions have been delivered to pupils between 4 and 18 years old, the majority being to Primary aged pupils, although there has been an increase in Secondary school engagement compared to last year. Whilst schools and colleges throughout the city have engaged, significantly more schools have engaged in North and South Bristol.

The number of schools engaged from the

wards with the highest percentage of English as an additional language (EAL) has reduced since last year, notably in Central and East Bristol. Schools with the highest percentage EAL therefore continue to be targeted, through new approaches.

Feedback from schools on the quality of the sessions continues to be at least very good, with 97% rated as excellent. Case studies are regularly heard illustrating the positive impact on relationships within families and more positive attitudes towards the condition being developed. Parental education and support sessions have been highly valued, also enabled by attendance of the service's Dementia Navigators and Practitioners.



The profile of the role is kept high through collaborating with partners such as Bristol Dementia Action Alliance and by presenting at multiple networks across the city such as in the Multi Agency Network meetings.

Dementia Voice

The Dementia Voice Group, “Different Voices”, celebrated its first-year anniversary in September 2024. This service user involvement group has been growing in strength and numbers. During the one-year celebration we were able to give feedback to the Dementia Voice Group on the positive changes that the group had contributed towards, such as: designing of new leaflet for the therapy team post-diagnostic sessions, contributing towards making research projects more dementia friendly, improving the design of the wellbeing plan, helping with a project to make Bristol GP surgeries more dementia friendly.

The group has told us how much they enjoy attending, participating in the discussions and building relationships with others in a similar situation.

As facilitators of the group, we are always learning from the service users and their carers; we find their contributions to the discussions very insightful. It is very rewarding and empowering for the group and for the CDC team to see the evidence of their voices being heard.

CDC Community of Practice (CoP)

The Alzheimer's Society CoP has developed throughout the last year, enabling Community Development Coordinators across the country to share good practice and support each other in their roles. Experiences and resources are shared and discussed in monthly meetings, influencing local practice where appropriate.

Empathy Suit

The service has Empathy Suits designed to demonstrate the impact of the ageing process in addition to symptoms of dementia. Our Community Development Coordinators have continued to take the empathy suit to community groups.

During the workshop, a volunteer tries on elements of the suit and is then asked to describe the impact on their movement and emotions. Elements of the suit include: a weighted vest, weighted wrist and ankle pads, padded shoes, a neck support, glasses with limited peripheral vision and headphones which simulate hearing loss. The volunteer is asked to carry out a simple task, such as putting on a shirt, to demonstrate to observers the difficulty that someone may have and the support that they may need. Other carers are invited to hold, or try on, individual elements of the suit if they wish.

We have held a workshop for the Chinese Community Wellbeing Society, the Afro Caribbean carers, the Chinese elderly art club and the One Green Kitchen food and wellbeing hub. Feedback has been very positive - this is a very powerful way to explain the challenges that someone who has dementia may be facing daily and the impact it may have on their wellbeing.



10. groups

Alzheimer's Society continues to deliver a range of supportive groups across Bristol for people with a dementia diagnosis and their carer. Each type of group has a particular focus.

Singing for the Brain is designed around the principles of music therapy and singing, and each session is planned and delivered by a skilled contractor. Everyone is encouraged to participate in a stimulating mix of activities including vocal warm-ups, learning new songs, and physical actions to accompany songs, creating maximum stimulation for the brain.

- Singing for the Brain takes place at:
 - Fishponds (three times a month)
 - Knowle West (weekly)
 - Withywood (weekly)
 - Westbury on Trym (weekly)

A virtual Singing for the Brain group also takes place each week, enabling people to access it at home through their computer. This is especially beneficial for those who are unable to attend groups in person.



The focus of **Memory Cafes** is to provide information about dementia and services and organisations that enable people affected by dementia to live well at home and in the local community. A range of guest speakers are invaluable in the success of these groups. This year the speakers have included Wiltshire Farm Foods, Alive, Avon Fire & Rescue Service, and Bristol Home Library Service, plus many more organisations!

- Memory Cafes take place at:
 - Fishponds (monthly)
 - Withywood (monthly)

Activity Groups are popular groups to try new activities as well as enjoy favourite ones such as dominoes, board games and jigsaws. Brislington Activity Group enjoyed a taster session of Love to Move, a fun and stimulating seated gymnastics programme. Activities are designed to cater for the needs of all service users, and the groups are well supported by volunteers to enable everyone to take part. We successfully work in partnership with Lighting Up Charity; this is a group of volunteer artists who specifically support people living with dementia to create and express themselves through art.

- Activity Groups take place at
 - Brislington (monthly)
 - Withywood (monthly)

As well as the particular focus of each group, there are a range of Alzheimer's Society resources and publications available at each group, to enable people to access wider support. Flyers for external organisations' groups and services are also available at each group. Group Facilitators work closely with Dementia Navigators and refer to the Dementia Navigators and Practitioners as and when required, to ensure timely support for each service user.

11. side by side

Our Side by Side service helps people with dementia to keep doing the things they love through the support of a volunteer. The service is highly flexible and is designed around the needs of people with dementia. This service currently has 22 Active pairings and a further 7 going through our recruitment process.

1 April 2024 – 31 March 2025 Side by Side volunteers in Bristol supported people living with dementia for a total of 1044 hours.

We also continue to work in partnership with Dogs for Good to recruit and train volunteers to take their own dogs to people living with dementia. This summer will be our fourth year of recruitment with them.

What's it like to volunteer?

Watching my grandparents experience dementia was deeply challenging and it inspired me to make a difference. As a student, I began volunteering with the Alzheimer's Society, and it quickly became one of the most rewarding and impactful experiences of my life.

My volunteering included visiting someone weekly, spending time chatting over a cup of tea, learning about their life, and bringing a positive experience to their day. Even after moving house and city, I continued these visits because of how much I enjoyed them and how meaningful they were to me. In many ways, I believe that the person I visited helped me just as much as I helped them.

This experience has given me confidence and helped me develop invaluable interpersonal skills that I know will stay with me for the rest of my life. Having always received excellent support and guidance from my Side by Side Coordinator, I feel proud to have contributed to such an important cause and I will continue to support the Alzheimer's Society's mission for the rest of my life.

Side by Side volunteering

Help someone living with dementia to continue to do the things they love.



Side by Side matches volunteers to people living with dementia in their community, based on shared interests.

Become a Side by Side volunteer and you'll be providing a person with dementia company and freedom, helping them stay active and positive.

Get in touch today to find out more:

07872 866501

sbsservicebristol@alzheimers.org.uk

Alzheimer's Society operates in England, Wales and Northern Ireland.
Registered charity no. 296645

[Alzheimers.org.uk/
Sidebysidevolunteer](https://alzheimers.org.uk/Sidebysidevolunteer)



**Alzheimer's
Society**

Together we are help & hope
for everyone living with dementia

12. commissioned services

Age UK – Information and Advice Service. We continue to support the dementia advice worker role in *Age UK Bristol* to deliver the Information and Advice Service. They support people with applying for benefits they are entitled to, and other legal and financial forms, such as Lasting Power of Attorney (LPA), helping people living with dementia in Bristol claim over £300,000 in benefits each year.



Woodland Wellbeing. Delivered by *Forest of Avon Trust*, these Woodland Wellbeing groups in Conham River Park and Kingsweston also maintain remain a popular intervention. This has enabled people to come together and reconnect with others in nature. This includes ‘winter warmer’ sessions in the colder months and a ‘Friends and Family’ day.



Dogs for Good. We are working with Dogs for Good to pilot a unique service to support people with dementia. Animal Assisted Services are used where a specially trained dog and specialist handler work with people with dementia and their carers to help to overcome specific challenges and regain longer-term confidence to bring improvements to their independence, wellbeing, and quality of life. Dogs for Good are also involved in the training and on-boarding of volunteer dogs/owners for the Side by Side service.



13. looking forward

Priorities for 2025/26

This year marks the 10th anniversary of the Dementia Wellbeing Service delivering continuity of support to people with dementia and their carers in Bristol. Whilst we will continue to focus on the unique Bristol Model and what the service has become recognised for, we will also continue to strive to develop and respond to changing needs.

- ***Improving performance***

Having in the past year audited the demands upon the service, we will work with staff and the ICB to review specific Key Performance Indicators to ensure they continue to reflect the needs of our service users in the post pandemic health environment.

- ***Maintaining accreditation***

In March we will undertake the full MSNAP reaccreditation audit process. In the year till then we will undertake internal service audits, lead by our Psychology team to ensure we meet the requirements and that we are able to demonstrate best practice and a flexible approach that keeps our service users at the heart of our delivery.

- ***Focus on Prevention***

Reflecting the growing evidence base in relation to prevention of dementia, we will work with local partners to trial community based “clinics” to give opportunity for those with concerns to link directly with us and gain health promotional information as well as early access to support as required.

- ***System wide engagement***

We will continue to work with the ICB and all other partners including people with lived experience in order to identify what good outcomes for people with dementia and their carers looks like and how this informs the future delivery of dementia care in Bristol and the wider ICB area.

Where can I find out more?

The Bristol Dementia Wellbeing Service has a website where you can find out more about what we do at www.bristoldementiawellbeing.org

Twitter/X: @BristolDWS

Facebook: @BristolDementia

Devon Partnership NHS Trust

Visit: www.dpt.nhs.uk

Alzheimer's Society

Visit: www.alzheimers.org.uk

However, if you need any advice on referral or have any general enquiries about the Bristol Dementia Wellbeing Service you can use our **Access Point** number.

You can contact the **Access Point** line on: **0117 904 5151**

If you are a BSL user supported with Text Relay, please call

18001 0117 904 5151