



dementia  
wellbeing  
service

# Quality Account

2022/23



Devon Partnership  
NHS Trust



Alzheimer's  
Society

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## 1. Service Update

Throughout the year 2022/23, we have continued to adapt to a post-pandemic service delivery, changes in NHS commissioning, and system-wide pressures.

In July 2021, we relocated our North hub to our main Brookland Hall site in St Werburghs and in September of the same year, we re-opened our South hub in Hartcliffe. During 22/23, all of our staff have worked flexibly between the two sites, alongside ongoing hybrid working from home.

This last year saw the migration of Clinical Commissioning Groups to the new **Integrated Care Boards** (ICBs) across the wider Bristol, North Somerset and South Gloucs Integrated Care System (BNSSG ICS). For Bristol, this includes North, Central & East and South Bristol Integrated Care Partnerships (ICPs) which align with the Bristol Dementia Wellbeing Service's three community localities. This enables the service to respond at a locality level, including the provision of local data.

### What are Integrated Care Boards?



Please visit:  
<https://www.kingsfund.org.uk/audio-video/how-does-nhs-in-england-work> for an accessible animation on how the NHS works in England and how it is changing

To support this, we introduced a new **Information Analyst** role into the service. This has been a timely and important addition which is already introducing efficiencies into our data collection processes and providing us with a greater understanding of our performance, reflecting each service user's journey through our service.

The changes to the commissioning landscape has also led to increased requests from commissioners and providers from across the UK who want to know more about the Bristol Dementia Wellbeing Service model. Not only is this an opportunity for us to share our best practice, but also a chance to learn from other areas about what is working for them, and consider if there are ways we can further adapt our service.

Alzheimer's Society published a national report in 2022: **Left to Cope Alone – the unmet support needs after a dementia diagnosis**. In this report (page 48 and 49), Bristol Dementia Wellbeing Service was cited as a model of best practice:  
<https://www.alzheimers.org.uk/sites/default/files/2022-06/left-to-cope-alone-after-diagnosis-report.pdf>.



In July, our local Alzheimer's Society had a visit from its Executive Leadership Team, including Chief Executive Kate Lee. They had a specific focus

on learning more about the Bristol Dementia Wellbeing Service and the partnership. They have identified the service as an area of best practice that they would like to replicate elsewhere across the country.



In October, we were Highly Commended at the annual Positive Practice in Mental Health Awards in the Older People's Mental Health & Dementia category. Colleagues from across the service represented us and collected our certificate. These awards are judged independently, so this is further acknowledgement that our service continues to reflect nationally-recognised best practice.

In November 2022, we also shared parts of our service delivery at the Dementia Congress in Birmingham:

- **Primary care, diagnosis, young people Supporting dementia diagnosis in general practice, the impact of COVID and lessons learned**  
(Dr Jenny Humphries, Consultant Psychiatrist and Dr Rachel Holland, Associate Specialist Psychiatrist, Bristol Dementia Wellbeing service)
- **Spilling the beans: How can we improve ED&I in Dementia Care for the Deaf BSL community?**  
Trish Caverly and Roxanne Holton, Bristol Dementia Wellbeing Service (a partnership between Alzheimer's Society and Devon Partnership NHS Trust)

Both presentations were well-received, with further interest generated into our award-winning model.

We understand the pressures across the wider health and social care system, and have worked closely with GPs and other professionals to respond to changing needs. The service has received a greater number of referrals for diagnosis, indicating a greater complexity at presentation. As many avoided attending GPs during the pandemic, this is not unsurprising that some may be presenting with cognitive decline at a later stage.

One of the other challenges faced by the service was in recruitment.

Due to increasing COVID-19 cases in the community, the service re-introduced mask-wearing protocols, which was subsequently stepped-down as cases reduced. We also supported staff to access COVID-19 vaccine boosters in the autumn, alongside the annual roll-out of the flu vaccine through our own staff. The service will continue to be responsive to keep its staff and service users safe.



The service has been working with the local authority and the carers support centre to ensure that carers of people with Dementia in Bristol have access to the statutory carer assessments. We have continued to review how the service best supports the needs of carers and continue to adjust our service delivery accordingly.

**We have also continued to develop the service:**

- We ran a service-wide questionnaire for all staff to identify areas of development
- Following this, we delivered a series of Focus Groups to further explore ways in which the service can develop post-pandemic.
- We have undertaken the services first Memory Services National Accreditation Programme (MSNAP) peer review. This review will benchmark the service against national standards and we are currently awaiting the outcome of this assessment, in order to explore further areas in which the service can improve and develop.
- Supported by Devon Partnership NHS Trust, we have undertaken an administration review to understand the ongoing and future needs of the service. We are now implementing changes as a result so that the teams continue to receive appropriate and timely administration support.
- We re-introduced service development days with a day for all new starters since February 2020, which took place in September 2022.

**We are proud of our service and our dedicated staff.**

## 2. Care Home Liaison

The Care Home Liaison team have been working hard to support care homes across the city as they start to stabilise after the significant impact felt by the sector over the last few years.

The team have been actively exploring potential areas for service development and improvement. One aspect of this is further defining the training offer to care homes from the team. To this end the team have been engaged in trialling an innovative approach to delivering simulation training sessions with care home staff. Initial feedback to this approach has been extremely positive, and the team plan to undertake a full evaluation of this trial.

The service has also invested in a GERT empathy suit to assist with training provided by the team into Bristol's homes. This suit is made up of specific components designed to mimic the feeling of physical and sensory impairments.

The idea is that in wearing the suit, people can experience what life with these impairments might be like, help understand resulting behaviours and begin to build empathy for the person's situation and feelings.

### 3. Additional Therapies and Post Diagnostic Support

In our previous Quality Account, we identified that we were developing an additional post diagnostic support intervention offer and we are pleased to report that this is now operational.

As a service we do not discharge, which means that we support people living with dementia and their carers from diagnosis through to end of life. Alongside the usual support we provide for people after a diagnosis, we have designed specific interventions for those with a recent diagnosis, helping with the practical and emotional adjustments that may be required in preparing for the future.

These interventions can be delivered both one-to-one and in group settings, which is determined following an assessment and include:

#### Cognitive Stimulation Therapy

**What is it?** An evidence based psychological therapy which improves cognition and quality of life for people with dementia. It involves enjoyable and stimulating activities and can be delivered in a group setting or 1:1 basis.

**Who is it suitable for?** People with a recent dementia diagnosis. It is open only to people with dementia and carers / family members cannot join sessions. However, we can support carers to deliver CST to service users at home depending on the individual situation

**How is it structured?** It consists of 14 sessions that are 60 minutes each. Each session encompasses a different topic, such as childhood or food.

#### Living Well with Dementia

**What is it?** A post diagnostic course that is an ideal way to provide emotional and practical support for people with dementia and can often help them to adjust to the illness.

**Who is it suitable for?** People with a recent dementia diagnosis. The course is for people with dementia only but supporters/carers are invited to attend a pre and post course sessions

**How is it structured?** The course runs for 8 sessions with an additional session at the beginning and end. Each session is 90 minutes long and the course provides both practical & emotional advice as well as a supportive environment for people to share their thoughts and concerns.

In conjunction with this, we have expanded our in-house psychology team, giving increased support to our diagnostic process through the offer of neurocognitive assessments, and post-diagnostic interventions.

**The team delivering post diagnostic interventions, alongside the wider psychology team, are called our 'Additional Therapies' team.**

## 4. Pathway 3 beds

As part of our response and flexible approach to the Covid pandemic, we temporarily reallocated resources to enable us to wrap around and support the management of an increase in Pathway 3 beds while they were embed into care homes. Following a review of the data, it showed that we have been able to support a high proportion of the residents in a Pathway 3 bed with and without a diagnosis of Dementia, regardless of where they live across BNSSG.

As a service, we have now been able to use the data to create a clear pathway moving forward as part of our Care Home Liaison offer for those who meet the service's standard referral criteria; people with an existing diagnosis of Dementia with a Bristol GP or where assessment for diagnosis is appropriate at this time.

This extra support has been positively received by patients and their families during this transition, the Care Homes, Acute Trusts, Social care and wider system.

## 5. Supporting our staff

Staff wellbeing is fundamental to our service and we recognise the ongoing challenges for staff in providing support to people where there is greater complexity and management of risk. We remain immensely proud of the resilience of our staff throughout this year, both in their commitment to those who receive our service, but also in supporting each other.



- Staff remain able to access a range of formal and informal support
- Reflective Practice takes place across the teams, providing a safe space to share
- Mindfulness sessions for staff have been delivered, led by our clinical psychologist
- We have resumed our service development days, providing a space for the wider service to come together
- We are investing in the next generation of staff, with increased medic and student placements including student nurses, occupational therapists, psychologists and art therapist, alongside GP trainees, core trainees and trainee registrar



## 6. Service performance

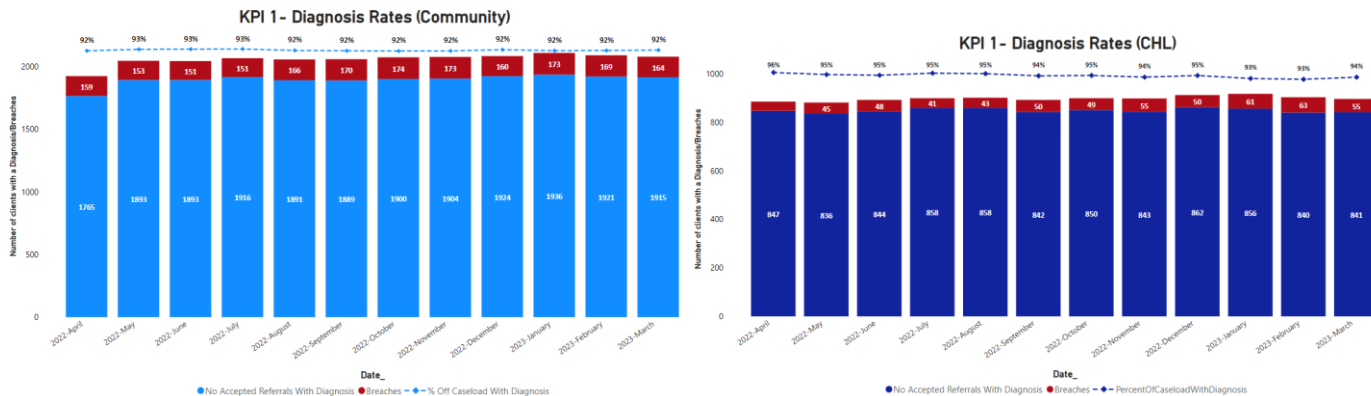
We have worked closely with our commissioner to develop performance measures that best reflect the experiences of those receiving our service, whether this is no waiting lists from referral to having your first appointment booked in, that your needs and wishes are recorded and shared, or that we are staying in touch.

### Referrals and Diagnosis

During 2022-23, referral rates continued to show a return to pre-pandemic levels with over 100 new referrals each month. Overall, the service received 1,231 community referrals in the year, with 394 referrals into Care Home Liaison = 1,625 which is slightly higher than pre-pandemic referral levels.

Measured against expected local prevalence, between April 2022 and March 2023, Bristol's diagnosis rate increased from 68.9% to 69.7%. This continues the return to pre-pandemic levels of the local diagnosis rate, above the NHS England target of 66.7%.

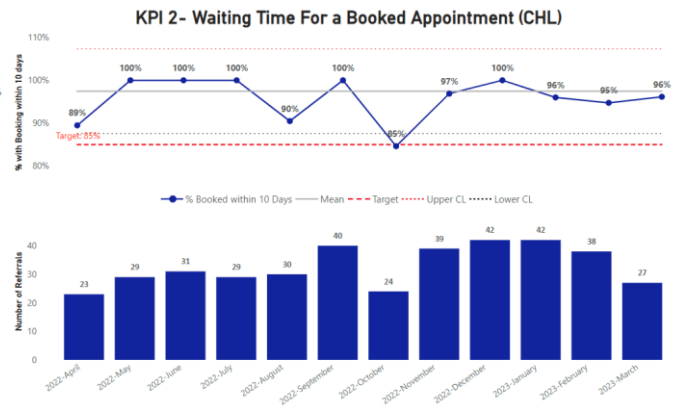
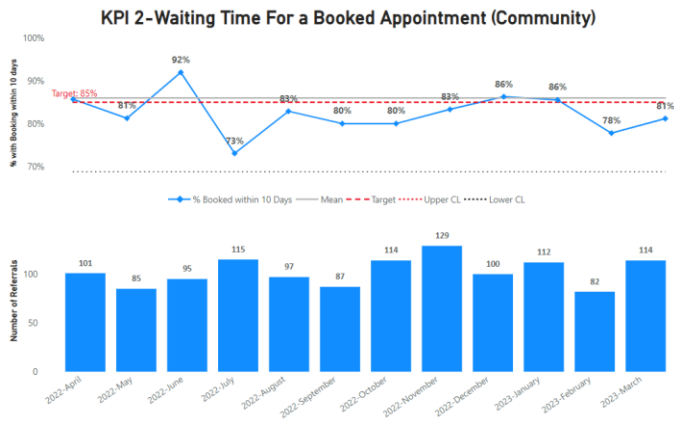
We ensure that those referred to our service have a recorded diagnosis. This has remained stable across both our community and care home teams this year (92% and 94% respectively). This is not expected to be 100% as this reflects those being supported within the service who are undergoing the diagnostic process.



### Diagnostic Rates for our community and care home liaison caseloads

#### 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 the clinical diary within this timeframe. For our community teams, this was sometimes achieved throughout the year, and always achieved within our care home liaison team. This is one area we are looking to improve in 23/24. The below graphs also show the monthly referral rates.



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

## Keeping in touch

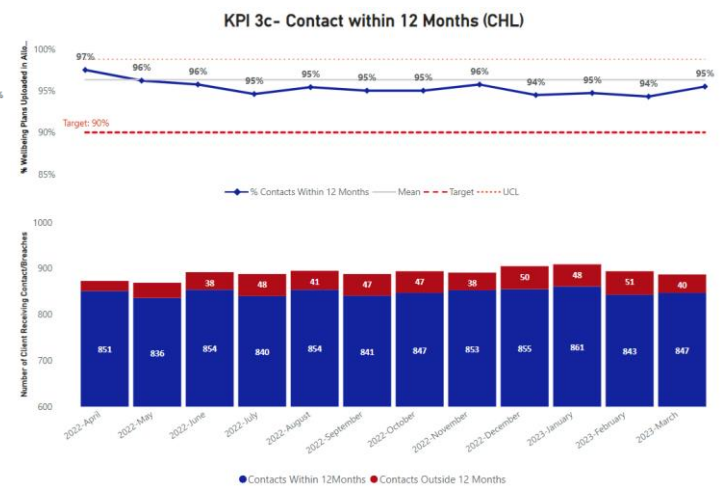
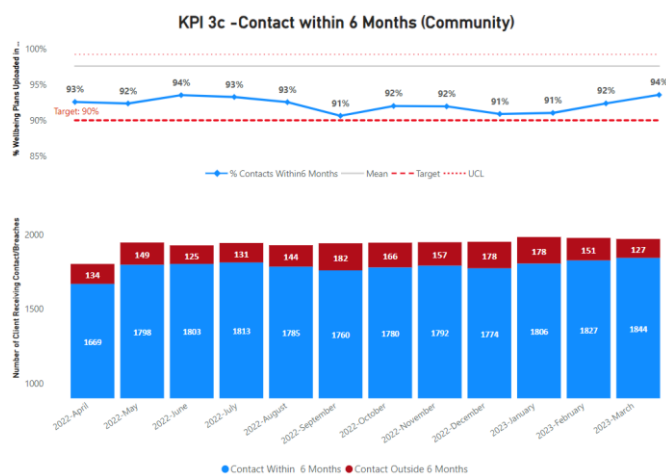
### Contacts

We have seen a steady amount of contacts across the year with 15,513 contacts with people living with dementia on our caseloads plus 3,602 provisions of information logged through Alzheimer’s Society.

### Reviews

We take a proactive approach to staying in touch with people who are receiving our service. Despite a growing caseload of over 3,200 people, 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).

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.

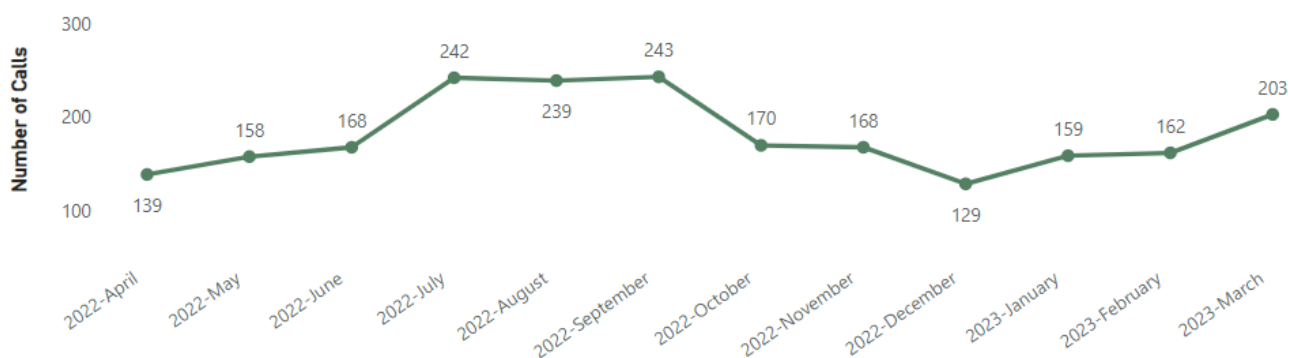


## Contact Rates for our community and care home liaison caseloads

## 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). There has been some fluctuation across months and we have been looking to introduce a new call logging process for 23/24 that more accurately reflects the calls being received.

### Access Point Calls over time



## 7. Research

This has been a busy year for research, as many studies that were designed during the pandemic went live. One of the principles of the service's engagement with research activity is that we are providing the opportunities for people affected by dementia to be involved in research. This can range from wellbeing questionnaires, trialling specific interventions or medical trials.

Once we have engaged with a study, we are able to get in touch with those who are eligible to participate and provide this opportunity.

### **SHAPE online self-management and health promotion in early-stage dementia with e-learning for carers**

*Randomised control trial of virtual group intervention designed to develop self-management skills and boost self-efficacy for people with dementia, in areas such as decision-making, symptom management and social interaction.*

By end of March 2023, 7 of our service users (and carers) were involved in this study

### **Oral Health Study (Bristol Dental Hospital / Uni of Bristol / North Bristol Trust)**

*Feasibility study led by Bristol Dental Hospital to assess whether reducing periodontal infection (gum disease) slows the progression of cognitive impairment associated with Alzheimer's disease.*

DWS recruitment activity has commenced with initial positive response from service users approached. To date there are 2 of our service users involved in this study with more pending screening.



“From my initial conversation with [Practitioner], I was very impressed by the kind and empathetic way my mother's case was treated. I did not feel rushed in any way in providing the background to our situation. On her visit to my mother, [Practitioner] explained clearly what she was going to do and was able to set my mother at ease. It was a very positive experience in quite a distressing situation.”

“ [Navigator] visited us. She was caring, empathetic, knowledgeable, understanding and made us feel relaxed.

The information provided was relevant to us. She was positive to us and acknowledged how we were feeling and that she + team were available as and when needed.

A great service I know I will use. ””

“I would like to say a heartfelt thank you to [Medic] and all the receptionists who were always so unfailingly kind every time I spoke to them.

To [Medic] for being so patient and understanding which helped me keep [loved one] at home until he passed peacefully away surrounded by all his loving family.

I will always be so grateful to you all.”



“It has given me great peace of mind knowing that I have the care and support of the dementia well-being service and given so much advise and information on how to proceed with future plans that will make life easier for myself and my family when it comes to decision making on my behalf.”

“ The dementia navigator spent plenty of time listening to [service user's] daily routine. We never felt rushed. She gave plenty of helpful advice and she always seemed to be one step ahead of our thoughts. In general, she was very approachable, easy to converse with and seemed very experienced. We were all very pleased with her visit and consultations. ””



“As a carer I cannot say [enough] how supportive, caring and considerate a member of staff you have in [Young Onset Practitioner]. She has treated my Mum with respect and explained clearly on each of her visits what your Team has to offer and the processes in place. What was initially extremely upsetting to our family has become acceptable by her professionalism.”



“In a nutshell, I would have been lost without this service. During this journey, from initial diagnosis to getting my Granddad into a care home, I have met many professionals, but none of them were like [Navigator]. None offered the unconditional love, support, and kindness that she does. At times, I would phone numerous people, to no avail, and find myself back contacting [Navigator] for help or reassurance. She always offered this, without fail.”

“To the dementia team...thank you all so much for your support over the years. since 2019 until 2022 you have been my support both for my mother and father. You have always been there at the end of the phone or in person and as a family we really appreciate that and feel that without your support we would not have managed so well. [Navigator] and colleagues even attended my father's funeral. Thank you so much.”

“The Dementia Well Being Service have been so supportive to myself and my late husband. I just can't thank [Navigator], [Practitioner] and [Medic] enough for their help and support. They were my lifeline. I only had to ring and they were there for me. I don't know how I would have managed without them. Nothing was too much trouble. They gave me so much help, guidance and support with my late husband. Thank you very much.”



“I just wanted to give some feedback regarding my recent multi-agency work with [Practitioner]. The family spoke very highly of him and it was clear he had built up a really good rapport with them and [client] herself. They had stated that they felt he went above and beyond the support that was expected of him and supported them as best as they could to keep [client] at home for as long as possible. [Practitioner] was also very prompt at returning my calls and made time in his busy schedule to attend the Best Interest meeting quickly. It was evident in my conversations with him that he had really got an understanding of [clients] needs and advocated for what was in her best interest whilst also being mindful of the views of her carers.”

– Social Worker



## 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 barriers and ways the service can adapt to meet needs.

### Community Engagement

Last year we shared the significant work with the local **Deaf BSL community**, addressing barriers around diagnosis, improving access to information and working collaboratively:

- ✓ We are now carrying out joint memory assessments for Deaf service users alongside AWP's Specialised Deaf Service.
- ✓ Deaf BSL users now have an Easy Read self-referral form: <https://bristoldementiawellbeing.org/SiteUploads/86/Uploads/DWS%20Self%20Referral%20Form1%20ER%20v3%20ACC%20&%20EDIT.pdf>
- ✓ And a BSL video version of our service leaflet: [BSL Bristol Dementia Wellbeing Service Leaflet - YouTube](#)
- ✓ [We have also produced a fact sheet with information, support and resources for the Deaf BSL community currently being translated into BSL](#)

Alzheimer's Society produced a feature that shared the work undertaken in the Bristol Dementia Wellbeing Service [Making a dementia service more accessible to Deaf BSL users | Alzheimer's Society \(alzheimers.org.uk\)](#)

As reported in our introduction, based on this work, our Community Development Coordinators presented at the Alzheimer's Society National Conference, Dementia Congress 2022 and also a repeat of this presentation for Journal of Dementia Care in February 2023.

The service has continued to develop and deliver awareness sessions into Bristol's other diverse communities including:

- Dhek Bhal
- Chinese Community Wellbeing Society
- Bangladeshi and Pakistani communities
- Somali and Sudanese communities



After a two-year hiatus, the service also attended **Bristol Pride** and this was a hugely successful day, with a high level of engagement with staff on our stall. Many were impressed by the latest LGBTQ+ and Dementia materials which were made available via the Alzheimer's Society.

The service also re-initiated a local working group to finalise the **Trans and Non-Binary Guidance for Health Practitioners**. This is designed to support staff as they support those affected by dementia who are trans or non-binary. Understanding someone's journey and identity is important in the support they receive.

The local working group made changes to bring the guidance up-to-date, alongside consultation with the local trans and non-binary communities – providing additional quotations to illustrate both their challenges and positive experiences of receiving healthcare.

## Podcast Project

To coincide with Dementia Action Week, we created the first in a series of podcasts hosted by a person with dementia to discuss issues relevant to them. The first podcast looks at how do you discuss dementia with your grandchildren.

<https://spotifyanchor-web.app.link/e/UJbGovVeoub>

There was a BBC news feature about this podcast: [Dementia Action Week: Bristol podcast breaking stigma - BBC News](#)

## Dementia Action Week: Bristol podcast breaking stigma

© 21 May 2022



## Ukrainian Refugees

Ukrainians have arrived in the UK, including to Bristol, under three visa schemes, many able to stay for three years. The team in Bristol is researching and consulting with this community to gain an understanding of how Ukrainians view dementia, how we can let this community know about our service and what we need to do to make it accessible.

## **Staff Awareness**

Part of reducing barriers is supporting staff awareness in their roles. One way we do this is through Lunchtime Seminars, which have this year included:

- Young Carers
- Menopause Awareness
- Culture from an African and Caribbean Perspective
- Refugees, Asylum Seekers and Trauma in the context of dementia
- Working with Interpreters
- LGBTQ+ People Living with Dementia
- South Asian community and the ADAPT study

## **Dementia in Education**

The service has also continued its work into Bristol's Primary and Secondary Schools and Colleges, offering free assemblies to raise awareness, as well as Dementia Friends sessions for pupils, parents and staff. Bespoke sessions taking people living with dementia into schools are also offered, where dementia education is embedded through first-hand experience.

### **Assembly Y1-6**

"The children were really enthused and interested in this topic. It is so important that they are educated and have a good understanding of such a key topic which may well affect their lives at some point. Thank you Sally. It was great!"

Assistant Head teacher, Hotwells Primary school

## **Care Homes**

Our Community Development Coordinators have also been developing a project to address some of the inequalities faced by people from diverse communities as residents in Care and Residential Homes. Extensive consultation with the African and Caribbean communities, South and East Asian communities, care home staff and managers as well as residents is helping to build a picture and understand the potential scale of this work. We hope to be able to share the outcomes from this in next year's report.

## 10. Groups

We support a number of groups delivered via Alzheimer's Society. All of these groups migrated to virtual sessions during covid, this year we have been able to reopen these groups which include:

- Three weekly Singing for the Brain groups from April 2023
- Three monthly activity groups including a new group in Brislington (activities involved arts and crafts sessions facilitated by Lighting Up\*, a tea dance, board games, Easter card making, quizzes, and sports such as kurling and boccia, and virtual activities included Countdown, Catchphrase and quizzes)
- Two monthly memory café (speakers included Healthwatch, the AgeUK Scam Awareness Team, and the Carers' Support Centre)

Attendance has steadily grown this year to all groups, in March 2023 we had 322 attendances at our groups across Bristol.

We will be keeping a virtual offer for those people who find it difficult to get to a face to face group.

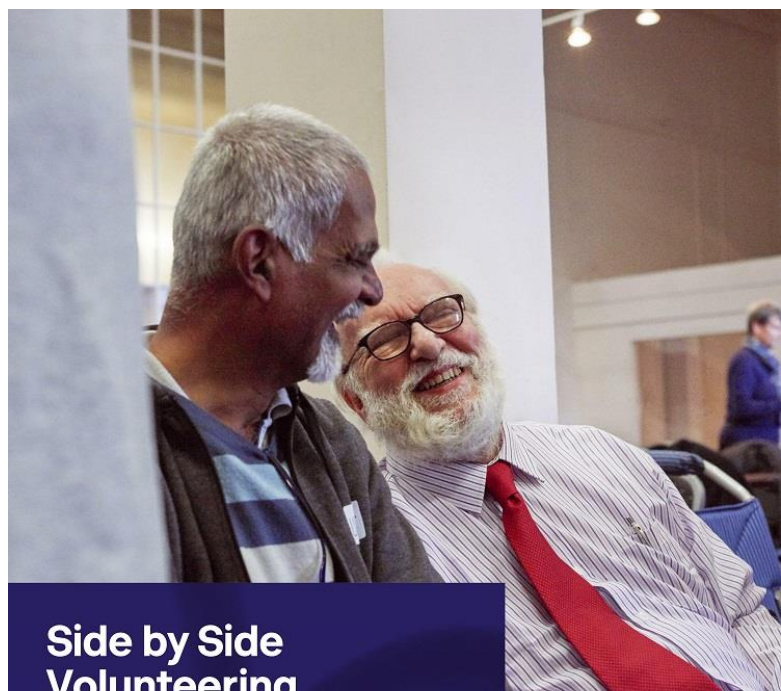
\*We are keen to work in partnership and work with Lighting Up who provide art activities for people affected by dementia.

## 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 has resumed face to face, and currently has 31 volunteers and a further 10 going through our recruitment process.

We are working with Dogs for Good to recruit and train a group of volunteers to safely take their dog to Side by Side visits.



### Side by Side Volunteering

"I've learned so much from him so this volunteering has been of mutual benefit. If our walks don't involve a pub then it's two old blokes having coffee and brownies.

"If you're looking to volunteer with Side by Side, come along with an open mind and allow yourself to fit in with the other person. From my point of view, I'm very grateful to the friend who suggested this, and to Alzheimer's Society for introducing me to a new group of people.

"He and his wife have told me this service is 'a wonderful gift'."

Alzheimer's Society operates in England, Wales and Northern Ireland. Registered charity number 296645

Get in touch today to find out more

0787 2866 501

[SBSServiceBristol@alzheimers.org.uk](mailto:SBSServiceBristol@alzheimers.org.uk)

[alzheimers.org.uk/sidebysidevolunteer](https://alzheimers.org.uk/sidebysidevolunteer)





### **What's it like volunteering with Side by Side?**

- Amazing, the support network is fantastic, you really feel like part of a team

### **What do you get up to on your weekly visits or calls?**

- The person I visit loves to walk and be outside so most weeks we go for a walk with my dog, stop for a cup of tea and a chat before walking back.

### **What keeps you coming back each week?**

- I believe we all benefit from our visits, the person I visits likes to be active and spend time with my dog, I am learning more about dementia and its effects and my persons partner gets a few hours respite as they are normally together 24/7

### **How does the person with dementia benefit from your visits?**

- They can no longer go out for walks unattended and their partner is not able to take them out as much as they would like so my visit really supports this. Also my person loves dogs and I am fortunate that I can take my dog along which is a real boost for them, and the dog who loves to be fussed

### **Would you recommend volunteering to a friend?**

- Absolutely, not only is it rewarding and interesting learning about someone else you realise a few hours out of your week makes a huge difference for the person you are visiting as well as their family and loved ones

## **Side by Side Volunteering**

Scan below to find out more



Here for everyone  
affected by dementia  
[alzheimers.org.uk/volunteers](https://alzheimers.org.uk/volunteers)

**Get in touch today**

sbsservicebristol@  
alzheimers.org.uk

0787 2866 501



## 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 which has continued delivery over the past year. 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 around £500,000 in benefits each year.

**Woodland Wellbeing.** Delivered by *Forest of Avon Trust*, these Woodland Wellbeing groups in Conham River Park and Kingsweston have returned to their usual group sessions following adjusted delivery during the pandemic. This has enabled people to come together and reconnect with others in nature. It has remained a popular service throughout the year, including ‘winter warmer’ sessions in the colder months and a ‘Friends and Family’ day.

**The Harbour – intensive psychotherapy.** We continue to make referrals for this intervention. This is specifically aimed at people who may be struggling to adjust to a diagnosis (for themselves or a loved one) and who might have more complex distress for any number of reasons. People’s experience of dementia might be further complicated by other life experiences of trauma, abuse or dependency and these people might need something more in depth and complex than a ‘single model’ therapy. Instead, for these complex interventions, people will benefit from an integrative approach drawing on multiple psychological models, as appropriate.

**Living Together with Dementia.** Previously delivered within The Harbour, this has since been delivered by a sessional therapist with extensive experience who has continued to take referrals over the past year. This is an intensive psychotherapeutic intervention available for couples affected by dementia. The focus is on how dementia is affecting the relationship, how people are communicating with one another, feelings of loss, change, facing the future and other relative topics.

**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. The service comprises of 8 weekly visits with each visit lasting around 45 minutes. Each visit works towards a specific goal which is individual to the person with dementia and might include reducing social isolation or working towards greater independence. These visits may be carried out at the person’s home or somewhere else.

## 13. Looking forward

Priorities for 2023/23

### 1. Implementation of Focus Groups

As we move further from the acute phase on the COVID pandemic, we will seek to learn lessons and understand the current climate that we are working within.

A key feature of this will be tailored focus group meetings for all our staff in order that we can hear their views on what is working well in the service as well as where we need to change and develop.

### 2. Performance

We will continue to focus on our performance, exploring ways to support our recovery in those aspects of our performance most impacted by the COVID pandemic. We will also build in reporting on the new system wide Mental Health KPIs that we have been involved in developing with the ICB.

### 3. Recruitment

We will explore alternative and creative routes to recruitment, recognising that this remains a challenge across all Health and Social Care systems, and has the potential to have the greatest impact on our ability to support those people in Bristol living with Dementia.

## 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](http://www.bristoldementiawellbeing.org)



Twitter: @BristolDWS



Facebook: @BristolDementia

### Bristol Mental Health

Visit: [www.bristolmentalhealth.org](http://www.bristolmentalhealth.org)

### Devon Partnership NHS Trust

Visit: [www.dpt.nhs.uk](http://www.dpt.nhs.uk)

### Alzheimer's Society

Visit: [www.alzheimers.org.uk](http://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**