



dementia
wellbeing
service



Quality Account

2023/24



Devon Partnership
NHS Trust



Alzheimer's
Society

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1. service update

2023/24 has been a year of reflection, development and change. In the previous year we had consulted with our colleagues to understand how the service and the local health and social care system had changed through the pandemic, and how the service needed to adapt to continue to best meet the needs of those affected by dementia in Bristol.

From this consultation, we established a range of projects to review parts of our service delivery, including our Access Point (duty desk) and the Wellbeing Plans that are designed around the needs of those we support.

In the last year, we were especially proud to receive Memory Services National Accreditation Programme (MSNAP) accreditation. We know that most services who undertake this accreditation do not pass first time, so we were pleased that our unique model met - and in many cases - exceeded the required standards. In addition, our support after a diagnosis – a core part of our service model – also meets the new criteria set for all services under the accreditation programme.

Two of our teams were highly commended at last month's Pride of DPT Awards:

- Care Home Liaison Team (Clinical Team of the Year)
- Side by Side (Non-Clinical Team of the Year)

The service took part in the **Let's Talk Dementia** day on 30th Sept at Paintworks, joining a number of local partners to inform and educate around dementia. We also attended the Celebrating Age Festival the following week.

Staff recruitment has improved in most areas in the last year, and we have successfully recruited to most clinical vacancies and staff turnover is low. There continues to be pressures specifically in the administration team, but we have a new Business Administration Coordinator in post who is developing the team.

Supporting and understanding the needs of carers of people living with Dementia remains a key pillar of the service. Following a review of how the service is best placed to do so, we rejuvenated the carers support group and started delivery of the **Carers Information and Support Programme (CrISP)** which provides evidence-based information to small groups of carers over a course of sessions,

We held two service development days in May 2023 and March 2024. Topics included young-onset dementia, ageism, person-centred care, risks as we get older, falls, wellbeing, value-driven goals and goal setting.

We continue to support the education of our partners in primary care and take a lead role in organising and delivering the annual GP Education Day. Last year this was run as a hybrid

session with GPs attending either in person or online, and the day included sessions on diagnosing dementia in primary care, starting, monitoring and stopping cognitive enhancers in dementia, and managing behavioural and psychological symptoms of dementia (BPSD).

We were really pleased during this year to receive confirmation from BNSSG ICB that our service has been commissioned for a further 2 years, taking us through to end of March 2026. This is clearly welcome news and gives the service scope for further ongoing development.

2. care home liaison

The Care Home Liaison team have been progressing through their team development projects this year.

The team responded to a local Alzheimer's Society report which investigated Equality, Diversity and Inclusion experiences in care homes by taking opportunities to raise awareness of EDI resources and best practice in care homes and ensure each service users' EDI needs and voice is recognised in care planning.

We have incorporated support for residents placed into temporary Discharge to Assess Pathway 3 beds in care homes into our remit, where our service model of a named practitioner for each Care Home works well to support both the care home and residents' transition out of hospital.

We have audited and streamlined the process for antipsychotic prescribing in care homes and devised an alternative non-pharmacological dementia care approaches pack for care homes to utilise when supporting the reduction of antipsychotic use in line with NICE guidelines.

We have also consolidated our newly designed Empathy Training workshops for care home staff, with very positive results. Homes ask for multiple sessions of training and organisations outside of the NHS have embraced this approach and are replicating it with their own staff. There has been considerable media interest into this novel training approach, and we are pleased to be able to pioneer and share our learning and best practice.

Empathy Suit in Action

The Bristol Dementia Wellbeing Service, in collaboration with local charity Alive Activities, spent time with members of the England men's football team in March as part of the 'Alzheimer's Society International' event. They provided the players with the opportunity to experience some of the physical challenges faced by people living with dementia by wearing a dementia 'Empathy Suit'.

The service has developed a simulation-based training workshop for care home staff in Bristol, using an 'aging simulation suit'. Care Home Liaison Team Manager Sharon Parsons, explains: "As a Care Home Liaison Team we wanted to create training for care homes that would be fun and interactive, and something care home staff would want to attend. Both interactive and simulation-based training has been evidenced to be effective in increasing insight and awareness.

"We purchased two aging simulation suits, which are wearable devices that simulate physical and sensory impairments associated with older age, such as limited mobility, hearing and sight loss and confusion. As a team we decided to call the training, "The Empathy Experience", because the goal for the learning was to build empathy for residents living with dementia, which will then hopefully inspire them to provide person-centred care to residents.

"The Bristol Dementia Empathy Experience is simple to deliver, and we are thrilled with its positive impact upon care home staff. We are also delighted to see the ripple affect of sharing this training with other organisations but could not have imagined that it would be picked up by the FA."



3. additional therapies and post diagnostic support

In our last Quality Account, we outlined our post diagnostic intervention offer as part of the new Additional Therapies Team, including Cognitive Stimulation Therapy and Living Well with Dementia interventions. This small team has continued to develop the range of interventions it is able to offer and to undertake ongoing review of its outcomes and impact.

The Additional Therapies team has developed the post diagnostic support intervention available to our service users and carers. These interventions are delivered in one to one or group settings, following an in-house referral and an assessment session.

The two main interventions are:

Cognitive Stimulation Therapy (CST) – this is an evidence based psychological therapy which is NICE recommended. It is available to all service users with a recent diagnosis. Hourly sessions take place over a 14-week period, focusing on different topics, which can range from childhood to food. Carers are supported to deliver CST to the person at home, if appropriate.

Living Well with Dementia – this is an evidenced based course that allows for a structured way to support emotional and practical support for the person with dementia, as they adjust to the diagnosis. The course is eight sessions long, for an hour and a half. Carers are invited to participate in the pre and post course sessions.

Future plans include developing a Young Onset Dementia CST group in Autumn 2024, consolidating use of outcome measures in each area.

Psychology

In compliance with national guidelines and the latest research, the psychology team is committed to providing local MDTs and clinical leads with high-quality professional neuropsychological tests to support diagnosis decisions.

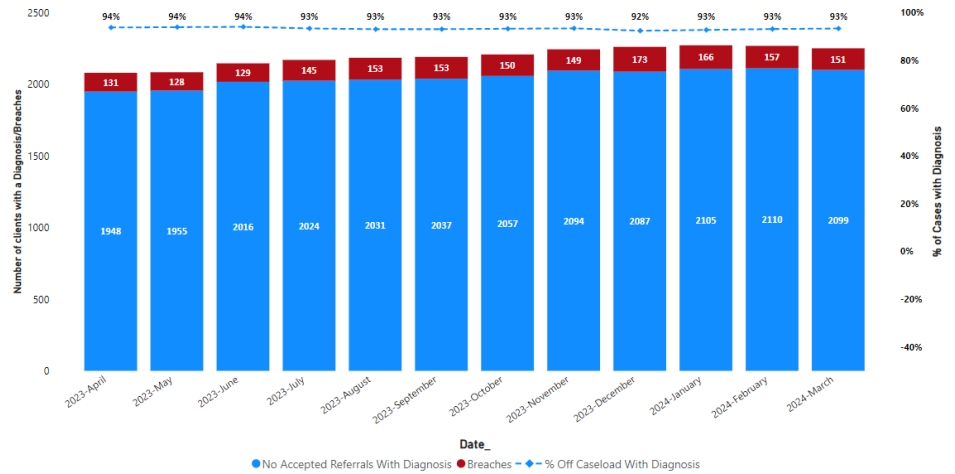
4. service performance

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.

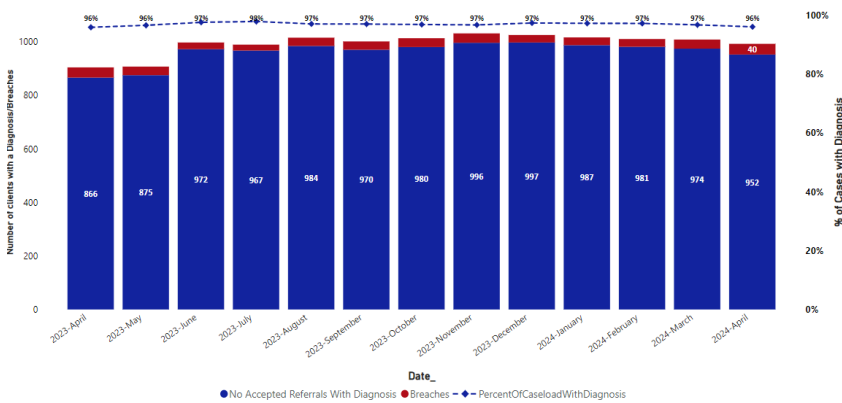
referrals and diagnosis

During 2023-24, referral rates remained consistent with around 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.

Measured against expected local prevalence, between April 2023 and March 2024, Bristol's diagnosis rate increased from 70.1% to 73.6%. This figure is now almost as high as the peak levels prior to the pandemic. **We remain consistently above the NHS England target of 66.7%.**



Community caseload – percentage of caseload with a recorded diagnosis

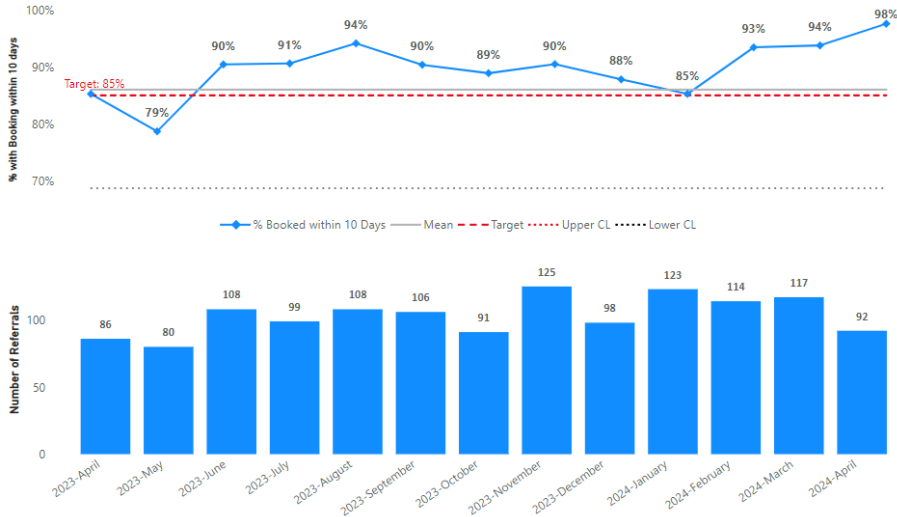


Care home caseload – percentage of caseload with a recorded diagnosis

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 with a slight increase from last year's report (93% and 97% respectively). This is not expected to be 100% as this reflects those being supported within the service who are undergoing the diagnostic process.

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 caseloads



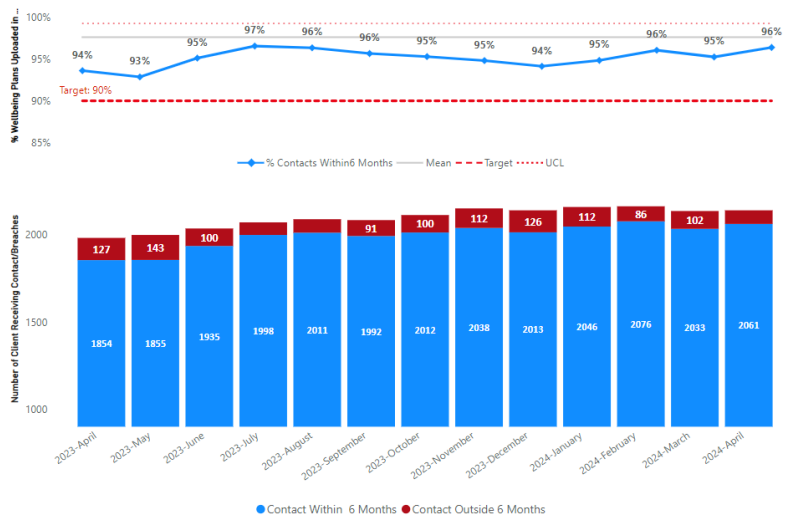
Waiting time for First Booked Appointment for care home liaison caseload

contacts

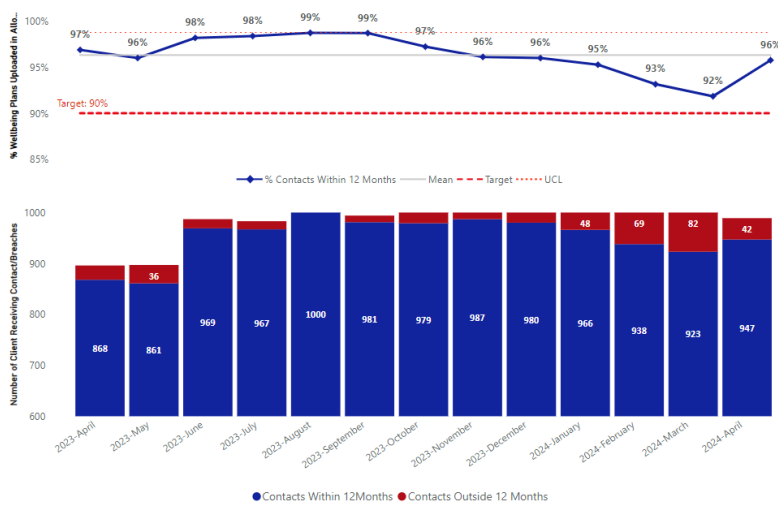
We have seen a steady number of contacts across the year with **14,934 contacts** with people living with dementia on our caseloads plus **2,466 provisions of information** logged through Alzheimer's Society.

reviews

We take a proactive approach to staying in touch with people who are receiving our service. Despite a growing caseload of over 3,600 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).



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

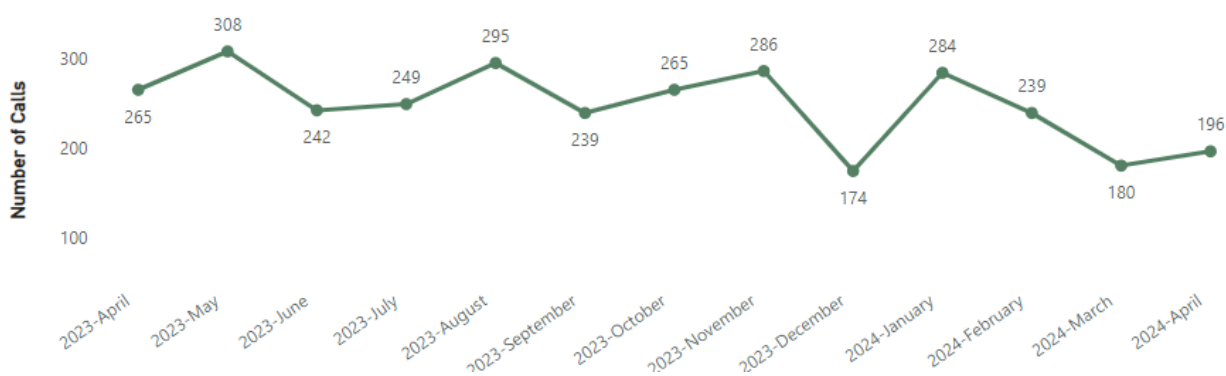


Care home liaison caseload – % of caseload with review recorded in last 6 months

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.

access point

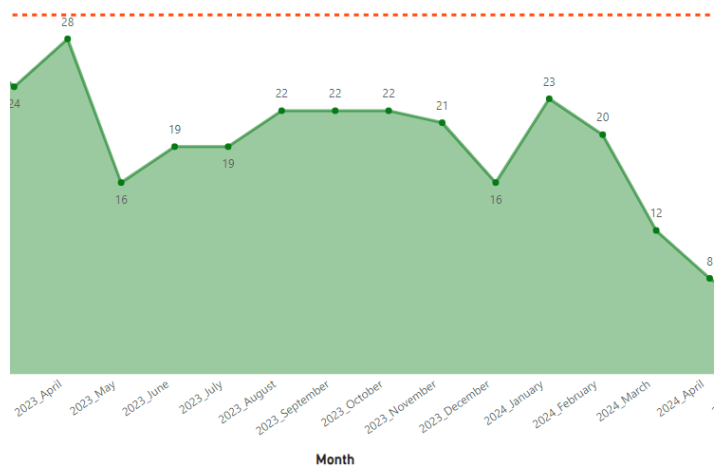
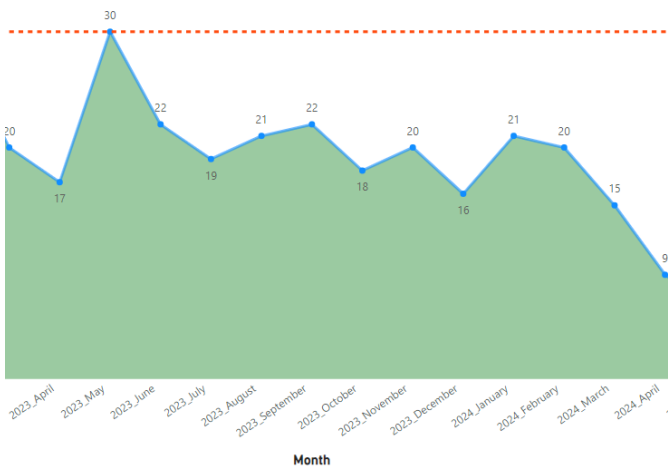
Another way we can measure how people have been able to stay in touch is in the calls to our duty desk (Access Point). There has been some fluctuation across months but overall, our calls logged are up on last year – partly due to a new call logging process that improved data compliance. Due to the implementation of a new telephony system in March 2024, we hope to have greater detail of data on incoming calls to our service for the next report.



In the last year we have agreed additional Key Performance Indicators with our commissioner. These are reflective of service capacity and tackling health inequalities.

We have 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 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 2024.

Similarly, 'Referral to Treatment' refers to those who already have a diagnosis, 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.



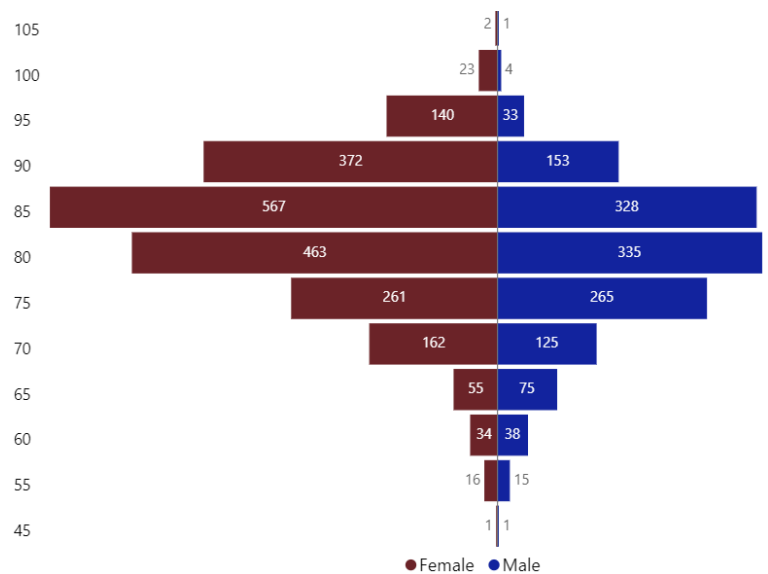
Referral to Assessment (Target = Below 30 days)

Referral to Treatment (Target = Below 30 days)

demographics

Over the next year we are seeking to improve data compliance across all of our core demographics and reduce the number of cases where we don't have recorded information against someone's ethnicity, religion, first language, marital status, sexual orientation, gender identity and disability.

To the right is our complete data for age and gender, in 5-year intervals.



5. research

The Bristol Dementia Wellbeing Service is known both locally and nationally as being research active, meeting recruitment targets and gaining positive feedback from the academic institutions and NHS trusts we have worked with. 2023/24 has seen the service involved in the highest amount of research activity since it was commissioned.

One of our research aims is to be as inclusive as possible, with the ability to offer people the opportunity to take part in a variety of dementia research studies. Projects have varied in scope, and we have been pleased to offer involvement for carers, people with rarer dementias, and those from less heard from communities.

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. Recent research activity over the past year includes:

Oral Health (MySmile) study (University of Bristol)

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



Forget-Me-Not (University of Bristol)

Understanding of best practice when delivering a dementia diagnosis with aim to produce training materials for health professionals.

STRiDE (London School of Economics)

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



Continuing Compassion in Care (University College London)

Project considering how family carers can maintain compassion for the person living with dementia. The output of the research will be an intervention to help future carers.

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

The future of dementia research in the service looks promising, with various studies set to commence in 2024. These include Fastball, an exciting study investigating the use of EEG in dementia diagnosis and an important co-produced collaborative project which will consider assessment and diagnosis of people from BAME communities.

8. your feedback

Your feedback is important to us. It tells us what we are getting right, and where we need to improve. We also hold monthly Dementia Voice groups, which bring together those living with dementia and their carers, who are able to provide feedback on our service or anything else that is important to them.

Patient Advice and Liaison Service (PALS)

As part of our dementia pack, we provide a PALS leaflet for people to provide feedback, compliments and complaints about the service they receive.

We received 24 compliments via PALS between April 2023 and March 2024

In this period, we received one complaint which was investigated and no further action was required.

Friends and Family survey

We received 125 Friends and Family returns for the past year which is an impressive return but lower than previous years. Of these returns, 96% reported they are either likely or extremely likely to recommend our service. This gives us reassurance that despite unprecedented pressures in service delivery, people are still overwhelmingly positive about the support they are receiving.

We really appreciate everyone who takes time to provide feedback about our service and we review all comments in our leadership meetings, and these are also shared with all staff. It is really important for us to be able to show what a difference our colleagues are making to people's experiences throughout their journey with dementia.

The following pages share a range of responses received within the past 12 months:



I am a sole carer and was feeling SO alone with everything. Since engaging with the service I have so much support and more importantly, so has Dad. The dementia cafe is amazing. [Dementia Support Workers] are great, [Group Coordinators] are so kind...the material is relevant well written (plain English) and kind.

[Practitioner] was so kind and understanding. She listened a lot and spent a lot of time talking to my husband who has Alzheimer's and listening to him carefully. It was wonderful to watch his reactions. She made some useful comments to help me and my spirit lifted with her visit.

My brother is treated as an individual and is listened to. This is important to him and myself. Because of this I don't feel the need to be present at his review every time.



My navigator for me and mum was fantastic, and also the emergency dementia phone line was an excellent person if it was not for her my mum would not be where she is now.

This is a wonderful service, coping with dementia in the family is difficult in so many ways, psychologically, medically, emotionally & socially so having people who understand and are there to support you makes a big difference. Thank you.

After phoning our dementia navigator, [Navigator] who listened to my concerns with empathy, she phoned back within a few days to arrange a home visit. After her visit with a nurse practitioner, I feel more reassured about my plans to make our life more normal and easier dealing with dementia. It is reassuring and nice to know that I can phone the dementia service for support and advice from knowledgeable and caring staff.

Very impressed with the service we have received for my wife's mother so far. After her initial discussion from [navigator], who was most informative and caring, to develop a plan going forward we as a family have been provided with information to help is.

It can be daunting to know sometimes who to turn to but with you Dementia Wellbeing Service we are in good hands.



Friendly and gentle approach towards questioning and listening intently, without rushing the answer. Action points were acted upon immediately. As a carer, a single point of contact, with useful information, is very helpful (arguably essential).



"...If there was excellent I would have put that!

[Navigator] has been so supportive and helpful. Mum likes to see her and [she] makes it so stress free that Mum thinks she is talking to a friend.

Thank you for all of you from both of us"

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.

We have worked with care workers the staff team from Dhek Bhal, including elders from the men's and women's groups from South Asian heritage and speaking at this year's AGM. They have connected with Bristol's Mosque community of Imams and community leaders and attended various mosques across the city and met with Bristol's Hindu and Sikh community leaders with plans to deliver sessions to the congregations at the gurdwaras and temples across Bristol.

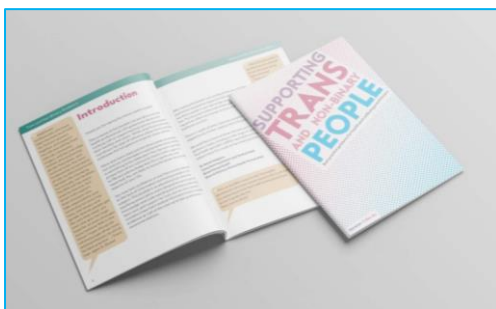
Our ongoing relationship with the Chinese Community Wellbeing Society has been further developed, including cultural etiquette training for our staff about the community, and we have worked with the South Asian, Bangladeshi, and Pakistani communities, including staff Education Seminar on working with the community and the ADAPT – South Asian Dementia Diagnosis Pathway.

LGBTQ+ engagement

Working with the LGBTQ+ community this year has focused on consultation about being a male carer for their loved one with dementia. We have also consulted about cultural sensitivities in care homes and how their need to adapt to and prepare for the needs of increasingly diverse residents.



We have secured a platform on the newly formed LGBTQ+ Partnership steering group in Bristol to raise awareness of health inequalities and reducing barriers to accessing dementia services.



The service attended the Bristol Pride event again this year with great interest in the Alzheimer's Society LGBTQ+ publications including the now-published trans and non-binary guidance for health and wellbeing practitioners which was made available on the day. This guidance was developed alongside other local partners and was

shortlisted for a National Diversity Award in September. We also held a staff Education Seminar on LGBTQ+ and Dementia to coincide with Pride Week.

Read More: <https://www.alzheimers.org.uk/get-support/publications-and-factsheets/dementia-together/improving-health-social-care-trans-non-binary>

male carers of loved ones living with dementia

Following research into 'Older Men at the Margins', we have consulted male carers within our service to hear their experiences, views, and barriers to engaging with health services to get the support they need for themselves and their loved one. This was done through home visits and focus groups. The aim of this work is to reduce feelings of isolation for the male carer.

We offered Dementia Friends and Awareness into Action workshops to various organisations identified by the carers as places they would attend if it was safe for their loved one with dementia to attend. This included various churches, football, rugby and cricket clubs, libraries and walking groups across the city.

peer support and enabling community resilience

We supported the development of an active and self-running group with the Chinese community of male carers, who meet monthly. In addition, an impactful achievement this year has been the monthly "Peer Support Group" for BSL speakers in Bristol. Considering the numerous barriers that this group face when it comes to accessing services, having a peer support group is key to their wellbeing and to empower them to achieve change.

The Peer Support Group is led by its organisers and members of the BSL community, but supported by the service as and when we are needed.

dementia voice

As part of service user involvement, the Bristol Dementia Wellbeing Service runs a local dementia voice group in Bristol called "Different Voices". The group name was chosen by its members. "Different Voices" meets once a month to discuss a wide range of topics affecting people living with dementia and those who support them.

The group meets in the centre of Bristol and service users from all areas come together to participate in the discussions. The group is very enthusiastic and already building connections.

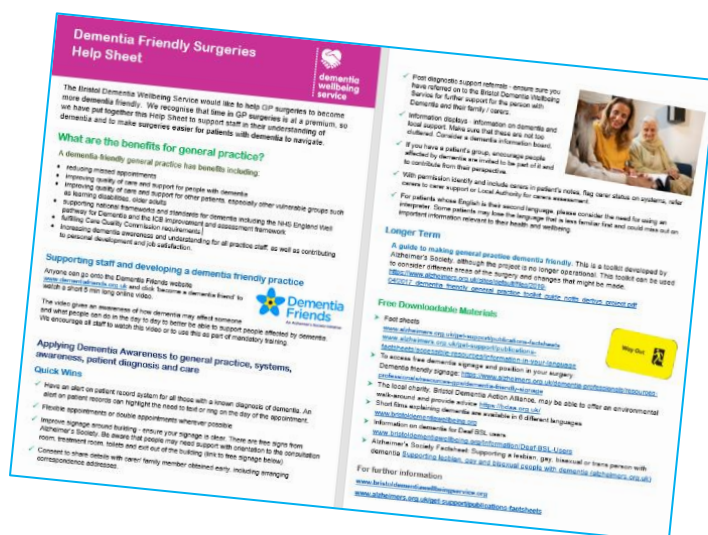
The sharing of the service users and carers' knowledge and experiences allows us to learn and find the best ways to improve the way we run our service. We are committed to listening to the voices of the service users and the carers we support. The meetings offer a great opportunity for people with dementia and their carers to join other people in similar circumstances and help make positive change in their community.

CDC Community of Practice (CoP)

Following on from the success of the CDC role in Bristol, this role has been developed in other areas. Alzheimer's Society now has a community of practice that enables Community Development Coordinators across the country to share good practice, experiences and resources and support each other in their roles.

creating dementia-friendly and more inclusive GP surgeries

The service is helping GP surgeries to become more dementia friendly; we have put together a GP Help Sheet to support staff in their understanding of dementia and to make surgeries easier for patients with dementia to navigate. By making GP surgeries more dementia friendly we aim to improve the quality of care and support for people with dementia. We understand from listening to our service users that sometimes they encounter barriers when accessing their GP, and we would like to encourage the surgeries to become more accessible by making sure their staff have some understanding of dementia, having adequate signage, using translators when needed and familiarising themselves with the specific needs of minority communities.



dementia in education

Our ongoing engagement in Bristol's schools has continued to increase post-pandemic although capacity to engage remains variable. A range of sessions have been delivered, including several story sessions, 20+ assemblies to 4000+ pupils, approximately 40 Dementia Friends sessions to 1000+ pupils, sessions with parents and staff and a number of sessions co delivered by people living with dementia. 6 existing schools have continued to engage with the offer and 13 schools have participated for the first time. A School Engagement Volunteer has co delivered 20+ sessions to 1000 pupils and several staff, adding capacity and depth of interactions within sessions.

An absolute pleasure to work with St Bede's 6th form @STB_Bristol for the 5th consecutive year, deepening knowledge of dementia and inspiring action with @alzheimerssoc. Thank you to all the Year 12 students - you were absolutely brilliant!



Thank you to the wonderful pupils at West Town Lane Academy in Bristol for taking part in an assembly @alzheimerssoc. We look forward to working with you again!



Sessions have been delivered to pupils between 4 and 18 years old, the majority being with Primary aged pupils. Schools and colleges have been equally sited in all three areas citywide. Feedback from schools on the quality of the sessions continues to be at least very good, with 85+% 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 support has been highly valued, and also enabled by the service's Dementia Navigators.

A focus on engaging diverse school and settings with post-16 students is underway. Schools with the highest percentage of English as an additional language (EAL) are being targeted and resources have been developed and sourced to support this. A third of the engaged schools are from the wards with the highest percentage of EAL. 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 Inclusion and Governor networks.

Ashton Sixth @AshtonSixth · 20 Jun
Thank you to Sally & Flor from @BristolDWS who delivered a thought provoking session on dementia for Y12 today. Students are full of ideas about all the things they can do to raise awareness and support people with dementia in our local community. @AshtonParkSch @RPUffendell



Richard Uffendell @RPUffendell

It was fabulous to have such quality guest speakers in to our school today. These sessions are what will help our young people change the world for the better.

7:06 pm · 20 Jun 2023 · 80 Views

10. groups

A vibrant, supportive mix of groups across Bristol delivered by Alzheimer's Society:

- four weekly **Singing for the Brain** groups
- two monthly **Memory Cafes**. Speakers have included dementia research, NHS Talking Therapies and Mobility Hub Transport.
- three monthly **Activity Groups**, with a range of activities including boccia, board games, card making and themed quizzes. We have continued the successful partnership with Lighting Up, a Bristol charity of artists, creating art alongside people affected by dementia.
- one virtual group, Singing for the Brain, which is also open to people in South Gloucestershire to maintain numbers to make it a lively group.

Feedback from attendees highlights the impact of participating in the groups, including socialising, reducing feelings of loneliness, fun and laughter, learning new songs and information about other services. People share and learn new strategies to support in day-to-day life. It also adds routine and structure to the week. People feel supported by being at the group but also the network it creates for them outside of the group. Regular attendance at groups builds a trusting relationship with Group Facilitators, who further support by making timely referrals to Dementia Navigators as and when required.

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 25 Active pairings and a further 14 going through our recruitment process.

Side by Side continues to work collaboratively with local organisations to support more people living with dementia; to date successfully recruiting volunteers that are fluent in Cantonese and Ukrainian.

We have also been exploring the recruitment of volunteers from the Deaf community and have successfully recruited a Deaf BSL volunteer through work alongside Centre for Deaf and Hard of Hearing to make the volunteering process more accessible and inclusive.

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.

What's it like to volunteer?

"My buddy is the same age as me coincidentally and it makes me realise how fortunate I am and how easily it could be a reversal of roles.

Each week I see someone who really looks forward to our meetings and I feel so grateful that I can contribute something, however small, to their life and help them to maintain their spirits. Both he and his wife call me 'a part of their team' and over the last 12-18 months they have made me feel like a family member.

On our weekly visits we talk about lots of subjects, mostly triggered by his memories or sights of places we visit. He is often aware of his condition and I try to help and encourage him in whatever way I can.

I keep coming back each week because I know I am helping through his wife's feedback to me and through his comment, often repeated at the end of my visits, which is: 'I feel happy, do you feel happy?'"

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.

[Alzheimer.org.uk/
Sidebysidevolunteer](https://alzheimer.org.uk/Sidebysidevolunteer)



Get in touch today to find out more:

07872 866501

sbsservicebristol@alzheimer.org.uk

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


**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 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 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.



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.



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. They are also involved in the training and on-boarding of volunteer dogs/owners for the Side by Side service.



13. Looking forward

Priorities for 2024/25

This year will mark the 10th anniversary of the Dementia Wellbeing Service, and we plan to mark this in a variety of ways:

1. Sharing our achievements

We plan to present a number of papers at the Annual Dementia Congress in November as well as to continue to utilise opportunities to highlight the service through award nominations and engagement in research into best practice models of Dementia care as well as engaging with interest from other areas.

2. Focussing on excellence

- *Improving performance*

The service has worked closely with BNSSG ICB to develop measures of its performance that reflect good quality service delivery and worked closely with its staff to understand the barriers to delivery. Using this information the service is well placed to continue to improve both its performance and how it evidences this.

- *Maintaining accreditation*

The service is proud to have received accreditation from the Memory Service National Accreditation Programme and in the coming year will undertake internal review and audit to ensure it continues to meet these standards, reflecting their updated standards.

- *Responding to changing needs*

We now have a better understanding of the impact of the past few years on our population and on service provision. We see this impact in the referrals received by the service as well as the complexity of ongoing support needs. We will continue to align our resources to have the greatest impact and to work flexibly to respond to change.

3. Broadening impact

The service will continue to seek out opportunities to broaden the impact that it has locally through exploring opportunities to work with partner organisations, responding to national developments and best practice and challenging itself to enhance its evidence base.

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: @BristolDWS



Facebook: @BristolDementia

Bristol Mental Health

Visit: www.bristolmentalhealth.org

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