

A guide to using Alzheimer Scotland services





Alzheimer Scotland aims:

- to be the national and local voice of and for people with dementia and their carers in Scotland
 - to improve public policies for the benefit of people with dementia and their carers in Scotland
 - to provide and to secure the provision of high quality services for people with dementia
 - to provide and to secure the provision of high quality services for the carers of people with dementia.
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Introduction

Summary

- This booklet tells you about using Alzheimer Scotland services.
 - As well as running practical services, Alzheimer Scotland campaigns and provides information.
 - Alzheimer Scotland is a charity and we fundraise to pay for some of the work we do.
 - You can call the Dementia Helpline on 0808 808 3000 or see www.alzscot.org for more information.
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About this booklet

This booklet is for people who use Alzheimer Scotland's services. It tells you all about what you can expect from our services, and about our organisation.

About Alzheimer Scotland

We are Scotland's leading dementia charity. We:

- run practical services for people with dementia and their carers across Scotland
- publish information about dementia in print, on tape and on our website, www.alzscot.org
- run the freephone Dementia Helpline, 0808 808 3000, open 24 hours for information and emotional support
- campaign to make life better for people with dementia and carers, through the Scottish Parliament, Westminster and locally.

Principles

Summary

- We aim to work to our own internal standards and to the principles of the National Care Standards.
 - The principles are dignity, privacy, choice, safety, realising potential and equality and diversity.
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Alzheimer Scotland has its own standards for service delivery which build on the National Care Standards. The National Care Standards are based on a set of principles. The principles themselves are not standards but reflect the recognised rights which you enjoy as a citizen.

The main principles are dignity, privacy, choice, safety, realising potential and equality and diversity.

Dignity

Your right to:

- be treated with dignity and respect at all times; and
- enjoy a full range of social relationships.

Privacy

Your right to:

- have your privacy and property respected, and to receive the time, the space and the facilities you need and want; and
- be free from intrusion as long as it is safe for you and everyone else.

Choice

Your right to:

- make informed choices, while recognising the rights of other people to do the same;
- know about the range of choices; and
- get help to fully understand all the options and choose the one that is right for you.

Safety

Your right to:

- feel safe and secure in all aspects of life, including health and wellbeing;
- enjoy safety but not be over-protected; and
- be free from exploitation and abuse.

Realising potential

Your right to have the opportunity to:

- achieve all you can;
- make full use of the resources that are available to you; and
- make the most of your life.

Equality and diversity

Your right to:

- live an independent life, rich in purpose, meaning and personal fulfilment;
- be valued for your ethnic background, language, culture, and faith;
- be treated equally and to live in an environment which is free from bullying, harassment and discrimination; and
- be able to complain effectively without fear of victimisation.

You can get a copy of Alzheimer Scotland's standards from your local service.

You can get a free copy of the National Care Standards relevant to the services you receive from the Scottish Executive website (www.scotland.gov.uk/Topics/Health/care/17652/9328) or from Blackwell's Bookshop, 53 South Bridge, Edinburgh EH1 1YS (0131 622 8283). They are also available through your public library.

All our services aim to provide support centred on the needs and wishes of the person with dementia and the family.

Day care

Summary

- Day care is for people with dementia to socialise, stay independent, enjoy themselves and feel good about themselves.
 - When people are at day care, it also gives their carers time for themselves.
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What is day care for?

The aim of our day care services is to help maintain and restore the sense of self esteem and dignity of people with dementia. Day care gives people with dementia the opportunity to socialise, and helps them to maintain their independence and pursue their interests and hobbies. Carers also benefit from time to themselves while the person they care for attends day care.

Who is day care for?

Day care is for people with dementia who want to attend and who would benefit from the opportunities it offers. Many people who attend day care have moderate to severe dementia, but some people with mild dementia also enjoy attending. People attending day care are given an assessment first, to make sure it is right for them. You don't have to have a carer to attend day care.

What happens at day care?

Our day care services offer a wide range of activities and opportunities, including life story work, exercise to music, painting and craft work, musical activities, gardening, baking, discussions. We also organise outings based on people's interests – for example theatre, bowling, garden centres or places of interest. Our trained staff help people with dementia to maintain their skills so that they can stay independent for as long as possible.

Your rights & responsibilities as someone who uses day care

If you use day care, you have the right to:

- attend the sessions you are offered, or choose not to
- choose which activities you want to do
- be treated according to the principles at the front of this booklet.

You or your carer, if you have one, have the responsibility to:

- tell us as soon as possible if you can't attend
- tell us if you have a problem with our service, so that we can try to help.

Standards

Our day care services are based on Alzheimer Scotland's standards and on the National Care Standards for Support Services.

See page 3 for how to get a copy of these standards.

Home support or care at home

Summary

- Our workers help people with dementia in their own homes.
 - They can also help people with dementia go out, for example to shop or for leisure activities.
 - When the home support worker is there, carers can have some time for themselves.
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What is home support or care at home for?

The aim of our service is to help people with dementia to maintain their independence for as long as possible. We support and help people with practical activities involved in running their homes, and to pursue their interests and hobbies. Carers also benefit from time to themselves while the person they care for is supported by our worker.

Who is home support or care at home for?

Home support or care at home can help anyone, at any stage of dementia. It is a very flexible, individual and personalised service, based on the needs and wishes of the person with dementia. You don't have to have a carer to use this service.

What does home support or care at home offer?

We provide home support or care at home on a one-to-one basis. Our trained staff can provide a range of services and activities, companionship and personal care within the home. If appropriate, our staff can accompany people with dementia on social activities and outings, or simply help them do their shopping.

Your rights & responsibilities as someone who uses home support

If you use our home support or care at home service, you have the right to:

- choose which activities you want to do
- be treated according to the principles at the front of this booklet.

You or your carer, if you have one, have the responsibility to:

- tell us as soon as possible if you don't need home support that has been arranged
- tell us if you have a problem with our service, so that we can try to help.

Standards

Our home support or care at home services are based on Alzheimer Scotland's standards and on the National Care Standards for Care at Home. See page 3 for how to get a copy of these standards.

Registration & inspection

Summary

- Our services are registered and inspected by the Care Commission
 - To see the inspection report ask your service manager.
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The Care Commission was set up under the Regulation of Care (Scotland) Act 2001, to regulate and inspect all Scottish care services.

Our services are registered and inspected by the Care Commission, and inspection reports are available on request from your local service manager, or from the local office of the Care Commission. Your local authority may also provide copies of inspection reports.

The Care Commission inspections are based on the National Care Standards. See page 3 for how to get a copy of these standards.

Complaints

Summary

- We want to know if anything is not right with our service.
 - Ask for our leaflet about complaining.
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We try to make sure that we give the best possible standard of service at all times. But sometimes things do go wrong. If you have any concerns about what we do, we want to know. We welcome comments, criticisms and complaints about our work, because it helps us to improve.

For more information, see our leaflet, *Do you want to complain?*. You can get it from your service manager or from National Office (0131 243 1453).

Policies & procedures

Summary

- We have policies and procedures to make sure our services are safe and work well.
 - We carry out internal audits to make sure our services are following our policies and procedures.
 - You can see any of our policies if you ask your service manager.
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We have policies and procedures in order to manage our services safely and effectively. We make sure our services keep to them by using internal audit procedures. If you want to see a copy of any of our policies, ask your service manager.

Here are the main policies and procedures relevant to our services, with a brief summary of what they say.

- **Equal opportunities**
We aim not to discriminate on the grounds of age, gender, race, colour, creed, disability, marital status or sexuality.

- **Risk management**
All our services carry out risk assessments. Ask your service manager if you want to know more about this.
- **Adult support & protection**
We have a clear policy for staff to follow which balances the need for service user and carer independence with the need to safeguard from harm or abuse.
- **Health & safety**
We aim to provide and maintain safe and healthy conditions for all employees and users of our services.
- **Recording and reporting of incidents and accidents**
We have clear guidelines on what staff must do if there is an incident or accident, and they are all reported on a special form.
- **Smoking and alcohol**
We don't allow staff and volunteers to smoke in our day centres or in service-users' homes, or to drink on duty (except on special occasions). Service users may not smoke on our premises and will be asked not to smoke while any staff member is visiting them at home. You may also be asked to ventilate your home before a support worker arrives, where it is possible and safe to do so.
- **Confidentiality**
We have a strict confidentiality policy that staff follow when dealing with service user and carer information.
- **Involvement**
We aim to involve you as much as possible in influencing the service you receive and identifying other opportunities where you can have your say.
- **Stopping the service**
If there is any reason why your service has to be stopped, we will tell you well in advance so that alternative arrangements can be made. This could happen if the service has to close or changes ownership, or if the service no longer meet your needs.

Insurance

Summary

- We have insurance to protect you when you use our services.
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Each of our services has made arrangements for insurance cover. Ask your service manager if you want more information.

Information

Summary

- We have lots of information you might want.
 - You can get information from your local service, the Dementia Helpline (0808 808 3000) or our website (www.alzscot.org).
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We offer information on a wide range of subjects relating to dementia, including:

- how to get help
- understanding the illness
- treatments
- maintaining independence
- financial & legal matters
- coping with behaviour
- community care
- long-stay care.

You can get information from your local service, or call our 24 hour freephone Dementia Helpline (0808 808 3000) or visit our website: www.alzscot.org. Our information service is confidential, and is free to people with dementia, their families and carers.

Courses for carers

Summary

- We provide courses to help carers learn about caring.
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Our courses for carers are for family carers of people with dementia. Research shows that information and skills training can be helpful in reducing carer stress.

The training is designed in consultation with the carers who will be attending, so that the information provided is appropriate to their needs.

If you would like more information, ask your service manager.

Support groups

Summary

- Many of our services run groups for carers.
 - Some of our services run groups for people with dementia.
 - If you are interested, ask your service manager.
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Carer support groups

Carer support groups are a chance to meet with other people who are also caring for someone with dementia, for mutual support and to share experiences. Some carer support groups are specifically for particular carers, such as partners of people with dementia, or people who are caring for someone newly diagnosed, and others are more general. Ask your service manager for information about carer support groups.

Support groups for people with dementia

Support groups for people with dementia are a chance to exchange experiences with other people who have also been told they have dementia, and to support each other. Some groups have meetings to learn about and discuss particular topics, and some groups are less structured. Some groups are social groups.. Some groups last for a set number of weeks and some go on for longer. Ask your service manager if there is a support group in your area.

Membership

Summary

- If you join us you get our newsletter four times a year and you have a vote in our elections.
 - The more members we have the stronger our campaigns can be.
 - You can get a membership form from your local service or the Dementia Helpline (0808 808 3000), or see the website (www.alzscot.org).
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Becoming a member means that you:

- demonstrate support for our aims and work
- are entitled to vote at the AGM and stand for election to Council, our governing body
- strengthen our campaigning voice for better rights for people with dementia and their carers
- receive our quarterly newsletter, Dementia in Scotland
- receive our Annual Report.

Carers and people with dementia receive an information pack when they join.

Annual membership is £20, and there is a concessionary rate of £5 for carers, former carers, people with dementia, people over 65 and unwaged people. You can become a Life Member for £400. Ask for a membership form from your local service or the Dementia Helpline (0808 808 3000), or see the website (www.alzscot.org).

Would you like to help us?

Summary

- You can help us raise awareness or raise funds.
 - You can help by becoming a volunteer.
 - You can help by giving us your views on our services and on wider issues.
 - Ask your local service or see the website (www.alzscot.org) for more information.
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Why we need to fundraise

Local authorities pay for services such as day care and home support, but we have to fundraise about one fifth of our income. We depend on fundraised income for our information service and the Dementia Helpline, courses for carers, campaigning activities and some specialist services.

How you can help

You can support Alzheimer Scotland by:

- a one-off donation or regularly by standing order or direct debit, which can be Gift Aided
- giving through payroll giving, Give As You Earn (GAYE) – some employers will match what you give.

You can request that your donation is used locally or nationally.

Ask your service manager, see the website (www.alzscot.org) or contact the Fundraising Department at National Office (0131 243 1453) for more information.

You can also help us by giving us your views on our services and wider issues.

Volunteering

You can volunteer by:

- helping in a day care centre or applying to train as a Helpline volunteer
- joining a local committee to help with awareness raising and fundraising
- raising awareness of our events around your workplace or in your social circle
- taking part in events such as white water rafting, parachuting, running a marathon, doing a sponsored walk, zip sliding or having a tea break. Contact our Events Hotline on 0845 2600 789
- helping to raise awareness in Dementia Awareness Week in June or all year round by organising events or making sure that our information is available locally.

Ask your service manager, see the website (www.alzscot.org) or contact the Fundraising Department at National Office (0131 243 1453) for more information.



Notes



Alzheimer Scotland - Action on Dementia is a company limited by guarantee, registered in Scotland 149069.

Registered Office: 22 Drumsheugh Gardens, Edinburgh EH3 7RN.

It is recognised as a charity by the Office of the Scottish Charity Regulator, no. SC022315.

www.alzscot.org

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