



**Alzheimer
Scotland**
Action on Dementia

A guide to Alzheimer Scotland services



Principles

Alzheimer Scotland has its own standards for service delivery which build on the National Care Standards. Our key 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
- 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
- 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
 - get help to fully understand all the options and choose the one that is right for you. feel safe and secure in all aspects of life, including health and wellbeing
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Safety

Your right to:

- feel safe and secure in all aspects of life, including health and wellbeing
- enjoy safety but not be over-protected
- 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
- 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 faith
- be treated equally and to live in an environment which is free from bullying, harassment and discrimination
- be able to complain effectively without fear of victimisation

You can get a free copy of the National Care Standards relevant to the services you receive from the Scottish Executive website at

www.gov.scot/publications/national-care-standards-guide



Day opportunities

Who are day opportunities for?

Our day activities are designed to offer a clear, therapeutic benefit to people with dementia, including the promotion of self-esteem and dignity for all who attend.

Many people who attend day services have moderate to advanced dementia, but some people in the earlier stages of dementia also enjoy attending. People attending day opportunities are given an assessment first, to make sure it is right for them. You don't need to have a carer to attend.



What happens at day opportunities?

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

A person's ability to adapt and cope with stress and change is directly linked to their participation in meaningful activity.


We want you to choose support from Alzheimer Scotland knowing that it is not only based on what the person with dementia wants and needs, but that it is also informed by sound advice of therapeutic benefit.

Your rights and responsibilities as someone who uses day opportunities:

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
 - update us with any changes to health or medication
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Feedback

We try to make sure that we give the best possible standard of service at all times. However, sometimes things do not go as planned. If you have any concerns about what we do, we want to know. We welcome comments, compliments and complaints about our work, because it helps us to improve.

For more information, see our Comments, Compliments and Complaints leaflet or email **feedback@alzscot.org**.

If your complaint is about care services you can contact the Care Inspectorate at: Care Inspectorate, Compass House, 11 Riverside Drive, Dundee, DD1 4NY.

Tel: **0345 600 9527**

Email: **enquiries@careinspectorate.com**

Policies and procedures


We have policies and procedures in place 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 Centre Manager. Here are the main policies and procedures relevant to our services, with a brief summary of what they cover.

Equal opportunities

We do not to discriminate on the grounds of age, gender, race, colour, creed, disability, marital status or sexuality.

Adult support and protection

We have a clear policy for staff to follow which balances the need for people who use our services and carer independence with the need to safeguard them from harm or abuse.



Risk management

All of our services carry out risk assessments. Ask your service manager if you want to know more about this.

Health and 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 an accident and incident form.

Smoking and alcohol

We don't allow staff, volunteers or people who use our services to smoke in our centres or to drink on duty (except on special occasions).

Confidentiality

We have a strict confidentiality policy that staff follow when working with the person using the service and their family.

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 and influence local decision-making.

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.

Information

We offer information sheets and leaflets on a wide range of subjects relating to dementia, including:

- understanding dementia
- living with dementia
- caring for someone with dementia

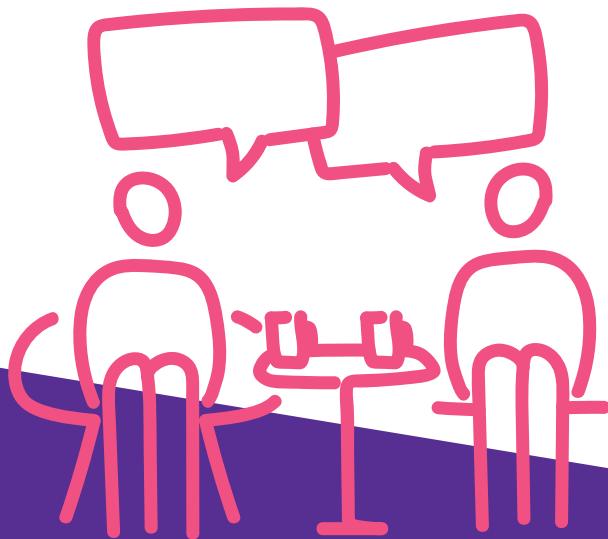
You can get information from your local service or call our 24 hour Freephone Dementia Helpline on **0808 808 3000**, or visit our website **www.alzscot.org**.

Courses for carers

Our courses for carers are for family carers of people with dementia. These courses can be beneficial, as research shows that information and skills training can help to reduce carer stress.

The courses are designed in consultation with the carers who attend, so that the information provided is appropriate to their needs.

If you would like more information, please ask your Centre Manager.



Support groups

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.

Community based groups for people with dementia

The community groups and activities that are on offer can help people with dementia maintain contact, connections and friendships, and avoid the isolation and loneliness that is too often a common feature for people living with dementia.



Membership

You can join us and show your support as either a Company Member or a General Member. Membership is open to anyone who shares our mission, vision, and goals. Membership is free, but if you are able to make a donation, we warmly welcome your support.

For more information, please visit

www.alzscot.org/membership

Becoming a member means that you:

- strengthen our voice. The more members we have, the greater our influence when campaigning for change
- can attend and vote at our Annual General Meeting
- will receive our Dementia in Scotland magazine twice a year
- will receive priority and discount invitations to events, including our national conference.

How you can help

We rely on fundraised income to fund our network of Dementia Advisors, our 24 hour Freephone Dementia Helpline. Our Brain Health & Dementia Resource Centres and all other services we provide throughout Scotland. You can support our work by:

- making a one off or a regular donation
- signing up to one of our fundraising events
- becoming a Dementia Friend

www.dementiafriendsscotland.org

For more information about the ways you could help us visit

www.alzscot.org/donate



Volunteering

We need our volunteers to help us provide vital support throughout Scotland. There are lots of activities and supports you can get involved with. You could volunteer on a regular basis, or help us just for a couple of hours.

Your understanding, your interest and your time means everything to us and to people living with dementia and volunteering offers you the chance to develop and build skills, knowledge and experience.

For more information about becoming a volunteer visit **www.alzscot.org/volunteering**



Where can I find out more?

Alzheimer Scotland is Scotland's national dementia charity. Our aim is to make sure nobody faces dementia alone. We provide support and information to people with dementia, their carers and families, we campaign for the rights of people with dementia and fund vital dementia research.



**Alzheimer
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24 HOUR

Dementia



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Helpline

Freephone 0808 808 3000
Email helpline@alzscot.org

Our 24 hour Freephone Dementia Helpline provides information and emotional support to people with dementia, carers, families, friends and professionals.

Our Helpline can give you information about the services we offer in your area and signpost you to other sources of support. You can also find information on our website at **www.alzscot.org**

Alzheimer Scotland
160 Dundee Street
Edinburgh
EH11 1DQ
Tel: **0131 243 1453**
Email: **info@alzscot.org**