



# Alzheimer's Society services evaluation 2019

July 2020

## Spotlight on dementia adviser



# Spotlight on dementia advisers

**‘Our dementia adviser fully understood and skilfully managed to support mum and I through our options with a sensitive, friendly, and compassionate approach.’**

Carer

**The dementia adviser service is available to people who have received a diagnosis of dementia, or are in the process of receiving a diagnosis. Dementia advisers support people to understand key information about dementia, and what it may mean for them and their families. They can also make referrals to other relevant Alzheimer’s Society services, statutory organisations and community support.**

In 2019, evaluation data was collected from 216 people with dementia and 157 carers who had used the dementia adviser service.

## **Did people who used the dementia adviser service feel supported by staff?**

Almost all the people who used the service agreed that their dementia adviser was supportive (99% of both people with dementia and carers). They felt their

dementia adviser created a safe, confidential environment in which they could talk freely and communicate their specific needs. This meant they received information that was both relevant to their situation and explained in an accessible and usable way.

**‘The dementia adviser explained everything in a very clear and compassionate way and was very helpful in easing mum’s concerns.’**

Carer



### Did people who used the dementia adviser service feel they were provided with useful information?

People who used the service agreed that their dementia adviser gave them useful information (97% of people with dementia and 98% of carers).

They felt that it was relevant and reliable, and that it showed their dementia adviser's expertise. This helped them feel confident in making decisions on their next steps.

**'I feel like I now know what I need to do next and it has been explained very clearly.'**

Person with dementia

### Did people who used the dementia adviser service feel it was a useful point of contact?

People who used the service agreed it was a useful point of contact (100% of people with dementia and 99% of carers). They felt confident that they could get in touch with the service whenever they needed information and support. This helped them feel reassured and able to live well.

**'I feel I have a positive support network.'**

Person with dementia

**'It is important to keep a channel of contact open so that as symptoms develop over time, we can feel assured of expert and understanding advice.'**

Carer

### Did people who used the dementia adviser service feel it made their life better in any way?

People who used the service agreed that it had made their life better (94% of people with dementia and 92% of carers). Many told us that this was because they had worked through solutions to practical issues with their dementia adviser. They also said their emotional wellbeing had improved. They felt less anxious and more confident, and felt that their dementia adviser cared about helping them to live well.

**'The dementia adviser has been there to advise and made me feel less stressed. They cared about me and cared about how I was feeling.'**

Person with dementia

**'Through my dementia adviser I understand my condition more and I am more relaxed knowing it is not my fault.'**

Person with dementia

Some people felt that their life was not better, because of the progression of dementia. However, they said that the service did help them to feel less alone in their experience.

**'Nothing can make my life better unfortunately. However, I will say that whilst speaking to the dementia adviser it has made me feel less abandoned.'**

Person with dementia

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