



Alzheimer's Society services evaluation 2019

July 2020

**Spotlight on
dementia support**



Spotlight on dementia support

'It was so good to talk to someone who understands where I am coming from. I felt very supported and empowered.'

Person with dementia

The Alzheimer's Society dementia support service gives one-to-one support to people with dementia and carers. Dementia support workers tailor their service to each individual's specific needs. The service provides information, guidance, signposting and practical support to help people understand dementia, cope with day-to-day living and prepare for the future.

In 2019, evaluation data was collected from 321 people with dementia and 993 carers.

Did people who used the dementia support service feel supported by staff?

In total, 99% of people with dementia and 99% of carers agreed that they felt supported when they received this service. Dementia support workers were seen as good listeners who were able to ask the right questions. They were also seen as empathetic and caring. They created a relaxing atmosphere that put people at ease.

'I felt relaxed and at ease. My dementia support worker was extremely knowledgeable and helpful which helped me to make sense of the diagnosis.'

Person with dementia

Did people who used the dementia support service feel they were given useful information?

Overall, 98% of both people with dementia and of carers felt that the information they received was useful. They also felt that their dementia support worker could explain it in an understandable way.

'Yes, the dementia support worker has made "horrible information" quite pleasant.'

Person with dementia

People liked having information that could help them access other useful services. They said dementia support workers were great at pointing them to the right service to improve their lives, whether financially or practically.

'We wouldn't have sussed out the services available to us on our own. The dementia support worker was like a bridge to access services in your organisation and to getting attendance allowance.'

Person with dementia



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

Almost all of the people with dementia (99%) and carers (98%) agreed that the dementia support service was a useful point of contact. They felt they could contact their local Alzheimer's Society office whenever they needed, both now and in the future. This helped to reassure them and reduce their worries.

'It has been very reassuring to know that someone understands my poor memory and I have a phone number to gain advice, guidance, further information and reassurance at any time.'

Person with dementia

'Having this point of contact has reassured me and has made the prospect of my mum's future dealing with this condition less scary.'

Carer

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

Overall, 94% of people with dementia and 92% of carers agreed that the dementia support service had made their life better in some way. People felt less isolated than they had before seeing their dementia support worker. They now felt they had someone to talk to who really understood dementia. The service improved both their own understanding and that of their families.

'The dementia support worker rescued me from a very dark despondent state. So, I can now cope with my condition for now.'

Person with dementia

'The service has given me insight into this condition so now I'm more confident to know I'm doing OK and doing the right thing for my loved one with dementia.'

Carer

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