



## **Alzheimer's Society's listing criteria for our dementia directory**

Due to the coronavirus pandemic, we have temporarily revised our listing criteria. We will regularly review and amend the criteria through this period.

### **Who can list services:**

- Public and statutory bodies
- Private organisations
- Registered charities
- Social enterprises
- Community interest companies
- Individual social group leaders/facilitators registered with appropriate regulatory bodies \*

### **Who can't list services:**

- Community groups (unless they are/were already listing services in the dementia directory before the coronavirus pandemic started)
- Individuals providing day care services in England and Wales that are not a registered company or running the service from their own residence. \*
- Private transport firms
- Tradespeople \*\*

### **We are currently listing the following services:**

- Activity groups, such as singing groups, mindfulness and exercise groups specifically for people affected by dementia \*\*\*
- Self-isolation support groups, such as online peer support groups \*\*\*
- Telephone befriending and companionship services
- Home delivery services through established schemes
- Day care
- Advocacy
- Information and advice (such as telephone helplines)
- Live online information programmes (such as falls prevention schemes and dementia information programmes)
- Support in the community (such as one-to-one support, gardening or handyperson services delivered through voluntary organisations). \*\*\*\*

- Community transport schemes delivered through voluntary organisations
  - Online support specifically for people affected by dementia, including websites where the service offer is clear, and the content does not cover information already provided on Alzheimer's Society's websites
  - Courses for people affected by dementia where the course relates to their condition or caring role and is not a one-off event
  - Online or telephone services that support people living with mild cognitive impairment
  - Online or telephone services relating to comorbidities that are specific to dementia and the other comorbidities (for example, a service that is specific to dementia and Parkinson's) or a service specifically catering for people with disabilities
- Respite services, such as sitting/companionship services (no personal care provided)

### **Are there services I can't list?**

- Recorded material, such as recorded activity group or singing sessions. We only list live virtual sessions.
- Informal home delivery services, such as neighbours doing shopping and picking up prescriptions on behalf of neighbours \*\*\*\*\*
- Registered residential and home care services in England, Wales and Northern Ireland \*\*\*\*\*
- Day care services in Northern Ireland and day care services provided by individuals in their home. For an individual to list a day care service they would need to be a) a registered company and b) the service would need to be provided at a venue other than their home
- Online resources for people working with people affected by dementia or where the service offer is unclear
- Matching services that match someone who needs care with someone who's providing care
- Home support where the provider is required to live with the person needing support.
- Services only available via an assessment or referral by health and social care professionals or clinical services involving medical treatment
- Generic services and websites without a clear offer of a service for people affected by dementia.
- Talking therapies such as counselling, psychotherapy and cognitive behaviour therapy
- Complimentary therapies (excluding mindfulness). Complimentary therapies may be mentioned as part of the service description of a wider service offer. For example, a dementia café offering aromatherapy sessions every other month.
- One off events
- Dementia awareness services
- Dementia-friendly venues (such as a dementia-friendly arts venue)

- Dementia-friendly services (such as a dementia-friendly cinema screenings)
- Closed services, such as, a service for residents of a particular housing association
- Services selling products or distributing them for free (including activity packs)  
\*\*\*\*\*
- Professional services, such as solicitors and accountants

\* We define a social group practitioner/facilitator as someone who may be leading a group (social, skills based - such as art or singing - or support) for people affected by dementia. Individuals need to be registered with any professional/regulatory bodies in their area of expertise.

\*\* We define a tradesperson as being a person delivering services such as building, occupational therapy, plumbing, hairdressing and massage

\*\*\* We are unable to include links directly to online sessions on social media platforms, we can only include a link to your website.

\*\*\*\* Handyperson services can be listed on the directory as they are not intended to provide complex or skilled solutions and do not replace qualified tradespeople.

\*\*\*\*\* We are signposting people affected by dementia to their local authority from the directory [homepage](#) so they can find help and support.

\*\*\*\*\* Our dementia directory already includes residential care homes, nursing homes and home care services with a specialism in dementia that are registered with the Care Quality Commission in England and the Regulation and Quality Improvement Authority in Northern Ireland, therefore we do not accept individual requests for registered and non-registered care services. We are currently unable to list registered residential and home care services in Wales.

\*\*\*\*\* We define a product as something tangible such as a book, a painting, for example.

If you are unsure about whether you can list your service, please contact the Dementia Directory team:

Email: [dementia.directory@alzheimers.org.uk](mailto:dementia.directory@alzheimers.org.uk)