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| Sheffield Dementia Strategy Survey  Spring 2021 |  |

**What people told us about their experiences of living with dementia, or caring for someone with dementia, over the last year**…

**Our survey**

* In 2019 organisations in Sheffield that support with people living with dementia asked people what was important to them. These organisations include: Sheffield City Council, local NHS services, Age UK Sheffield Alzheimer’s Society, and Sheffield Carers Centre.
* We listened to what people said and made some plans to help improve things. We called this the Sheffield Dementia Strategy.
* This spring (April 2021) in our Dementia Survey, we asked people if these plans had made a difference to their lives. We wanted to know what had made people’s lives easier or better. We wanted to know what they wished could have been different.
* We will use what people have told us to:
  + Check if our plans are helping people to live well with dementia
  + Agree what more organisations need to do to make things better
* **Thank you to everyone who answered the questions in our survey.**

**What people living with dementia, and their loved ones, told us**

* The support of family and friends is very important.
* Family and friends sometimes need more help from health and care services than what they get now. Caring for someone with dementia can be difficult and stressful and people don’t always know who can help.
* Lots of people find that the support they already get really helps them and their loved ones to live well with dementia.
* For example, these are some of the services and support that people said made things better for them or their loved ones:
  + Community dementia services, such as the People Keeping Well dementia cafes or Zoom groups, carers groups, and telephone calls or activity packs
  + Day centres that were able to re-open
  + Help and advice from Adult Social Care
  + Dementia support from their doctor’s surgery
  + Advice from the Memory Service
* Some people said that they had still had care and support during the Covid “lockdowns”, such as having times when they could still go to their day centre.
* But other people said that they had not been able to get the support they needed. For example, some people wished they could have had more help to go for a walk or have some time when the person they cared for was looked after to give them some time to themselves.
* Some people said they didn’t know where to go to get information and advice about living with dementia.
* Some people said it had taken too long to get a dementia diagnosis.

**What are organisations already doing about the things people said?**

* Organisations in Sheffield are already doing lots of things to help and support people with dementia and their families to live well.
* Lots of our Dementia Strategy plans are making things better for people. For example:
  + The community dementia services and dementia link workers
  + The Memory Service
  + Home care and help from social services
  + Sheffield Carers Centre
  + Day centres
  + Extra training and advice for staff about dementia
* The Covid pandemic and lockdowns have meant that many services have had to run differently. This has been difficult for people. However most services have kept in touch with people. They have done what they can to find ways to help them safely during this difficult time, and this has made a big difference to people.

**What more do organisations need to do to make things better?**

* If people know about local services then are better supported – but not everyone knows about their local services. We need to make sure people know how they can get the support, information, and advice that they need, when they need it.
* We have already been working hard to support family and friends who care for people living with dementia – but we need to do more. For example, by helping put people in touch with other people who are in similar situations to themselves.
* Some people have had to wait a long time for their dementia diagnosis. Sometimes this was because of the pandemic and lockdown but not always. We need to find out what else doctors surgeries, the Memory Service, and other organisations can do to help people get a diagnosis as quickly as possible so that they can start to get the support and care that will follow this.
* Some services have been able to keep running more than others have during the Covid pandemic and lockdowns. We need to help the services that have found it difficult to offer support, to find ways to offer more support (safely) again.

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| If you would like more information, you can contact:   * **Sheffield Directory** - [www.sheffielddirectory.org.uk/dementia](http://www.sheffielddirectory.org.uk/dementia) - Local information and advice, groups and services, activities and events, care and support. * **Sheffield Carers Centre** - <https://sheffieldcarers.org.uk/> or telephone 0114 272 8362   Free advice, information and support for family/friends who provide (unpaid) care.   * **Age UK Sheffield's Free Information & Advice Service for people aged over 50 and their family or carers** - www.ageuk.org.uk/sheffield/ or telephone 0114 250 2875. * **Alzheimer’s Society** - [www.alzheimers.org.uk](http://www.alzheimers.org.uk) and Dementia Connect support line: Personalised information, support and advice on telephone number 0333 150 3456. |