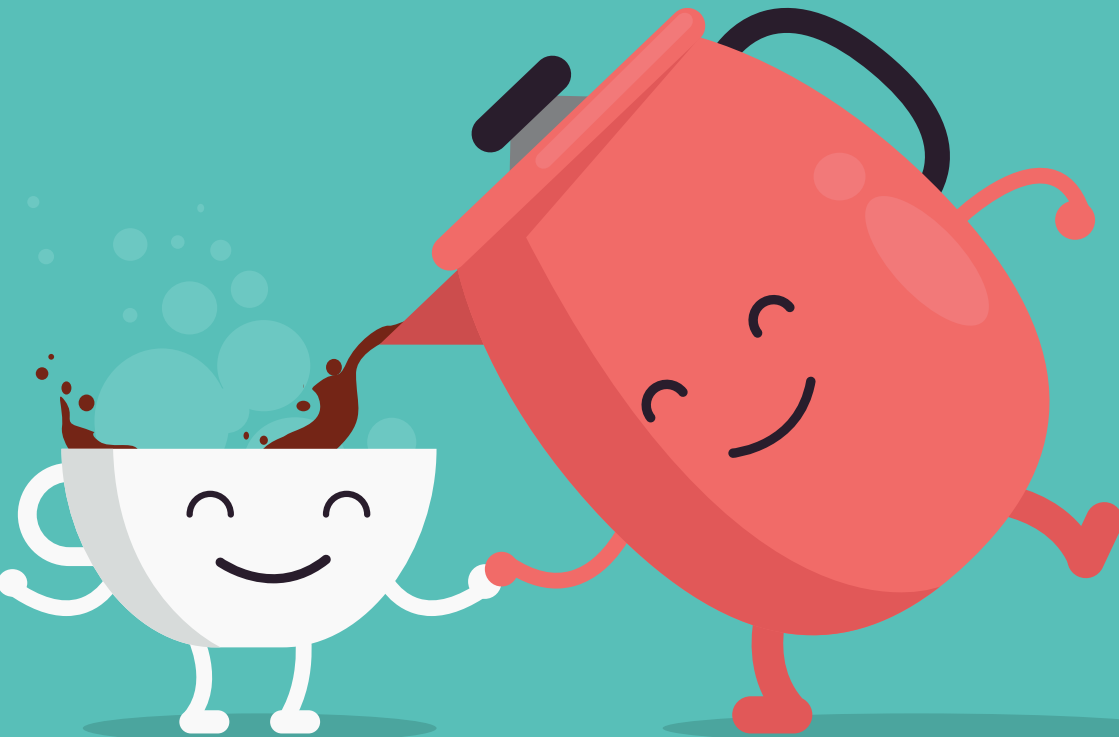


Your guide to starting a successful dementia café



A dementia café is a huge asset to any community but the thought of setting one up can be a daunting prospect!

This toolkit is designed to guide you through the process and signpost you to useful organisations who can help.

Introduction

A dementia friendly café or activity groups can improve the wellbeing of people with dementia in many ways by:

- Providing interest and enjoyment
- Maintaining independence
- Raising self-esteem
- Lessening anxiety and depression
- Helping to retain skills for longer
- Preventing social isolation
- Providing an opportunity to express feelings

Most importantly these groups are a place where people can enjoy sharing experiences and find companionship in a relaxed environment away from the stresses of everyday life.

“Running a group can be hard work but it is also fun, enjoyable and rewarding!”

Lynda, dementia café volunteer



Introduction

A dementia inclusive group is one that welcomes people with dementia but also includes their friends, family, carers and other people in the community who may benefit from the services on offer (for example socially isolated older people).

This toolkit will take you through different topics, including governance, working with volunteers, funding and fundraising and running activities.

Before you make a start you might like to visit an established dementia café or group in your area to see how they do things.

To find out where your nearest group is call Age UK Norfolk's advice line on 0300 500 1217 or email advice@ageuknorfolk.org.uk



Supporting carers

Supporting carers is an important function of a dementia café. Attending a group can be of real benefit to the carers; they can meet other people who are in the same situation as them and share their experiences, give support to each other and possibly make friends. Carers might also enjoy taking part in activities if it is something they enjoy as it will give them a break.

Café volunteers are not professional carers and cannot attend to a person's personal care needs and as such, carers will always need to be present at the café.

Many cafés provide a carers' group in a separate room, slightly away from the main group, where they can get support and hear from guest speakers who are able to give advice on a number of topics and pick up helpful literature.

1. Governance

How to set up a group

The simplest form of organisation is an unincorporated association (or a membership organisation). It is the easiest, quickest and cheapest way for a group to set itself up. You do not have to seek approval of any kind before setting up an unincorporated association, nor do you have to register with any regulatory body if your group's aims are not charitable. If your aims are charitable and you have an annual income of £5,000 or more you will need to register with the Charity Commission.

You are free to draw up your own democratic constitution setting out the rules under which your group will be run.



Plan your constitution

It is important to try and get a constitution that reflects the way in which you want things to be done.

Constitutions usually cover the following areas:

- Aims
- Members
- Equal opportunities
- Committee and officers
- AGMs and other meetings
- Finances and dissolution



Aims

Your aims are a statement of your long term goals: what you want to achieve and how you want to achieve it. If your aims are clearly written, you can use them to let others know what your group is about.

Your aims should include information about the area you are working in, who will benefit from the activities of the group and how they will benefit.



Do you have charitable aims?

If your aims are charitable, this will mean that your group is a charity (even if you have not registered with the Charity Commission). Charities have to comply with charity law. You can find out more about this at www.gov.uk/government/organisations/charity-commission

1. Governance

How to set up a group

Members

You need to decide who will be entitled to be a member of your group. This could be:

- Everyone who pays a membership fee; or
- All users and volunteers at the project; or
- Anyone who supports the aims of the group and participates in its activities

Will there be a membership fee?

The advantages of a fee is that it makes it very clear who is a member and it raises a bit of money. The disadvantages are that it may put people off and it can be fiddly to collect the money.

You could have a membership form that people fill in when they want to join. You need to decide if their membership has to be approved by a meeting of the committee or the group.

Equal opportunities

The Equal Opportunities Policy is usually a separate document to the constitution. However, you may want to include a statement about equal opportunities in your constitution as well.

An Equal Opportunities Policy is often a requirement when applying for a grant.

Committee and officers

Will you have a committee?

Some groups have a management committee which is elected once a year at the AGM and is responsible for running the day to day affairs of the group. Other groups share or 'rotate' the jobs that need doing.

Usually a committee includes:

- **Chair**
- **Secretary**
- **Treasurer**



1. Governance

How to set up a group

AGM and other meetings

You will need to hold an Annual General Meeting (AGM) once a year. This is when you inform your group's members about the work the group has done, share financial information, and approve your annual accounts. Many groups use this as an opportunity to involve their members in a celebration of their achievements. You will also elect your committee and can make changes to the constitution.

Management committee meetings

How often will the committee meet? Do you want to specify a minimum number of meetings? Who will be entitled to attend – just the committee or will it be open to all members? Will there be a quorum for committee meetings?

General meetings

These are meetings that all members can attend and take full part in. You need to decide whether you will have them, how often, who can call them and what the quorum will be.

Rules of procedure for meetings

How will your meeting be organised, and how will you make decisions?



1. Governance

How to set up a group

Finances

You need to spell out how you will deal with any money.

You will probably want to state that:

- A bank account will be maintained on behalf of the group at a bank agreed by the committee
- There will be at least three signatories to the account (so that there are always two available to authorise payments) – none of these should be related to each other
- Each transaction will require two signatures

- Records of income and expenditure will be maintained by the Treasurer and a financial statement given at each meeting
- An annual statement of accounts will be presented to the Annual General Meeting
- All money raised by the Association will be spent solely on the objects laid out in the constitution



Changes to the constitution

You may wish to make changes to your constitution at a later date.

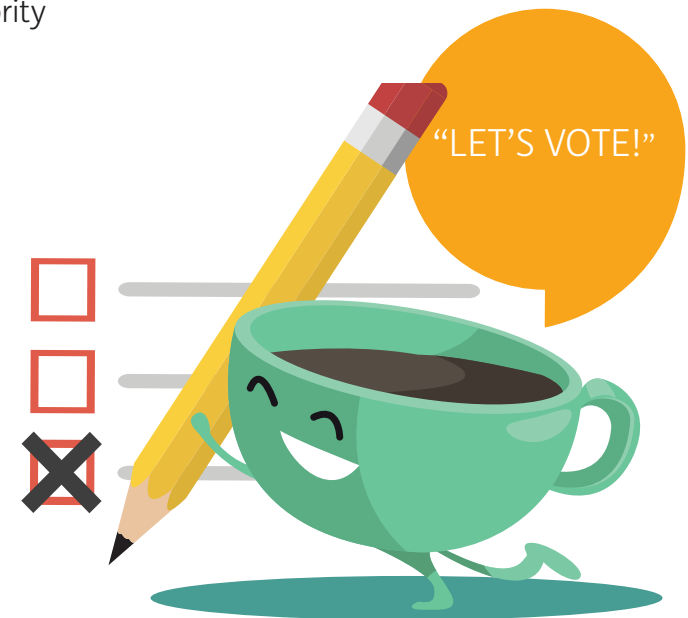
Decide:

- Which meetings can decide to make changes to the constitution
- How much notice has to be given to members of the proposed changes
- If you will require a vote, and if it will have to be a simple majority or a 2/3 majority

Dissolution

At some stage you may decide you want to close the group down, and you need to have an agreed procedure by which this can happen.

You need to decide who is entitled to make this decision, how much notice is needed, and what would happen to any money and assets still held by the group.



1. Governance

How to set up a group

Opening a bank account

Not all banks offer accounts for community groups. At the time of writing the following banks provide this service:

- Cooperative Bank Community Directplus Account
- Natwest Community Account
- Lloyds Bank Treasurers' Account
- Charities Aid Foundation (CAF) Current Account
- Metro Bank Community Account
- Royal Bank of Scotland Community Account



Whichever bank you choose you will need to have a copy of the minutes in which it was agreed by the committee to open the account and most will also want to see a copy of your constitution. Each of the signatories will need to go to the bank with various forms of identification in order for the account to be opened.

It is crucial that the account is not opened in the name of an individual because the bank will consider all funds held in the account to be the property of the person named on the account.

Annual accounts

Unless the organisation becomes a charity and has an income over £25,000 there is no need to have the accounts externally examined. However if the organisation is registered as a charity it will need to send an annual return including a statement of accounts to the Charity Commission.



2. Funding and Fundraising

Running a community group will incur certain costs: venue hire, insurance, refreshments, activity resources or possibly paying an activity specialist to run a session (such as exercise classes or reminiscence).

You can cover these costs in a number of ways:

- Put out a collection plate or box so people contribute to the cost of refreshments

- Hold a raffle during your group session. Find out more about organising raffles at knowhownonprofit.org/how-to/how-to-run-a-charity-raffle
- Contact local businesses to see if they will sponsor the group. Supermarkets will sometimes cover the cost of tea, coffee and biscuits. Many supermarkets also offer a token scheme for local community groups

- There may be small grants available for community groups. See what is available on the Norfolk Community Foundation website - www.norfolkfoundation.com. If you are not sure what your group may be eligible for, contact NCF direct:
T: 01603 623958
Email: info@norfolkfoundation.com
- Get in touch with your local parish, town, district and county councillors to find out if they can offer any financial support:

Norfolk County Council
www.norfolk.gov.uk

Breckland District Council
www.breckland.gov.uk

Broadland District Council
www.broadland.gov.uk

Great Yarmouth Borough Council
www.great-yarmouth.gov.uk

Kings Lynn and West Norfolk Borough Council
www.west-norfolk.gov.uk

North Norfolk District Council
www.north-norfolk.gov.uk

Norwich City Council
www.norwich.gov.uk

South Norfolk District Council
www.south-norfolk.gov.uk

- Clubs such as the Lions, Rotary and WI will select a charity of the year
- Local schools might hold a bake sale or non-uniform day to raise money for your group



3. Volunteers

Community cafés are usually run by volunteers. People volunteer for different reasons: sometimes it's to gain experience that they can then take into the workplace, for others it's because they want to use skills from a former career. Some people volunteer because they enjoy the social interaction it brings.

Remember, cafés are not the same as day care or respite. For the safety of the volunteers and those attending, people who have dementia or other care needs should attend with a carer. Volunteers should not provide any personal care, even if they have past professional experience.

Many of the people attending these cafés are classified as 'vulnerable adults'. When recruiting volunteers make sure you take the necessary precautions. It's advisable to meet volunteers for an informal interview and request two character references.

Consider getting a DBS (Disclosure and Barring Service) check for volunteers. Be aware that not all volunteer roles require a DBS check, for further information and advice go to www.gov.uk/government/organisations/disclosure-and-barring-service

Volunteers are eligible for free DBS checks. Groups can use an 'umbrella organisation' to help process the DBS. These 'umbrella organisations' include county councils. For a full list go to www.gov.uk/find-dbs-umbrella-body

To recruit volunteers, use word of mouth, parish magazines, library notice boards and posters to get the message out there. Each community is different and you'll know best what most people may read or take notice of in your community.



3. Volunteers

Voluntary Norfolk has a free online volunteer recruitment service for community groups - www.voluntarynorfolk.org.uk/volunteering/volunteer-recruitment/

Volunteers need to be given a clear outline of what the role involves and what the boundaries are. It is useful to have a volunteer policy that clearly outlines the amount of time the volunteer needs to commit to, any training requirements and what rules they must adhere to.

As part of your volunteer induction, you might consider the following:

Dementia Friends is a social action initiative led by the Alzheimer's Society. Volunteer Dementia Friends Champions deliver one hour information sessions to the public to raise awareness of dementia: www.dementiafriends.org.uk

Dementia can affect a person's judgement, making them more vulnerable to scams.

Friends Against Scams is a National Trading Standards Scams Team Initiative that helps people learn more about scams through taking part in short awareness sessions, either online or in person: www.friendsagainstscams.org.uk.

Before you start your café, you need to think about how many volunteers you will need. 'Generally it is accepted that a ratio of one volunteer worker to four or five clients is workable' (p 5 of 'A Guide to setting up a Memory Café' by dementiapartnerships.com).

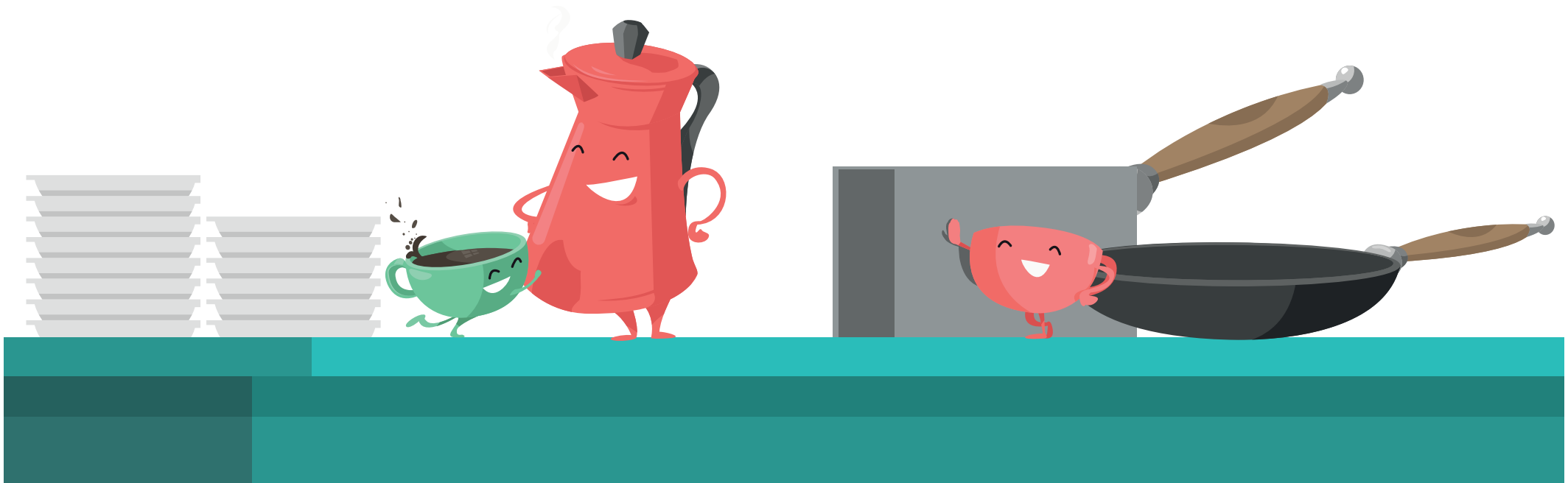


4. Venue

You need to find a venue that will accommodate you on a long term basis. Most cafés run monthly on the same day and week of the month.

Kitchen

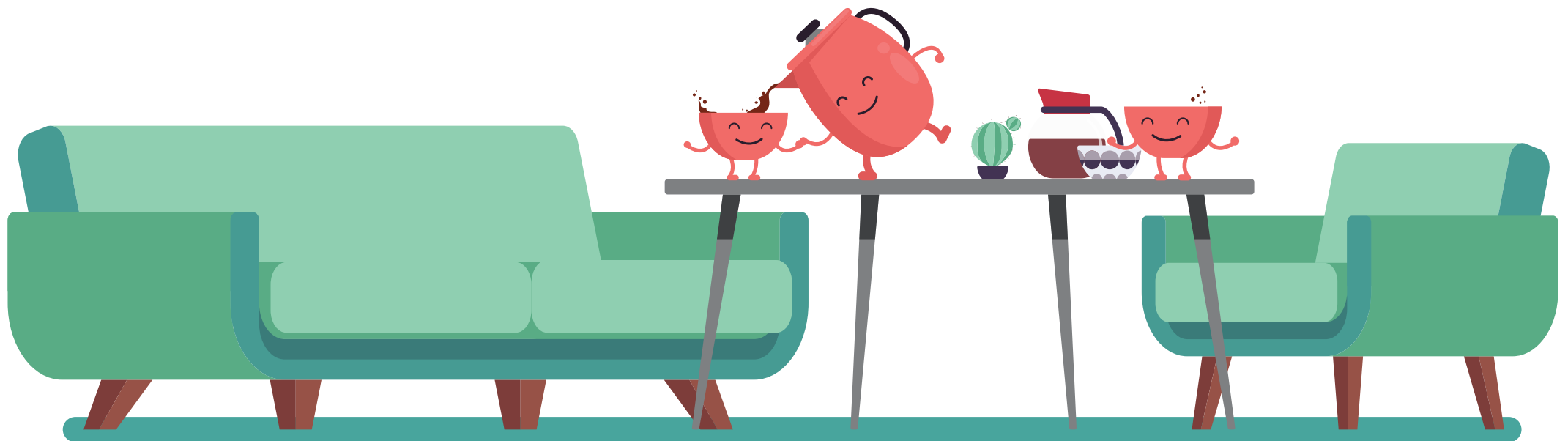
- How well equipped is the kitchen? (Fridge, teaspoons, milk jugs, tea towels)
- Is there a hot water urn available or hot water boiler?
- Are there enough cups, saucers and glasses?
- Are there extra chairs in case more people than you expect arrive? Chairs with arms will be helpful to people with mobility issues
- Are there tables and tablecloths for setting out refreshments?
- Is it clean? Are you going to prepare food?



4. Venue

General

- How easy is the venue to find?
Is it known locally?
- Can you put up a sign outside to show people the way in?
- How much parking is available?
Is there a bus stop nearby?
(this might be difficult in a rural location)
- Where are the toilets and how many are there? Are they well signed? Perhaps you need to add your own signs to make them easier to find
- Is it bright and well-lit? Dark, gloomy environments might seem daunting and unfriendly
- Can you store resources there or will you have to bring them every time?
- Will you have plenty of time to set up before the start and tidy up after the end?
- Is there Wi-Fi? There is a lot of reminiscence material available online that could be accessed on a tablet
- Check for ease of access for wheelchair users
- Fire escapes – where are they and what is the assembly point?
- Is it easy to see all entrances and exits? It is a good idea to be able to see who is exiting and entering the building
- What are the acoustics like? Remember people with hearing difficulties
- Consider the size – you might start small but overtime you could grow!



5. Health and Safety

Once you have secured a venue and recruited your volunteers, you need to think about how to keep the volunteers and café guests safe within the venue.

You will need to consider the following:

- A risk assessment for the venue and activities. For more information about risk assessments for community groups visit www.resourcecentre.org.uk/information/risk-assessments

- A fire safety procedure. Check the fire exits and assembly points for the venue, make sure this information is cascaded to volunteers
- Public liability insurance. What does the venue's insurance cover? For more information about public liability insurance for community groups visit www.resourcecentre.org.uk/information/public-liability

- Keep an attendance register at every session. Keep it somewhere safe and the information confidential. Also hold a list of emergency contacts for everyone attending the café, including the volunteers. This is usually a family member or friend who is not at the café. However be aware of changes in the law concerning data protection: ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr

- Food hygiene awareness for volunteers preparing lunches and snacks. For more information about food hygiene visit www.food.gov.uk/business-industry/caterers/food-hygiene/charity-community-groups
- Consider first aid training for at least two volunteers and a first aid kit. For more information about first aid training visit The Red Cross www.redcrossfirstaidtraining.co.uk or St. John's Ambulance www.sja.org.uk



6. Information and Advice

Understanding what information and advice is available locally is vital so you can signpost people in need.

Don't be tempted to give advice: it is far better to signpost people to trained experts. It is perfectly acceptable to say 'I don't know the answer to that but I do know how to find someone who does'. If you are running a café, even if you are a volunteer, people will see you as an authority figure and a fountain of knowledge.

Invite local organisations to visit the café so people can meet them and ask them questions in a relaxed setting. If organisations can't visit ask them to provide literature about their services. It's useful to have a handy stock of leaflets but be sure to check the information is correct and in date (perhaps give one of your volunteers the task of keeping the leaflets current).

Useful Organisations:

Age UK Norfolk

www.ageuk.org.uk/norfolk
Advice Line: 0300 500 1217
advice@ageuknorfolk.org.uk

Age UK Norwich

www.ageuk.org.uk/norwich
T. 01603 496333
enquiries@ageuknorwich.org.uk

Alzheimer's Society

www.alzheimers.org.uk
T. 01603 763556
Norfolk@alzheimers.org.uk

Carers Matter

carersmatternorfolk.org.uk
Advice Line (including weekends)
T. 0800 083 1148
info@carersmatternorfolk.org.uk

Norfolk Family Carers

norfolkfamilycarers.org/
T. 01603 219924
info@norfolkfamilycarers.org

Admiral Nurses

www.dementiauk.org
Helpline 0800 888 6678
helpline@dementiauk.org

Join Dementia Research

www.joindementiaresearch.nihr.ac.uk/

Norfolk County Council

Adult Social Services

Emergency Care Situation
T. 0344 800 8020

Citizens Advice Norfolk

www.citizensadvice.org.uk/local/norfolk/
T. 03444 111 444
public@ncab.org.uk

Healthwatch

www.healthwatchnorfolk.co.uk
T. 0808 168 9669
enquiries@healthwatchnorfolk.co.uk



7. Activities and Structure

Make sure guests are welcomed on arrival and assign a volunteer the specific task of 'welcomer'. Many groups give everyone a name badge as part of the welcome process.

Allow time for informal social interaction before any structured activities. Allow people to settle in with a drink and snack.

Plan activities ahead of time and circulate a programme to volunteers and guests so they know what to expect.

Make an announcement at the start of the session and remind people what is going to happen. Providing a structure to the activity will be reassuring to people with dementia and will reduce their anxiety. You do not have to stick rigidly to the programme; be flexible and adapt activities to suit the people present.

Get to know your guests, find out about their hobbies, work history and interests so you can choose activities that they will enjoy. We all have different likes and dislikes and this does not stop when you have dementia!

Useful links for activities:

Norfolk Libraries Reminiscence Kits

www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/library-services/health-and-wellbeing

Reminiscence East

www.reminiscenceeast.co.uk

Music Mirrors

www.musicmirrors.co.uk

Pets As Therapy

petsastherapy.org/

Extend (Movement to Music for the over 60s and less able people) www.extend.org.uk

Intergenerational Activities

www.friendindeed.org.uk

Aromatherapy and Dementia

www.dementiauk.org/aromatherapy/ and www.alzheimers.org.uk/info/20074/alternative_therapies/152/aromatherapy

Cognitive Stimulation Therapy

(CST) is a popular method for helping people with dementia improve their memories and thinking skills. For more information visit: www.cstdementia.com/



Community Engagement

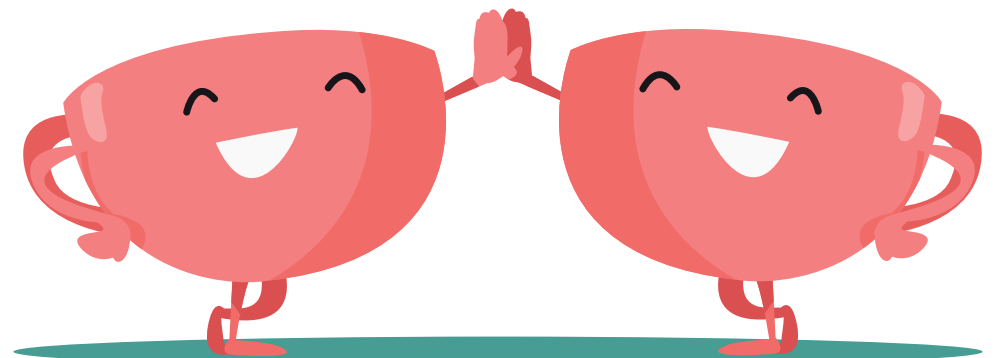
To attract guests and funding, you need to raise awareness of the café in your community.

There are a number of ways you can do this:

- Have a launch event and invite local dignitaries, including your mayor, parish, district and county councillors and your local MP. Don't forget to inform the press
- Put up posters on community notice boards, in shops, cafés, pharmacies, churches and at your local GP surgery. Don't forget local podiatrists and chiropodists may have older customers
- Write a letter to your local parish magazine and newspaper. Try including a photo to capture their attention, although be certain you have the consent of everyone in the picture
- Contact your local radio station to tell them about your plans
- Consider having a newsletter for café members, although make sure you have their consent before adding them to a mailing list. To avoid printing costs consider setting up a digital newsletter using an online tool such as mailchimp.com

- Use social media such as Facebook, Twitter, LinkedIn and Instagram to share your group with your local digital community. To get you started with setting up a Facebook page, visit: knowhow.ncvo.org.uk/how-to/how-to-set-up-a-facebook-presence-for-your-organisation-guide/

If you feel nervous about using social media, look out for free courses at your local library or through your adult education provider.



Networking

It is important you get to know the other community groups in your area and develop a friendly relationship with them so you can:

- Avoid running activities and events on dates that clash
- Promote each other's services
- Share the cost of training and resources
- Learn from each other
- Get ideas for new ways of doing things
- Find support and advice
- Keep up to date with new initiatives

- Provide a better, more efficient, service to those in need by developing a coordinated approach to working!

To keep up to date with dementia friendly initiatives in Norfolk, sign up to The Umbrella, our digital newsletter for dementia friendly groups and cafés.

For more information about The Umbrella visit:
www.ageuk.org.uk/norfolk/information_advice_services/dementia-services/the-umbrella/





Age UK Norfolk

www.ageuk.org.uk/norfolk

Advice Line: 0300 500 1217

advice@ageuknorfolk.org.uk