

*“Remember, no two people with dementia are the same.  
Dementia affects people in different ways.”*

**Staff training** Make sure all staff are aware when you have a guest with dementia staying so they can be extra attentive, helping the guest if they become disorientated. Consider incorporating dementia awareness into staff training.

For details, visit [www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk) and [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

### Heritage House

Guests with dementia are welcome to spend the day at Heritage House Day Care Centre and make use of the facilities there, including the bathing service. Wheelchairs, raised toilet seats, toilet frames and commodes can all be borrowed from Heritage House.

Heritage House Day Care Centre, Mill Road,  
Wells-next-the-Sea, Norfolk NR23 1RF. t 01328 711333

### Wells Community Hospital Trust

Wells Community Hospital runs a number of activities for people with dementia. Why not contact them for more information and visit their dementia friendly garden.

Wells Community Hospital Trust, Mill Road,  
Wells-next-the-Sea, Norfolk, NR23 1RF. t 01328 711996  
[www.wellshospital.org.uk](http://www.wellshospital.org.uk)

### Dementia Friendly Wells

Find out how Wells is working to become a Dementia Friendly Community. [www.facebook.com/wellsDFC/](https://www.facebook.com/wellsDFC/)

**Age UK Norfolk** [www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)

For information about dementia awareness training and all our other services. t 01603 787111

**Alzheimer's Society** [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

For information and advice about dementia. t 01603 763556



Help make  
**Wells-next-the-Sea**  
a dementia friendly  
tourist destination

## Dementia Friendly Tourism Top Tips

We asked people with dementia and their carers to give us their top tips for the tourism industry



**Welcome** Travelling and being away from home can be very stressful for someone with dementia. Offering a cup of tea on arrival and providing a quiet place to sit will be appreciated.

Make it clear that staff are happy to meet any special needs where possible, so guests don't feel embarrassed asking.

*“Be kind and understanding to the carer who may be stressed out.”*



**Carers** People with dementia will often be travelling with their carer, usually a close family member.

Bear in mind when meeting guests for the first time that it might not be obvious who is the carer and who is the person with dementia.

Being a carer can be incredibly tiring and stressful so be patient.

**Mealtimes** Be patient and allow extra time, especially if the guest needs assistance from their carer.

**Lighting** Good lighting is important, especially on stairs and in corridors.

**Location** Offering guests with dementia a room close to the main facilities helps with orientation. Place a picture of the establishment near the bed, with the name and address. This will help guests with dementia remember where they are on waking and will minimize feelings of anxiety and confusion.



**Décor** If doors and corridors look the same it is easy for people with dementia to become disorientated. When it's time to redecorate, try using different colours in different areas so guests know they're moving into a different space.

Painting doorframes a contrasting colour to the walls will help people with perception problems.

**Clocks** It's helpful to have a large clock in the bedroom and reception, ideally with the day and date on.

**Signage** Clear signs are important.

For example, a sign to direct guests to main areas at toilet exits. It can also be helpful to have signs to the reception, dining room and exits along corridors.

In the bedroom, make it clear which door leads to the en suite bathroom.



*“We found the wristbands you get when you're staying at an all-inclusive hotel really helpful.”*



**Furnishings** Avoid lots of rugs and cluttered furniture that could create trip hazards. Provide clear surfaces so belongings can be laid out and easily seen.

**Small touches** Often, people with dementia have problems with everyday tasks, such as making a hot drink. In guests' rooms, laying out the teabags, coffee sachets, milk and sugar separately helps. When sachets and teabags are all jumbled up it can be confusing.