

About 7.1% of our population are living with dementia. Our Dementia Commitments aims to work with Sheffield businesses to help make Sheffield a dementia-friendly city. By joining us today, your business will be part of a community that strives to support people living with dementia, ensuring that our city is truly a place for all.



Bronze Award Toolkit:

This is a guide of useful resources to help you achieve your bronze commitments for *Our Dementia Commitments - Sheffield*. Please start by watching this helpful 3-minute video on small changes that can be made to help people with dementia: <https://www.youtube.com/watch?v=Fz8ACEu7Lho>.

Essential Checklist Advice:

- ✓ Ensuring that notice boards are dementia friendly can help people with dementia better orient themselves and prevent confusion. Some examples of appropriate signage include:



These links provide some useful advice on how to organise your notice board: [How To Make My Notice Board Look & Work Better - Eurocharts](#) [How to Use Notice Boards Effectively \(red17.co.uk\)](#)

- ✓ People benefit from high levels of natural lighting. Maximising the amount of natural light in buildings can have multiple benefits.

Here are some ways you can improve lighting:

- Ensure windows are clean and clear of obstruction (e.g. blinds open, cutback overgrown outdoor plants).
- It is important to have uniformity of lighting levels in and between spaces/rooms and avoid shadows.
- Task lighting can also be helpful.
- Additional interior and exterior lighting at entrances and exits makes them easier for people to use.
- There are different types of artificial lighting available and the choice of both lightbulb and light fitting can be important in terms of the quality and distribution of light.

- [Best Practices for Dementia-friendly Lighting \(communitylivingsolutions.com\)](https://communitylivingsolutions.com) provides more helpful tips on how you can improve your lighting

Questions to consider:	Fully met	Room for improvement	N/A
Has natural light been maximised by ensuring that curtains and blinds are pulled back during the day?			
Is the level of lighting good in all areas?			
Are light levels consistent to reduce light pooling, shadows or glare?			
Have reflections from shiny surfaces been minimised?			
Has flickering from fluorescent light tubes been eliminated?			

- ☑ For people with dementia, background noise can be distracting and disorientating. Supermarkets, shopping centres and other retail outlets can be particularly noisy environments. This is a problem which is often exacerbated when music/radio stations are played or there are announcements, telephones, or doorbells ringing. Excessive background noise can impact on an individual's ability to concentrate, become disorientating or interfere with hearing aids.

People living with dementia may experience some hearing loss and could become very sensitive to noise (unwanted sound). Noise can cause confusion and sensory overload. Big spaces with high ceilings which produce an echo or those with multiple hard surfaces (e.g. loud floor to walk across) can be noisy and challenging. Carpeting, soft furnishings and curtains can help absorb noise, as can ceiling tiles. Ensure background music is at the right volume or consider having times that are music free. If possible, a quiet area should be provided for people living with dementia to rest.

Questions to consider:	Fully met	Room for improvement	N/A
Has a 'hearing loop' been installed? Are they well-advertised or sign-posted?			
Is there a PA system if required?			
If there are any areas liable to echo, have noise absorbent surfaces or materials such as carpet or curtains been used to deaden noise?			
Is there a quiet space away from busy areas for people to rest if needed?			

- ☑ Glass doors can be helpful to see what is happening, but they can be a hazard if not clearly marked as people may not be aware that there is a door. Provide a good visual sign to identify that there is a door and detail if this should be push or pull.

A portable kitbag can be taken to different venues – e.g. if a meeting/group activity is being hosted in a local public venue such as a café or pub.

The kitbag may contain:

- Way in/out signs
- Colour contrast signs with arrows showing the direction to the toilet
- Male/female toilet door signs in contrasting colour with word and picture
- Exit/way out sign for back of the toilet door
- Name/agreed symbol badges for staff
- Coloured serviettes to place cups/plate onto
- Blue tac

- ☑ Clear signage to locate the toilets gives people reassurance and confidence. Signs should contrast in colour from the surface on which they are hung. Signs should be placed on doors – not beside them – to avoid confusion. The signs should also be at a height of 1.2m above floor level where people can see them easily.

Signs should include both pictures and text with a large font and provide good visual contrast between the text/symbols in the background.



Questions to consider:	Fully met	Room for improvement	N/A
Are there clear signs providing direction to the toilets?			
Are the toilet doors clearly labelled on entry?			
Is the exit from the toilet clearly labelled?			
Are the toilets regularly serviced to ensure they are clean, tidy, and well stocked?			
Is there a visible log on the toilet service record?			

- ☑ Sign up for the regular Dementia News with Age UK Sheffield by [signing up here](#).

Bronze Desirable:

Interaction

- ☑ Dementia-friendly name badges are recommended to be used.



- ☑ Is there a quiet space for someone who might be feeling anxious or confused? A few minutes with a supportive person might be all that's needed. Provide a quiet space where people can take time out if they need to. 'Safe haven' areas may already be available. More info can be found here - [Creating safe, comfortable spaces for people with dementia.](#)

Environment

- ☑ Linking up with the local 'People Keeping Well' network can provide access to information of what Activities are happening locally.
- ☑ The Dementia Link Worker may also be able to provide support and advice to you in relation to becoming dementia Friendly. - [Dementia Support in Sheffield.](#)
- ☑ Dementia Advice Sheffield can also provide contact and information about local area social activities. Telephone: 0114 250 2875 dementiaadvice@ageuksheffield.org.uk www: [Age UK Sheffield Dementia Services for customers](#)
- ☑ Noticeboards could include signposting to specialist or key services which can provide support and safeguard (e.g. Alzheimer's Society, Dementia UK, Alzheimer's Research UK, identity fraud, telephone preference service, Priority Services Register)



- ✔ Clocks should be easily visible from all angles and should have large numbers and bold fonts. If using an analogue clock, then one with a clear face and numbers is easiest for people living with dementia to understand. Where possible the day, date, and time should be displayed.



- ✔ Dark coloured mats can look like a hole. These can be replaced with lighter coloured ones (e.g. hessian, light grey).
- ✔ For those who have mobility issues, the prospect of going out into the community with no opportunity for rest can act as a real barrier, leading to exclusion. Well signposted seating and resting places, near exits and checkouts, enable people to continue to be out in the community, reducing the risk of isolation and loneliness. Add signage so people know they can sit down.



Inclusivity

- ✔ Try to approach the person in a calm, relaxed way. The interaction is far more likely to be successful if the person does not feel anxious or rushed. Be aware of distractions (visual or auditory) which may be going on around and try to minimise these. Spend time listening and explaining what help can be provided and what the person may need to do. Then break down the action into small segments, offering encouragement.
- ✔ Tweet or post about the little changes that have been made which can make a big difference. You can also use this to ask for suggestions for improvements or let people know what changes are planned.