

# Dementia Friendly Resource Guide



The Dementia Friendly Programme was funded by the Department of Health Strategic Partnership programme from 2012–2013 and then by the Big Lottery Fund from 2013–2015. The programme supported over 70 local Age UKs to make their mainstream services more accessible to people with dementia and their carers. This support was delivered by Dementia Adventure CIC ([www.dementiaadventure.co.uk](http://www.dementiaadventure.co.uk)) and Innovations in Dementia CIC ([www.innovationsindementia.org.uk](http://www.innovationsindementia.org.uk)).

This Resource Guide has been compiled as a useful starting point for individuals and organisations that are interested in working to become dementia friendly. The guide also has a wide range of links and resources which will be useful for those interested in developing wellbeing programmes for people with dementia.

The resources highlighted here are by no means exhaustive but were frequently requested and used as part of the programme.

# Age UK documents, reports and guides

Age UK has produced a range of documents linked to the Dementia Friendly Programme which can be found here:

[www.ageuk.org.uk/professional-resources-home/services-and-practice/health-and-wellbeing/making-age-uk-services-dementia-friendly/](http://www.ageuk.org.uk/professional-resources-home/services-and-practice/health-and-wellbeing/making-age-uk-services-dementia-friendly/)

Age UK has also produced two practical guides for people living with dementia and their carers:

[www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIG46\\_living\\_with\\_early\\_stage\\_dementia\\_inf.pdf?dtrk=true](http://www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIG46_living_with_early_stage_dementia_inf.pdf?dtrk=true)

[www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIG47\\_caring\\_for\\_someone\\_with\\_dementia\\_inf.pdf?dtrk=true](http://www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIG47_caring_for_someone_with_dementia_inf.pdf?dtrk=true)

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## Research report: ‘Cognitive Decline and Dementia Evidence Review’

The report lists evidence around interventions and work with people with dementia, and has many useful references and insights. A key finding is:

‘Age UK, as the largest charity for older people, could be in a unique position to provide dementia friendly support and services which do not define people by their dementia, rather are inclusive of their needs in a generic setting.’

**Sujata Ray and Dr Susan Davidson, Age UK**

The full report can be found here:

[www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Cognitive\\_decline\\_and\\_dementia\\_evidence\\_review\\_Age\\_UK.pdf?dtrk=true](http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Cognitive_decline_and_dementia_evidence_review_Age_UK.pdf?dtrk=true)

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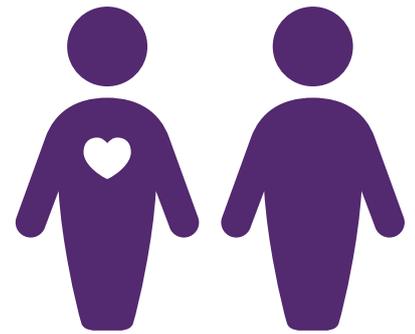
The rest of this resource is dedicated to providing further information relating to:

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| 1 How to make your Age UK dementia friendly   | <b>4</b>  |
| 2 General training resources for staff and volunteers involved in mainstream services | <b>10</b> |
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# 1 How to make your Age UK dementia friendly

As part of the Dementia Friendly Programme, Innovations in Dementia helped local Age UKs to assess how dementia friendly their mainstream services were by focusing on the following domains:

- The level of dementia-awareness across staff and volunteer groups.
- How the voice of people with dementia and their carers is heard within the organisation.
- The accessibility of the environment in which services are delivered.
- The accessibility of written and published information.
- How local Age UKs work with local and regional partners.
- How local Age UKs use their internal resources to support people to access mainstream services.



This resource guide accompanies the ***How to make your Age UK dementia friendly*** guide which provides examples of good practice from participating local Age UKs and other external bodies. The guide can be found on the Age UK website and on ‘The Loop’.

Each section of the guide suggests what local Age UKs could do to make their mainstream services more accessible, as well as providing references for further help and reading.

Dementia affects everyone differently. **No two people with dementia are the same.**

# Dementia-awareness across staff and volunteer groups

Tips for employers who want to be more dementia friendly:

## **Tips and perspectives from people with dementia themselves**

As employers, Age UK and local Age UKs, have a duty to disabled staff under the Equality Act 2010. Alzheimer's Society is due to launch a detailed guide for employers later in 2015 – but this guide has some really useful tips and perspectives from people with dementia themselves:

[www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Tips-for-employers.pdf](http://www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Tips-for-employers.pdf)

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For more information about Dementia Friends:

[www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

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The SCIE Open Dementia Programme:

[www.scie.org.uk/publications/elearning/dementia/index.asp](http://www.scie.org.uk/publications/elearning/dementia/index.asp)

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We have produced a guide for managers supporting learners through the SCIE Open Dementia Programme:

[www.ageuk.org.uk/PageFiles/31100/managers%20guide%20to%20SCIE.pdf?dtrk=true](http://www.ageuk.org.uk/PageFiles/31100/managers%20guide%20to%20SCIE.pdf?dtrk=true)

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Alzheimer's Society has produced a basic *'How to Help People with Dementia – a guide for Customer Facing Staff'*:

[www.alzheimers.org.uk/site/scripts/documents\\_info.php?documentID=2497](http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=2497)

# The voice of people with dementia

Innovations in Dementia leads on DEEP – the Dementia Engagement and Empowerment Project – which brings together and supports groups of people with dementia around the UK. People with dementia from DEEP groups have worked with Innovations in Dementia to produce a range of guides which might help you to work more effectively with people with dementia.

[www.dementiavoices.org.uk/resources/deep-guides](http://www.dementiavoices.org.uk/resources/deep-guides)

There are lots of really helpful DEEP resources, but the following might be of particular interest to local Age UKs:

## **Tips for consulting with people with dementia about written documents:**

[www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Consulting-about-written-documents.pdf](http://www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Consulting-about-written-documents.pdf)

and

## **Collecting the views of people with dementia**

If you want to find out what people with dementia think about a new piece of written work, or perhaps about a document or issue you are consulting on – these documents will be useful to you:

[www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Collecting-views.pdf](http://www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Collecting-views.pdf)

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## **Choosing a dementia friendly meeting space**

There's a lot you can do to make sure that places where meetings and conferences are held are accessible to people with dementia. We have found that doing this also makes sense for everyone else as well.

You should use this in conjunction with '*doing an access audit*' and '*involving people with dementia in conferences and events*' below:

[www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Choosing-a-meeting-space.pdf](http://www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Choosing-a-meeting-space.pdf)

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## **Involving people with dementia in conferences and events**

Here's some ideas on how to support people with dementia either as speakers or participants:

[www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Conferences-and-events.pdf](http://www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Conferences-and-events.pdf)

## **Involving people with dementia in recruitment**

Involving people in recruitment has a range of benefits, not least because it can really help us to focus on what is important in the people we recruit:

[www.dementivoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Recruitment-and-selection.pdf](http://www.dementivoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Recruitment-and-selection.pdf)

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## **Telling our stories**

This is an Innovations in Dementia guide to using video to support people with dementia to have a say. Age UK Blackpool has used video very effectively, working with a client with dementia to produce a video which has been used to great effect in training:

[www.innovationsindementia.org.uk/Telling%20our%20stories.pdf](http://www.innovationsindementia.org.uk/Telling%20our%20stories.pdf)

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## **RIPFA Practice Tool – Involving and Engaging People with Dementia**

This is a practical guide to engaging with people with dementia aimed at practitioners and commissioners:

[www.ripfa.org.uk/publications-resources/professional-development/157-practice-tool-involving-and-engaging-people-with-dementia](http://www.ripfa.org.uk/publications-resources/professional-development/157-practice-tool-involving-and-engaging-people-with-dementia)

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## **Exploring ways for Staff to Consult People with Dementia about Services**

**Kate Allen JRF 2003**

[www.jrf.org.uk/publications/exploring-ways-staff-consult-people-with-dementia-about-services](http://www.jrf.org.uk/publications/exploring-ways-staff-consult-people-with-dementia-about-services)

# Accessibility of the environment

## How to do an access audit

Basic audit checklists and resources for dementia friendly environments (Innovations in Dementia 2015). This guide by Innovations in Dementia will help you to do a basic audit of your premises – and highlight the key areas and issues that need to be considered.

[www.innovationsindementia.org.uk/HowToDoAnAudit.pdf](http://www.innovationsindementia.org.uk/HowToDoAnAudit.pdf)

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## Design for Dementia, Stirling University

Stirling University Dementia Services Development Centre is arguably THE centre of excellence for issues around the design and dementia. It produces a wide range of publications in the theme of design for dementia and also provides training and auditing services.

[www.dementia.stir.ac.uk](http://www.dementia.stir.ac.uk)

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## Alzheimer's Australia WA

Alzheimer's Australia WA, in partnership with the NSW Dementia Training Study Centre at the University of Wollongong, have developed a national project focusing on translating research into practice in the area of enabling environments for people with dementia. There are lots of free resources here, including an audit tool for gardens.

[www.enablingenvironments.com.au/](http://www.enablingenvironments.com.au/)

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## Checklist of essential features of age-friendly cities

The checklist was produced by the World Health Organisation. Age-friendly environments have much in common with those for people with dementia. This is aimed at those working at a strategic level, and is intended as a tool for measuring dementia friendliness across a wide variety of domains including housing and social inclusion.

[www.who.int/ageing/publications/Age\\_friendly\\_cities\\_checklist.pdf](http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf)

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## Social Care Institute for Excellence (SCIE)

SCIE has detailed online resources looking at dementia friendly design in every room. These resources have been mapped to specific Qualification and Credit Framework (QCF) units.

[www.scie.org.uk/publications/dementia/supporting-people-with-dementia/dementia-friendly-environments/index.asp](http://www.scie.org.uk/publications/dementia/supporting-people-with-dementia/dementia-friendly-environments/index.asp)

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## Dementia Adventure 'self-assessment' checklist

Dementia Adventure provides a 'self-assessment' checklist and specialist training for organisations who are considering how to assess, work in and improve outdoor environments.

[www.dementiaadventure.co.uk](http://www.dementiaadventure.co.uk)

## Accessibility of written and published information

DEEP guidelines on writing dementia friendly information:

[www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Writing-dementia-friendly-information.pdf](http://www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Writing-dementia-friendly-information.pdf)

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DEEP guidelines on consulting people with dementia about written information:

[www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Consulting-about-written-documents.pdf](http://www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Consulting-about-written-documents.pdf)

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DEEP guidelines 'Dementia Words Matter':

[www.dementiavoices.org.uk/wp-content/uploads/2015/03/DEEP-Guide-Language.pdf](http://www.dementiavoices.org.uk/wp-content/uploads/2015/03/DEEP-Guide-Language.pdf)

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### Plain English Campaign

Probably the most important thing to do in making written materials accessible is to use plain English – lots of good resources here:

[www.plainenglish.co.uk/free-guides.html](http://www.plainenglish.co.uk/free-guides.html)

## Local Age UKs' work with local and regional partners

### Links to the local alliances

Joining the local Dementia Action Alliance has been highly beneficial for many local Age UKs. Not only does this offer opportunities for networking and for the sharing of learning – but this can also significantly raise the profile of Age UK and highlight the potential of its mainstream services as a way of keeping people with dementia connected to their interests and communities. The National Dementia Action Alliance website has links to the local alliances:

[www.dementiaaction.org.uk/local\\_alliances](http://www.dementiaaction.org.uk/local_alliances)

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A guide to creating a local alliance:

[www.dementiaaction.org.uk/assets/0000/3986/Getting\\_Started.pdf](http://www.dementiaaction.org.uk/assets/0000/3986/Getting_Started.pdf)

## How local Age UKs use their internal resources to support people to access mainstream services

We advise local Age UKs to create a 'dementia friendly action plan' in order to coordinate priorities as identified by looking at the above domains, as part of an organisation-wide strategy. This can assist in achieving 'buy-in' from volunteers, staff and trustees in developing a dementia friendly organisation and accessible mainstream services.

## 2 General training resources

This short list of training resources focuses on the needs of staff and volunteers working in mainstream generic services.

**Please note:** the needs of staff working in dementia-specific services, especially those providing care, are often different and were not the focus of the project, nor of this resource list.

Some staff, especially those working in specialist dementia services will probably need additional training, but you should be wary of using training materials designed for care settings for staff in mainstream services. Some people have the idea that all people with dementia have high levels of support needs, are difficult to understand, and are 'difficult' to work with – training material which focuses on people with more advanced dementia, which a lot of training currently does, can potentially reinforce rather than allay these fears.

# Training resources which we have found to be effective for staff and volunteers working in mainstream services include:

## **Dementia Friends (Alzheimer's Society)**

Dementia Friends sessions aim to raise awareness of dementia by using trained dementia 'champions' to deliver information and awareness-raising sessions to those who will then become 'dementia friends' i.e. people who are aware of dementia and are aware of how to support people with dementia in community settings. These sessions would be a useful way of getting across the real basics as part of induction for staff, volunteers or service users.

[www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

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## **Social Care Institute for Excellence (SCIE) Dementia Gateway**

This modular e-learning course has been used by many local Age UKs as the basis of their training strategy. It is easy to use, fun, free and very good. Most local Age UKs have asked managers to do the course first – and then decide which parts of the course are relevant to specific roles within their team.

[www.scie.org.uk/index.aspx](http://www.scie.org.uk/index.aspx)

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## **Alzheimer's Society**

Another useful resource from Alzheimer's Society is their '*how to help people with dementia – a guide for customer facing staff*' – which might be especially useful for local AUK shop/retail and reception staff and volunteers.

[www.alzheimers.org.uk/customerfacing](http://www.alzheimers.org.uk/customerfacing)

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## **Age UK staff training**

The Age UK training division has produced these short courses, these are great for those in more specialist roles.

[www.ageuk.org.uk/age-uk-training/professionals/short-courses/dementia/](http://www.ageuk.org.uk/age-uk-training/professionals/short-courses/dementia/)

[www.ageuk.org.uk/age-uk-training/professionals/short-courses/health-and-wellbeing/](http://www.ageuk.org.uk/age-uk-training/professionals/short-courses/health-and-wellbeing/)

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## **Age UK's specialist dementia training – 'Remember Me'**

[www.ageuk.org.uk/age-uk-training/professionals/remember-me/](http://www.ageuk.org.uk/age-uk-training/professionals/remember-me/)

# 3 Wellbeing research papers and evidence base

As part of the Dementia Friendly programme, Dementia Adventure delivered ‘Physical Activity and Wellbeing’ support days to over 30 local Age UKs that were considering how physical activity sessions, both outdoors and indoors, can be beneficial for people with dementia.

Dementia Adventure shared the following websites and links which are directly related to developing wellbeing programmes:

Clark, P; Mapes, N; Burt, J; Preston, S (2013) *Greening Dementia* – a literature review of the benefits and barriers facing individuals living with dementia in accessing the natural environment and local green-space:

[www.dementiaadventure.co.uk/uploads/NECR137\\_edition\\_1%20\(1\)%20Greening%20Dementia%20report.pdf](http://www.dementiaadventure.co.uk/uploads/NECR137_edition_1%20(1)%20Greening%20Dementia%20report.pdf)

Mapes N (2012) *Fit as a Fiddle Dementia Legacy* resource pack with Age UK London – Guidelines on setting up physical activity programmes for people with dementia:

<https://view.officeapps.live.com/op/view.aspx?src=http%3A%2F%2Fwww.ageuk.org.uk%2Fbrandpartnerglobal%2Flondonvpp%2Fdocuments%2Ffaaf%2520dementia%2520legacy%2520resource%2520pack%2520final.docx>

Department of Health – ‘*Nothing ventured, nothing gained*’, a report about positive risk taking can be found at:

[www.gov.uk/government/publications/nothing-ventured-nothing-gained-risk-guidance-for-people-with-dementia](http://www.gov.uk/government/publications/nothing-ventured-nothing-gained-risk-guidance-for-people-with-dementia)

Joseph Rowntree Foundation produced a report on positive approach to risk assessment – ‘*How can Positive Risk-Taking help build Dementia Friendly communities?*’ November 2014:

[www.jrf.org.uk/publications/how-can-positive-risk-taking-help-build-dementia-friendly-communities](http://www.jrf.org.uk/publications/how-can-positive-risk-taking-help-build-dementia-friendly-communities)

## Dementia and outdoor activity

Dementia Adventure has authored and contributed to research materials associated with supporting people with dementia to remain active, and in particular, to support them to do this whilst outdoors.

Many of the following materials and resources were highlighted to the local Age UKs that took part in the programme, with an emphasis on improving the outdoor activity choices that were on offer. For the reader looking for both academic and grey literature on the benefits of and barriers to engaging people with dementia with nature please read the Greening Dementia research (below) or about a new project called DEN – Dementia and Engagement with Nature – more information will be made available on the Dementia Adventure website: [www.dementiaadventure.co.uk](http://www.dementiaadventure.co.uk).

In relation to the benefits of both indoor and outdoor activity for people with dementia, the following papers are useful:

- Mapes N (2014) *Getting out and about in the British Countryside*: Dementia Adventure, IN: EDs Marshall M and Gilliard J (2014) *Creating culturally appropriate outside spaces and experiences for people with dementia – using nature and the outdoors in person-centered-care*.
- Mapes N and Vale T (2012) *Wood if we could* – enabling groups to benefit from visiting woods: [www.dementiaadventure.co.uk/uploads/Wood%20if%20we%20could%20final%20version.pdf](http://www.dementiaadventure.co.uk/uploads/Wood%20if%20we%20could%20final%20version.pdf)
- Mapes N (2012) *Living with dementia through the changing seasons*, IN: EDs Marshall M and Gilliard J (2012) *Fresh air on my face*: Enabling people living with dementia to reconnect with nature, Jessica Kingsley publishers.
- Mapes N (2011, Feb) *Living with dementia and connecting with nature* – exploring the benefits of green exercise with people living with dementia: [www.dementiaadventure.co.uk/uploads/green-exercise-and-dementia-neil-mapes-february-2011.pdf](http://www.dementiaadventure.co.uk/uploads/green-exercise-and-dementia-neil-mapes-february-2011.pdf)
- Mapes N (2011, July) *Wandering in the Woods* – a Visit Woods pilot project: [www.dementiaadventure.co.uk/uploads/wandering-in-the-woods-a-visit-woods-pilot-project-v-1-0.pdf](http://www.dementiaadventure.co.uk/uploads/wandering-in-the-woods-a-visit-woods-pilot-project-v-1-0.pdf)

The research related resources are supported by a growing bank of short films which highlight Dementia Adventure's nature-based adventures including park walks in London and Gloucestershire, sailing in Cornwall and white water rafting in Scotland.

The following two examples are 3–4 minute videos which highlight the benefits of walking and connecting with the outdoors as told by people living with dementia and the carers who support them. These films are free to use for organisations wishing to engage both individuals and/or strategic partners into outdoor activity for and with people living with dementia:

A celebration of woodland – Visit Woods Scotland and Dementia Adventure. September 2012:

[www.youtube.com/watch?v=x9-\\_LiP66tI](http://www.youtube.com/watch?v=x9-_LiP66tI)

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Park Walks programme Redbridge. October 2014:

[www.youtube.com/watch?v=aKKU0rhM1l8](http://www.youtube.com/watch?v=aKKU0rhM1l8)

## General websites and organisations of interest: Physical activity and wellbeing

### **Dementia Services Development Centre, University of Stirling**

The value and importance of getting outside:

[www.dementia.stir.ac.uk/design/virtual-environments/importance-design/importance-getting-outside](http://www.dementia.stir.ac.uk/design/virtual-environments/importance-design/importance-getting-outside)

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### **Ladder to the moon**

Arts and dementia related projects:

[www.laddertothemoon.co.uk/](http://www.laddertothemoon.co.uk/)

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### **LEAF**

Let Nature Feed Your Senses – Farms, city farms and nature reserves across England have come together to offer sensory-rich visits that help make connections between food, farming and nature:

[www.letnaturefeedyoursenses.org](http://www.letnaturefeedyoursenses.org)

## **Mental Health Foundation**

A 'Dementia Choices' programme on self-directed support:

[www.mentalhealth.org.uk/our-work/research/dementia-choices](http://www.mentalhealth.org.uk/our-work/research/dementia-choices)

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## **NHS Choices**

Exercises for older people:

[www.nhs.uk/tools/pages/exercises-for-older-people.aspx](http://www.nhs.uk/tools/pages/exercises-for-older-people.aspx)

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## **National Activity Providers' Association**

Increasing activity opportunities for older people in care settings:

[www.napa-activities.co.uk](http://www.napa-activities.co.uk)

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## **University of Essex**

The 'Green Exercise Team' at the University of Essex has published a large selection of research about the benefits of activity in nature:

[www.greenexercise.org](http://www.greenexercise.org)

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## **Nature's Calendar (Woodland Trust)**

Activity resources and guide for observing and recording nature:

[www.naturescalendar.org.uk](http://www.naturescalendar.org.uk)

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## **No Limits: Re-imagining Life with Dementia (Agnes & Nancy Film)**

Excellent film by Anne Milne. Commissioned by Dr. Ruth Bartlett (University of Southampton) and Caroline Hick (University of Bradford) as part of the 'No Limits – Re-imagining Life with Dementia' exhibition 2011:

[www.vimeo.com/32903503](http://www.vimeo.com/32903503)

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## **Walking for Health**

Walking for Health offers over 3,000 free, short walks every week:

[www.walkingforhealth.org.uk/walkfinder](http://www.walkingforhealth.org.uk/walkfinder)

## **Sensory Trust**

The 'Creative Spaces' project supports people with dementia and engages carers and family members with the idea of nature and being outdoors:

[www.sensorytrust.org.uk](http://www.sensorytrust.org.uk)

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## **Thrive**

Thrive helps people with a disability or a mental health condition to transform their lives through gardening. Publications on gardening for reminiscence, considerations for older people, adaptive tools, guides to setting up gardening clubs etc. can be found here:

[www.thrive.org.uk](http://www.thrive.org.uk)

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## **Usborne Spotters Guides & Cards**

This is an excellent source of nature-based reference material:

[www.usborne.com/catalogue/series/1~183/spotters-guides.aspx](http://www.usborne.com/catalogue/series/1~183/spotters-guides.aspx)

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## **Jabadao**

A programme of activities for engaging older people with dementia and courses for staff and volunteers:

[www.jabadao.org/?p=dementia.work](http://www.jabadao.org/?p=dementia.work)

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## **Alzheimer's Society**

Factsheet: Exercise and physical activity for people with dementia by Alzheimer's Society:

[www.alzheimers.org.uk/site/scripts/download\\_info.php?fileID=1811](http://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=1811)

Don't forget to find out more about opportunities in your local area e.g. with the National Trust, RSPB, Forestry Commission and English Heritage sites plus local parks and green spaces.

We hope that you find this Resource Guide useful to your dementia friendly journey. It will be updated on a regular basis.

For further information on the programme, and to make suggestions, please contact [fitasafiddle@ageuk.org.uk](mailto:fitasafiddle@ageuk.org.uk)

To contact Innovations in Dementia and Dementia Adventure directly, please visit their websites:

[www.innovationsindementia.org.uk](http://www.innovationsindementia.org.uk)

[www.dementiaadventure.co.uk](http://www.dementiaadventure.co.uk)

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