

A commissioner's guide to Alzheimer's Society dementia support services

How we provide help and hope when people need it most

There are currently around one million people with dementia in the UK, and by 2040 this will rise to 1.4 million people. They all need vital help and support. As the UK's leading dementia charity, we provide services across England, Wales and Northern Ireland. In this leaflet you'll find a comprehensive guide to the services we provide locally (pages 2 and 3), as well as services available in partnership which provide added value (page 4).

Our promise to you

Our mission is to work collaboratively with you to identify, tackle and solve system challenges. We will design and tailor our services to meet the needs of your local community. We're flexible in the way we work, so we can help more people in a way that's right for them. Plus, we can work flexibly around your budget, so please get in touch.

Why commission our services?

We understand all aspects of dementia, and deliver thoughtfully designed, impactful, evidence-informed dementia support for people with dementia, their families and carers. We achieve this through employing highly skilled staff, building on our expertise, and collaborating with local communities and experts.

We deliver high quality, innovative, and safe services that make a difference to people's experience of living with dementia. Our services are built on the foundation of a robust evidence base and our understanding of what's needed and what works. Service reviews are aligned to the Care Quality Commission Key Questions and Quality Statements, and are the central mechanism for quality assurance within the Society.

- **81%** of people with dementia and **82%** of carers agreed our services made their life better in some way.
- **96%** felt they were given useful information by the dementia support service.
- **95%** agreed their Dementia Adviser understood their needs.
- **92%** felt more supported to manage since using the service.

There is a need for better support



The number of people living with dementia is expected to grow from 1 million to 1.4 million in 2040.



This equates to the total cost of dementia in UK growing from £42 billion in 2024 to £90 billion in 2040.



Unpaid care will grow from £21.1 billion (2024) to £40.1 billion (2040)



Social care will grow from £17.2 billion (2024) to £40.7 billion (2040)



Healthcare will grow from £7.1 billion (2024) to £13.5 billion (2040)



We have been commissioning Alzheimer's Society locally since 2019. Alzheimer's Society holds a strong ethos in supporting people who live with dementia and their carers. We have been amazed by the high quality of data reported to us which showcases their in-depth practice. Alzheimer's Society has a strong presence in our community, and they have worked hard in developing partnerships with local statutory and voluntary organisations.

Commissioner, Kingston

Local services for people with dementia, carers, family and friends



For those who need one-to-one support

Alzheimer's Society Dementia Advisers

“

It was like someone had switched a light back on. The dementia adviser made me realise that there is life after your diagnosis. She helped me regain my self-esteem and confidence.”

A person with dementia



“

I feel I can cope better now and although I have learnt the journey of dementia is different for each individual, I feel more prepared for what I may have to face in the future.”

A carer

Our skilled dementia advisers provide direct emotional and practical support to prevent crisis. Their specialised local knowledge and resources enable people to access the help, care and practical support they need. They connect people to their communities, supporting them to live at home independently and for longer. They support people through some of their significant changes and challenges, such as:

- Getting a diagnosis
- Adjusting to living with dementia
- Needing greater support with care
- Ending up in hospital
- Needing an alternative home
- At the end of life

Our support contributes to the requirements of the NICE guidance for carers, and recognises the different needs that carers, and those they care for, have. Support can be given over the phone or during an online appointment, and can be community based. Support can be provided in various settings, for example alongside primary care, in hospital or in a person's home.



All these services can be tailored to your local needs



For those who want social connection and activities

Singing for the Brain®

Singing for the Brain® brings people affected by dementia together to sing the songs they know and love in a fun and informal setting. Singing can improve brain activity, wellbeing and mood, and people have the chance to meet new friends.



Mum's been going to Singing for the Brain for over two years, and she loves it! I have learned a lot about how to be a carer and about how to understand Alzheimer's.

A carer whose mum has early onset Alzheimer's Disease

Alzheimer's Society Dementia Cafe

Alzheimer's Society Dementia Cafés provides a welcoming and supportive place for people with dementia and carers to meet regularly in their local community. Local cafés are a safe place for people to discuss their diagnosis and share experiences and information.

Activity groups

Skill or interest-based activity groups are run by expert leaders or volunteers, and are a chance for people with dementia and carers to enjoy art and crafts and strength, balancing and therapeutic activities within the local community.



For those who want to connect and learn from others



Information and support programmes

A range of information programmes are available for people with dementia, and/or their family, friends and carers. They take place in local venues and are run by expert dementia advisers who share information on all aspects of dementia and help people develop understanding and skills required, both to navigate the system, and to manage the realities of the condition.

Peer support groups

Our Peer Support groups are facilitated sessions that offer an opportunity for sharing experiences and learning from peers, in a safe and friendly environment. People with dementia or their carers can ask questions, receive information and express themselves.



The support group has been a lifeline for me, allowing me to learn how to cope from others.

A person with dementia

Better together

By working together we deliver transformational change to people living with dementia

Supporting local systems

We are an experienced provider of integrated dementia support service models, which are designed to address system challenges such as earlier hospital discharge and crisis prevention. We have the resources, including toolkits, to help with the development and review of dementia strategies, working with commissioners to address challenges or areas of focus within local populations. This includes ways of working to ensure communities are more dementia inclusive and exploring ways to reach and engage with underrepresented groups.

Co-production and involvement

Listening to, and working with, people with dementia enables us to both better understand the challenges and needs of those affected, and design effective services and dementia pathways that meet those needs. We have dedicated teams who support commissioners to meet their strategic aims through co-production and involvement.

Our expert partnerships

We work in a variety of ways with expert partners who support us to tackle every aspect of dementia. For example, our Innovation team collaborate with specialist partners to co-create new solutions to revolutionise treatment, care and support. We build relationships and partnership opportunities that bring together diverse knowledge and skills, to give help and hope for today and the future. We help organisations become dementia friendly, and you will find us at conferences and events across the country educating, advocating and raising awareness of dementia.



The North Bristol Trust Transfer of Care Hub has benefited greatly by having a presence from the Alzheimer's Society as an active partner to support patient discharges. Colleagues bring with them significant expertise and skills when supporting people with cognitive impairment and the collaborative way they have worked with our NBT Dementia Wellbeing Practitioners, NBT Mental Health Liaison Team members and all other Hub partners has enhanced the discharge experience for patients, families and staff alike. ”

Associate Director for Integrated Discharge,
North Bristol Trust, Southmead Hospital

Dementia training

Dementia training for social care is strongly recommended. We offer comprehensive dementia training aligned to tier one and two of the Health Education England (HEE) Dementia Training Standards Framework. Our expert training is provided across all sectors and available through both online learning and live training delivered by specially-trained experts at an affordable price.



99% of delegates who attended one of our live training courses reported that they felt more able to provide person centred care to people affected by dementia.



97% of delegates reported that they felt more confident supporting people with dementia after having attended our courses.

*In Q1 of 2024

Telephone and online support

We have a range of services that can help people affected by dementia and the professionals who support them. Our dementia support line is available seven days a week for people to speak to a dementia adviser about their situation at a time that suits them. Our telephone advisers can provide specialist advice as well as refer through to local support.

Our online Dementia Support Forum, available 24/7, provides a safe and welcoming environment where people can interact with others experiencing similar challenges to share information and receive peer support.

Our Dementia Directory is a comprehensive, easy to use on-line service where people affected by dementia can find local support services across England, Wales and Northern Ireland.

Take a look at our website for more information
alzheimers.org.uk



I can now face the future, knowing that I have the Alzheimer's Society in support. ”
A person with dementia

If you would like to hear more about our services and how we could support people affected by dementia in your area, or would like to explore how we can work together to better understand and tackle local system pressures, please get in touch with our Health and Social Care Partnerships Team – HSCPartnerships@alzheimers.org.uk