

Enter & View Report

Bromley Dementia Support Hub, 26th – 29th September 2022



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Visit Details	
Service Visited	Bromley Dementia Support Hub 20b Hayne Rd, Beckenham BR3 4HY
Dementia Services Manager	Saira Addison
Deputy Manager	Liz Sowden
Date & Time of Visit	<p>Dementia Advisor Service 26th September, 11.00 – 14.30</p> <p>Befriending Service 27th September, 11.30 – 13.30</p> <p>Dementia café at Venue 28 28th September, 10.00 – 13.00</p> <p>Memory Mates / Young Onset Dementia Peer Support Group 29th September, 10.30 – 12.30</p>
Status of Visit	Announced
Authorised Representatives	Matthew Adrien, Tapaswini Andavaparu, , Charlotte Bradford, Samantha Crossingham, Sally Dehlaki, and Michelle Turpin Cope
Lead Representative	Julia Eke

1. Visit Background

1.1. What is Enter & View?

Part of the local Healthwatch programme is to undertake and report on 'Enter & View' (E&V) visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Authorised Representatives (ARs) to visit health and care services – such as hospitals, care homes, GP practices, dental surgeries, and pharmacies.

E&V visits can happen if people tell us there is a problem with a service but can also be made when services have a good reputation.

At E&V visits we observe service delivery and talk with service users, their families, and carers. We also engage with management and staff. The aim is to gain an impartial view of how the service is operated and being experienced.

Following the visits, our official 'Enter & View Report', shared with the service provider, local commissioners and regulators, outlines what has worked well, and makes recommendations on what could work better. All reports are available to view on our website.

1.1.2 Safeguarding

E&V visits are not intended specifically to identify safeguarding issues. If safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an AR observes anything they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit.

If any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

1.2 Disclaimer

Please note that this report relates to findings observed during these specific visits. It is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed on these dates.

1.3 Acknowledgements

Healthwatch Bromley would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this E&V project to take place. We would also like to thank our ARs, who assisted us in conducting the visits and putting together this report.

2. Information About the Service

2.1 Bromley Dementia Support Hub

Bromley Dementia Support Hub is a charitable service that is commissioned by London Borough of Bromley (LBB) and delivered by Bromley, Lewisham & Greenwich (BLG) Mind and Age UK. The service supports people diagnosed with dementia who are living in their own homes, in LBB, and their family and friends who care for them.

The hub is a comprehensive resource that aims to assist people with a diagnosis of dementia and their carers by offering information and advice, and activities for staying socially and physically active.

2.2 Service Portfolio

The service provides an information and advice line, dementia advisors, dementia cafés, a dementia volunteer befriending service, a young onset dementia service, and specialist dementia training for carers and professionals. Specialist consultancy advice from their dementia training department is available for extra care housing managers and staff to support any new residents with dementia, if needed.

Our E&V visits included the following services, as advertised:

Dementia Advisor Service

The service is co-ordinated at the BLG Mind office in Beckenham. A Dementia Advisor (DA) will discuss a service user's individual needs and help plan dementia support for them and their family/carers. A DA provides information related to local dementia support services and activities to help people live well at home and within their local community.

Dementia café at Venue 28

Venue 28 is free and located in Beckenham. It caters for people with dementia and their family/carers. The cafe offers tea/coffee, chair exercises led by a professional instructor who is supported by staff, and friendly chats with other local people.

Memory Mates / Young Onset Dementia Peer Support Group

A weekly peer support group for young onset dementia (for those under 65). The group is managed by Age UK Bromley & Greenwich, is free to attend and gets together every Thursday at Bromley Dementia Support Hub, Community House, Bromley.

Befriending service

The befriending service is led by volunteers, via telephone or in person, who are matched to service users and managed by Age UK Bromley & Greenwich. Meetings take place once a week, either at the client's home or in the community if an activity has been arranged.

2.2.1 Referrals and Demography

During the year, a total of 1974 individuals were referred to the hub: 310 carers, 1638 clients, and 26 who were later assessed to be ineligible. Access to services for those eligible is shown in the image below:

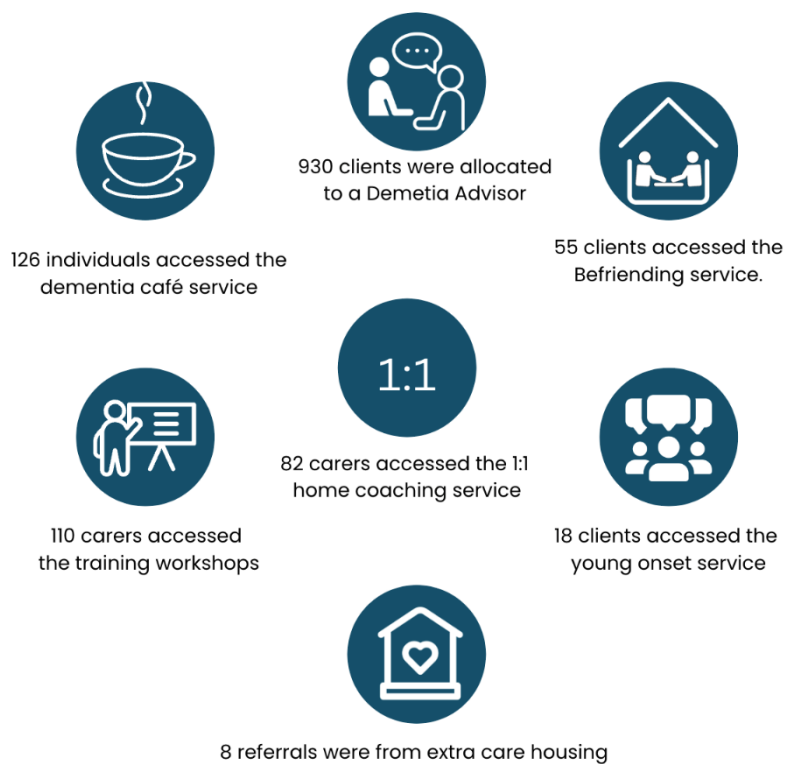


Figure 1. Number of clients and carers who accessed services

Of the 1638 clients, 59% were female and 41% male. Their ages ranged from 45 to 104, with the majority (80%) between 75 and 94.

Of the 310 carers, 63% were female, 27% male, and 10% unknown. Carers' ages ranged between 25 and 94, with 74% aged between 55 and 84.

3. Summary of Findings

E&V visits were carried out in September 2022 to four different support services. They have been evaluated using a mix of structured and unstructured face-to-face interviews, observations, and feedback forms for service users, their families, friends and staff.

Our findings are broken down per E&V visit. For each we detail observations and, if appropriate, highlight what has worked well and what could potentially work better. Comments and case studies are provided where available.

3.1 Dementia Advisor Service, 26th September 2022

During this visit we spoke with five family members/carers, three members of staff and one manager.

3.1.1 Family Members/Carers

It is widely felt that staff are compassionate and thoughtful, checking on the welfare of service users and on their families and carers, to offer wide-ranging support. This gives the service a holistic 'wrap around' feel. We heard that this support, along with advice given, has improved service users' quality and variety of everyday life.

The groups, especially the pilot Introducing Cognitive Stimulation (ICS), have been greatly valued, with attendees recommending them to friends and neighbours.

For some, however, the memory cafés are located too far from home. Issues with driving long distances and the cost of petrol are highlighted.

Discussion with Family Members/Carers

Notes

- The popular ICS group is a pilot project that started in May 2022. As well as a social opportunity, it offers practical suggestions (such as using a clock with the date) and signposts participants to other groups and services.
- Services cater for individuals or family members and friends. Referrers mentioned include the Memory Service.

What has worked well?

- Advisors are commented upon as polite, thoughtful, and supportive, checking on the welfare and emotional wellbeing of family members/carers as well as

the cared-for/loved ones. Areas such as daily needs, social services, carers, assessments and benefits are touched on during discussions.

- Advice given is considered to have improved the quality and variety of users' everyday life.
- We heard that staff have been in "constant contact", leave telephone messages if required and act on any follow-up.
- Home visits, or in-person meetings at the cafes, are facilitated for those who require or prefer them.
- The ICS group has been "really enjoyed". It is noted for its friendly and relaxing setting, and "exceeding expectations". Some people have recommended it to others, and the group's popularity has stimulated interest in other activities.
- Peer interaction and support is appreciated, an example being able to meet people at different stages of dementia.

What could be improved?

- For some, location of the memory cafes. As noted, comments were made about driving long distances and the cost of petrol.

Many people took the opportunity to comment on their lives outside-the service, with benefits being a prominent topic. We were told that care packages are inadequate and social services are not always effective – due partly to staffing, resourcing and long waiting lists for occupational and speech therapy.

General Circumstances

Notes

- Some of the clients have multiple conditions, such as limited mobility and risk of falling, diabetes, and Parkinson's. Problems with sleep, and, in some cases, hallucinations, were mentioned. Ages range from 82 to 91.
- For people with limited mobility, outside activities are often not an option.
- The importance of respite is emphasised.

Positives

- Blue Badges are valued.
- The websites of leading charities, such as The Alzheimer's Society, have provided useful and practical information.

Negatives

- It is often difficult to get clients to participate in activities, particularly those with advanced dementia. Deviating from routines can also be a cause of “distress”.
- Disappointment with social services is expressed, while acknowledging acute staffing shortages.
- Money is a common concern among carers and clients – including personal budgets, Attendance Allowance and Council Tax.
- Long waiting lists for Occupational Therapy were reported – the service is said to have a “backlog”. This is problematic for those awaiting home/adaptations assessments.
- Waiting lists for Speech and Language Therapy were also mentioned.
- Medication received is not always easy to take, e.g. “very small tablets”.

Selected Feedback

“My advisor is simply brilliant! She checks on me personally to see if I’m alright.”

“They have been amazing, in constant contact and very understanding.”

“Your advice was brilliant, absolutely brilliant. It’s made life much more varied since using the dementia support service.”

“I’ve really enjoyed the cognitive stimulation group – all in a friendly and relaxing setting. It’s interesting to see people at different stages of dementia and how they’re coping.”

“I’d like mum to be more active but she’s very stubborn and won’t have any help.”

“I’m looking after a lot of people, but I must not forget about myself. I’d really like a holiday, a chance to spend time with the grandchildren.”

3.1.2 Members of Staff

Most of the staff members we spoke with have been with the service for several years. Many have had previous experience in similar or complementary fields, such as disabilities, law, psychology, and neurology.

A clear sense is conveyed of good and supportive management, with ability to feedback, flexible working conditions and opportunities for training and career development contributing towards high morale, good practice and service improvement. Staff appear to enjoy their roles and this is reflected in their long service.

Staff Interviews

The Service

- Staff regard the inter-agency approach to be effective.

Staffing and Management

- Staff morale is reportedly good, due largely to new management and improvements to staffing rotas and ways of working. As part of this, we were told there is better coverage to answer phones.
- Inductions are commented upon as thorough. Topics covered include equality, unconscious bias and dementia awareness.
- Supervision is at regular intervals and may be expedited if required.
- We heard that training is available, with qualifications covering Understanding Dementia, GDPR, Communication Techniques and Changes in Behaviour. Additionally, there are Team Training days to discuss needs and issues. Suggested training, such as in written communication, has been provided and opportunities for career progression are promoted.
- Staff feel supported by management and are confident in being able to raise a concern or make suggestions. Being a team of 16 is seen as beneficial and there is good communication across the HUB.
- Therapy is offered, along with support for emotional wellbeing.
- Breaks are considered to be adequate.
- All the staff we spoke with are aware of the Safeguarding procedure and we were told that cases are evaluated to improve learning. It was suggested that incidents are rare.

Service Users, Families and Carers

- Both in-person and remotely (such as on the phone) staff demonstrate a person-centred, caring and supportive approach – this is reflected in comments by families/carers. Examples include discussing medication, diet, health, welfare and wellbeing.
- Service users each have a named staff contact.
- Staff say they are working on what more can be offered.
- It was stated that 'cuts in respite' have increased the pressure on families and carers.

- When asking about potential improvements, staff felt there should be more funding to increase capacity and coverage.

COVID-19

- Staff had been supported to work from home during the pandemic, with equipment (such as laptops, mobile phones, connectivity to remote network enhanced) supplied.
- Service users were assisted to use remote technology such as Zoom.
- In-person contact has resumed, with home visits and meetings at the cafés. Staff like to 'drop in' at the cafés to meet people.

Selected Feedback

"I feel quite positive, especially now with the new management because there has been an improvement. They implemented a new staff rota that works very well, for example we have better coverage to answer phones."

"We are working on what more can be offered."

"So nice to see the combination of services working together in partnership, providing a really good level of service."

"We tailor to every client, it's not a one size fits all. I always try to include the person with dementia in the phone call as well."

3.1.3 Management

We were told by the deputy manager that the management framework is a partnership between BLG Mind and Age UK Bromley & Greenwich with common areas including policies, line management and monitoring/reporting.

Support from senior management is appreciated, along with a good working atmosphere generally, and resulting 'transparency and innovation'. We were given examples of staff and management going "above and beyond" to support clients.

Management Interview

The Service

- The service operates two cafés. Groups include Young Onset, Carers Workshops and Memory Choirs and there is a remote and in-person offer, depending on the activity. On certain days entertainment is provided.
- There is a Safeguarding Policy which is described to service users/families.
- There is a Complaints Policy with feedback, compliments and complaints collected and included in monitoring statistics.

Staffing and Management

- Staff are inducted, with supervision at eight-week intervals, or more frequently if needed.
- Support from senior management is appreciated, along with a good working atmosphere, and resulting transparency and innovation.

Service Users, Families and Carers

- If language is a barrier, the solution is usually to communicate through family members. The service also has access to interpreters.
- On inclusion, we were told that staff training on equality and diversity is mandatory. Demographic information is collected to “better understand reach”.
- It is suggested that, during cafés, peer exchanges are encouraged.
- Refreshments served at cafés are tailored, such as for people with diabetes.
- Social support has been offered in several cases, for example research was conducted on suitable groups and activities, for a new arrival to the country.
- Home visits are provided for those with sensory or communication issues.

COVID-19

- On Covid-19, risk assessments are undertaken, such as for home visits, and testing is available.
- Certain practices adopted during the pandemic, including remote activities and referral interviews, have been maintained.

Selected Feedback

“I am really satisfied with the support received as a deputy manager. We have made improvements as to how we work - we're more open [coming out of lockdown], less stressed and have more to offer now in a lot of ways.”

3.2 Dementia café at Venue 28 , 28th September 2022

Dementia café at Venue 28 is a free café that provides people living with dementia, and their families/ carers, with exercises supervised by a certified fitness instructor as well as activities while socialising with other local people.

3.2.1 Family Members/Carers

We attended the activities to speak with service users, families and carers and make general observations. To avoid disrupting the service, ARs took part in the day-to-day activities instead of carrying out formal interviews.

The general atmosphere was pleasant, with attendees enjoying activities that appeared fun, stimulating, and well directed by staff. Following the activities, the attendees sat down for refreshments.

While the activities were clearly popular and rewarding, we note that the format (such as all tables responding to questions at once) may reduce the opportunity to speak and be heard.

Observations

Notes

- A variety of activities were on offer, including chair exercise, quizzes and games.
- Overall attendance ranges from 16 – 30.
- Classes focus on gentle movements and coordination, providing “a bit of a workout” and an opportunity to “have fun”.
- The exercises are accompanied with songs.
- Movement/mobility exercises with the group lasted approximately 20 minutes.
- We observed that activities were not always suitable for all attendees – whatever the topic or format, some will always find it a challenge. Attendees were advised to do “only what you can”.
- Requests can be accommodated for service users with different dietary needs, though staff find that the answer is frequently “no”, or the food is not wanted when presented.

What has worked well?

- All the attendees we spoke with expressed satisfaction with the service overall.

- The general atmosphere was pleasant, and we could feel and see that people enjoyed being there and felt like part of a community that understands them.
- The activities appeared fun, stimulating thought, and bringing old memories to the fore. Clear direction was provided by activity leaders.
- Attendees could opt out during a session: one person who did not enjoy the exercise class was offered a seat and a hot drink.
- According to service users, “fresh faces” are common, which is refreshing.
- The sessions provide an opportunity for carers to meet peers.
- The tea and cakes were enjoyed, with self-service an option. We heard that staff try to accommodate food preferences.
- The café venue was observed to be clean.
- Leaflets were given to take away – helping participants to remember what was experienced and what is happening next.

What could be improved?

- The tables were asked to give answers at once, resulting in a lot of noise and limited opportunity to speak and be heard.
- On access, one person had expected a referral to the Dementia café at Venue 28 /Hub via MindCare Dementia Respite at Home but had to chase it up after hearing nothing for four weeks.
- Clients with mobility issues comment on having limited options for activities but they are confident in being able to raise this with management.

During the visit we had informal discussions with two service users, ‘A’ and ‘B’. Service User A attends alone and travels by bus about three stops away. She lives in sheltered accommodation and has frequented the café for over six months. She commented on “a lot of new faces” in the group and normally sits with different people each time.

Service User B walks to the venue with his spouse and lives locally. He likes to “get out of the house a little while” hence likes to visit. He has attended the café for four years now, every other Wednesday.

Case Studies

Activity: The Answer to Every Clue

- The activity started with a Letter W quiz with a series of 20 questions.
- Service User A came alone and “doesn’t like quizzes” – particularly this one, as she is unable to spell correctly. She doesn’t want to ask for help and prefers to think on her own first. Often “you know the answer but can’t think...”

- Service User B came with his spouse – who seemed to be doing the quiz herself, rather than asking B for answers first.

Activity: Work Your Way Through the Alphabet

- Participants were encouraged to work their way through the alphabet and write down one or more hobbies for each letter.
- Service User A found this challenging as she can't remember to spell some words but tried to do as much as possible and completed the rest when the answers were given afterwards.
- Service User B's spouse led again and wrote the answers with minimal encouragement to get answers from B. Although remaining quiet, B spoke more on this quiz than the first one.

Activity: Memory Trays

- Different memory trays were presented on the table for a certain time and taken away again for all attendees to list 10 things they could remember.
- Service User A enjoyed this quiz the most, as all 10 items were remembered on the first tray, nine on the second, although only four on the last. On observation, remembering appeared more difficult for her as more trays were handed out.
- Service User B enjoyed this one the most too and spoke the most – while his spouse made notes of answers.

3.2.2 Members of Staff

We had informal discussions with the staff members on duty who said that non-attenders are called to check on their welfare.

Staff Interviews

The Service

- At the time of the visit there were three staff members on duty. We were told that if demand is high, additional staff can be sourced from the nearby office.

Service Users, Families and Carers

- A register is kept by staff and follow up calls made to those who didn't attend.
- Around 20 people attend, including families and carers. Since the pandemic attendance has dropped by 50% (from around 40). Eight previous members were lost (passed away; health deterioration; scared to leave home or went into care).

3.2.3 Management

The manager became interested in the role through personal experience – assisting a friend with dementia and finding it difficult to get the right level of support. This “sparked a passion” and influenced their career move. One personal objective is to raise awareness of the condition.

Management Interview

The Service

- The service is a five plus two-year contract, and they are in year three.
- Thanks to the ‘hub’ model there is one point of access for anyone with dementia in Bromley. It was created to stop people going “from pillar to post”.
- DAs are mandated to make initial contact within three days of a referral and the success rate for this is 100%. Cases are closed after six months if no further contact is made by the service user but can be reopened if later contact is received.
- Around 85 referrals are received per month, mostly originating from the main memory clinic and family/friends.
- Training courses are provided for carers and professionals and include understanding dementia and interpreting behaviour that challenges. Staff also recently also had access to a new training session- unconscious bias training.

Staffing and Management

- The service has 16 staff in total, including nine DAs (full and part time).
- Around 14 training courses are offered for DAs as well as away days and refresher courses.

Service Users, Families and Carers

- Following diagnosis, clients are referred to the service to get support in “one place”.
- For young onset and early diagnosis, the manager feels it is essential to attend the ICS group from the outset.

3.3 Befriending Service, 27th September 2022

During this visit we spoke with one family member/carer, one befriender and one manager.

3.3.1 Family Members/Carers

Discussion with Family Members/Carers

Notes

What has worked well?

- The service is considered to be empathetic and to work well.
- Some families regard it as a 'lifeline'.

What could be improved?

- It is suggested that communication was lacking during the pandemic. When we spoke further with the Dementia services manager, they said that all face-to-face befriending went over to telephone befriending and all matches had regular telephone sessions to replace face to face visits.
- There is currently a waiting list for the in-person service. Families feel that more funding and resources are needed.

Selected Feedback

"It's a very beneficial service and a lifeline to people who have dementia. Supportive of our family needs."

3.3.2 Members of Staff

The staff member we spoke with has served for six years and has experience with dementia, caring for her mother. She feels supported within her role and says there are "no negative issues". Demand for the service is stated to be very high.

Staff Interviews

The Service

- Referrals are made by DAs; personal risk assessments are conducted before acceptance.
- Dementia clients are typically befriended during the middle stages of the disease.
- There is a waiting list for the service - demand is very high.

Staffing and Management

- Regular staff meetings are held.
- Social activities are available for staff and volunteer befrienders.
- At the time of the visit, there were 27 active volunteers, of whom five are non-White (three Black Caribbean and two Black African). There are more women than men. The volunteers are said to be “dependable”.
- Recruitment for volunteers is generally promoted through flyers, media, community links and word of mouth.
- There is a day’s training on Understanding Dementia.
- Having spoken to the manager currently there is no moving and handling training on offer; this is because this risk is not covered by their insurance providers as part of volunteer remit. Also, some volunteers provide face-to-face support and others are via telephone.
- The staff member feels supported within her role and said there are “no negative issues”.

Service Users, Families and Carers

- Clients are assessed to best understand their needs – such as being non-verbal – with work and support focussed accordingly.
- It is important that boundaries are understood and respected.
- We are told that some families communicate regularly with staff while others have limited or no contact.

COVID-19

- It was difficult to befriend in-person and telephone calls were the main form of communication.

3.4 Memory Mates / Young Onset Dementia Peer Support Group, 29th September 2022

3.4.1 Family Members/Carers

We attended the Young Onset Group to speak with service users, families and carers – and to make general observations.

A “friendly environment” is described, and the group is valued for its companionship and peer support, as well as learning opportunities. We observed the activities to be person-centred, with attendees able to suggest topics – and given encouragement if not fully participating.

Observations

Notes

- The group has an active membership of 6–8 people, two of whom are from Black ethnic groups.
- During the pandemic the group started on Zoom and attendance steadily increased (sessions of up to 10 people at a time).
- We were told that in-person participation is preferred, as “you cannot observe body language over the phone”.
- Activities on the day included ‘naming the band’, with clues given.

What has worked well?

- A “friendly environment” is described.
- The group is valued for providing companionship and peer support and has been useful in learning about various types and stages of dementia.
- Attendees had an opportunity to suggest future activities – proposals include a photo session to aid memory, and baking, as some people have forgotten how to do so.
- For those less likely to engage, encouragement is given through discussion, such as on music, travel, and revisiting the past.

Selected Feedback

“I like it because I am not on my own.”

“The idea (of attending) was depressing at first, but actually it’s different. I learned about different types of dementia.”

4. Recommendations

Healthwatch Bromley would like to thank Bromley Dementia Support Hub for their support in arranging our E&V visits.

Based on the analysis of all feedback obtained, we would like to make three recommendations for Dementia Activities and Groups.

4.1 Dementia Activities and Groups

4.1.1 While the activities were clearly popular and rewarding, we noted that the format (such as all tables responding to questions at once) may reduce the opportunity to speak and be heard.

For some activities, it may be an option to ask tables to respond in turn (rather than all at once) so that participants may be more clearly heard by activity leaders and others. It would also reduce the overall noise levels.

4.1.2 Families said that it is often difficult to get loved ones to participate in activities. When observing a couple, we saw that the spouse, not the client, was consistently completing the questions.

Given that the objective is to aid the cognitive ability of clients, we suggest that activity leaders and assistants discreetly observe proceedings, and step in as appropriate to encourage those who are clearly not participating. This might also inspire families and carers to be a little more mindful in their own approach.

4.1.3 On access, one person had expected a referral to the Dementia café at Venue 28 /Hub via MindCare Dementia Respite but had to chase it up after hearing nothing for four weeks.

Only social workers make referrals into the respite. We suggest that LBB regularly reviews referrals so that nobody is waiting a long time without information or support.

Based on the analysis of all feedback obtained, we would like to make one recommendation for the befriending service.

4.2 Befriending Service

4.2.1 Waiting lists for in-person befriending was reported – with clients suspecting a lack of funding and resources.

Staff commented on high demand for the service, which may in fact be at unprecedented levels. To better understand this, we recommend that waiting lists are assessed and figures published, so that commissioners, referrers and potential clients are more fully aware of any delays and capacity related issues. We would urge the service to look at what alternative support is being offered for those waiting.

Based on the analysis of all feedback obtained, we would like to make four recommendations on wider support and co-operation within the sector.

4.3 Wider Support

4.3.1 Although not part of the questioning, the topic of benefits was commonly mentioned, including personal budgets, Attendance Allowance and Council Tax.

We recommend that LBB reviews its benefits and financial support and investigates other sources of information to reduce the high number of calls related to benefits and personal budgets.

4.3.2 We were told that care packages and respite provision have not been adequate.

We recommend that LBB reviews care package resources and respite provision to ensure that it is adequate for service users.

4.3.3 For some, the memory cafés are located too far from their homes, necessitating driving long distances, and costing more.

We know that coverage has reduced in recent years, with the withdrawal of services at certain locations. This means people miss out, potentially costing the system more in the long-term. We suggest that LBB undertakes a borough-wide needs assessment, involving sector partners including Healthwatch. Assessing borough-wide needs could help to identify how available resources could be better used and where additional funding might be beneficial.

4.3.4 Long waiting lists for Occupational Therapy have been reported - the service is said to have a "backlog". This is problematic for those awaiting home/adaptations assessments. Waiting lists for Speech and Language Therapy have also been noted.

We suggest that waiting lists - and prioritisation of people on them - should be regularly reviewed by LBB and Oxleas NHS Foundation Trust.

5. Glossary of Terms

AR	Authorised Representative
BLG	Bromley, Lewisham & Greenwich
CQC	Care Quality Commission
CST	Cognitive Simulation Therapy
DA	Dementia Advisor
E&V	Enter and View
LBB	London Borough of Bromley

6. Distribution and Comment

This report is available to the public and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

Healthwatch Bromley

Telephone: 020 388 60752

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Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to	Saira Addison
Date sent	16 th March 2023
Report title	Enter & View Report Bromley Dementia Support Hub, 26 th - 29 th September 2022
	Response (If there is a nil response, please provide an explanation for this within the statutory 20 days)
Date of response provided	24 th March 2023
Response:	
1.	Recommendation 4.3.3, - comments relating to cafes being a distance. Dementia advisors, when telling people about all dementia cafes in Bromley, provide an information sheet as there are over 100 cafes in Bromley. I have attached the flyer we give to people which is regularly updated. It tells people of the range of cafes and activities across the borough.
2.	Recommendation 4.1.1- Depending on the activity and number of people attending, different approaches are used. We will be mindful of this recommendation going forward.
3.	Recommendation 4.1.2- the staff have a good idea of the people who attend the group and are discreet in supporting people. The café is for both the person with dementia and the carer to enjoy the activity. We will be mindful of this recommendation going forward.
4.	Recommendation 4.2.1 Waiting lists are discussed at regular monitoring meetings with commissioners, and at staff meetings. Clients who have not attended for a while are also called to see if they will be attending or their place can be given to someone waiting. A lot of work is being done to recruit more volunteer befrienders including media stories about the role on the

	website, a new leaflet, and attending recruitment fayres. There are also over 100 dementia cafes in the borough and anyone waiting has access to all the other cafes and activities running in the borough which they can also access if they wish.
Signed	Saira Addison
Name	Saira Addison
Position	Dementia services manager



Dementia cafes are for people living with dementia and their carers. The cafes often run dementia-friendly activities or have entertainment, and provide tea/coffee and cake for free or for a small fee/donation. This document is a guide to what's available to the best of our knowledge in the local area.

If you are aware of any organisations that are offering alternative support groups or activities not listed below, please feel free to share this with the Bromley Dementia Support Hub at bromley@dementiahub.org.uk or call 0203 328 0366.

Please see below for a breakdown of the cafes and groups available in the different areas of Bromley.

Dementia Cafés – Bromley

Name	Where/When	Updated February 2023	Contact
Memory Lane Café (Bromley Dementia Support Hub) (Free)	Community House South Street Bromley BR1 1RH Every Friday 10.30-12.30 ZOOM Café every Monday 10.30- 11.30am	The café is open A fun and lively café with the chance to socialise, take part in games and enjoy singing/chair movements. Please call the Hub number to express your interest and confirm your place before attending (we may have a waiting list, depending on capacity at the time). The Hub also runs an online Café via ZOOM every Monday morning. Please get in touch if you would like to join.	Bromley Dementia Support Hub 020 3328 0366 Shannon Stowe
Forget-me-not Cafe (Free)	The Garden Room St Augustine's Church Southborough Lane Bromley BR2 8AT 1.30pm-3.30pm Third Tuesday of every month	The Café is open The Forget Me Not café has resumed once a month at St. Augustine's Church. Please contact Diana to confirm attendance.	020 8464 1151 dianaepattison@gmail.com



<p>Memory Singers</p> <p>(Free, donations welcomed)</p>	<p>Bromley United Reformed Church 20 Widmore Road Bromley BR1 1RY</p> <p>2.00pm-3.30pm Every Wednesday</p>	<p>The singing group is running face-to-face sessions at the United Reformed Church.</p> <p>Fun singing, free and open to all people with dementia and their family support.</p> <p>If interested, please get in touch with organisers Gloria or Shannon to confirm attendance.</p>	<p>Gloria Toplis – Lead Volunteer gloria.toplis@outlook.com or contact Shannon Stowe – Bromley Dementia Support Hub for more info shannon.stowe@dementiahub.org.uk or 07944 048 195.</p>
<p>Dementia-Friendly Film Screenings</p> <p>(£4 per ticket, carers go free with official proof of carer status)</p>	<p>Bromley Picturehouse Cinema 242 High Street Bromley BR1 1PQ</p> <p>Last Friday of every month from 10.30am (screening at 11.00am)</p>	<p>Bromley Picturehouse have resumed dementia-friendly viewings!</p> <p>Dementia-friendly film screenings showing on the last Friday of every month with free tea/coffee beforehand from 10.30am. Next films: 'Casablanca' 24 February; 'Some Like it Hot' 31 March.</p> <p>Carers can apply for a carers cinema pass which is accepted at 90% of all UK cinemas at https://www.ceacard.co.uk/</p>	<p>Book in person at the Box Office or online at https://www.picturehouses.com/cinema/bromley-picturehouse or call the Accessibility Line on 020 7294 7908.</p>
<p>Sporting Memories at Bromley Football Club</p> <p>(Free)</p> <p>(Not strictly a dementia café, but dementia friendly)</p>	<p>Bromley Football Club The Stadium Hayes Lane Bromley BR2 9EF</p> <p>Alternate Wednesdays, 11.00am-1.00pm</p>	<p>Bromley FC use the power of remembering and talking about sport – along with physical exercise – to tackle loneliness. Open to older adults who may be isolated, or living with dementia or other long-term conditions. They could be fans, former players, family members, anyone!</p> <p>2023 dates: 22nd Feb, 8th & 22nd March, 5th & 19th April, 3rd, 17th, 31st May; and every alternate Wednesday onwards.</p>	<p>Please register with Bromley FC in advance – email community@bromleyfc.co.uk Or call 0208 460 5291 (Option 4)</p> <p>https://www.bromleyfc.org/sporting-memories-2/</p>



<p>The Light Café</p> <p>(Not strictly a dementia café, but dementia friendly)</p>	<p>The Salvation Army Ethelbert Road Bromley Kent BR1 1HU</p> <p>10.00am-2.00pm Tuesday-Friday</p>	<p>The Café is open</p> <p>The café have said that they are very open to receive suggestions on how to continue to make their café dementia-friendly and if there is anything they can do to improve attendees experience to just get in touch.</p>	<p>020 8464 4743 info@bromleytemple.org Or bromley.temple@salvationarmy.org.uk</p>
<p>Holy Trinity Church Coffee Morning</p> <p>(Not strictly a dementia café, but dementia friendly)</p> <p>Free (donations welcomed)</p>	<p>Holy Trinity Church Hall, Church Lane, Bromley BR2 8LB</p> <p>10.30am till 12.00pm Every Thursday</p>	<p>The Café is open</p> <p>A free regular coffee morning open to all looking for friendly companionship and held at the Holy Trinity Church Hall. Go along for tea/coffee, company and homemade cakes.</p>	<p>020 8462 1280</p>
<p>Grace Café</p> <p>(Not strictly a dementia café, but dementia friendly)</p>	<p>St. Mary's Church College Road Bromley Kent BR1 3QG</p> <p>10.00am – 12.00pm Every Wednesday</p>	<p>The Café is open</p> <p>A regular coffee morning with homemade cakes and company.</p>	<p>020 8466 6969 https://www.stmarys-bromley.org.uk/happening-now/grace-cafe/</p>



Dementia Cafés – Beckenham

Name	Where/When	Updated February 2023	Contact
Dementia Exercise & Wellbeing Café (Free)	Venue 28 28 Beckenham Road Beckenham BR3 4LS 10.30am - 12.30pm Every 2 nd & 4 th Wednesday of the month	The Café is open Come along for tea/coffee, chair exercises and friendly chat in a welcoming atmosphere. Please call or email the Bromley Dementia Support Hub if you are interested in joining and to confirm attendance.	Bromley Dementia Support Hub 020 3328 0366 Alice or Sarah
Beckenham Dementia Café (Free)	St Edmunds Hall Village Way Beckenham BR3 3NP 2.00pm - 4.00pm Every Thursday	The Café is open Run by Judith and Nicola. Throughout lockdown they've been keeping in touch with regular café guests via newsletters, emails and phone calls since March 2020. Please get in touch for more information and to confirm attendance.	Nicola Platman & Judith Hilditch stedmundsdropin@gmail.com



Dementia Cafés – Orpington, Biggin Hill & Chislehurst

Name	Where/When	Updated February 2023	Contact
<p>St James the Great Memory Café</p> <p>(Free)</p>	<p>St James the Great Community Centre, Lakeswood Road Petts Wood BR5 1AY</p> <p>2.00pm-3.30pm First two Tuesdays of each month</p>	<p>Café is open and will continue to run for the first 2 Tuesdays of each month. Please get in touch on the Parish number if you are interested in attending and speak to the organisers before joining.</p>	<p>Parish number: 01689 827100</p>
<p>St Martin's Memory Café</p> <p>(Free)</p>	<p>St Martin of Tours Church Church Rd Chelsfield BR6 7RF</p> <p>2.00pm-4.00pm The first Monday of every month</p>	<p>Café is open to people with dementia who are accompanied by their Carer.</p>	<p>Jackie McCann: 01689 854119 memorycafe@stmartinchelsfield.org.uk</p>
<p>Forget Me Not Friendship Orpington Cafe</p> <p>(Free)</p>	<p>Orpington Village Hall 311 High Street Orpington BR6 0NN</p> <p>1.30pm-3.30pm Fourth Tuesday of every month</p>	<p>Café has re-opened. The café has re-launched and will then continue to run every fourth Tuesday of the month. Go along for games, chat, and chair exercises.</p>	<p>01689 891828 Louise or Lucy louise@orpingtonvillagehall.org.uk lucy@orpingtonvillagehall.org.uk</p>
<p>Coffee Morning @ the Old Chapel</p> <p>(£2.50 suggested donation. And not strictly a dementia café, but dementia friendly)</p>	<p>Chislehurst Society The Old Chapel 3 Queens Passage Chislehurst BR7 5AP</p> <p>9.30am-12.00pm Every Wednesday</p>	<p>The coffee morning is open. Everyone is welcome to enjoy the homemade cakes and treats from local caterers. There will be displays of local interest, sometimes short talks or a film, maybe even a quiz or game. Just pop-in.</p>	<p>Check out their website to get in touch - https://chislehurst-society.org.uk/events-at-the-old-chapel/</p>



<p>Friendship Café (formerly Dementia Café)</p> <p>(Free)</p>	<p>Christ Church 40 Lubbock Rd Chislehurst BR7 5JJ</p> <p>10.00am – 12.00pm Every first Thursday of the month</p>	<p>The Café is open 'An informal drop-in for tea/coffee with friends old and new'</p>	<p>0208 467 6187 Gill Holt</p>
<p>Hope Church Pop In Club</p> <p>(Free first time, £2 afterwards. Also not strictly a dementia café but dementia-friendly)</p>	<p>Hope Church Community Hub Units 7-9, Walnuts Centre Orpington BR6 0TW</p> <p>10.00am-12.00pm Every Friday</p>	<p>Aimed at the over 50s, Pop In is a weekly opportunity to get to know new people, with teas, coffees, games and entertainment.</p>	<p>contact@hopechurchuk.org</p>
<p>Friendly Café</p> <p>(Free, dementia-friendly)</p>	<p>Care UK, Foxbridge House Sevenoaks Road, Orpington BR6 7FB</p> <p>3.00pm – 5.00pm Last Friday of every month</p>	<p>Café is open Taking place on the last Friday of every month, this café welcomes the local community to join their residents for a fun and friendly afternoon. Please use contact details to book your place.</p>	<p>01689 769 145 or email dorothy.ayonmike@careuk.com</p>
<p>Orpington Wellbeing Café</p> <p>(Free, dementia-friendly)</p>	<p>Orpington Methodist Church Sevenoaks Road Orpington BR6 9JH</p> <p>11.00am – 1.00pm Every other Thursday</p>	<p>Run by the Orpington PCN (Primary Care Network) – an informal dementia-friendly wellbeing café with a range of optional fun activities to participate in. Also join them for a range of upcoming talks by local healthcare professionals and services.</p>	<p>01689 329 027</p>



Dementia Cafés – West Wickham & Penge

Name	Where/When	Updated February 2023	Contact
Memory Box Café (Free)	Emmanuel Church The Grove West Wickham BR4 9JS 2.00pm - 3.30pm 1 st & 3 rd Friday of the month	The café is open. Please call to confirm attendance.	020 3759 9024 or email memoryboxcafe@gmail.com Call Lyn for more details
Something to do with a Brew! (Free, not strictly a dementia café but dementia-friendly)	Penge Library 46 Green Lane Penge SE20 7JX 10.30 – 11.30am Every Friday	Tea/coffee and have a chat whilst doing word puzzles, mindful colouring or bring your own craft project.	020 3915 7066 or email penge.library@gll.org
Magnolia Club (Free)	Christ Church Gipsy Hill 1 Highland Road Gipsy Hill SE19 1DP 2.00pm – 4.00pm Every Wednesday	The Café is open. Hosted by Age UK Lambeth, The Magnolia Club is a drop-in for people with dementia and their carers. The club is free to attend with no need to book. It's a small friendly group that aims to provide refreshments, fun, companionship and support. Please come and meet us!	Website - https://www.gipsyhill.org.uk/magnolia-club/ Email Kim for more info and to confirm attendance – kim@ageuklambeth.org
Love to Move (£3, dementia-friendly)	Coney Hall Assembly Halls 18 Gates Green Road West Wickham BR4 9JW 2.00pm - 3.30pm Every Monday	A chair-based gymnastics programme specially designed to get older people moving and functioning better. They serve tea, coffee, cake and biscuits in a friendly and encouraging environment.	Website - https://www.homeinstead.co.uk/bromley-chislehurst-orphington/news-events/love-to-move/ For more information please contact Karina on 020 8658 2535 or karina.brown@homeinstead.co.uk



Dementia Cafés – Young Onset Dementia (for those under 65)

Name	Where/When	Updated February 2023	Contact
<p>Memory Mates / Young Onset Dementia Peer Support Group</p> <p>(Free)</p>	<p>Bromley Dementia Support Hub Community House South Street Bromley BR1 1RH</p> <p>11.00am-12.30pm Every Thursday</p>	<p>A welcoming weekly peer support group for those diagnosed with young onset dementia. Please get in touch if you would like to learn more.</p>	<p>Bromley Dementia Support Hub Email shannon.stowe@dementiahub.org.uk or call 020 3328 0366 for more info</p>
<p>YODA (Young Onset Dementia Activists)</p> <p>(Free)</p>	<p>MindCare Dementia Services 20B Hayne Road Beckenham BR3 4HY</p> <p>11am-1pm Every Friday</p>	<p>A peer-led support group for anyone under 65 with a diagnosis of young onset dementia, and their carers.</p> <p>This friendly group meets every Friday for a variety of activities including- walking, bowling, coffee and chats and gardening. It includes both carers and people diagnosed with young onset dementia. Come and join the fun!</p>	<p>Saira Addison Saira.Addison@Mindcare.org.uk</p> <p>07764 967 929</p>
<p>Kaleidoscope Café & Café Connect</p> <p>(£5, carers are free)</p>	<p>Age Exchange 11 Blackheath Village Blackheath SE3 9LA</p> <p>Café Connect -11.00am-1.00pm Every other week</p> <p>Kaleidoscope Café – 11.00am-1.00pm Every second and fourth Thursday of the month</p>	<p>The main Age Exchange café is open offering tea/coffee/cakes to purchase.</p> <p>There are two groups for Under 65s living with young-onset dementia and those who provide care as family, friends or staff.</p> <p>Their Kaleidoscope Café group have restarted and Café Connect runs every other week. Please contact for more information to check availability and eligibility to join.</p>	<p>020 8318 9105 or email agnieszka.daldorph@age-exchange.org.uk</p>



Dementia Cafes - London-wide

Name	Where/When	Updated February 2023	Contact
<p>Opening Doors London, Rainbow Memory Café</p> <p>(Free, donations welcome)</p>	<p>2.00-3.00pm Every second Monday of the month – online and in-person (alternating each month)</p> <p>Get in touch for more info and address</p>	<p>A London-wide monthly group for LGBTQ+ people aged over 50 and affected by dementia. A supportive and social space with occasional guest speakers and outings. Meetings alternate between being online and in-person each month, please ask for more info.</p>	<p>Email info@openingdoorslondon.org.uk for information on how to join</p> <p>Visit their website https://www.openingdoorslondon.org.uk/rainbow-memory-cafe-on-zoom</p>