

You
Said
We Did

Dementia - Improving community support services for people living with dementia

What did we do?

- Worked in partnership with Alzheimer's Support, a local organisation recently commissioned to provide community services across Wiltshire.
- Researched and analysed current dementia community support services in Wiltshire.
- Looked at our feedback from over 1200 conversations with local people about dementia and gathered together the key messages.
- Visited a variety of dementia groups and carried out 73 interviews with people.

Why did we do it?

- Dementia is one of Healthwatch Wiltshire's priority areas.
- Local people have told us that they value community support groups, but that they are not consistent across Wiltshire and not everybody was able to access them.
- Alzheimer's Support wanted to work in partnership to find out how to improve things.

What did people say?

- People living with dementia and their carers valued community groups and community involvement.
- People liked the supportive aspect of dementia specific groups and felt relaxed and understood at these.
- There was not equal access to groups across Wiltshire, in some areas people said they felt isolated.
- The most popular groups were those involving activities and social events.
- It was felt there was a lack of services suitable for people with specific needs, for example, younger people with dementia.

What happened next?

- Our report 'Analysis of Community Support Services in Wiltshire' was shared widely with commissioners and providers of services.
- Alzheimer's Support used our research and report to inform their plans for dementia community support services.
- A commitment was given to ensuring there is a group within 5 miles of everyone in Wiltshire.
- Five new groups have started in parts of Wiltshire where they were scarce.
- Information about all the groups was reviewed and updated.

What was the impact?

There is now improved access to dementia community support services in Wiltshire which has been informed by the views of local people.