

## **Dementia/Alzheimer's' Care**

Dementia describes a set of symptoms that may include memory loss and difficulties with thinking, problem solving or language. These changes are often small to start with, but for someone with dementia they have become severe enough to affect daily life. A person with dementia may also experience changes in their mood or behaviour

Dementia is caused when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes. Alzheimer's disease is the most common cause of dementia, but not the only one. The specific symptoms that someone with dementia experiences will depend on the parts of the brain that are damaged and the disease that is causing the dementia

## **Alzheimer's Disease**

Alzheimer's disease is the most commonly diagnosed type of dementia affecting around 417000 people in the UK. It was first recognised by the German neurologist Alois Alzheimer, hence Alzheimer's disease. Alois Alzheimer noted 'plagues' and 'tangles' in his subjects' brain which were causing brain cells to die faster than they would in normal ageing. Alzheimer's is a gradually progressive form of dementia; this means the illness gradually gets worse over time. The first signs are commonly forgetfulness of recent events, repetition, confusing things or getting lost. Signs of depression or irritability may also be seen together with a loss of interest and lack of initiative. It can be some months before family members fully recognise the extent of the deterioration in the person with Alzheimer's disease.

## **How we can support you (Dementia & Alzheimer's Disease Customers):**

### **Our objectives:**

Our Dementia care package is aimed at:

- Delivering care and support to Customers by trained, competent, compassionate and knowledgeable staff.
- Supporting the national agenda to improve awareness, support earlier diagnosis and intervention and provide a higher quality of Care for people with dementia.
- Improving the Customer's dementia journey and providing a dementia-friendly environment.
- Ensuring that Willboag Ltd supports Customers and their families, friends and carers.
- Raising the standards of Care and promoting meaningful activity provision.

### **Principles:**

We work in line with national guidelines to ensure that all staff deliver their roles with the following principles in mind:

- Maintaining the human value of people with dementia, regardless of condition, age or cognitive ability
- Treating Customers as individuals
- Seeing the Customer's perspective
- Sustaining and promoting relationships and interactions in order to enhance wellbeing
- Supporting carers and families and enhancing their relationships with the Customer

We will work with other professionals who support you and your carers/family to ensure that you receive the support and care you need and prefer.

You can expect to be supported and cared for by trained, knowledgeable members of staff.

We will support you through referral for assessment, which would include referral to your GP, and for an assessment of need under the Care Act 2014.

We are aware of different local pathways for customers diagnosed with Learning Disability and will follow them to ensure your care meets local standards.

We will offer information in a format that is easily accessible and understandable to help you make your own decisions.

If we assess that you can benefit from access to a trained advocate, we will share information that helps you make a choice with you.

We may offer information on self-help or support groups or one-to-one support, and provide support to you where required, so that you can access this support.

We may assess the physical environment where you are cared for in terms of personal space, décor, lighting and noise in relation to any impact on you or your loved one and make appropriate changes where practicable.

We will be alert to any issues of physical health, lack of physical activity, or changes in eating and drinking and report these to your GP if there are concerns.

We will maintain awareness of difficulties regarding social interaction and offer support, where appropriate, in making or supporting friendships and relationships.

We will be respectful when offering care and support; We will take time to build trusting relationship with you and you loved ones; we will work at your ow