

## **Have your say on Dementia Support in Leicester**

### **Overview**

To make sure that we're providing the best support possible to people with dementia and their carers in Leicester, we're reviewing our commissioned [Dementia Support Service](#), currently provided by Age UK.

The service is designed to support people with dementia (including those awaiting formal diagnosis) and their carers to navigate life with dementia, as well as actively promoting the principle of early dementia diagnosis.

The Dementia Support Service provides a range of support options including: information and advice, personalised 1:1 support, informal carer learning, group support and partnership work.

### **Why your views matter**

Leicester City Council is committed to ensuring that people with dementia live an independent, healthy and fulfilled lives for as long as possible, and that people have equal access to information, advice and support.

We would welcome feedback from both people who have used the current Dementia Support Service as well as those who have not, so that we can learn from people's experiences, understanding the strengths and limitations of our current offer. The feedback from this consultation will be used to help shape any redesign of the service so that it best meets the needs of people within the city.

### Q1 Are you ...

- a person living with dementia/memory issues? [\[Go to Branch A\]](#)
- a carer/family member of someone with dementia/memory [\[Go to Branch A\]](#)
- A health, social care or voluntary sector professional who works with people with dementia / memory issues [\[Go to Branch B\]](#)
- other – please give details [\[Go to Branch A\]](#)

## **[Branch A – questions for people with dementia / memory issues and carers]**

Q2 Have you accessed the Dementia Support Services provided by Age UK in the past 4 years (since April 2021)?

- Yes [\[go to Q3\]](#)
- No [\[go to Q5\]](#)

Q3 Please answer the following questions below, choosing one response on each line, selecting N/A if the statement is not applicable to you.

Statement	Response					
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	N/A
Information received from the Dementia Support Service has helped me to feel well informed about dementia and its impact						
Information received from the Dementia Support Service has helped me/the person I care for to maintain their independence						
Information received from the Dementia Support Service has enabled me/the person I care for to plan for the future						
Information received from the Dementia Support Service has helped me to know about other services available to me						
Information received from the Dementia Support Service has helped me to develop or maintain a wider support network						
The personalised one to one support I received from the Dementia Support Service was tailored to my needs/the needs of the person I care for						
Any training/learning that I accessed as a carer was relevant and helpful						
Any social groups/peer support groups that I accessed were relevant and helpful						
I found it easy to access the service when I needed to						
I found the information/materials shared with me easy to read and understand						
I found the support that I received from the Dementia Support Services culturally appropriate						
The support provided by the Dementia Support Service meets the needs of people with						

Dementia and their carers (I cannot see any gaps in the current provision where my needs have not been met)						
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Q4 Do you have any further comments about your experience of getting support from the Age UK Dementia Support Service?

[\[Go to Q6\]](#)

Q5 If you have not accessed the Dementia Support Service previously, please provide a reason:

- I was not aware of the Age UK Dementia Support Service
- The support offered by the Age UK Dementia Support Service isn't right for me.
- I have accessed support from other services regarding Dementia
- I have not needed to access support for Dementia
- Other reason – please specify

[\[Go to Q6\]](#)

Q6 Have you received support or advice from other organisations around Dementia?

- Yes
- No

Q7 Please tell us about any other organisations (including voluntary and community organisations) which you have gotten support from. Let us know what was good about it, and what could have been improved.

Q8 To shape future services, please answer the following questions below, choosing one response on each line, selecting N/A if you feel the statement is not applicable

Statement	Response				
	Very high priority	High priority	Medium priority	Low priority	N/A
A Dementia Support Service should provide signposting to other support services for legal and financial advice					
A Dementia Support Service should provide signposting to other support services for assistive technology					

A Dementia Support Service should support for those with memory issues prior to diagnosis, promoting and supporting with the diagnosis pathway					
A Dementia Support Service should provide knowledge and teaching about Dementia and its impacts					
A Dementia Support Service should provide practical advice for people with dementia and their carers about how to feel better prepared about the changes ahead					
A Dementia Support Service should provide personalised support and action planning for the future					
A Dementia Support Service should provide learning/training for carers					
A Dementia Support Service should provide wellbeing support and advice for people with dementia and their carers					
A Dementia Support Service should provide Social Activities / Groups for people with Dementia					
A Dementia Support Service should provide Social Activities / Groups for carers of people with Dementia					
A Dementia Support Service should support the development of peer support groups and networks					

Q9 Do you believe that social activities or groups provided by a Dementia Support Service could be supplemented by a small charge to those attending?

- Yes
- No
- Other – please give details

Q10 Do you think that a dementia support service should be delivered predominantly:

- Online
- Face-to-Face
- Mixture of both

Q11 What could a future Dementia Support Service do to support the diverse population of Leicester?

Q12 Beyond those areas listed above, what are the key aspects of support people with dementia and their carers require to enable them to live independent, healthy and fulfilled lives for as long as possible?

Q13 Please tell us anything further about your experiences around Dementia that you think would be useful in shaping future services to best meet the needs of the people of Leicester.

**Please add equality monitoring questions to the end**

**[Branch B: Questions for professionals]**

Q2 Which organisation are you responding from?

Q3 How likely are you to refer people to the Dementia Support Service delivered by Age UK?

- Extremely unlikely
- Unlikely
- Likely
- Extremely likely

Q4 How easy it for you to refer people to the service?

- Extremely difficult
- Difficult
- Easy
- Extremely easy

Q5 To shape future services, please answer the following questions below, choosing one response on each line, selecting N/A if you feel the statement is not applicable

Statement	Response				
	Very high priority	High priority	Medium priority	Low priority	N/A
A Dementia Support Service should provide signposting to other support services for legal and financial advice					
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A Dementia Support Service should provide Social Activities / Groups for people with Dementia					
A Dementia Support Service should provide Social Activities / Groups for carers of people with Dementia					
A Dementia Support Service should support the development of peer support groups and networks					

Q6 Do you think this service offers something that other available services don't, and if so what?

Q7 In your opinion, does the service achieve positive outcomes for people you refer into it?

Q8 Is there anything about the service that you feel could be better?