



# Kirklees Dementia Hub

**Annual Report  
2023-2024**



## **Our Service to you**



### Information and Advice Line

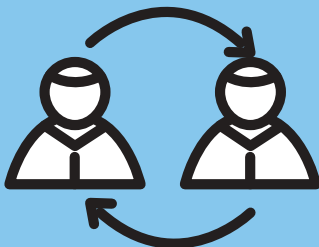
Monday 9am - 8pm

Tuesday - Thursday 9am - 5pm

Friday 9am - 4.30pm



Creating Dementia Friendly  
Communities/Organisations,  
Awareness Sessions and Bespoke  
Training



Support after a diagnosis  
1 to 1 support to access the  
support for you



## INFORMATION AND ADVICE LINE

Our Information and Advice Line is available Monday – Friday, The line is now open until 8pm on Mondays (We are closed on Bank Holidays).

This line is operated by Age UK Calderdale and Kirklees as part of our partnership.

You can contact this number if you are concerned about your memory or that of a loved one and you are unsure where to start, we can advise you on what steps to take and talk you through the process.

## COMMUNITY ENGAGEMENT

Raising awareness within the local community to create a dementia friendly Kirklees. We achieve this through delivery of awareness sessions, attending events and building connections with local communities, services and organisations.

## ONE TO ONE

After you or a loved one has received a diagnosis of Dementia, you can make a referral to our Post Diagnosis team. We are here to help you understand what support you can get after your diagnosis of Dementia. There can be a confusing and overwhelming amount of information after a diagnosis and you may not know where to start. Our team of Dementia Support Coordinators are here to help you navigate that. We aim to be as accessible as possible; you can contact us through:

Telephone calls

Video calls

Appointments at local libraries

Home visits

## HOW WE SUPPORT YOU

We offer every person a well-being plan to fit their needs

We are an information and advice service designed to support you through your dementia journey

We work with people diagnosed with Dementia and carers.

We offer a wide range of advice around finances, housing, emotional support, local groups and activities, understanding dementia, how to create a dementia friendly home, care support and much more

We work with local businesses and organisations to become dementia friends and create dementia friendly environments





**1,376 people became a  
Dementia Friend through our  
Community engagement worker**

From Oct 2023 - Oct 2024, we have attended various meetings where we are able to represent those living with dementia and their needs in local community changes.

This includes:

- Currently raised over £800 in donations.
- Holding stalls in the Batley, Birstall and Birkenshaw area where diagnostic rates are lower
- Our community and engagement worker runs a 'Understanding dementia' on-line course at the Recovery college.
- West Yorkshire Police and Fire service have become dementia friends.
- Supporting local dementia groups to become dementia friendly



**We attended 201  
Kirklees events**



I just wanted to send an email to say a huge thank you again for the fantastic course you delivered earlier this week at Folly Hall on Dementia. I found it incredibly useful and the way you deliver sessions is really engaging. We covered a lot of material but nothing felt repetitive and the real life applications you include when leading sessions mean we are able to leave the session feeling confident and prepared for any situations we may encounter when supporting people with Dementia living their lives, whatever our position

Thank you for the session yesterday. I came away full of knowledge and learnt lots of great tips. I really enjoyed the session. It was really nice to have no power point presentation and just sit and chat though the sentences, that was a great way of guiding the conversation but allowing lots of interaction. Having your experiences to listen to was great too and really informative.

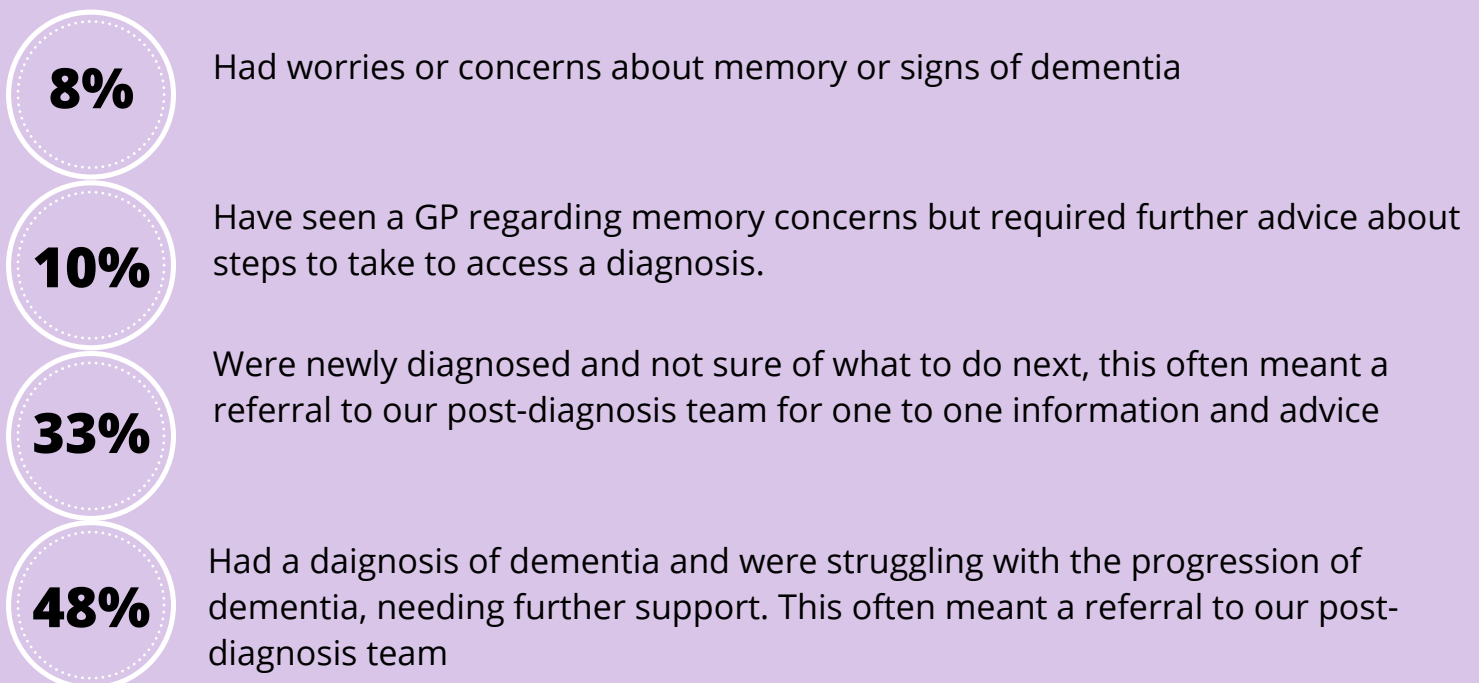
# Performance

## Information and Advice Line

The chart below shows the breakdown of calls we received to our advice line. The most calls we received to our advice line were those who wanted to understand more about dementia and were calling regarding medical and health.



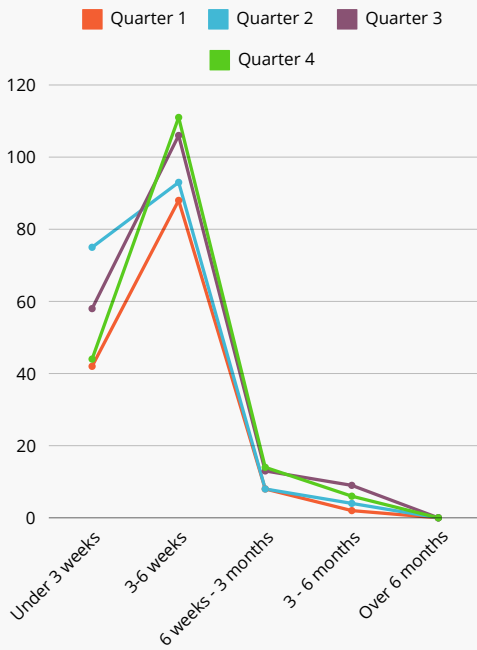
We also identify what stage of the dementia journey an individual may be at when they call, this helps us to identify any trends that we are able to respond to, below shows the breakdown of calls according to what stage someone may be calling, this could be before a diagnosis to having lived with dementia and requiring support around any progression.



# Performance Post-Diagnosis Support

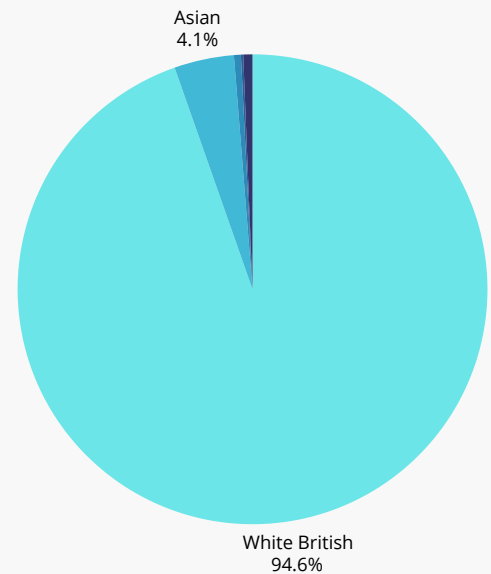
# 634

## Referrals Between Oct 23 -Oct 24



We continue to have a waiting list during 2023/2024. However the time people have been waiting to be contacted has reduced. This continues to be a focus for KDH.

As a Kirklees wide service, we aim to support families from diverse communities and currently receive most referrals for those who are White British. We are passionate about increasing access to our service for those of wider communities and are always working to raise awareness of our service and of dementia across Kirklees. We have translated our leaflets into other languages: Urdu, Gujrati, Indian Punjabi and Polish to support those from diverse communities to understand our service offer. Our webpage also has some videos explaining dementia in other community languages.



## Snap shot!

**557** people had their referral reason met

**54** people requested a 3 month call back

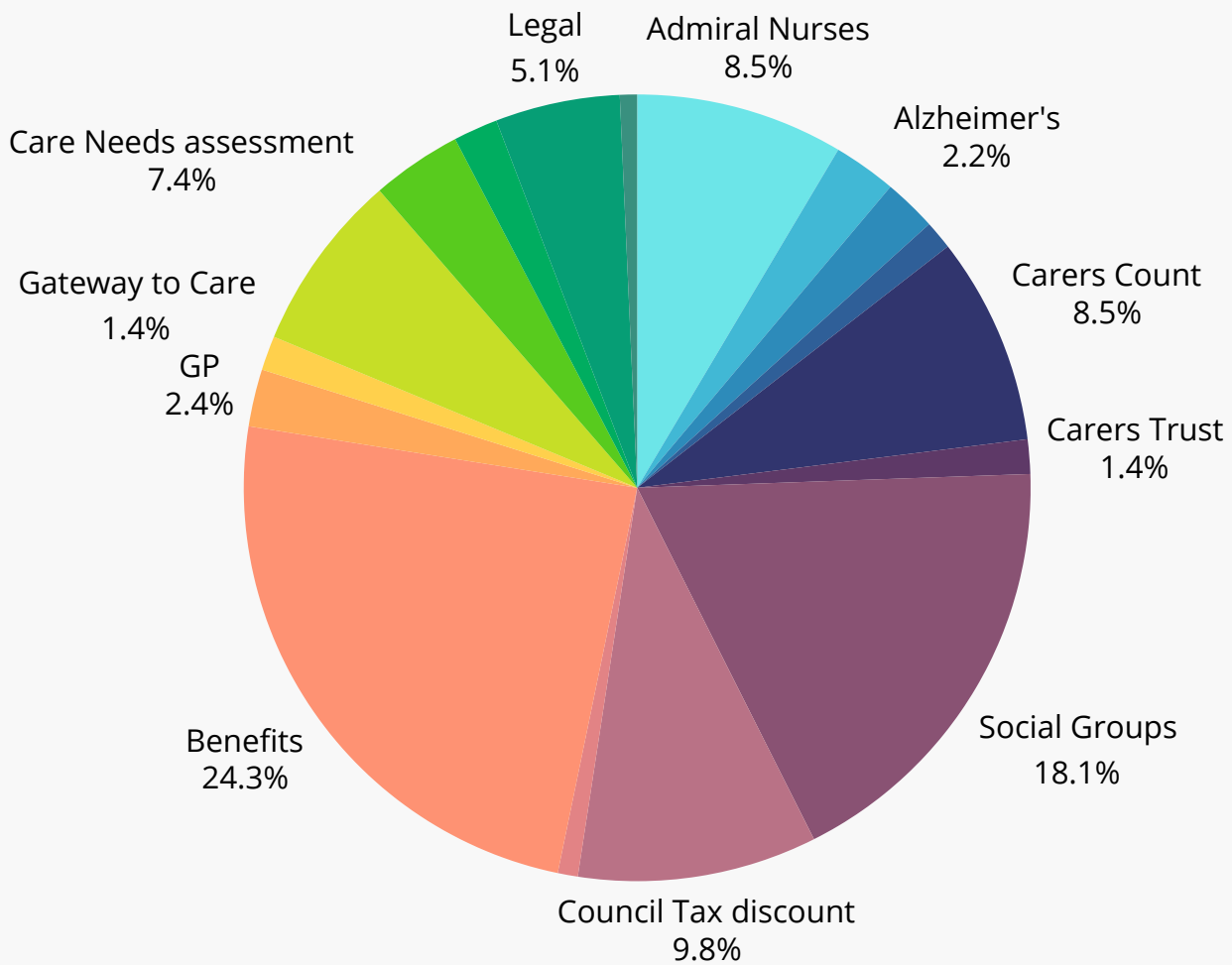
**65** Home visits

**19** people attended our community drop in's



# Performance

## Post-Diagnosis Support



Between October 2023 to October 2024 we have made a large number of referrals and given signposting advice for many services in Kirklees who can support those affected by dementia.

We found the largest number of referrals were made for needs such as; Gateway to Care for Carers and those receiving Care. Carers Count for support with applying for Attendance Allowance and other needs Carers experience, Admiral nurses for specialist support and Financial support such as Attendance Allowance and Council Tax discount.

### **100% of all our targets achieved between Oct 2023 - 2024**

90% of Individuals referred to us were contacted within 3 days of receiving their referral

90% of Individuals accepting our support were contacted within 10 working days of being allocated a worker

90% of individuals referred to us were offered a Wellbeing Plan

90% of Individuals using our service said they were 'Very satisfied' or 'Quite satisfied' with the support they received

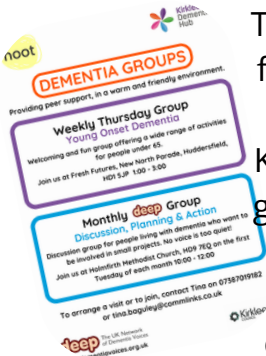
100% Dementia friends target achieved

100% Community events target achieved



We achieved 100% of our targets this year!

# What have we been up to?



This year we have welcomed Tina to the team, her role as group facilitator has ensured that the 'Thursday group' has gone from strength to strength, and we have also been able to set up a Kirklees DEEP (Dementia Engagement & Empowerment Project) group! DEEP is a network of groups of people with dementia all across the UK. DEEP brings the network of people together to share experiences learn from and to support each other. Find out more by visiting their website [www.dementivoices.org.uk](http://www.dementivoices.org.uk)



Our Partnership with hoot continued into 2024 - hoot have supplied artists, yoga and singers. Creative activities can have a really big impact on a person's health and wellbeing.



For a second year we collaborated with the Mrs Sunderland festival with 55 people attending this year.

Joint working with the Admiral nurse on their educational course.

The Thursday group have had visits from the Huddersfield University students completing health checks, the Police cadets advising around scams, Head's up dementia choir, two trips organised by Community Rail Lancashire

## Volunteers

We have continued to focused on recruiting volunteers. We have worked closely with the Third Sector Leaders and In2Care Kirklees to advertise. We now have 6 volunteering roles.

- Keeping in Touch Volunteer
- Admin Volunteer
- Community engagement Volunteer
- 'Thursday Group' Volunteer
- DEEP group Volunteer
- Social Media Volunteer

We are pleased to say that we have filled each role and have 7 wonderful volunteer that provided their time, experience & knowledge to the team and clients that access KDH.



# 370 hrs



# What have we been up to?

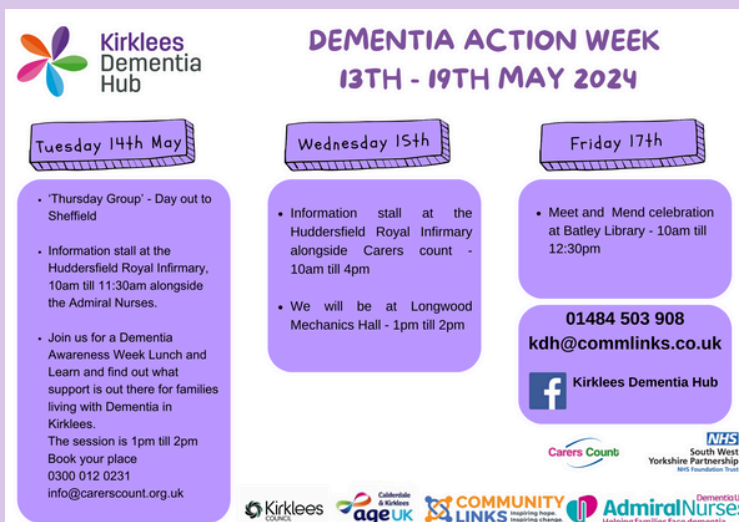
We have collaborated with Mrs Sunderland festival to bring a free music event to people effected by dementia.

Collaborated with The University of Huddersfield and Kirklees Council to run a 12 week pilot, creating 2 meeting centres for both carers and people living with dementia working from the University of Worcester model.

We have visited local dementia social groups to promote KDH and build links with the people that run the groups.

We have been facilitating weekly appointments from Milen Day Care (Al-Hikmah), Almondbury and Mirfield library to provide face to face support to those accessing our service.

2023-2024 has seen the fifth year of our new model implemented and the effectiveness of this model can be seen! We have seen positive engagement with one to one support following a diagnosis, as well as strengthening the collaboration between our Advice Line and Post Diagnostic Team to see an effective pathway of referrals.



**Kirklees Dementia Hub**

**DEMENTIA ACTION WEEK  
13TH - 19TH MAY 2024**

**Tuesday 14th May**

- 'Thursday Group' - Day out to Sheffield
- Information stall at the Huddersfield Royal Infirmary, 10am till 11:30am alongside the Admiral Nurses.
- Join us for a Dementia Awareness Week Lunch and Learn and find out what support is out there for families living with Dementia in Kirklees. The session is 1pm till 2pm Book your place 0300 012 0231 info@carerscount.org.uk

**Wednesday 15th**

- Information stall at the Huddersfield Royal Infirmary alongside Carers count - 10am till 4pm
- We will be at Longwood Mechanics Hall - 1pm till 2pm

**Friday 17th**

- Meet and Mend celebration at Batley Library - 10am till 12:30pm

**01484 503 908**  
**kdh@commlinks.co.uk**

**Kirklees Dementia Hub**

**Carers Count** **NHS South West Yorkshire Partnership** **COMMUNITY LINKS** **AdmiralNurses**



## Dementia Action Week 2024

Getting a diagnosis was the theme again for the 2024 Dementia Action week.

This year we visited some of the local dementia social groups, which gave us chance to promote our service and build links with the people that run the groups.

We supported alongside the Admiral Nurses in their Information & Advice stalls.

Our dementia support coordinator took part in the Carers Count, Lunch and learn on-line session that was attended by over 60 people.

**Client Information:**

**Name/Pseudonym:** T and B

**Age** 76

**Gender:** Male

**Sexuality:** Heterosexual

**Ethnicity:** white British

**Disability Status:** Dementia

**What brought the client to the service and why?**

Consented to a referral to KDH after the diagnosis at the Memory clinic

**What were the outcomes established with the client?**

Required a variety of information and advice re benefits/ specialist services to holidays

**What support did you deliver with that client?**

Provided a home visit and an info and advice session at KDH community hub in a local library

Practical and emotional support to client and his wife who was his carer

Telephone support on a regular basis

Provided hard copy information as they are not online

**How did this contribute to the client achieving their desired outcomes in their support plan?**

- enabled the carer and Person living with dementia to feel listened to and for services to respond to their specific needs
- worked alongside the couple at their pace, so as not too overwhelm with information
- signposted and referred to priority areas they identified as part of support and info we offered specific to their needs.

**What has this client now achieved as a result of our support, that they wouldn't otherwise have been able to do?**

Provided information/signposting and referrals to following services:

Attendance Allowance- applied with support and now in receipt of this benefit, which included a backdate

Council tax severe impairment application signposted to apply and awarded a discount

Referred to carers Count for support with form filling and register as a carer

Admiral nurse service signposting now has an Admiral Nurse

Kirklees Wellbeing service information provided for free courses to support carers

Scam information provided after receiving suspect texts.

Provided information on Care and carer needs assessments for future reference.

Gwennies caravan holiday information (subsidised caravan break for carers and their families)

Provided specific information to PLWD re sport themed group (waiting to attend this)

**How did the client's outlook / state of mind / situation change as a result of engaging with KDH?**

Were able to access benefits they were entitled too, so have some relief on finance

Provided with the correct , timely information on local services.

Benefited from specialist interventions i.e. Admiral nurse(dementia specialist) nurses.

**How long was the client supported by KDH for? Or do they require ongoing support?**

This was over a 8 month period

**Quote from client about how engaging with KDH has been beneficial to them**

Having the service involved made such a difference to us both and all the ways we were supported was so very helpful.

We know we can make contact if we need anything in the future

**Quote from KDH team member working with client about how the support has benefited the client, what the result has been:**

Clients now have the resources and information they need, was a flexible approach to their needs that suited their needs with a range of contacts and services they can access now and in the future

## Our Goals for 2024/2025

To form part of the new centre of excellence. Running a drop in one day a week.

To continue increasing our involvement in Kirklees wide strategies and developments to ensure the voice of those with dementia is heard.

To apply for funding to allow us to sustain the group facilitation position to further establish our Kirklees DEEP and Young Dementia group.

Embed Kirklees Dementia hub within further communities and local strategies through work with raising awareness and opportunities for young dementia and strategic pathways of accessing diagnosis within ethnic minorities and learning disabilities.

To devise our own becoming dementia friendly package that can be offered to local small businesses.

Increase our understanding and accessibility to those in communities that may not currently receive support from us. To understand where our service needs to adapt to the needs of these groups further.

To co-develop and update our webpage and social media content.

To increase our support to those within BAME and LGBTQ+ community within our service and learn from the voices of those within this community.

After mums diagnosis we felt totally adrift. Jackie's help and valuable information has opened up so many ways to help us and mum and we no longer feel overwhelmed as to how to access help. With grateful thanks

To know there is someone there to ask and talk to if needed when Mums Dementia symptoms get worse. To know there are other services that can be accessed

Being able to talk to someone who understands and able to ask for advice. Thank you

# Financial Summary 2023/2024

Period 2023/2024					
	3	4	1	2	
	Q1 Oct 2023- Dec 2024	Q2 Jan 2024 - Mar 2024	Q3 Apr 2024 - Jun 2024	Q4 Jul 2024- Sept	Total 2023- 24
<b>Income</b>					
Contract Income	43,685	46,819	48,617	48,631	187,752
Grant Received - Revenue	0	0	0	0	0
Other Income	0	524	375	1,110	2,009
<b>Total income</b>	<b>43,685</b>	<b>47,343</b>	<b>48,992</b>	<b>49,741</b>	<b>189,761</b>
<b>Costs</b>					
Advice Line (Age UK)	10,062	10,062	10,364	9,159	40,246
Employee costs	23,614	30,827	29,637	29,768	113,846
Agency Worker costs	0	0	0	0	0
Staff training costs	115	284	424	174	997
Travel	147	83	110	127	466
Advertising and stationery	100	367	40	234	741
Office Equipment/Furniture	37	53	23	275	387
Office Telephone and postage	244	659	300	433	1,636
Mobile Phones	151	110	119	125	506
Rent & Service charges	1,033	1,390	1,023	(137)	3,310
Heat and Light (Huddersfield only)	642	1,107	1,166	300	3,215
Insurance (buildings)	0	0	0	0	0
Office Cleaning	0	23	0	23	46
Computer Expenses	483	631	347	678	2,738
Renewals and repairs	0	0	0	0	0
Activities	76	1,093	0	1,322	2,491
Sundries	14	229	216	(148)	312
Interpreter Fees	0	0	0	0	0
<b>Direct Costs</b>	<b>36,715</b>	<b>46,918</b>	<b>44,970</b>	<b>42,393</b>	<b>170,997</b>
<b>Contribution to Overheads Cost</b>	<b>5,451</b>	<b>5,451</b>	<b>4,915</b>	<b>4,915</b>	<b>20,730</b>

We have a much better idea what is available for mum & dad and the family going forward. Also knowing that help is there if needed for advice going forward.

Mum has recently been diagnosed, I found the telephone conversation very helpful, informative and friendly. I was given contact numbers of other organisations to contact. Came off the telephone feeling satisfied with what I had learned.

Julia was very professional and explained everything in detail.