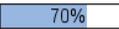


# HSCP Dementia Strategy 2018 – 2023

Generated on: 15 August 2021



1 Prevention					
Action	Assigned To	Due Date	Status	Progress	Notes
DEM 01 Develop referral pathways to existing programmes that may prevent dementia, e.g. alcohol related support, health improvement, diet and exercise and the new social isolation work stream.	Phil White	30-Sep-2019	✓		06-Nov-2019 Referral pathways are now in place for all existing programmes. A wide variety of population health, preventative programmes are in place to support healthier lifestyles and address the determinants of those forms of dementia that are preventable and to arrest the development of symptoms in those that are not including Alcohol Brief Intervention, Weigh to Go, Physical Activity groups, HARP/Invigor8, work on sensory impairment and social isolation and these can be accessed by self referral or through Primary Care routes.
					21-May-2019 <b>Update provided by Stephen McCutcheon 02.05.19</b>
					21-May-2019 <b>Update provided by Carol Fisher 02.05.19</b>
					Various things ongoing within the work of the ADP.
DEM 02 Ensure active linkage between the Dementia Strategy and associated programmes and strategies that may slow down the development of symptoms, for example, through the Sensory Impairment Strategy.	Sharon Hackey	30-Sep-2019	✓		03-Sep-2019 <b>Update provided by Stephen McCutcheon (22.07.19)</b>
					This work continues and it is integral to the Pan-Ayrshire Strategy also.
					14-Feb-2019 <b>Update provided by Carol Fisher 12.02.2019</b>
DEM 03 Work in partnership with Public Health to provide information and advice in localities to	Sharon Hackney	31-Mar-2019	✓		21-May-2019 <b>Update provided by Carol Fisher 02.05.19</b>

<p>promote good mental health and wellbeing and to promote early intervention when required.</p>					<p>Discussed with Lesley Reid. Awareness continues to be raised at Locality Planning Groups as they have Dementia as a priority and are taking things forward within communities.</p> <p>06-Feb-2019 <b>Update provided by Stephen McCutcheon 06.02.2019</b></p> <p>As part of Locality Groups within South Ayrshire, Public Health have provided information regarding good mental health and early intervention.</p>
<p>DEM 04 Develop a comprehensive public facing dementia awareness programme</p>	<p>Rachael MacLeod</p>	<p>30-Sep-2019</p>	<p></p>	<p></p>	<p>12-Aug-2021 Training since January 2021:</p> <p>No training provided by trainer in communities due to Covid-19 restrictions.</p> <p>In line with commitments 17 and 19 of "The dementia and Covid-19 national action plan to continue to support recovery for people with dementia and their carers" (2020); NHS Ayrshire and Arran will continue to support the ongoing implementation of the revised 2021 Promoting Excellence Training Framework.</p> <p>5x 2 day skilled level face to face sessions with capacity for 30 staff have been provided for SAC social care staff. 12 staff attended.</p> <p>1 care home in Ayr managed to provide a safe training venue for their staff to attend face to face training. 4 staff completed at informed level of training and 25 at skilled level of training.</p> <p>Healthcare staff from Biggart, Ayr and Girvan hospitals are able to attend sessions in health premises through health eESS system.</p> <p>Timetables continue to be scheduled for training to care staff at informed and skilled level for health, care homes and social care staff for 2021. However Covid 19 health and safety restrictions has impacted on the capacity and availability to deliver training in safe way. Also with pressures on services; training delivery depended on staff being released to attend.</p> <p>Bitesize training sessions continue to be available for staff to attend through Microsoft teams. These are topic specific. 50 people have attended various sessions since commencing last year. Again this is impacted on staff being released to connect to sessions, confidence on using Microsoft teams and IT support.</p> <p>NHS Ayrshire and arran have developed a "Dementia: post diagnostic support" app which informs those with dementia, carers and staff information about national and local support and education about dementia.</p>
<p>DEM 05 Building on the learning from the national primary care pilot programme, strengthen local pathways from Primary Care to</p>	<p>Sharon Hackney</p>	<p>31-Mar-2019</p>	<p></p>	<p></p>	<p>21-May-2019 <b>Update provided by Stephen McCutcheon 02.05.19</b></p> <p>Various work ongoing within primary care. Increased referrals from primary care where</p>

context for diagnosis.					MHPs are in place. Links are better than previously with people being picked up younger and getting access to appropriate screening and checks. 14-Feb-2019 <b>Update provided by Carol Fisher 12.02.2019</b> Significant work is being taken forward in Primary Care with the implementation of the new GP contract and the development of the multi-disciplinary primary care team which includes plans for a Mental Health Practitioner aligned to each practice/cluster.
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DEM 06 Dementia training will be given to those working in key areas	Phil White	31-Mar-2020			12-Aug-2021 As per update at Dem 04.
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DEM 07 Offer Post-Diagnostic Support to anybody newly diagnosed with dementia in a flexible and iterative way and increase take up of the support offered.	Stephen McCutcheon	31-Mar-2020			04-Oct-2019 <b>Update provided by Stephen McCutcheon (18.09.19)</b> Increase in uptake continues across CEMHT.
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## 2 Dementia Friendly Environments

Action	Assigned To	Due Date	Status	Progress	Notes
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DEM 08 Continue the work of the Dementia Friendly South Ayrshire Steering Group and develop a linked work-plan to develop co-ordinated activity across the area.	Phil White	31-Mar-2020			13-Aug-2021 <b>Update provided by Phil White 13.08.2021</b> The Steering Group has continued to meet regularly over the past year providing an opportunity for sharing locality and thematic Dementia Friendly work across South Ayrshire.
					01-Oct-2019 <b>Update provided by Phil White 20.09.19</b> A significant amount of locality and thematically based 'dementia friendly' activity is now in place and developing strongly. A recent summary Local Outcome Improvement Plan report set out this comprehensively. The Steering Group continues to attempt to co-ordinate activity and to identify common challenges (such as training, volunteer support)  A new post hosted within SADSAs will provide further capacity to develop and grow the activities and the volunteer base to develop the work. The Steering Group will also support an Ayrshire-wide Life Changes Trust Dementia Conference in November 2019 which will be linked to the launch of new local funding opportunities.

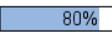
DEM 09 Strengthen existing locality based Dementia Friendly work (in Prestwick and Troon) and develop new activity in Girvan, Maybole, Ayr and elsewhere.	Phil White	31-Mar-2020			13-Aug-2021 <b>Update provided by Phil White 13.08.2021</b> Dementia Friendly work has continued, albeit, in limited ways throughout the pandemic. DF Prestwick has continued to provide Bags of Support for local people, has reinstated
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					<p>the DF Prestwick walk in the DF Promenade and is in the process of developing planning for a Meeting Place (using its Life Changes Trust grant to support development process)</p> <p>Dementia Friendly Ayr is now constituted and has used its Life Changes Trust grant to employ a development worker who has carried initial awareness raising and training.</p> <p>Work in Girvan has led to the award of funding to support DF Promenade/Beach in Girvan learning from the Prestwick work.</p>
DEM 10 Support the work of the South Ayrshire Community Planning Partners to implement actions on Supporting People with Dementia and their Carers within the LOIP.	Phil White	31-Mar-2020			<p>13-Aug-2021 <b>Update provided by Phil White 13.08.2021</b></p> <p>Dementia Friendly work across South Ayrshire has continued to be a LOIP priority and a new LOIP report for SG is currently being drafted. The work will also feature at the Community Planning conference in November. The work reports into the Communities and Population Health Strategic Delivery Partnership.</p>
DEM 11 Influence and contribute to other related strategic programmes that might offer support to people with dementia such as Community Led Support, Community Capacity, and local place planning	Phil White	31-Mar-2020			<p>13-Aug-2021 <b>Update provided by Phil White 13.08.2021</b></p> <p>Whilst there has been some degree of limitation throughout the Covid period, related work has supported dementia work to some degree, for example, local Small Grants in localities.</p>
DEM 12 Collaborate to ensure that the dementia section on the South Ayrshire LIFE web-site includes comprehensive dementia friendly information.	Phil White	31-Mar-2019			<p>21-May-2019 <b>Update provided by Phil White 09.05.19</b></p> <p>There is a good dementia friendly section on SA Life</p>
					<p>04-Feb-2019 <b>Update provided by Jim Baird 28.01.2019</b></p> <p>Alzheimer Scotland South Ayrshire activity schedule should summarise all that's on offer and signpost.</p>
DEM 13 Explore and utilise learning from the pilot Dementia Friendly Care Home work being developed in East Ayrshire HSCP.	Phil White	30-Sep-2020			<p>13-Aug-2021 <b>Update provided by Phil White 13.08.2021</b></p> <p>No update at present.</p>
					<p>04-Oct-2019 <b>Update provided by Phil White (20.09.19)</b></p> <p>Learning from East Ayrshire work is feeding into the Ayrshire-wide Life Changes Trust Conference and the South Ayrshire Care Homes Clinical Support Group.</p>
					<p>03-Sep-2019 <b>Update provided by Phil White (26.07.19)</b></p> <p>Following a meeting with Edel Roddie, the lead for the East Ayrshire Kinnections work, the Care Homes and Clinical and Care Group is considering how the learning can be integrated into the Vanguard framework being used locally to support Care Homes.</p>

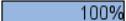
DEM 14 We will ensure that our Social Isolation Strategy and Implementation Plan fully considers the needs of people living with dementia and those caring for people with dementia.	Phil White	31-Mar-2019			21-May-2019 <b>Update provided by Phil White 09.05.19</b>
					The Social Isolation Strategy has been completed and now at delivery/implementation stage.
					The strategy does recognise (implicitly) dementia related issues.
					01-Feb-2019 <b>Update provided by Phil White 01.02.2019</b>
					Social Isolation Strategy/Plan is currently subject of formal consultation.
					Next phase will include monitoring of key target groups.

### 3 Dementia Care in Context

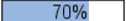
Action	Assigned To	Due Date	Status	Progress	Notes
DEM 15 Make appropriate services available which recognises the different levels and types of need.	Stephen McCutcheon	31-Mar-2019			21-May-2019 <b>Update provided by Stephen McCutcheon 02.05.19</b>
					No further development regarding ANP, however CEMHT provide diagnosis, treatment and support for people with all levels of need regarding Dementia
					14-Feb-2019 <b>Update provided by Carol Fisher 12.02.2019</b>
					A review is underway around the workforce within the CEMHT including the development of an Advanced Nurse Practitioner role. It is hoped that this will be in place within the next few months. CST Groups are available throughout South Ayrshire for people at the early and mid stage of their dementia
DEM 16 Manage services as part of a journey consistent to create a fully integrated and accessible referral pathway for service users (consistent with the Alzheimer Scotland models of care).	Stephen McCutcheon	31-Mar-2020			06-Nov-2019 <b>Update provided by Stephen McCutcheon 06.11.2019</b>
					Fully integrated pathways across the service.
					03-Sep-2019 <b>Update provided by Stephen McCutcheon (22.07.19)</b>
					Closer and more robust links have been developed between all services, e.g. CEMHT, Alzheimer Scotland, Social Work, etc.
DEM 17 Provide training and support to improve identification and support for non-typical cases (such as those involving younger onset, or a combination of Learning Disability and Dementia, etc.)	Rachael MacLeod	31-Mar-2020			13-Aug-2021 As per update at DEM 04.

LDSAP1.2.2 Ensure people with learning disabilities who require access to specialist assessment for the diagnosis of dementia or who have a confirmed diagnosis of dementia have access to specialist interventions, where required.	Sandra Rae	31-Dec-2023			<p>13-Aug-2021 <b>Update provided by Carol Briggs 13.08.2021</b></p> <p>The Post Diagnostic recording tool is now active on care partner. The Post Diagnostic pathway is now in use within learning disability services pan Ayrshire. This allows reporting to the Scottish Government.</p> <p>The baseline assessment for people from the age of thirty with Down Syndrome is progressing and discussions have been held between the lead GP for South Ayrshire and Programme Lead – MDT working and service integration, awaiting outcome.</p> <p>Cognitive Stimulation Therapy sessions had been delivered for people with Down Syndrome prior to the situation with Covid-19 and there are currently plans being made to start further groups.</p>
DEM 19 Improve links between community and acute care to ensure peoples wishes are conveyed clearly when moving between settings.	Stephen McCutcheon	31-Mar-2019			<p>21-May-2019 <b>Update provided by Stephen McCutcheon 02.05.19</b></p> <p>Confident that this is now 100% complete</p> <p>14-Feb-2019 <b>Update provided by Stephen McCutcheon 14.02.2019</b></p> <p>Close links between CMHTE and Hospital Liaison staff have improved communication between acute and community settings. Liaison Staff work closely with staff in the acute setting.</p>
DEM 20 Set high expectations of ourselves and partners in the quality of service delivery by supporting independent providers to meet the standards for Care for Dementia in Scotland.	Phil White	31-Mar-2020			<p>21-May-2019 <b>Update provided by Stephen McCutcheon 02.05.19</b></p> <p>Care staff offer support and advice to all care homes within the area, however, it is not our responsibility for measure this.</p> <p>Action complete</p> <p>14-Feb-2019 <b>Update provided by Stephen McCutcheon 14.02.2019</b></p> <p>Care Home Liaison Staff are actively involved in improving the quality of service provided by independent providers.</p>
DEM 21 Incorporate the needs of people with dementia and carers' needs within our Palliative and End of Life Care planning, through Ayrshire wide and local strategic planning on Palliative and End of Life Care.	Rosemary Robertson	31-Mar-2019			<p>03-Sep-2019 <b>Update provided by Rosemary Robertson (31.07.19)</b></p> <p>This work is 100% complete and the ongoing strategic direction is being supported through Susan Holland, Dementia Nurse Consultant for the 3 Partnerships.</p> <p>19-Feb-2019 <b>Update provided by Rosemary Robertson 19.02.2019</b></p> <p>The strategy for dementia and carers' needs is being developed with Dementia Prestwick model for communities and Community Hospitals. The services have adopted dementia friendly signage and support for inpatient care and those attending GP practices. The overarching strategic direction is supported through the Mental Health Ayrshire wide</p>

					<p>plan:</p> <ul style="list-style-type: none"> <li>• promote preventative activity</li> <li>• will ensure that people with dementia get access to appropriate and timely interventions</li> <li>• address environmental issues to better support people with dementia</li> <li>• examine how care pathways might be adapted to better support those with dementia</li> <li>• provide options in the way people can choose to receive support;</li> <li>• ensure that the needs of carer's are fully considered; and</li> <li>• protect people with dementia from harm</li> </ul> <p>There is significant work involving our local communities are undertaking with the growing amounts of 'dementia friendly community' work in Prestwick, Troon and Girvan.</p> <p>The work of VASA and the support provided for families from the Market Gait front door shop in Ayr is a drop in service for supporting families.</p>
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DEM 22 We will work with clinicians and other professionals to improve how we manage delirium and dementia at the point of entry to other services	Stephen McCutcheon	31-Mar-2021			13-Aug-2021 <b>Update provided by Stephen McCutcheon 13.08.2021</b>
					<p>Delirium Nurse in post who provides clinical advice and support to Ayr and Crosshouse Hospitals. Ongoing input into clinical acute ward continues via Elderly Mental Health Hospital Liaison Nurses and Consultant.</p> <p>06-Nov-2019 <b>Update provided by Stephen McCutcheon 06.11.2019</b></p> <p>Further training provided within acute settings. Ongoing support from Liaison Nurses within Acute Settings.</p>

#### 4 Choice and Options for Support

Action	Assigned To	Due Date	Status	Progress	Notes
DEM 23 Increase opportunities for people with dementia and their families and carers to access Self-Directed Support (SDS)	Steven Kelly	31-Mar-2020			<p>08-Nov-2019 The Partnership is taking forward the recommendation to phase out the current equivalency calculator model of resource allocation that social care staff use and replace it with a system that permits the allocation of upfront individual budgets, to be used irrespective of which SDS option is chosen.</p> <p>The progress of the RAS Project Team has included developing new screening, assessment and review tools designed to support a focus on personal outcomes and consider the resources that carers provide. Communication has been an ongoing part of</p>

					<p>the project as has ongoing consultation with a range of stakeholders with feedback informing the work being carried out.</p> <p>The team has developed a designated e-mail <a href="mailto:AskAboutSelfDirectedSupport-SDS@south-ayrshire.gov.uk">AskAboutSelfDirectedSupport-SDS@south-ayrshire.gov.uk</a> and is happy to answer any questions or receive any suggestions. More detailed updates will be provided as the project progresses.</p>
DEM 24 SDS will continue to be offered and explained at every new assessment and review to increase opportunities for individuals to have more choice and control.	Steven Kelly	31-Mar-2019			<p>18-Feb-2019 <b>Update provided by Steven Kelly 18.02.2019</b></p> <p>SDS is offered at every assessment and review across the partnership. The SDS lead has attended the social work team meeting to promote the take up of SDS with frontline staff. Refresher training is also available for staff who require to familiarise themselves with their statutory role. Team leaders promote the take up of SDS through supervision.</p>
DEM 25 Promote advocacy services to people with dementia in the community, hospital, and residential establishments.	Stephen McCutcheon	31-Mar-2021			<p>13-Aug-2021 <b>Update provided by Stephen McCutcheon 13.08.2021</b></p> <p>Promotion of Advocacy services continues via CMHTE to people living with dementia in the community, hospital and residential establishments as well as care homes.</p> <p>04-Feb-2019 <b>Update provided by Jim Baird 28.01.2019</b></p> <p>Alzheimer Scotland working closely with Brokerage Network in South to ensure PWD maximise their entitlement</p>
DEM 28 Actively promote Power of Attorney through the national marketing campaign.	Phil White	31-Mar-2020			<p>13-Aug-2021 <b>Update provided by Phil White 13.08.2021</b></p> <p>The national Power of Attorney campaign continues and South Ayrshire contributes to the national steering group, emerging work linked to football and dementia and local marketing and communication. The campaign will be focused around a national POA day in September linked to an STV television campaign.</p>
DEM 26 TEC options will be delivered with a focus on supporting people with dementia and their carers to be independent both at home and when accessing their community.	Stephen McCutcheon	31-Mar-2019			<p>21-May-2019 <b>Update provided by Stephen McCutcheon 02.05.19</b></p> <p>TEC is an integral part of all assessments</p> <p>06-Feb-2019 <b>Update provided by Stephen McCutcheon 06.02.2019</b></p> <p>Use of TEC continues to be an integral part of the Occupational Therapy assessment provided within CMHTE.</p>
DEM 27 For people with dementia, the Community Mental Health Team will offer access to income maximisation support to ensure that benefits and entitlements are received.	Stephen McCutcheon	31-Mar-2019			<p>21-May-2019 <b>Update provided by Stephen McCutcheon 02.05.19</b></p> <p>People are offered referral to DWP</p> <p>01-Feb-2019 <b>Update provided by Stephen McCutcheon 29.01.2019</b></p>

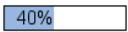
					All people with a new diagnosis of dementia are offered a referral to DWP - 30 referrals in last 6 months.
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### 5 Maintaining Caring Relationships

Action	Assigned To	Due Date	Status	Progress	Notes
DEM 29 The Strategic Lead for the Dementia Strategy will ensure the South Ayrshire Carer's Strategy and Implementation Plan fully addresses the needs of carers of those with dementia.	Phil White	30-Jun-2020		<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	01-Oct-2019 <b>Update provided by Phil White 20.09.2019</b> The Adult Carers Strategy has been formally approved by the IJB in May 2019 and with a formal launch in June 2019. The comprehensive strategy and linked implementation plan will be an important focus for supporting carers including those related to dementia.
					09-May-2019 <b>Update provided by Gabrielle Coyle 9th May 2019</b> The draft Adult Carers Strategy which has been the subject of formal consultation will go to the IJB on 16th May. The Implementation Plan considers the needs of carers of people with dementia.  As required by the Carers (Scotland) Act 2016 policies such as the Short Break Statement and Carers Eligibility have also been developed and are available online - <a href="http://www.south-ayrshire.gov.uk/carers">www.south-ayrshire.gov.uk/carers</a>  Training has been provided to over seventy frontline social work staff covering their role and responsibilities and providing them with practitioner guidance.
DEM 30 Develop opportunities to enable people living with dementia and their carers to influence local services and support by establishing an engagement forum	Phil White	31-Mar-2020		<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%	13-Aug-2021 <b>Update provided by Phil White 13.08.2021</b> No update at this time.
					24-Nov-2020 <b>Update from Phil White 24.11.2020</b> The report from the Ayrshire Life Changes Trust Conference provided a significant input regarding the needs of those living with dementia and carers, and the story telling methodology used allowed an inclusive approach capturing key issues needing to be addressed at Ayrshire and HSCP levels.

### 6 Protection from Harm

Action	Assigned To	Due Date	Status	Progress	Notes
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DEM 31 Case file audits will be carried out regularly to monitor the assessment and management of risk and also highlight areas for continuous service improvement.	Stephen McCutcheon	31-Mar-2020			13-Aug-2021 <b>Update provided by Stephen McCutcheon 13.08.2021</b> Case file records are audited in a rolling programme within CMHTE on a 3-monthly basis.
DEM 32 Train our staff to manage risk and protect people from harm	Mark Taylor	31-Mar-2020			10-Aug-2021 <b>Update provided by Mark Taylor 09.08.21</b> Adult Support & Protection training and a multi-agency training calendar is being developed by the new HSCP Practice Development Team. Some virtual training has already been delivered and dates for future delivery of ASP Levels 1 & 2 will be included in the training calendar.
DEM 33 Improve the safety of people living with dementia through the 'Keep Safe' programme.	Careen Rennie	31-Mar-2020			13-Aug-2021 <b>Update provided by Phil White 13.08.2021</b> No update at present. 12-May-2020 Total of 19 Keep Safe Places across South Ayrshire
DEM 34 Continue work with Trading Standards to provide safeguards against mail/phone scams and unscrupulous doorstep callers.	Hamid Gazem	31-Mar-2020			03-Oct-2019 For the reporting period January to end of June 2019 the main activities that the service was involved in assisting people living with dementia:  The Trading Standards service received:  <ul style="list-style-type: none"> <li>• 71 referrals received – 12 in the dementia/cognitive impairment category. 59 in the older adult's category.</li> <li>• 12 call blockers installed – <ul style="list-style-type: none"> <li>- 6 in the dementia/cognitive impairment category.</li> <li>- 6 in the older adult's category.</li> </ul> </li> <li>• A total of 1131 nuisance / scam calls blocked in that reporting period</li> <li>• 10 People who can be considered as unpaid carers were assisted in this period (7 considered to be caring for a person with dementia).</li> <li>• Various talks given and events participated in – <ul style="list-style-type: none"> <li>- Operation Shut Out Scammers.</li> <li>- Community Groups (<b>Invigor8</b>)</li> <li>- Community Councils.</li> </ul> </li> <li>• New link made with new service in South Ayrshire – mPower, who support and engage with residents who are over 65 and living with long-term conditions, in the promotion of</li> </ul>

				<p>reducing social isolation and loneliness for older vulnerable adults.</p> <ul style="list-style-type: none"> <li>• Referrals made to Age Scotland Good Day Calls service.</li> <li>• Referrals to Fire Service for a free Home Fire Safety Visit.</li> <li>• Web information on main Trading Standards webpage now up and running. Link: <a href="https://www.south-ayrshire.gov.uk/tradingstandards/vulnerable-consumers.aspx">https://www.south-ayrshire.gov.uk/tradingstandards/vulnerable-consumers.aspx</a></li> <li>• Continue to attend the Older Persons Joint Action Group.</li> <li>• Monthly drop-in service continues via VASA's community hub</li> <li>• Call blocker maintenance continues and any problems are rectified to provide continuity of service.</li> <li>• The service took part in 15 prevention awareness raising events such as with a bank, Community Council, Falls Prevention Service, supermarkets, library and older people's community groups.</li> <li>• The service is working on producing two Show Reels with voice over to help those living with dementia, their carers or professionals learn about scams, how to prevent them and who to approach for assistance.</li> </ul> <p>A case study would illustrate the feedback received from older residents and their carers:</p> <p><b>Case Study</b></p> <p>Mr V who is 93 and has a hearing impairment, lives at home with his daughter who works full time. Mr V was experiencing excessive nuisance calls to the point he wouldn't answer the phone at all.</p> <p>Mr V's daughter mentioned that until now, she would have to go home at lunchtime every day to check that her dad was okay as he wouldn't answer the phone to her or anyone just in case it was a cold caller. She said this was having a huge impact on her as she would have to find time in-between her busy workload to visit and make sure her dad was okay at home through the day. But hopefully in time he would trust the telephone again and she would only have to give him a quick call to ensure he was fine.</p> <p>The team received an email a couple of months after the call blocker was installed from Mr V's daughter: <i>"I had meant to e-mail you absolutely ages ago around the installation of the Truecall way back on the 3rd August when you installed it in my dad's house – what a difference this has made. Not a single nuisance call has got through, the house is quite silent now during the day for my dad. Still having to remind him that when the phone goes it is one of us but he is getting there – he has just spent so long ignoring the phone. Thank you again – this is a wonderful device."</i></p> <p>The Trading Standards team send out a call blocker feedback form roughly six months after installation to find out how the person is finding the device, a form was sent to Mr V</p>
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				<p>and his daughter who returned the form. Mr V is delighted with the call blocker and his daughter adds: <i>"Since having Truecall installed I have had no need to worry about the number of nuisance calls my father was receiving. Previously we would have about 5-7 each day and I was saying to my father not to answer the phone at all – this was to my and my sister's detriment when we both tried to get a hold of him urgently – now however my dad is answering the phone to us and others. The installation was simple, follow up to adding/subtracting individuals to the call list was easy and the information the 2 workers gave on the day of the visit was invaluable. I wish I had got this system in place long before I did. Whilst at home and away on holiday I know that I can contact my father as he answers the phone now without fear."</i></p> <p><b>Summary</b></p> <p>Before Call Blocker Installation:</p> <ul style="list-style-type: none"> <li>• Excessive nuisance calls</li> <li>• Person not answering any calls for fear of it being a nuisance call.</li> <li>• Family at work worried about loved one and having to go home during breaks to ensure they are well.</li> </ul> <p>After installation:</p> <ul style="list-style-type: none"> <li>• Nuisance calls have stopped.</li> <li>• Person learned to trust the system and answering telephone to family and friends.</li> <li>• Family less worried about loved one and know if the phone not answered at all, it may require further investigation.</li> </ul>
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