
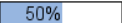



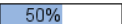

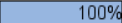


HSCP Dementia Strategy 2018 – 2023

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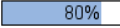

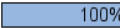
1 Prevention					
Action	Assigned To	Due Date	Status	Progress	Notes
DEM 01 Develop referral pathways to existing programmes that may prevent dementia, e.g. alcohol related support, health improvement, diet and exercise and the new social isolation work stream.	Phil White	30-Sep-2019	✓	100%	<p>24-Nov-2020 Update provided by Phil White Some of the existing upstream HI programmes have been affected by and changed as a result of Covid, for example exercise related programmes using leisure services. Shielding related work has directed people to self-management and wider HI information and supports</p> <p>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.</p>
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 Hackney	30-Sep-2019	✓	100%	<p>24-Nov-2020 Update provided by Phil White Dementia Strategy implementation work is also reported through, for example, Adult Carers Strategy, Social Isolation, Sensory Impairment and other strategies/plans.</p> <p>03-Sep-2019 Update provided by Stephen McCutcheon (22.07.19) This work continues and it is integral to the Pan-Ayrshire Strategy also.</p>
DEM 03 Work in partnership with Public Health to provide information and advice in localities to promote good mental health and wellbeing and to promote early intervention when required.	Sharon Hackney	31-Mar-2019	✓	100%	<p>24-Nov-2020 Update provided by Phil White Information and supports directed towards Shielding patients/carers, through hard copy leaflets, phone and on-line sources. Community Link Practitioners linked to GP Practices also offering remote support.</p> <p>21-May-2019 Update provided by Carol Fisher 02.05.19 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>

DEM 04 Develop a comprehensive public facing dementia awareness programme	Rachael MacLeod	30-Sep-2019			<p>24-Nov-2020 Update provided by Rachael MacLeod Training has not occurred since March 2020 in communities due to Covid 19 Before March 2020:</p> <p>10 people attended the skilled training from "Community brokerage network" 4 sessions delivered before lockdown to health and Care home staff – 45 attendees 9 dental nurse trainees attended training at informed level – some of who are training in South Ayrshire</p> <p>Work continued on the dementia friendly promenade- including an art project and new signage for the toilet building in partnership with paths for all.</p> <p>Face to face training has started from Jul 2020, however this depends on the capacity and availability of venues as well as staff being released to attend.</p> <p>Timetables are scheduled for training to care staff at informed and skilled level for health, care homes and social care staff for 2021. Capacity of venues are decreased for social distancing for face to face training and thus will impact of attendee numbers.</p> <p>Small bitesize training sessions are available for staff to attend through Microsoft teams. These are topic specific.</p>
DEM 05 Building on the learning from the national primary care pilot programme, strengthen local pathways from Primary Care to context for diagnosis.	Sharon Hackney	31-Mar-2019			<p>21-May-2019 Update provided by Stephen McCutcheon 02.05.19</p> <p>Various work ongoing within primary care. Increased referrals from primary care where MHPs are in place. Links are better than previously with people being picked up younger and getting access to appropriate screening and checks.</p> <p>14-Feb-2019 Update provided by Carol Fisher 12.02.2019</p> <p>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.</p>
DEM 06 Dementia training will be given to those working in key areas	Phil White	31-Mar-2020			<p>24-Nov-2020 Update provided by Rachael MacLeod</p> <p>As per update at DEM04</p>
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.	Sharon Hackney	31-Mar-2020			<p>24-Nov-2019 Update provided by Stephen McCutcheon</p> <p>PDS has continued during COVID Pandemic. Provided by face to face visits, telephone and / or internet.</p>

					04-Oct-2019 Update provided by Stephen McCutcheon (18.09.19) Increase in uptake continues across CEMHT.
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2 Dementia Friendly Environments

Action	Assigned To	Due Date	Status	Progress	Notes
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	▶	45%	24-Nov-2020 Update provided by Phil White The Steering Group has met more sporadically over the Covid period but has also provided information for the LOIP report
					01-Oct-2019 Update provided by Phil White 20.09.19 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	▶	25%	24-Nov-2020 Update provided by Phil White Despite the challenges associated with Covid, local work has been taking place to support dementia friendly communities including: <ul style="list-style-type: none"> Local resource secured through the Life Changes Trust (around £70k) to support a variety of work North Carrick and Ayr Dementia Friendly Groups now constituted allowing access to this funding In Prestwick, the Dementia Friendly Promenade was launched and has now been written up as a Paths for All case study A video summarising and promoting this work has also been produced DFP also launched a local doorstep based support – Bags of Support for carers of those supporting people living with dementia

					01-Oct-2019 Update provided by Phil White 20.09.2019 There is a significant and growing programme of activity to support people living with Dementia and their Carers and this has recently been summarised in a Local Outcome Improvement Plan report to the Community Planning Partnership.
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>24-Nov-2020 Update provided by Phil White</p> <p>The Dementia Friendly work in South Ayrshire has been summarised in the latest Local Outcomes Improvement Plan Annual Report.</p> <hr/> <p>01-Oct-2019 Update provided by Phil White 20.09.2019</p> <p>Work continues with Community Planning Partners. Trading Standards (with funding from Life Changes Trust) are now reporting the impact of their work on stopping targeting of scams for people with dementia at national conference.</p> <p>New CPP Communities and Population Health Strategic Delivery Partnership now formally agreed by CPP Board and with initial workshop in 1st October to look at the linkages between linked programmes including dementia friendly work.</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>24-Nov-2020 Update provided by Phil White</p> <p>The Dementia Friendly work has continued to report into the CPP Strategic Delivery Partnership – Communities and Population Health to ensure good linkage with linked programmes such as Community Led Support/Community Capacity/Locality Planning/Social Isolation.</p> <hr/> <p>01-Oct-2019 Update provided by Phil White 20.09.2019</p> <p>Community Led Support has recently updated its related workplan and is developing new front doors, new recording methods, new marketing, and new evaluation framework. New front doors, e.g. Biggart Better Health Hub and Troon (Haven Cafe) will have strong link to dementia support.</p> <p>Recent Place Planning activity in Troon will include some perspectives on dementia related work.</p> <p>Beginning of Ayrshire-wide Compassionate Communities approach (through Truacanta programme) will support, among others, people living with dementia and carers through community-based activities.</p>
DEM 12 Collaborate to ensure that the dementia section on the South Ayrshire LIFE web-site	Phil White	31-Mar-2019			<p>24-Nov-2020 Update provided by Phil White</p> <p>South Ayrshire Lifeline (name changed during Covid) continues to contain Dementia</p>




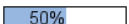

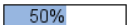
includes comprehensive dementia friendly information.					related activity information.
					21-May-2019 Update provided by Phil White 09.05.19 There is a good dementia friendly section on SA Life.




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			24-Nov-2020 Update provided by Phil White No update.
					04-Oct-2019 Update provided by Phil White (20.09.19) Learning from East Ayrshire work is feeding into the Ayrshire-wide Life Changes Trust Conference and the South Ayrshire Care Homes Clinical Support Group.



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.	Steven Kelly	31-Mar-2019			24-Nov-2020 Update provided by Phil White An update on the progress of the Social Isolation Strategy is being reported to Performance and Audit Committee on 4 th December. The LOIP Annual Report , published in October 2020, also reported on the progress of the Strategy.
					21-May-2019 Update provided by Phil White 09.05.19 The Social Isolation Strategy has been completed and now at delivery/implementation stage. The strategy does recognise (implicitly) dementia related issues.

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.	Sharon Hackney	31-Mar-2019			21-May-2019 Update provided by Stephen McCutcheon 02.05.19 No further development regarding ANP, however CEMHT provide diagnosis, treatment and support for people with all levels of need regarding Dementia
					14-Feb-2019 Update provided by Carol Fisher 12.02.2019 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




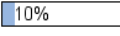
DEM 16 Manage services as part of a journey consistent to create a fully integrated and accessible referral pathway for service users (consistent with the Alzheimer Scotland models of care).	Sharon Hackney	31-Mar-2020			06-Nov-2019 Update provided by Stephen McCutcheon 06.11.2019 Fully integrated pathways across the service.
					03-Sep-2019 Update provided by Stephen McCutcheon (22.07.19) Closer and more robust links have been developed between all services, e.g. CEMHT, Alzheimer Scotland, Social Work, etc.
					14-Feb-2019 Update provided by Stephen McCutcheon 14.02.2019 As part of the patient journey all new PDV's are signposted to appropriate services via a pathway, e.g. Social Work, DWP, Alzheimers Scotland
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.)	Sharon Hackney	31-Mar-2020			24-Nov-2020 Update provided by Rachael MacLeod As per update at DEM04
LDSAP1.2.2 People with learning disabilities who require access to specialist assessment for the diagnosis of dementia or who have a confirmed diagnosis of dementia will have access to specialist interventions, where required	Sandra Rae	31-Dec-2023			<p>24-Nov-2020 Update provided by Carol Briggs</p> <p>People referred for specialist assessment for dementia continue to have access to this during public health restrictions arising from the COVID 19 pandemic via the Community Learning Disability Team using a hybrid model of video/ telephone call and where possible face to face appointments to complete assessments.</p> <p>Access to this service will continue to be assessed and will be developed and modified in line with any changes to public health restrictions and guidance.</p> <p>A pan-Ayrshire group has been established to agree resources under the 5 pillar model. The group will also provide resources for the NHS A&A Post Diagnostic Service (PDS) App which is currently being developed.</p> <p>Implementation of dementia post diagnostic support recording on Care Partner is also under development for the Learning Disability Service, allowing reporting at both a local level and within Scottish Government PDS statistics.</p> <p>A pan-Ayrshire group has been established to agree resources under the 5 pillar model. The group will also provide resources for the NHS A&A Post Diagnostic Service (PDS) App which is currently being developed.</p> <p>Implementation of dementia post diagnostic support recording on Care Partner is also under development for the Learning Disability Service, allowing reporting at both a local level and within Scottish Government PDS statistics.</p>


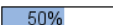




					<p>21-May-2019 Prospective screening Project passed by LDS Clinical Governance Group - implementation phase underway.</p> <p>Review of generic LDS pathway ongoing.</p> <p>Review of Cognitive Stimulation Therapy group complete – will be presented at LDS Clinical Governance Group</p> <p>PDS – review of how this can more formally be embedded in generic LDS dementia strategy occurring as part of strategy review. Data collection discussions on PDS ongoing with D Bibby.</p>
DEM 19 Improve links between community and acute care to ensure peoples wishes are conveyed clearly when moving between settings.	Sharon Hackney	31-Mar-2019	✓		<p>21-May-2019 Update provided by Stephen McCutcheon 02.05.19</p> <p>Confident that this is now 1000% complete</p> <p>14-Feb-2019 Update provided by Stephen McCutcheon 14.02.2019</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 Update provided by Stephen McCutcheon 02.05.19</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 Update provided by Stephen McCutcheon 14.02.2019</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>24-Nov-2020 Update provided by Phil White</p> <p>Whilst the Ayrshire-wide strategic work on EOL/Palliative Care has not progressed significantly during the Covid period, there is planning in place for work in Spring as part of the Truacanta work associated with Good Life, Good Death, Good Grief. This will also link to work supported through Frailty related work at Ayrshire level and including involvement of Acute Medical staff.</p> <p>03-Sep-2019 Update provided by Rosemary Robertson (31.07.19)</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>

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	Sharon Hackney	31-Mar-2021			24-Nov-2020 Update provided by Stephen McCutcheon Ongoing support provided by Hospital Liaison Nurses and Consultant to acute wards within Ayr and Crosshouse.
					06-Nov-2019 Update provided by Stephen McCutcheon 06.11.2019 Further training provided within acute settings. Ongoing support from Liaison Nurses within Acute Settings.

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			24-Nov-2020 Update provided by Steven Kelly Formal training has been on hold during the pandemic. However, all adult social work staff have been trained with regards to the implementation of the Carer's (Scotland) Act and we have seen a significant increase in the uptake and completion of carers support plans across all adult services. The impact of this has meant the use of SDS options for both carers and individuals with dementia has increased. An easy read guide on how to access SDS is available across all teams. At every assessment and review, the creativity that SDS can provide is offered to both individuals who have dementia and their carers/relatives.
					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. 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 the project as has ongoing consultation with a range of stakeholders with feedback informing the work being carried out. The team has developed a designated e-mail AskAboutSelfDirectedSupport-SDS@south-ayrshire.gov.uk 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.</p>	<p>Steven Kelly</p>	<p>31-Mar-2019</p>			<p>18-Feb-2019 Update provided by Steven Kelly 18.02.2019</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>
<p>DEM 25 Promote advocacy services to people with dementia in the community, hospital, and residential establishments.</p>	<p>Sharon Hackney</p>	<p>31-Mar-2021</p>			<p>24-Nov-2020 Update provided by Stephen McCutcheon</p> <p>Advocacy services are promoted by CMHTE to people living with dementia in the community, hospital and residential establishments.</p> <p>11-Nov-2019 Circles Advocacy helps people aged 16 or over who live in South Ayrshire to understand their rights, get the right information to help them make informed choices, raise issues they are worried about and safeguard people in situations where they are vulnerable. Advocacy is about empowering individuals to express their views, needs and decisions and where appropriate, it involves speaking on behalf of individuals who are unable to do so for themselves. In doing so, we hope to help protect and safeguard the rights and interest of those who are vulnerable or discriminated against, and ensure that their rights and opinions are fully considered.</p> <p>There is ongoing awareness raising with Health & Social Care Practitioners to provide increased referral rate to independent advocacy for a range of statutory and care management responsibilities. There is also ongoing participation in community drop-in sessions in partnership with Community Links Practitioners/ South Ayrshire Life/ Care and Share. As part of Post Diagnostic Support leaflets for advocacy are given to service users and discussed with relatives</p>

					<p>20-Feb-2019 Update provided by Brenda Morrison 20.02.2019</p> <ul style="list-style-type: none"> • Ongoing awareness raising with Health & Social Care Practitioners to provide increased referral rate to independent advocacy for a range of statutory and care management responsibilities. • Ongoing participation in community drop-in sessions in partnership with Community Links Practitioners/ South Ayrshire Life/ Care and Share • Proposed drop-in sessions/information provision within Ayr Hospital/Girvan Hospital/ Biggart Hospital/ Woodland View • Increased opportunities for collective advocacy in facilitation of Resident's/Carer's meetings within residential settings. • Ongoing attendance at Carer's Academy training in partnership with the UWS and Alzheimer's Scotland Dementia Nurse Consultant. Once monthly until July 2019. • Informing individuals of the opportunity to complete ACP/Advance Statement/Personal Statement/Named Person Nomination
DEM 28 Actively promote Power of Attorney through the national marketing campaign.	Phil White	31-Mar-2020			<p>24-Nov-2020 Update provided by Phil White The national Power of Attorney Campaign continues and a new wave of information/marketing is being launched on 24/11/20 including STV and Social Media advertising. This will also be highlighted through local communication channels.</p> <p>01-Oct-2019 Update provided by Phil white 20.09.2019 National Power of Attorney Campaign underway with more public facing marketing from 20th November which will be National POA Day with locally based events including Ayr Hospital and in different forms in localities.</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.	Sharon Hackney	31-Mar-2019			<p>21-May-2019 Update provided by Stephen McCutcheon 02.05.19 TEC is an integral part of all assessments</p> <p>06-Feb-2019 Update provided by Stephen McCutcheon 06.02.2019 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.	Sharon Hackney	31-Mar-2019			<p>21-May-2019 Update provided by Stephen McCutcheon 02.05.19 People are offered referral to DWP</p> <p>01-Feb-2019 Update provided by Stephen McCutcheon 29.01.2019</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
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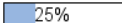



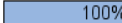
DEM 29 The Strategic Lead for the Dementia Strategy will ensure the South Ayrshire Carer's Strategy and Implementation Plan fully addresses the needs of carers of those with dementia.	Phil White	30-Jun-2020	✓	<div style="width: 100%; height: 10px; background-color: #4f81bd; border: 1px solid black;"></div>	<p>24-Nov-2020 Update provided by Phil White Work on progress on the Adult Carers Strategy is reported in its own right to the PAC.</p>
					<p>01-Oct-2019 Update provided by Phil White 20.09.2019</p> <p>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.</p>

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: 20%; height: 10px; background-color: #4f81bd; border: 1px solid black;"></div>	<p>24-Nov-20 Update provided by Phil White</p> <p>The report from the Ayrshire Life Changes Trust Conference provided a significant input re 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.</p>
					<p>01-Oct-2019 Update provided by Phil White 20.09.2019</p> <p>The Ayrshire wide Life Changes Trust events in November on dementia will include Story Telling sessions for people living with dementia and ones for carers in order to capture their perspectives to influence the supports that we provide. It is anticipated that this might lead to a more long term mechanism to involve people living with dementia and their carers.</p>

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	Sharon Hackney	31-Mar-2020	▶	<div style="width: 60%; height: 10px; background-color: #4f81bd; border: 1px solid black;"></div>	<p>24-Nov-2020 Update provided by Stephen McCutcheon Case File audits completed within CMHTE on a regular 3 monthly basis.</p>
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continuous service improvement.					06-Nov-2019 Update provided by Stephen McCutcheon 06.11.2019 Case File Audits completed within CMHTE
DEM 32 Train our staff to manage risk and protect people from harm	Mark Taylor	31-Mar-2020			27-Nov-2020 Update provided by Mark Taylor 27.11.20 Formal face-to-face Adult Support & Protection training has been suspended since March 2020 due the COVID-19 restrictions. The South Ayrshire Adult Protection Committee are looking at a Learning and Development Plan for 2021.
					12-Sep-2019 Update provided by Mark Taylor 12.09.19 Adult Support & Protection training delivered at Overmills for staff team (10 attended). Training is available through the Adult Support and Protection Inter-agency Training Calendar for 2019. Training dates for Level 1 and Level 2 are available throughout the year.
DEM 33 Improve the safety of people living with dementia through the 'Keep Safe' programme.	Phil White	31-Mar-2020			12-May-2020 Total of 19 Keep Safe Places across South Ayrshire
					07-Nov-2019 Update provided by Careen Rennie 06.11.2019 This action is now being taken forward by the locality planning groups who have agreed to try and help sign up local businesses but the numbers are still the same at present.
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"> • 71 referrals received – 12 in the dementia/cognitive impairment category. 59 in the older adult's category. • 12 call blockers installed 6 in the dementia/cognitive impairment category. 6 in the older adult's category • A total of 1131 nuisance / scam calls blocked in that reporting period

					<ul style="list-style-type: none"> • 10 People who can be considered as unpaid carers were assisted in this period (7 considered to be caring for a person with dementia). • Various talks given and events participated in – Operation Shut Out Scammers. Community Groups (Invigor8). Community Councils. • 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 reducing social isolation and loneliness for older vulnerable adults. • Referrals made to Age Scotland Good Day Calls service. • Referrals to Fire Service for a free Home Fire Safety Visit. • Web information on main Trading Standards webpage now up and running. Link: https://www.south-ayrshire.gov.uk/tradingstandards/vulnerable-consumers.aspx • Continue to attend the Older Persons Joint Action Group. • Monthly drop-in service continues via VASA’s community hub. • Call blocker maintenance continues and any problems are rectified to provide continuity of service. • 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. • 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.
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