

PRESENT

*Co-producing improved
wellbeing with people
living with dementia
in East Dunbartonshire*



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EXECUTIVE SUMMARY

This report sets out the achievements of the project PRESENT as of February 2016 and illustrates how it made a difference to people living in East Dunbartonshire.

Why we launched PRESENT in East Dunbartonshire

In East Dunbartonshire, the Dementia Network provided people living with dementia with a range of opportunities to engage with others such as the De Cafés but a number of people living with dementia wished to do other things. As a result, East Dunbartonshire Council, the Dementia Network, the Joint Improvement Team and Governance International launched the co-production project PRESENT in August 2013.

What makes PRESENT highly innovative is the use of a co-production approach with people living with dementia. Co-production is “professionals and citizens making better use of each other’s assets, resources and contributions to achieve better outcomes or improved efficiency”.

The objectives of the co-production project PRESENT

The idea is simple—giving people living with dementia a stronger PRESENCE in local communities and public services and enabling them to make a contribution to other people’s lives to improve the wellbeing of people living with dementia.

Co-production policy drivers in Scotland

PRESENT has been guided by the following legislation:

- The Public Bodies (Joint Working) (Scotland) Act 2014
- The Children and Young People (Scotland) Act 2014

- Social Care (Self-Directed Support Scotland) Act 2013
- The Community Empowerment (Scotland) Act 2015

The Scottish dementia strategy

Dementia has been high on the policy agenda of the Scottish government since 2007. Scotland’s second [National Dementia Strategy 2013–2016](#) was launched in 2013. The following commitments are key for the co-production project PRESENT:

- Providing post-diagnostic support
- Focus on connecting people living with dementia with local communities
- Empowering people living with dementia

PRESENT has also been guided by the ‘5 Pillars Model of Post-Diagnostic Support’ of Alzheimer Scotland. In particular, pillars 4 and 5 put the focus on community and peer support to build the resilience of people living with dementia and their carers.

The dementia journey of East Dunbartonshire Council

The local [Framework for Improving the Health, Well-being and Care of Older People in East Dunbartonshire \(2013–2023\)](#) sets out the vision, principles, high level outcomes and strategic priorities relating to older people living in East Dunbartonshire.

PRESENT was embedded in the Dementia Network which brings together groups, organisations and members of the community committed to improving the lives of people living with dementia, their carers, families and friends. East Dunbartonshire Council and the Dementia Network delivered the PRESENT project in partnership with the [Joint Improvement Team](#) and the non-profit organisation [Governance International](#).

In East Dunbartonshire Council the project was led by a dedicated project manager in the Department of Adult Social Care and a project team involving the Director of Adult Social Care and the Dementia Partnership Manager. The project also involved representatives of East Dunbartonshire Voluntary Action (EDVA), third sector organisations, the police, emergency services, park rangers, care homes, local schools and community groups such as the seniors' forums.

The Co-production Star guiding the PRESENT project in East Dunbartonshire

The toolkit developed by Governance International equips local councils and local communities with a step-by-step approach to harness citizen power in public services. The Four Co's in the inner ring of the [Co-production Star](#) provide an integrated cycle of co-production. In the context of PRESENT this meant:

1. **Co-commissioning** wellbeing priorities for people living with dementia (see case study 6.1.).
2. **Co-designing** better information and services for, with and by people living with dementia (see case study 6.2.–6.4.).
3. **Co-delivering** improved wellbeing (see case studies 6.5. and 6.6.).
4. **Co-assessing** services and public facilities for improved wellbeing (see case study 6.7.).

The 5-step in the outer ring provides public services providers, commissioners and local communities with tools how to implement the four Co's to improve outcomes:

Step 1: 'Map it!'

We started PRESENT with an extensive mapping of existing co-production approaches and opportunities for new forms of co-production to improve the wellbeing of people living with dementia in East Dunbartonshire. The Governance International Co-production Explorer provided the participants with [good practice case studies](#) in co-production from the UK

and internationally to inspire local stakeholders to find new innovative solutions.

Step 2: 'Focus it!'

This required the need to engage in an extensive consultation with people living with dementia to identify what matters to people living with dementia (see case study 6.1. on co-commissioning priorities). This consultation process was supported by the use of [Talking Mats](#).

Three priorities emerged for people living with dementia and service providers in East Dunbartonshire:

- Providing people with the right support and enabling people to support others.
- Having fun together.
- Connecting people (both online and through increased mobility).

Elected members were presented with the PRESENT projects during a dementia awareness session in 2014.

Step 3: 'People it!'

Step 3 of the Co-production Star (PEOPLE IT) was about getting people on board who have the enthusiasm, expertise and experience to turn the priorities and key projects identified in Step 2 into action. This involved the organisation of a set of informal Co-production Cafés. The participants of the Co-Production Cafés co-designed action plans to move the three priorities and priority projects from aspiration to reality.

A dedicated co-production facilitator supported the respective teams to deliver the projects and ensured co-ordination of the various co-production initiatives.

Step 4: 'Market it!'

Having delivered the priority projects it was important to market the achievements of PRESENT. This involved capturing qualitative evidence on how PRESENT has made a difference to people living with

dementia in East Dunbartonshire. Another consultation was launched to capture stories and testimonials from people contributing to the co-production projects (see appendix). The co-production projects and results achieved were presented in a celebratory showcase event on 18 February 2016.

Step 5: 'Grow it!'

The PRESENT Charter will provide a framework and reference to promote continued culture change based on co-production principles in East Dunbartonshire. In particular, the pledges included in the PRESENT Charter provide a framework for further monitoring on how the co-production journey is progressing.

Co-production Case Studies

Co-commission case study (6.1.): Identifying priorities for people living with dementia: Consulting people living with dementia on what matters to them

In order to progress Steps 1 and 2 of the Co-production Star a wider consultation process with people living with dementia was launched in February 2014.

For people with communication difficulties the tool [Talking Mats](#) was used. The consultation focussed on the following issues:

- What activities they do
- What they enjoy and what they do not enjoy
- What they would like to do
- What will help and hinder them to participate in activities.

This added essential information to Steps 1 and Steps 2 of the Co-production Star and ensured that the views of people living with dementia shaped the PRESENT project.

Co-design case study (6.2.):

Hearing the voices of people living with dementia—Newsletters by people living with dementia

The East Dunbartonshire Dementia Network has had a newsletter for the past few years. However people living with dementia thought a change was needed: A newsletter produced by people living with dementia supported by the Dementia Network.

People living with dementia decide on the frequency of the newsletters, what stories would go into the newsletter, tell the stories in their own words, approve the newsletter once it is written up and decide where the newsletters are to be distributed to. The local advocacy organisation [Ceartas](#) co-ordinates the newsletter and brings interested people together to work on the newsletter.

Co-design case study (6.3.):

Improving connectivity—Developing a dementia partnership website for East Dunbartonshire

East Dunbartonshire Council, the Dementia Network and local Dementia Voices Group, including local partners such as Alzheimer Scotland, Carers Link, Ceartas (a local advocacy organisation) and the NHS have created a dementia partnership website for people living with dementia, their carers, family and friends as well as staff working with a person with dementia and organisations.

The new website provides local, national and international information about dementia and how to live well with this diagnosis. It includes links to the newsletters produced by Dementia Voices and shows local people how to become involved in community activities. Every webpage gives contact details of either the Dementia Network or the 24 hour Alzheimer Scotland helpline. While the website was developed by partners in the Dementia Network, people living with dementia were directing content, language and look of the website.

Co-design case study (6.4.):

Supported walks with people living with dementia

There are already health walks for local people in East Dunbartonshire. However, participants at the Co-production Cafés wanted to design walks suitable for people living with dementia and their carers. A group consisting of East Dunbartonshire's Walk Development Officer, together with local Dementia Cafés (known as De Cafés) attendees, and [Ceartas](#), a local advocacy organisation which facilitates and supports De Cafés, got together in summer 2014 to design a taster walk.

The walks now take place before the monthly De Cafés in Kirkintilloch and are weather dependent. By February 2016 ten walks have taken place.

Co-delivery case study (6.5.): Intergenerational Community Café

People in care homes wanted opportunities to socialise more. During one of the Co-Production Cafés in June 2014, a teacher from the local high school attended with enthusiasm and proposed the creation of a new Community Café within a local care home. Senior fourth to sixth year pupils of [Bishopbriggs Academy](#) were trained using the '[Dementia Informed](#)' training package. The trained pupils and local care home residents agreed on starting a community cafe in March 2015. By February 2016 12 Community Cafés have taken place. At the end of each Community Café the participants jointly agree on a topic or key activity of the next Community Café.

The Community Cafés have enabled the building of friendships between the young people and care home residents. In the meantime, the care home has opened up the Café to other care homes in East Dunbartonshire. The young people have gained life skills and the people in the care home feel valued.

Co-delivery case study (6.6.):

The East Dunbartonshire Music Network

The Music Network was founded by the East Dunbartonshire Dementia Champion, Sylvia Rossi to bring fun to local care home residents and improve social inclusion.

The Network held its inaugural training event in 2015 with representatives from care homes, Ceartas, Carer's Link and Alzheimer Scotland and faith groups. This involved a two hour training session where participants learned new musical skills and techniques on how to use music to improve social inclusion of people living with dementia.

This has also led to the involvement of residents in local care homes in initiatives such as 'Mind That Song' in Kirkintilloch and Bearsden, which is a monthly service provided by Alzheimer Scotland that uses singing to bring people together in a friendly and stimulating environment.

Co-assess case study (6.7.):

"Walk Your Neighbourhood"—Memory Friendly East Dunbartonshire

East Dunbartonshire Council hosted a visit of delegates from the [Memory-Friendly Neighbourhoods Network](#) in September 2014. Delegates joined local people living with dementia, town planners and members of the East Dunbartonshire Dementia Network to take part in a "Walk Your Neighbourhood" event in Kirkintilloch. The 40 participants split into small groups, tasked with using the [Age UK](#) 'Walk in our shoes' age-friendly resource pack in specified areas of Kirkintilloch.

The findings will be considered by Council representatives in future regeneration projects and urban planning.

Key results of the project PRESENT

As of February 2016, the results achieved by the co-production project PRESENT have been recorded in two resources:

1. An academic research paper produced by Dr. Sophie Flemig of the University of Edinburgh within the framework of the EU project [LIPSE](#) ("Learning from Innovation in Public Sector Environments") provides qualitative evidence on drivers and barriers of the co-creation process in East Dunbartonshire. Respondents agreed that co-creation has had beneficial outcomes for people living with dementia, their carers, and East Dunbartonshire as a community.

2. A report produced by the local consultancy company Integratis Consulting provides qualitative evidence of the difference PRESENT has made to people living with dementia. In particular, the report gives people contributing to the co-production projects a voice which is captured by a series of personal statements in the report and a number of sound clips made available online. The outcomes report is fully provided in the appendix.

Lessons learnt and next step

PRESENT has provided East Dunbartonshire Council with a step-by-step approach for harnessing the professional expertise, commitment and energy of public service providers and the expertise, experiences and skills of people living with dementia and wider communities, so that the social and personal outcomes for people living with dementia can be improved.

According to Step 5 of the Co-Production Star, co-production now needs to grow. The PRESENT Co-production Charter will put dementia and co-production on the agenda of all local services and enable provide people living with dementia with a framework to harness each other's expertise, skills and resources and, where required, to challenge partners and service providers if pledges and standards are not met. It fully embraces the Charter of Rights for People with Dementia and their Carers in Scotland.

The PRESENT showcase event on 18 February 2016 provided the opportunity to launch a consultation process of the Co-Production Charter. PRESENT would not have been possible without strong senior management support from Social Work within East Dunbartonshire. The integration of health and social care will be an ideal opportunity to build on this approach.

1. WHY WE LAUNCHED PRESENT IN EAST DUNBARTONSHIRE



When people are diagnosed with dementia they often become ‘invisible’ — this is how Tommy Dunne, an expert by experience living in Liverpool, describes his personal experience. His wellbeing improved significantly when *Everton in the Community* and *Mersey Care NHS Trust* provided him with opportunities to connect with others and to use his skills and knowledge.

“I’ve seen people become like a flower when they open up and bloom. It’s a wonderful feeling and that’s what helps me get out of the bed in the morning; that feeling of helping others.”

Source: <http://www.evertonfc.com/news/2015/07/10/tommy-dunnes-story>

In East Dunbartonshire, the Dementia Network provided people living with dementia with a number of opportunities to engage with others such as the De Cafés but a number of people living with dementia wished to do other things. As a result, East Dunbartonshire Council, the

Dementia Network, the Joint Improvement Team and Governance International launched the co-production project PRESENT in August 2013.

This was a new step in the dementia journey of East Dunbartonshire Council. PRESENT goes beyond making East Dunbartonshire dementia-friendly. What makes PRESENT highly innovative is the use of a co-production approach with people living with dementia.

The PRESENT Charter published during a showcase event on 18 February 2016 is a unique statement of public commitment to and by people living with dementia.

“It includes an intention to redefine the relationship between East Dunbartonshire Council and people living with dementia based on co-production. The key public services supporting people living with dementia set out what they will do to help. In turn, people living with dementia commit in the Charter to help each other and to improve the results from public services in East Dunbartonshire.”

Source: PRESENT Charter: How East Dunbartonshire Council and people living with dementia will support each other

This report will set out the achievements of the project PRESENT and illustrate how it made a difference to people living in East Dunbartonshire.

2. THE OBJECTIVES OF THE CO-PRODUCTION PROJECT PRESENT

The idea is simple — giving people living with dementia a stronger PRESENCE in local communities and public services and enabling them to make a contribution to other people's lives.

PRESENT is where public services and citizens work together to harness each other's expertise, skills and resources in order to improve the wellbeing of people living with dementia. This is not just about giving people a voice but enabling them to make a contribution.

Co-production is central to achieving personalised services and increasing choice and control for people who access services and their carers. It is therefore a key part of the quality improvement agenda in Scotland, opening the way to increased wellbeing.



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3. CO-PRODUCTION WITH PEOPLE LIVING WITH DEMENTIA: THE NATIONAL POLICY CONTEXT IN SCOTLAND

3.1. CO-PRODUCTION POLICY DRIVERS IN SCOTLAND

The PRESENT project in East Dunbartonshire has been guided by key policy initiatives in Scotland aimed at transforming public services through co-production as well as improving the wellbeing of people living with dementia.

Co-production is not a new policy issue in Scotland. As Gerry Power (2013) points out in his policy analysis in the publication [“Co-production of health and wellbeing in Scotland”](#), the Christie Commission Report (2011: p.26) highlighted both the financial need to reform our public services and the need to focus on delivering better outcomes with the first key objective being “... to ensure that our public services are built around people and communities, their needs, aspirations, capacities and skills, and work to build up their autonomy and resilience ...”. Christie also cites research by Alzheimer Scotland in 2010 which demonstrated “... when empowered to direct their own support, families effectively combine state resources around their own natural supports to create truly personalised support ...” (ibid: p.26).

This conceptualisation of public service reforms is consistent with the Governance International definition of co-production. This states co-production is “professionals and citizens making better use of each other’s assets, resources and contributions to achieve better outcomes or improved efficiency” (Loeffler and Bovaird, 2013: 23). Co-production of publicly desired outcomes does not mean just ‘self help’ by individuals or ‘self-organising’ by communities—it’s about the contributions of BOTH citizens AND the public service organisations. This means that staff participation and workforce development are part of co-production. However, co-production does not refer to partnership working between organisations. This often goes hand-in-hand with co-production with individual or groups of citizens but involves different public management and governance issues.

Power describes a “‘golden thread’ of co-production and community capacity” (2013: 37) running through a wide range of Scottish Government policies and legislation, both existing and forthcoming. Some of the most significant legislation includes (see McGeachie and Power, 2015):

- **The Public Bodies (Joint Working) (Scotland) Act 2014** which requires the integration of adult health and social care services and places a statutory obligation on the new Integration Authorities or Lead Agency to create and deliver a strategic plan for the delivery of health and social care services. There is also a legal requirement for people who use services, carers, organisations which provide services—including the third sector—and professionals to be involved in the strategic planning and commissioning process. Locality arrangements in each partnership area will contribute to this process and “ensure that people get the right care, in the right place, at the right time” (Scottish Government, 2014b) through removing the barriers and divisions within health services and between health and social care services. In

doing so, the legislation seeks to create the conditions for shifting the balance of care “from institutional care to services provided in the community” and improve the health and wellbeing of people using services across Scotland (Scottish Government, 2013: 4).

The Act clearly identifies a set of National Health and Wellbeing Outcomes that apply equally across health and social care services in Scotland. These outcomes focus on improving the experiences and quality of services for people using services, carers and their families (Scottish Government, 2015). Section 31 (1) of the Act also identifies a set of [integration delivery principles](#) which are “intended to be the driving force behind the changes in culture and services required over the coming years to deliver these reforms successfully and improve outcomes” (Scottish Government, 2014c: 2). These are also consistent with the values and principles of co-production and will help “encourage the utilisation of the talents, capacities and potential of all of Scotland’s people and communities in designing and delivering health and social services” (Scottish Government, 2013a: 5).

- **The Children and Young People (Scotland) Act 2014** covers a broad range of areas but has the primary goal of supporting the Scottish Government’s ambition “for Scotland to be the best place to grow up in” and for children and young people to be “at the heart of planning and delivery of services and ensuring their rights are respected” (Scottish Government, 2013b: 1). The Act places the UN Convention of the Rights of the Child on a statutory footing in Scotland and in doing so seeks to create the conditions for children and young people to know about and exercise their right to have a say in decisions which affect them. With a strong focus on person-centred care and designing and delivering services to meet the needs of children and young people, rather than services which they need to fit into, there is a strong emphasis on co-production principles within this legislation.
- **The purpose of the Social Care (Self-Directed Support Scotland) Act 2013** is to shift the balance of power and enable people to have greater choice and control in the way they are supported. People can have control over their individual budget if they wish and can make decisions on how resources are spent to meet their own personal health and social care outcomes.
- The objective of the [Community Empowerment \(Scotland\) Act 2015](#) is to remove the barriers and increase the opportunities for people and communities to use the skills and strengths to make a positive difference in their community. It aims to “ensure that people can meaningfully participate in decisions that affect their lives” (Scottish Government, 2014d: 2).

3.2. THE SCOTTISH DEMENTIA STRATEGY

Dementia has been high on the policy agenda of the Scottish government since 2007 when the Scottish government made dementia a national priority. It set a national target on improving diagnosis rates in 2008 and published an initial three-year National Dementia Strategy in 2010. These policies need to be seen in the light of demographic changes in Scotland.

[Scotland's first National Dementia Strategy](#) (Scottish Government, 2010) from 2010–2013, highlighted the importance of people living with dementia and those who care for them to be full participants in planning the care which they need to live full lives.

Scotland's second National Dementia Strategy 2013–2016 was launched in 2013. The key priorities include: continuing to improve diagnosis rates and post-diagnostic support; ensuring the highest quality of care and support for people living with dementia at every stage of the illness; improving service response in acute care and supporting the growth of dementia-friendly communities. In particular, it sets out nine commitments to improve the quality of life of people living with dementia and their carers.

In particular, the following commitments are key for the co-production project PRESENT:

3.2.1. Providing post-diagnostic support

While continuing to improve diagnosis rates, the government have introduced schemes to provide post-diagnostic support for at least 1 year for those diagnosed after 1 April 2013. This will include a person-centred support plan. Emphasis is placed on allowing people living with dementia and carers time and space to access local services after a diagnosis.

3.2.2. Focus on connecting people living with dementia with local communities

The Strategy states: 'Nurturing and supporting dementia-aware and dementia-friendly local communities is important in creating and sustaining a society where people living with dementia and their families and carers feel included and are at the heart of the community.'

The government wishes to continue implementing [The Standards of Care for Dementia](#) which were prepared in June 2011. These Standards promote the abilities of people living with dementia to continue to be an important and connected part of their community and maintain their presence in their own home for as long as possible.

3.2.3. Empowering people living with dementia

In partnership with Alzheimer Scotland and NHS Health Scotland, among others, the government is committed to launching a digital platform for dementia as an information and empowerment tool.

Alzheimer Scotland has promoted a comprehensive approach to ensure the wellbeing of people living with dementia. The '[5 Pillars Model of Post-Diagnostic Support](#)' includes five key elements which are considered essential to supporting people after their diagnosis. The five pillars include:

1. Understanding the illness and managing symptoms
2. Planning for future care
3. Planning for future decision-making
4. Supporting community connections
5. Peer support.

In particular, pillars 4 and 5 put the focus on community and peer support to build the resilience of people living with dementia and their carers.

The co-production project PRESENT with East Dunbartonshire Council, the Dementia Network and partners aims at strengthening Pillars 4 and 5 based on co-production principles. This means giving people living with dementia a PRESENCE in their local community. Furthermore, it explores new ways in which people living with dementia can be a 'pillar' to other people by enabling people living with dementia to make a CONTRIBUTION to their local community.

4. THE DEMENTIA JOURNEY OF EAST DUNBARTONSHIRE COUNCIL

The population of East Dunbartonshire is 104,570 and accounts for 2.0 per cent of the total population of Scotland. People aged 16 to 29 years make up 16.5 per cent of the population which is smaller than Scotland (18.7%). Persons aged 60 and over make up 26.2 per cent of East Dunbartonshire which is larger than Scotland where 23.3 per cent are aged 60 and over. By 2035 the population of East Dunbartonshire is projected to be 94,343, a decrease of 9.8 per cent compared to the population in 2010 (for further details on the demographic profile of East Dunbartonshire, see JCCP 2013, pp.9–11).

East Dunbartonshire Council and local partners put a high priority on improving the wellbeing of people living with dementia. The local [Framework for Improving the Health, Wellbeing and Care of Older People in East Dunbartonshire \(2013–2023\)](#) sets out the vision, principles, high level outcomes and strategic priorities relating to older people living in East Dunbartonshire. The vision reflects a strong focus on co-production principles:

“Older people and their carers are supported to enjoy a high quality of life, achieve their potential, and that they are safe, healthy and included”.

The four main community care outcomes are:

1. Supporting people at home
2. Assisting people to live independent lives
3. Ensuring people receive a high standard of care; and
4. Better involvement and support for carers.

The number of people living with dementia in East Dunbartonshire is unknown. The EuroCoDe (2012)²⁰ study reported by Alzheimer Scotland estimates that the East Dunbartonshire prevalence rates for dementia are:

- 1,954 people aged 65+yrs and a further
- 66 people aged <65yrs

There are approximately 650 people with a diagnosis of dementia recorded on the GP registers. The dementia rates are expected to increase with the rise in the number of older people, and improved life expectancy of people with learning disability, particularly Down’s Syndrome.

Dementia in Scotland: Facts and Figures

- Less than 1% of people aged 60–64 develop dementia in Scotland.
- 24–30% of people aged 85 and over are diagnosed with dementia.

- 70% of people over 85 do not have dementia.
 - 90,000 people are living with dementia in Scotland, including 3,197 under the age of 65.
-

East Dunbartonshire has developed a Dementia Network which brings together groups, organisations and members of the community committed to improving the lives of people living with dementia, their carers, families and friends. The Network was established by a representative of the Scottish Dementia Working Group, a national voice for people living with dementia by people who have dementia. It evolved over time from a forum for information exchange to become a forum for collaboration to achieve better inclusion of people living with dementia.

Furthermore, East Dunbartonshire Council's Social Work Department developed a clinic model in partnership with the Community Health Partnership and [Alzheimer Scotland](#), [Ceartas Advocacy](#) and [Carers Link](#) in East Dunbartonshire. The clinic model contributes to a more efficient use of existing services through enhanced co-ordination of the existing resources of all of the partner organisations. They deliver the type of advice and support that people living with dementia have advised they need and fit around the lives of the person with dementia.

The East Dunbartonshire Clinic model has now been recognised nationally and internationally. The Scottish Joint Improvement Team used it as an example to support the transforming older people services agenda. It has also been recognised at the International Dementia Excellence Awards in Australia in June 2012. In 2013 the model was recognised by the Convention of Scottish Local Authorities (COSLA) and the Association of Public Service (APSE) Excellence Awards. It is also showcased in the [Governance International Good Practice Hub](#).

[East Dunbartonshire Council](#) and the [Dementia Network](#) delivered the PRESENT project in partnership with the [Joint Improvement Team](#) and the non-profit organisation [Governance International](#). The Joint Improvement Team works with a range of local partners to support the understanding and practice of co-production in Scotland. In particular, the current Director of the Joint Improvement Team provided strategic guidance to the project and linked it to other policy initiatives in Scotland. Governance International guided the project based on the 5-step approach of the Co-Production Star toolkit which involved training, workshop facilitation and the drafting of project reports.

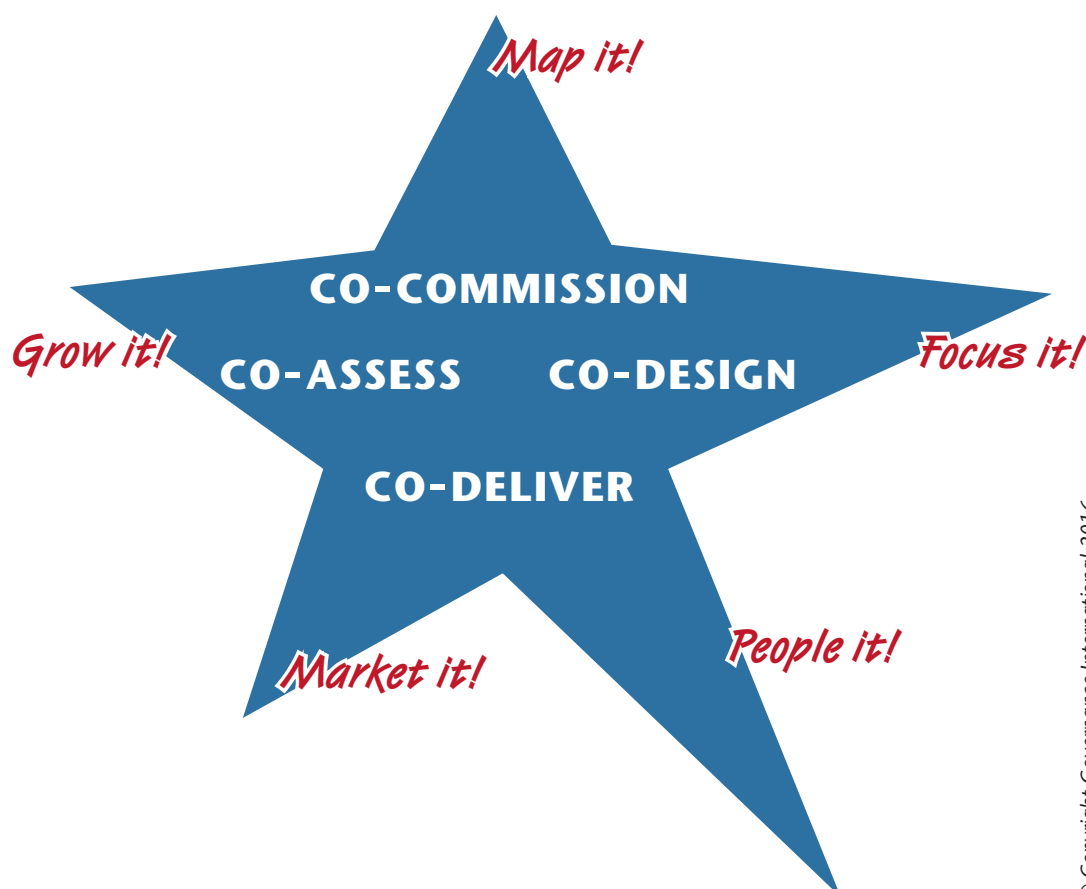
In East Dunbartonshire Council the project was led by a dedicated project manager in the Department of Adult Social Care and a project team involving the Director of Adult Social Care and the Dementia Partnership Manager. The project also involved representatives of East from the voluntary organisations, third sector organisations, the police, emergency services, park rangers and community groups such as the seniors' forums.

5. THE CO-PRODUCTION STAR GUIDING THE PRESENT PROJECT IN EAST DUNBARTONSHIRE

The toolkit developed by Governance International equips local councils and local communities with a step-by-step approach to harness citizen power in public services. The [Co-production Resource](#) of the Scottish Co-Production Network provides an overview of how the Co-production Star can be applied in practice. The Four Co's in the inner ring of the [Co-production Star](#) provide an integrated co-commission, co-design, co-delivery and co-assess cycle of co-production in order to improve outcomes.

In East Dunbartonshire, the four Co's offered different roles to people living with dementia, local communities, staff and elected politicians for making use of their strengths and capabilities to improve wellbeing of people living with dementia.

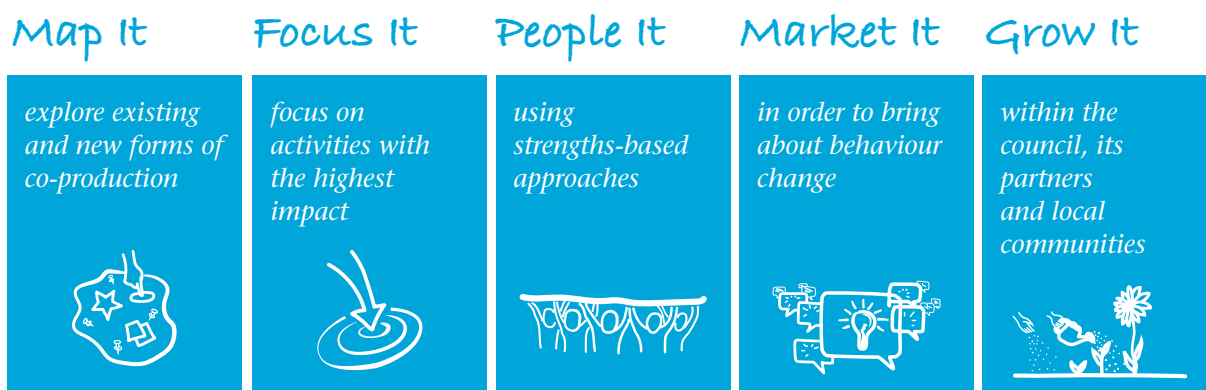
CO-PRODUCTION STAR



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1. Co-commissioning improved wellbeing for people living with dementia: People with dementia and their carers were involved in the co-commissioning process to ensure that the services delivered by the local council and third sector/independent partners met the highest priorities. A consultation with people living with dementia was carried out to find out 'what matters to you' (for further information, see case study 6.1.).
2. Co-designing better information and services for, with and by people living with dementia: People living with dementia are now co-designing their own newsletter (read case study 6.2. for further information). They were also involved in the design of a new Dementia Partnership Website for East Dunbartonshire (read case study 6.3. for further information). PRESENT also involved the co-design and testing of a new service—supported walks for, by and with people living with dementia, which also provides new roles for local communities in co-delivering the services (see case study 6.4.).
3. Co-delivering services for improved wellbeing: This involved strengthening caring communities by reaching out to school pupils and opening up care homes by setting up an intergenerational community café (read case study 6.5. for further information). The East Dunbartonshire Music Network is another important co-delivery scheme which connects people living with dementia and with communities (see case study 6.6.).
4. Co-assessing services and public facilities for improved wellbeing: People living with dementia are the experts in their own lives. They need to be enabled to assess whether public services are tailored to their needs and to what degree public facilities are fit for purpose. PRESENT involved the assessment of the built environment in a local area of East Dunbartonshire through a guided 'Walk Your Neighbourhood'—Memory Friendly East Dunbartonshire' assessment (see case study 6.7.).

The 5-step in the outer ring provides public services providers, commissioners and local communities with tools how to implement the four Co's to improve outcomes:



PRESENT breaks new grounds in applying the Co-production Star to improve the wellbeing of people living with dementia. So what did we do?

Following the 5-step model of the Co-production Star provided the innovation process in East Dunbartonshire with key milestones and quick-wins:

5.2.1. Step 1: 'Map it!'



We started PRESENT with an extensive mapping of existing co-production approaches and opportunities for new forms of co-production to improve the wellbeing of people living with dementia in East Dunbartonshire. Starting in October 2013, Step 1 (MAP IT) involved workshops with representatives of the Dementia Network, staff from social care, emergency services and park rangers as well as representatives of third sector organisations and local partners. People living with dementia and their carers were invited to take part in a consultation during lunch and a short workshop. The mapping continued by engaging with people living with dementia in De Cafés and other local events.

The *Governance International Co-production Explorer* provided the participants with [good practice case studies](#) in co-production from the UK and internationally to inspire local stakeholders to find new innovative solutions. This provided all participants with a shared understanding as to what co-production is and awareness of existing co-production approaches in East Dunbartonshire.

5.2.2. Step 2: 'Focus it!'



Following an extensive mapping of existing and new co-production initiatives (Step 1 of the Co-Production Star) and the prioritisation of the identified initiatives (Step 2 of the Co-Production Star) three issues emerged as key priorities for people living with dementia and service providers working in the public, third and private sectors in East Dunbartonshire:

- Providing people with the right support and enabling people to support others
- Having fun together
- Connecting people (both online and through increased mobility)

Each of these priorities implies specific co-production initiatives and the development of an 'infrastructure' to encourage co-production initiatives. Moreover, the priorities clearly are strongly interlinked, so they need to be tackled together.

The *Co-Production Priority Matrix* provided a technique to rate the identified co-production approaches—distinguishing priority projects to be taken on, and those to be dropped or put on the back burner against these priorities. 'Quick wins' (high impact, high engagement

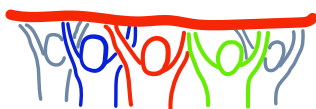
initiatives) are self-evidently the optimal starting point—establishing success, to catalyse further co-production.

This required the need to engage in an extensive consultation with people living with dementia to identify what matters to people living with dementia. This consultation process took place from January—March 2014 and was supported by the use of Talking Mats. Further details are provided in case study 6.1. on **co-commissioning priorities**.

Elected members were presented with the PRESENT initiatives during a dementia awareness session in 2014.

5.2.3. Step 3: 'People it!'

The next step (Step 3) of the Co-production Star (PEOPLE IT) was about getting people on board who have the enthusiasm, expertise and experience to turn the priorities and key projects identified in Step 2 into action. This involved the organisation of a set of informal



Co-production Cafés. The participants included representatives of the Dementia Network, people living with dementia and their carers, staff of East Dunbartonshire Council and third sector organisations and members of the local community. It was clear that PRESENT had attracted the interest of a wide range of people and services such as the police and staff from leisure and cultural services and care homes. In particular, the third sector has had a strong presence in the Co-Production Cafés.

The participants of the Co-Production Cafés co-designed action plans to move the three priorities and priority projects from aspiration to reality. This involved experimentation with new projects such as supported walks with people living with dementia. An innovative idea



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which arose from a Co-Production Café was the launch of a new Intergenerational Community Café. At the same time, it was important to the participants to build on existing co-production initiatives such as the East Dunbartonshire Music Network and to engage with new communities.

The Co-production Cafés involved the following priority co-production projects:

- Co-design of dementia newsletters, for, with and by people living with dementia
- Co-design of a new Dementia Partnership website for East Dunbartonshire
- Co-design of supported walks
- Co-delivery of the East Dunbartonshire Music Network
- Co-delivery of an 'Intergenerational Community Café' in a local care home
- Co-assessment of the built environment in East Dunbartonshire within a 'Walk Your Neighbourhood' event

A dedicated co-production facilitator supported the respective teams to deliver the projects and ensured co-ordination of the various co-production initiatives.

In order to spread the word about PRESENT the project was presented at a Community Care event in East Dunbartonshire on 3 April 2014. An interim [PRESENT Project Report](#) was produced in April 2014 (Governance International, East Dunbartonshire Council, Dementia Network and Joint Improvement Team, 2014) and presented at the third National Co-Production Conference on 23 April 2014 in Edinburgh. The conference also provided the PRESENT project team to link in with SCVO and EDVA and their '[Building Healthier and Happy Communities](#)' project. A joint presentation was delivered at the fourth National Co-production Conference in 2015.

The project report was updated in 2015. The [PRESENT case study](#) was included in the Co-Production Resource of the Scottish Co-production Network as one of seven national Co-Production Case Studies (Joint Improvement Team, East Dunbartonshire Council, Dementia Network and Governance International, 2015).

5.2.4. Step 4: 'Market it!'

Having delivered the priority projects it is important to market the achievements of PRESENT. This involved capturing qualitative evidence on how PRESENT has made a difference to people living with dementia in East Dunbartonshire. Therefore, a consultation was launched to capture stories and testimonials from people contributing to the co-production projects (Integratis, 2016).



The co-production projects and results achieved were presented in a celebratory showcase event on 18 February 2016. This ensured that engaged communities and staff are valued and that the word about PRESENT continues to spread.

The event also marked the presentation of the PRESENT Co-Production Charter to a wider public. The Charter sets out both rights and responsibilities of all stakeholders, including

service providers and people living with dementia, and will constitute a solid commitment to continue the co-production journey in East Dunbartonshire. The PRESENT Charter also encourages people living in East Dunbartonshire to contribute to the existing co-production projects or to propose new ideas to improve the wellbeing of people living with dementia.

5.2.5. Step 5: 'Grow it!'



The PRESENT Charter will provide a framework and reference to promote continued culture change based on co-production principles in East Dunbartonshire. In particular, the pledges included in the PRESENT Charter provide a framework for further monitoring on how the co-production journey is progressing. Ceartas and Dementia Voices as a group for people living with dementia were to have the opportunity to discuss specific issues or concerns they may face and have their views and opinions on local issues and support voiced. Whilst the group is aimed at those living with dementia, the vital role family, friends and carers play, is vital and as such those who support an individual are also welcome to attend and to help encourage the person they support to participate. The group has had input into the [Dementia Partnership Website](#) as well as the Skill Information Pack which aims to raise awareness of dementia issues. This peer-support model will be developed and support the growth of co-production in East Dunbartonshire.

6. CO-PRODUCTION CASE STUDIES

6.1. CO-COMMISSION PRIORITIES FOR PEOPLE LIVING WITH DEMENTIA: CONSULTING PEOPLE LIVING WITH DEMENTIA

6.1.1. Why this co-production project was undertaken

Step 1 of the [Governance International Co-production Star](#) involved the mapping of existing co-production approaches as well as new co-production opportunities to improve the wellbeing of people living with dementia in East Dunbartonshire. Step 2 aims at prioritising the co-production initiatives identified in Step 1. This means to focus on those co-production projects which are likely to generate big improvements in key outcomes and high levels of engagement.

After a kick-off workshop on 28 October 2014 to introduce the concept of co-production and start mapping co-production initiatives in East Dunbartonshire a further brief workshop was held on 18 November 2013 to engage people living with dementia in the area in the mapping and prioritisation process.

In order to progress Steps 1 and 2 of the Co-production Star a wider consultation process with people living with dementia was launched in February 2014.

6.1.2. How people living with dementia and service providers worked together

In East Dunbartonshire there are approximately 2086 people living with dementia. East Dunbartonshire Council wished to consult with as many people living with dementia to explain the PRESENT project and identify what matters to them.

This included people living with dementia who attend day care services as well as people living in care homes. In addition, there were people who are supported at home and by social workers. There were also people who benefit from the community mental health resource, including Woodlands and Glenkirk.

The existing Dementia Voices group coordinated by Ceartas Advocacy was at the core of the consultation. Other members were invited, including people who are supported by Alzheimer Scotland and have been part of a short film [Here and Now](#), commissioned by East Dunbartonshire Council, about people's experience of living with dementia in East Dunbartonshire.

An initial conversation with people living with dementia revealed that some people wanted to work in a group, while others preferred one-to-one conversations, sometimes supported by a carer. For people with communication difficulties the tool [Talking Mats](#) was used. This is a communication tool which uses picture symbols. Research by the Joseph Rowntree Foundation has shown that Talking Mats can be used by many people living with dementia. As part of this

initiative six staff members of the Dementia Network were trained in using the [Talking Mats App](#) (this included a social work employee becoming a resident trainer in Talking Mats).

The consultation focussed on the following issues:

- What activities they do
- What they enjoy and what they do not enjoy
- What they would like to do
- What will help and hinder them to participate in activities.

It included people from Black and Minority Ethnic groups and those people who may not have previously been consulted (including some people from the cultural centre Milan).

The aim of the use of Taking Mats was to allow to hear the views of those not able to attend PRESENT events. This was for many reasons:

- found it difficult to concentrate at events
- found travelling to events too much of a barrier
- felt it was not the kind of event they would attend
- unsure of what they could contribute or gain from such events.

After explaining the aims of PRESENT many people became interested to participate using Talking Mats and arrangements were made to visit two local day centres—Burnbank and Park Road (both in Milngavie) and four people in their own homes. This led to completing nine Talking Mats full sessions which allowed to cover all topics listed on the co-production agenda. We're grateful to Angi Inch, the local Dementia Advisor of Alzheimer Scotland, for all her support during the sessions.

One Mat was conducted as a Group Mat, with four women at a local day centre. All four were presented with the symbols, with the ipad being placed on a table in front of the group. The facilitator moved the tiles, once the group had agreed their placement of the tile. This Mat took over an hour to complete, but the discussion it triggered was lively and interesting, and encouraged everyone to be part of the process.

6.1.3. Benefits of the co-production project

All participants who completed Mats found the experience positive. All were offered the ipad to hold and all participants moved the symbols by themselves except one person. The session only commenced once the concept was understood. Each complete session (all tiles) took between 15–20 minutes. Regular prompts reviewing the placement of the tiles happened throughout the session. This ensured that the views of the participants were truly reflected.

All of the participants (three men/six women) found that the symbol had to be expanded to allow them to concentrate clearly on each. Most of the participants had relatively good verbal communication, and concentrating on each symbol in turn encouraged the person the

elaborate on the topic, helping the person engaged to decide on the importance of the topic to them. Both staff in the day centres and those supporting the person at home were surprised at the interaction each person had with their mat and the level of conversation that the mat stimulated.

For one man, the mats allowed him to be able to talk more freely and clearly. When discussing eating out, he was unable to suggest a favourite restaurant, but clearly stated a preference for Indian food. This was a surprise to those working with him as he had never expressed such a preference before.

6.1.4. Results of the co-production project and lessons learnt

The participants involved in the consultation ranked the importance of issues such as leisure, the local environment and mobility on a numerical scale from 1—9. The key priorities emerging from the prioritisation and discussions were as follows:

6.1.5. Emerging priorities for people living with dementia

- Most preferred living in a city and access to the countryside was not as important as it had been in the past. Being near others had become important. All felt their local neighbourhood was important.
- Those who felt mobility aids were unimportant did not require to use them.
- Taxis were increasingly becoming an option for getting around but a few participants felt that the costs were too high.
- Social activities, especially at night, were not preferred, in particular going out for a drink (except for one man). People felt the cinema and theatre were difficult to access which made these leisure activities not as enjoyable now as had been in the past.
- All agreed holidays were important.
- Overall, most agreed that they enjoyed company.
- All those who enjoyed clubs attended day care, and over half of those felt transport to day care was very important.
- All agreed that essential services such as health and emergency services were important. Most agreed that Social Work was important (those who said not sure felt that they didn't need support of social work at present).
- Getting out to see friends and eat out rated highly as important, with most finding it important even quite far into their dementia journey.
- Having a garden was not as important as it had been in the past, but many still enjoyed the opportunity to garden, whilst feeling that they could not maintain one now.

- Religion was seen as important to two thirds of those who took part, whilst the rest did not feel religious.

Source: Adapted from Ceartas.

The whole process was valued by those participating and those who supported them. It added vital information to Steps 1 and Steps 2 of the Co-production Star and ensured that the views of people living with dementia shaped the PRESENT project.

6.2. CO-DESIGN CASE STUDY: HEARING THE VOICES OF PEOPLE LIVING WITH DEMENTIA—NEWSLETTERS BY PEOPLE LIVING WITH DEMENTIA



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6.2.1. Why this co-production project was undertaken

People living with dementia are experts in their own lives. So it's important to hear their voice as they talk about their life (which is not all about dementia) but also to provide peer support to others.

The East Dunbartonshire Dementia Network has had a newsletter for the past few years. However people living with dementia thought a change was needed: A newsletter produced by people living with dementia supported by the Dementia Network.

6.2.2. How people living with dementia and service providers worked together

People living with dementia decided on the frequency of the newsletters, what stories would go into the newsletter, tell the stories in their own words, approve the newsletter once it had been written up and decide where the newsletters are to be distributed to.

The local advocacy organisation [Ceartas](#) co-ordinated the newsletter and brought interested service users together to work on the newsletter. Furthermore, they took care of the layout and printing of the approved newsletter as well as the distribution of the newsletters. The Dementia Network helped to promote the newsletter and encouraged people living with dementia to get involved.

The local Dementia Voices Group has agreed the format, frequency and distribution of the newsletter.

In the long-term, the local Dementia Voices Group hopes to work with East Dunbartonshire Cultural and Leisure Trust to develop IT and photographic skills of group members. This includes the use of tablets to write and develop newsletter content.

As the newsletter develops the group also wishes to involve East Dunbartonshire High Schools to create an audio version of the newsletter which will be uploaded to the East Dunbartonshire Dementia Network website.

6.2.3. What were the barriers and the solutions?

- People living with dementia often don't think that their stories are important and are often very humble about any contributions they can make. However, the group continuously encourages new people to get involved. The involved organisations also market the newsletter in public to give it a high profile.
- People living with dementia may have other long-term health conditions requiring ongoing hospital/doctor appointments which restricts their availability. Therefore, meetings need to be kept flexible and allow people to leave earlier when needed.
- The group meetings are structured well in order to ensure people living with dementia get an opportunity to put their point of view across. It also helps to break more complex issues into smaller sections.
- Some people living with dementia may become fatigued during a long meeting. Therefore, the group meetings are kept short and focussed.
- The facilitator recognises the need to recap after meetings and at the beginning of the next meeting so that participants familiarise themselves with the subject again.

6.2.4. Why is this an example of co-production?

The aim is to have local news for people living with dementia by people living with dementia. While the newsletter is supported by staff from voluntary sector organisations that carry out the practical tasks, the stories are from people living with dementia. The participants want other people living with dementia to know about groups and interesting activities in the local area and they want to contribute with their life stories and experiences. Sharing common interests and making new friends is an important aspect of living well. Indeed, a number of newsletter contributors might want to be more involved in the practical side of the newsletter production or share their stories, achievements and skills through other media.

6.2.5. What were the benefits of this co-production project?

The group feel they have had the opportunity to be heard and have a vehicle for encouraging others living with dementia to get involved.

Key benefits are:

- people living with dementia are recognised as “the voice of experience” concerning dementia
- people living with dementia get the opportunity to have their voice heard in the local community
- people living with dementia are aware of support available through groups in the local area.

“Jimmy and Billy jointly developed a story about their shared experiences of football when they were younger. This was an experience that they both enjoyed—this came through clearly when I discussed it with them. They were both animated and happy when discussing and both recalled the exercise. This positive experience was reinforced by their wives (Julie and Maggie) who both said that they had enjoyed it and like to share their old stories and memories from the past”.

By Karen Heath, Ceartas

6.2.6. Lessons learnt

Enabling people living with dementia to tell stories of the issues important to them takes time. There are practical arrangements in engaging with people, recording stories and producing a finished product.

Make sure the timescale fits the participant’s agenda where possible, if individuals feel rushed they may lose interest or feel they are just part of the process rather than equal partners. We call this respect for ‘dementia time’, a term which has emerged from the Scottish Dementia Working Group. The group has also invested in Talking Mats training to engage with people who are experiencing communication difficulties.

People with dementia live at home and in care settings and are from a range of different backgrounds and cultures. If we want to hear and publish different stories we have to meet people where they are.

6.2.7. Contact

Karen Heath

Dementia Development officer Ceartas Advocacy

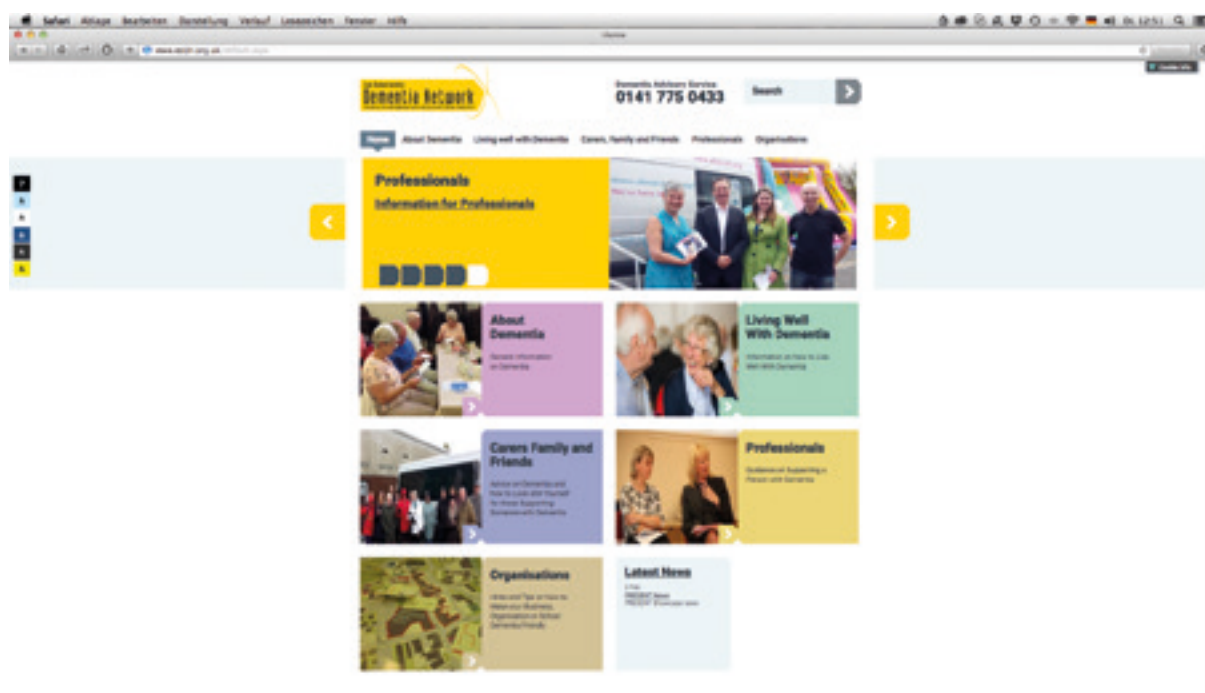
Email: kheath@ceartas.org.uk

6.3. CO-DESIGN CASE STUDY: IMPROVING CONNECTIVITY—DEVELOPING A DEMENTIA PARTNERSHIP WEBSITE FOR EAST DUNBARTONSHIRE

6.3.1. Why this co-production project was undertaken

East Dunbartonshire Council, the Dementia Network and local Dementia Voices Group, including local partners such as Alzheimer Scotland, Carers Link, Ceartas (a local advocacy organisation) and the NHS have created a dementia partnership website for people living with dementia, their carers, family and friends as well as staff working with a person with dementia and organisations.

The new website provides local, national and international information about dementia and how to live well with this diagnosis. It includes links to the newsletters produced by Dementia Voices and shows local people how to become involved in community activities. Every webpage gives contact details of either the Dementia Network or the 24 hour Alzheimer Scotland helpline.



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6.3.2. How people living with dementia and public service providers worked together

The aim of the website is to support people through their dementia journey, similar to the 5 pillar model supported by the Scottish Government. The information on the website was requested by people living with dementia, including their carers, family and friends. Consultation on the contents of the website was ongoing with the Dementia Voices group, partner organisations and staff. They were kept abreast of the progress and helped review and add to the content.

The website was launched in December 2015 with a promotional roadshow planned for the spring of 2016. During this period a review of the website will be done with people who have used this website whether this is a person worried about their memory, living with dementia, a carer family or friend or a worker or business organisation.

6.3.3. What were the barriers and the solutions?

- People living with dementia often don't think that their views are important and initially they would view the work and say it was good. With encouragement and support, they became more involved, able to advise on font for pages, speed of the carousel, wording and content.
- Access to Wi-Fi is not universal in East Dunbartonshire. Nevertheless care homes are now securing improved Wi-Fi access as improved connectivity one of the key priorities identified in stage 2 (Focus it) of the PRESENT project.

6.3.4. Why is this an example of co-production?

The aim is to have a website accessible for all. While the website was developed by partners in the Dementia Network, people living with dementia were directing content, language and look of the website. They want people to know what support is available in the community, what works for them and encourage other people to stay connected. As it goes live, we hope to incorporate "sound bites" of people living with dementia and make the website more multi-media.

6.3.5. Benefits of the co-production project

Looking at previous guidelines on accessible websites did not wholly inform the design of the website. It was only by working with people living with dementia, explaining and discussing various formats we were able to design a template that was more enabling.

The cooperation with partner organisations was invaluable but co-producing content with people living with dementia meant that it was tailored to their needs. They know what information is relevant to them and the language they understand.

Key benefits include:

- Ensuring people living with dementia have their input, avoids jargon and enables a better website.
- People living with dementia are connected.
- Compliance with the 5 Pillars Model of the Scottish Government and Alzheimer Scotland which provides a framework for people living with dementia, their families and carers to allow them to live as well as possible with dementia and prepare for the future.
- People living with dementia are aware of support available through groups in the local area.
- People working with someone with dementia have information and access to support.
- Organisations have information on supporting people living with dementia.

6.3.6. Lessons learnt

Make sure there is flexibility as people have other commitments. In recognition that people are giving their time and expertise, alleviate some of the practical daily tasks. For example, when arranging the viewings around lunchtime, it is a good idea to provide food so that people do not need to then organise this for themselves.

6.3.7. Contact

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6.4. CO-DESIGN CASE STUDY: SUPPORTED WALKS



6.4.1. Why this co-production project was undertaken

There are already health walks for local people in East Dunbartonshire. However, participants at the Co-production Cafés wanted to design walks suitable for people living with dementia and their carers. A group consisting of East Dunbartonshire's Walk Development Officer, together with local Dementia Cafés (known as De Cafés) attendees, and [Ceartas](#), a local advocacy organisation which facilitates and supports De Cafés, got together in summer 2014.

6.4.2. How people living with dementia and service providers worked together

The group agreed to start with taster walks to find suitable local areas to walk. The names of volunteers were taken and it was arranged to have a short walk at the beginning of the next scheduled De Café. A reminder was sent out before the De Café.

The taster walk in December 2014 went very well—it was a 20 minute walk near the DeCafé and was attended by 12 people living with dementia and 3 volunteers. Everybody enjoyed the walk as East Dunbartonshire is a scenic place. People have the freedom to attend as they wish. The walks are promoted in the newsletter of the East Dunbartonshire Dementia Network which is co-produced by people living with dementia.

The walks take place before the monthly De Cafés in Kirkintilloch and are weather dependent. By February 2016 ten walks have taken place—due to bad weather no walks took place in January and February 2015 and 2016.

6.4.3. Why is this project an example of co-production?

The supported walk for people living with dementia is an example of co-production as the walks were co-planned by people living with dementia and the relevant professionals. It builds on the community connections made in the De Cafés and offers new opportunities to improve health and wellbeing through exercise.

It also provides new training opportunities for volunteers to become trained walk leaders. There is also scope for those who are more mobile to join existing health walks in the area and make new connections.

6.4.4. Benefits of the co-production project

People with dementia are supported to engage in a physical activity. They have improved health and wellbeing, improved self-esteem through exercise and stayed connected to their community.

6.4.5. Lessons learnt

- Try to engage the right people, in particular people who share the same enthusiasm for walking and nature.
- Make activities fun for everybody involved.

6.4.6. Contacts

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6.5. CO-DELIVERY CASE STUDY: INTERGENERATIONAL COMMUNITY CAFÉ



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6.5.1. Why this co-production project was undertaken

People in care homes wanted opportunities to socialise more. During one of the Co-Production Cafés in June 2014, a teacher from the local high school attended with enthusiasm and proposed the creation of a new Community Café within a local care home. This would not only help care home residents to stay connected with the local community but also provide new volunteering opportunities for local pupils.

6.5.2. How people living with dementia and public service providers worked together

In January 2014, East Dunbartonshire Council and the Dementia Network launched a teaching resource for schools targeted at upper primary and lower secondary children. People living with dementia contributed to the resource with stories of their experiences and reviewed the finished product before implementation. The Dementia Network built on the school resource which is based on the “[Curriculum for Excellence in Scotland](#)” to provide hands-on training on dementia issues to senior secondary pupils in the eight secondary schools across East Dunbartonshire. A ‘Dementia Informed’ certificate is issued on completion to the pupil concerned. Furthermore, pupils in their senior year are offered the opportunity to participate in volunteering opportunities with people who have dementia.

Senior fourth to sixth year pupils of [Bishopbriggs Academy](#) were trained using the ‘[Dementia Informed](#)’ training package.

The trained pupils and local care home residents agreed on starting a community cafe in March 2015. It was agreed that the Community Cafés would be held on the last Thursday of every month from 2–4pm. Due to changes in the school timetable this was later changed to the third Monday of every month.

Up to 15 February 2016 12 Community Cafés have taken place. At the end of each Community Café the participants jointly agree on a topic or key activity of the next Community Café. This may involve a game of bingo or singing songs.

6.5.3. Why this story is an example of co-production?

The young people build relations and provide wider social connections for people living in the care home. In return, the people living in the care home are able to share their life experiences with the young people. The Community Cafés are supported by a public care home provider which opens the care home to the Community Café.

6.5.4. Benefits of the co-production project

The Community Cafés have enabled the building of friendships between the young people and care home residents. In the meantime, the care home has opened up the Café to other care homes in East Dunbartonshire which means that old friendships have been reacquainted. The young people have gained life skills and the people in the care home feel valued.

“This had a big impact on us all. We are only one school, if this was done in all the schools think of the difference it could make to people’s lives. I will be putting this on my college application.”

Young person from Bishopbriggs Academy

“It’s lovely having the young ones here to chat to, they are full of fun.”

Person living in the care home.

6.5.5. Lessons learnt

- Try to engage the right people especially people who share the same enthusiasm for the project.
- Consider incentives such as certificates for young volunteers which support their further education and professional career.

6.5.6. Contact

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6.6. CO-DELIVERY CASE STUDY: THE EAST DUNBARTONSHIRE MUSIC NETWORK



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6.6.1. Why this co-production project was undertaken

The Music Network was founded by the East Dunbartonshire Dementia Champion, Sylvia Rossi to bring fun to local care home residents and improve social inclusion.

6.6.2. How people living with dementia and public service providers work together

Initially, the Music Network comprised members of all care homes in the local area. It has grown to include voluntary organisations, local faith groups, partners of the Dementia Network, and musicians.

The Network held its inaugural training event in 2015 with representatives from care homes, Ceartas, Carer's Link and Alzheimer Scotland and faith groups. The event involved a two hour training session led by Dr Jane Bentley, a community musician and specialist in the role of music in community capacity building. Participants learned new musical skills and techniques on how to use music to improve social inclusion of people living with dementia.

This has also led to the involvement of residents in local care homes in initiatives such as ‘Mind That Song’ in Kirkintilloch and Bearsden, which is a monthly service provided by Alzheimer Scotland that uses singing to bring people together in a friendly and stimulating environment.

6.6.3. Benefits of the co-production project

Councillor Michael O'Donnell, Convenor of Social Work, said:

“The Care Homes Music Network is an excellent example of the innovative work the Council and its partners in the Dementia Network are currently engaged in to create opportunities for people living with dementia to be active citizens.”

There is mounting evidence that if people living with dementia are offered frequent access to the music in which their past experience and memories are embedded, it can improve their present mood, their awareness, their ability to understand and think and their sense of identity and independence.

“The initial feedback from the training event has been very positive and it allowed members to share information and research. I hope the Music Network becomes the springboard to more innovative and shared practice.”

6.6.4. Contact

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6.7. CO-ASSESS CASE STUDY: “WALK YOUR NEIGHBOURHOOD” —MEMORY FRIENDLY EAST DUNBARTONSHIRE

6.7.1. Why this co-production project was undertaken

East Dunbartonshire Council hosted a visit of delegates from the [Memory-Friendly Neighbourhoods Network](#) in September 2014. As part of our ongoing work with people living with dementia, we are participating in a Scottish Universities Insight Institute-funded programme into dementia-friendly communities, led by the Universities of Stirling and Edinburgh. Delegates joined local people living with dementia, town planners and members of the East Dunbartonshire Dementia Network to take part in a “Walk Your Neighbourhood” event in Kirkintilloch. The 40 participants split into small groups, tasked with using the [Age UK](#) ‘Walk in our shoes’ age-friendly resource pack in specified areas of Kirkintilloch.

6.7.2. How people living with dementia and service providers worked together

Delegates joined local people living with dementia, town planners and members of the Dementia Network to take part in a “Walk Your Neighbourhood” event in Kirkintilloch. The 40 participants split into small groups, tasked with using the Age UK ‘Walk in our shoes’ age-friendly resource pack in specified areas of Kirkintilloch. This helped the participants to understand what it is like to access the local area when living with dementia and to highlight areas for improvement (see Table 1).

TABLE 1: Examples of areas for improvement identified during the ‘Walk Your Neighbourhood’ in Kirkintilloch

THE BRIDGE	Steep ramp to high street, concern for wheelchair users Better signage to main town
CANAL	Where to cross road—not clear—what way to the marina? Designed for vehicles not pedestrians Benches could be better at the canal Pedestrians in competition with cycles

GENERAL

Are there seats in bus stops?
Is transport well signed?
Lots of coffee shops—but not “age or dementia” friendly

Could a line be painted to direct people back to Marina or boats etc?
Art as signage? Used during festivals, why not all the time?
Different colours for different attractions?
Or Pavement Foot Prints?
Or Historical Trail—could a local society get involved?
Lion Foundry/ Antonine Wall.
Talking sign posts?

How do we make the town work for pedestrians who can’t always rely on “local knowledge” due to memory problems

Source: Dementia Voices Newsletter, October 2014

6.7.3. Benefits of the co-production project

The findings will be considered by Council representatives in future regeneration projects and urban planning. Cllr Michael O'Donnell remarked: “People who have dementia and their families are often subject to stigma and experience isolation and depression. Dementia friendly means improving opportunities for inclusion through awareness and dementia sensitive environments. This in turn will ensure that people living with dementia enjoy the same quality of life as other East Dunbartonshire residents despite the challenges they experience.”

Professor Catharine Ward Thompson of the University of Edinburgh, said on behalf of the Memory-Friendly Neighbourhoods Network: “Our Network was set up to bring together researchers, practitioners and people whose lives are affected by dementia. We were keen to make these meetings as enjoyable and meaningful as possible. Getting out and about in Kirkintilloch was a great way of sharing knowledge and expertise through doing something practical.

7. KEY RESULTS OF THE PROJECT PRESENT



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As of February 2016, the results achieved by the co-production project PRESENT have been recorded in two resources:

1. An academic research paper produced by Dr. Sophie Flemig of the University of Edinburgh within the framework of the EU project [LIPSE](#) (“Learning from Innovation in Public Sector Environments”) provides qualitative evidence on drivers and barriers of the co-creation process in East Dunbartonshire. [Dr. Sophie Flemig](#) at the University of Edinburgh Business School produced the case study of the PRESENT project as part of [comparative research on co-creation and citizen involvement in social innovation across seven EU Member Countries](#) (see Voorberg et al). LIPSE involves a research consortium of 12 institutions in 11 countries, studying the drivers and barriers of successful social innovation in the public sector. It is funded by the 7th Framework Programme of the European Union.

The case study prepared by Dr. Flemig involved interviews with key participants of the PRESENT project on drivers and barriers experienced in the co-creation process. Respondents agreed that co-creation has had beneficial outcomes for people living with dementia, their carers, and East Dunbartonshire as a community. All, however, also cautioned that it was early days and that most of their answers were impressionistic rather than being based on hard data. Measurement and evidencing continued and they hoped that they would have more data soon.

All respondents agreed that co-creation had already been practiced before it was officially referred to as such. It was described as a natural development within East Dunbartonshire. However, co-creation could only really take off in a more sustainable way through financial resources from the Change Fund that the Scottish government released to support its “Reshaping Care for Older People” policy that was launched in 2011.

Referring to the barriers the project had faced, a statutory body programme manager described that the value shift they had hoped for was indeed happening. She said: “In terms of outcomes, well, there are very visible, practical outcomes. One is this sense of culture change, the shift of how we do things—this is based on the fundamental question of “What can you do?” That is the main difference. But we have tangible outcomes. We are delivering, I think 11 different co-production initiatives.” She felt that they had also moved closer to the “asset-based approach” they had envisioned, i.e. older people recognised as assets within their communities.

The case study identified the following key outcomes:

- New initiatives were launched (“In my eyes absolutely. There are 4 or 5 services I could quote you that have been brought about because of this initiative”, Statutory body programme leader)
- Better quality of existing services (“I think the richness of day-care services, home-care services, primary care services has been increased by the fact that we have brought other partners into that, to the development and the delivery of those services”, Third Sector manager)
- Financial benefits (at least by some on the statutory level, though two respondents doubted this): “Yes. Very, very clearly. You are bringing in investment.” (Statutory body senior manager)

The case study also identified some critical voices commenting that for social workers co-production is not a new way of working and concerns that co-production may lead to exploitation of vulnerable users if used for the wrong reasons.

2. A report produced by the local consultancy company Integratis Consulting provides qualitative evidence of the difference PRESENT has made to people living with dementia. In particular, the report gives people participating in the co-production present a voice which is captured by a series of personal statements in the report and a number of sound clips made available online. The outcomes report is fully provided in the appendix (Integratis, 2016).

Last but not least, the results of PRESENT need to be seen in the context of other important initiatives in East Dunbartonshire supporting capacity building of the third sector. The [Building Healthier and Happier Communities \(BHHC\)](#) pathfinder project took place in East Dunbartonshire between October 2013 and March 2015. Its aim was to understand how a change in community capacity can enable prevention at the locality and primary care levels. The learning and experience of the pathfinder is documented in a series of reports, all of which present compelling evidence to demonstrate that the objective was achieved, and as such will now inform future developments.

8. LESSONS LEARNT AND NEXT STEP

PRESENT has provided East Dunbartonshire Council with a step-by-step approach for harnessing the professional expertise, commitment and energy of public service providers and the expertise, experiences and skills of people living with dementia and wider communities, so that the social and personal outcomes for people living with dementia can be improved.

A challenge remains in building a sustainable infrastructure for co-production. This requires the support of senior managers across health and social care to ensure the staff, and the services they manage, co-produce health and wellbeing in day to day practice. PRESENT would not have been possible without strong senior management support from Social Work within East Dunbartonshire. The integration of health and social care will be an ideal opportunity to build on this approach.

Furthermore, there is a need to ensure that capabilities have a role in assessment, in addition to the attention traditionally given to needs. Moving to a consistent approach which is based on capabilities depends on meaningful culture change, for which there is a strong commitment: specifically, all partners sign up to the fact that people who work and live in East Dunbartonshire need to know how and where they can contribute. A time banking model could help to match people, groups and organisations which want to make a contribution.

However, the co-production journey has not finished yet. As Step 5 of the Co-Production Star stipulates, co-production has to grow through

- personal relationship changes within households and families;
- peer support in the local community;
- organisations helping communities to help themselves.

The PRESENT Co-production Charter will put dementia and co-production on the agenda of all local services and provide people living with dementia with a framework to harness each other's expertise, skills and resources for improved wellbeing and, where required, to challenge partners and service providers if pledges and standards are not met. The Charter will also help to build a shared understanding of co-production in the context of dementia and related ethical issues (see also Christie, 2007).

The PRESENT Charter fully embraces the Charter of Rights for People with Dementia and their Carers in Scotland. It is guided by the following principles and legislation:

- Convention of the Rights of the Persons with Disabilities
- Adults with Incapacity (Scotland) Act 2000
- Mental Health (Care and Treatment) (Scotland) Act 2003
- Adult Support and Protection (Scotland) Act 2007

The document tells people living in East Dunbartonshire and service providers which have signed up to the Charter:

1. What the signatures of the PRESENT Charter have agreed as the rights and responsibilities which all parties should expect from each other, including standards of behaviour which they pledge to maintain.
2. What happens if these pledges are not met.
3. When and how the pledges will be reviewed.
4. How people living in East Dunbartonshire can support the PRESENT Charter by making a pledge.

The PRESENT showcase event on 18 February 2016 provided the opportunity to present the Charter to a wider public and to discuss the next steps in the implementation and monitoring of the Charter.

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12. APPENDIX: PRESENT: CO-PRODUCTION AND DEMENTIA IN EAST DUNBARTONSHIRE — EXPERIENCES AND OUTCOMES

PRESENT.....

*Co-production and dementia in East
Dunbartonshire: experiences and outcomes*



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A Message from Harry.



Mary talking about being viewed as a "Whole Person"

Acknowledgements

PRESENT™ is a Co-production project that establishes new ways of working between many different organisations, individuals and most crucially at its heart, people with dementia, their carers family and friends. All are focused on improving the lives and outcomes with people that live with dementia in East Dunbartonshire.

This project and the impact that it has would not be possible without the commitment, co-operation and support of a number of partner organisations. Our sincere thanks go out to them all.



"It's an equalising activity, puts dementia to the side, it normalises things"
- Sylvia Ross, Dementia Champion, East Dunbartonshire Council talking about "Mind That Song".



People in full swing at Mind That Song in Kirkintilloch

"Rishoptree Academy are part of the Community Cafe, they sit with residents, do activities, serve tea and coffee. The Outcomes for them are, improved confidence, self-esteem, understanding, and overcoming stereotypes. For the older people, they feel valued, that the young people are interested in them, feeling part of the community, seen as a person, that their experience and life was important"
- Scott Lafferty, Youth Volunteering, EDVA, talking about the "Community Cafe".



Edith, Caitie and Sarah from Rishoptree Academy share their experiences of the Community Cafe

Executive Summary

PRESENT is a co-production project with people living with dementia in East Dunbartonshire. It is supported by JIT (Joint Improvement Team), Governance International and East Dunbartonshire Council and members of the Dementia Network.

PRESENT aims to keep people with dementia, their carers family and friends connected to their communities. To help them feel more empowered and have more choice and control over decisions which affect them and most importantly what they can do to have a better life.

The project, its aims and outcomes are part of a wider culture change for all, including: people living with dementia, carers, family and friends, third sector, health and social services.

It is about developing people's capabilities and linking them with the communities that they live within or want to be a part of. In East Dunbartonshire, the definition of community is very locale based and it is not a one size fits all approach. People want to be involved and co-production is better way to work with people, as it ensures effective communication and better outcomes for everyone.

For this change in culture to be sustained there needs to be a real infrastructure to enhance, support and facilitate the capability approach that PRESENT and co-production encourages

Some of the outcomes that PRESENT and its associated activities are delivering for people

Increasing fun and enjoyment in their lives

Increasing Awareness of Support Services and Activities

Helping people to stay positive and in control – better placed to take part and make informed choices

Making a contribution to their community and feeling valued

People living with dementia feeling they have a voice and can shape services

Keeping people more socially connected – making and maintaining friends and connections

Maintaining/increasing sense of self-worth – recognising what they can do not what they can't

Increasing Physical Activity.

Reducing anxiety



Paula Brown Co-production coordinator, East Dunbartonshire Council, talks about what PRESENT is all about.

Kathryn and Kathryn are married and both will soon turn 70 a year. They don't get out much these days as a couple. Kathryn has Dementia and John finds it more difficult to cope and has to spend most of his time caring for Kathryn. Today was the first time they had attended "Mind Your Song".

They had both enjoyed the afternoon, meeting new people and having a chat and a laugh over coffee. They were both a little nervous and apprehensive about what "Mind Your Song" was all about but quickly relaxed and joined in the singing and discussions about the music.

As they were along to the old Chris hit "I falling in love with you", Kathryn turned to John and with one of the biggest, warmest most loving smiles, took his hand in hers. He then responded in the same way, clasping her hand in his and smiling they both then laughed together sharing a special moment as a couple again.

Executive Summary

Some key learning that has come from the project and its activities, participants and key stakeholders include:

"We feel like someone is listening and can help us"
Doreen and Bill.



The trick is to engage people in activities not about dementia

Co-production and an infrastructure for co-production will lessen some of the duplication that happens in localities and can lead to better use of resources

There is a willingness from people to be involved and it is a better way to work with people, as it ensures effective communication and better outcomes for everyone

Barriers need to be removed to allow them to contribute and set shape the agenda. They should help some of the underlying assumptions about vulnerable people. They can still contribute.

Community resources are needed that have an overview of what's available
Sustainability is the key issue

They just want to live life normally. Control is taken away from them, independence is being stripped away from them. We need to help them restore some of this

Community Café is an approach that could be developed further and rolled out to other Care homes and schools.

For this Culture change to be sustained there needs to be a real infrastructure to enhance and that PRESENT and co-production encourages

A rethink is required on how to engage and consult with people and communities where they drive the agenda. To achieve this required a different mind-set and new skills

People want opportunities to get together

What we are doing.

PRESENT is a co-production project for people living with dementia in East Dunbartonshire. It is supported by JIT (Joint Improvement Team), Governance International and East Dunbartonshire Council and members of the Dementia Network. It began in August 2013 and from then there have been a number of workshops engaging people in the community, living with a diagnosis of dementia or living with a person who has dementia. Other groups include police, fire and rescue, care agencies, care home providers, park rangers, walk development officers and housing have been involved too.

Living with dementia can have a big emotional, social, psychological and practical impact on a person. Many people with dementia describe these impacts as a series of losses and adjusting to them is challenging.

The way a person with dementia feels and experiences life is down to more than just having the condition. There are many other factors aside from the symptoms of dementia that play a huge role in shaping someone's experience. These include the relationships the person has, their environment and the support they receive.

PRESENT aims to give people with dementia, their carers family and friends a voice. To help them feel more empowered and have more choice and control over decisions which affect them and most importantly what they can do to have a better life.



Paula Brown Co-production coordinator, East Dunbartonshire Council, talks about having a role and a purpose



"I don't feel confident enough to go out much these days"

-Bill-



"I felt I was slipping away"

-Jane-



"Felt isolated on my own"

-Mary-



"People don't talk about it, like cancer 10 years ago"

-Julie and Billy-

Paula Brown Co-production coordinator, East Dunbartonshire Council, talks about Co-Production and listening to people with dementia

Through a number of Co-Production events, held with service partners and people living with dementia, 4 Priorities were identified.



Creating an Infrastructure for Co-production



Building Caring Communities



Having Fun Together



Increasing mobility and connectivity

What we are doing.

A Series of Co-Production "Labs" then allowed people living with dementia, their families and carers to develop a series of action plans and activities based around these 4 priorities.



Intergenerational Community Cafe



Dementia Network Website



Newsletter



Supported Walks



Music Network



Sharing Stories and Experiences

integrated health & social care

education

leisure

communities

people with dementia

carers

council

NHS

housing

The Community Cafe takes place at the Mavis Bank Care Home in Bishopbriggs. It is run in partnership with the Dementia Network, East Dunbartonshire Council and Bishopbriggs Academy and is all about promoting dementia awareness. The pupils from Bishopbriggs Academy spend time with Residents and reminisce over memories and the times gone by. Residents show pupils old memory items and explained their significance to them.

Anticipated outcomes for pupils include increased confidence, self-esteem and understanding, overcoming stereotypes. For the residents, they feel that the young people are interested in them and feel valued, part of the community, are seen as a person, and that their experience and life was important.

Dementia Network Website

East Dunbartonshire Council have an established Dementia Network which has a long history of co-creation and co-production.

People living with dementia are experts in their own lives. With the partners in the Network, together with dementia voices we have created a dementia partnership website. This will be an online source of information starting with local, to national and international details about dementia and how to live well with your diagnosis. It is for people living with dementia, their carers family and friends, people working with a person with dementia and organisations. It will also include links to the newsletter produced by dementia voices and have information to encourage people to become involved in their community, building on their capacity.

Anticipated Outcomes are that people living with dementia, their families and those that provide support to them are connected, informed, empowered and live as well as possible with dementia and prepare for the future.



What we are doing.

Newsletter

People living with dementia are experts in their own lives. Life is not all about dementia and people in East Dunbartonshire wanted to get that message out there. Dementia Network has had a newsletter for the past few years however it was felt that a change was needed; a newsletter written and produced by people with dementia with the support of the Dementia Network.

The outcomes to be achieved were: that people living with dementia are recognised as "the voice of experience" concerning dementia; that people with dementia get the opportunity to have their voice heard in the local community and that people living with dementia are aware of support.

From the Co-Production workshops an action plan was co-created on what needs to change. One of the key themes to emerge was connecting to the community. The development of Supported walks was suggested and using the skills and resources of the walk development officer in East Dunbartonshire, Ceartas advocacy, who run the De Café (Dementia Café) and the willingness of people who attend the de café the plan was devised to try supported walks. Supported walks are about facilitating those that live with dementia, their carers and families to take part in physical activity within and being part of the local community. It is anticipated that through taking part in this activity, participants would experience improved confidence, health, wellbeing and self-esteem, a reduction in feelings of isolation through staying connected to other people and their community. It also serves as an information and signposting service to increase awareness of support services and activities that they can access.

Supported walks



Music Network

The East Dunbartonshire Care Home Music Network is an email community with members of all 11 care homes and supporters in the broader community including Ceartas, Carer's Link, three faith groups, Care Inspectorate, Health Asset mapper, Glenkirk and Woodlands Memory Clinic, Art Beat, Alzheimer Scotland, PlayList for Life and local musicians. This is an organic group with the membership growing week on week due to the overwhelming interest in this area. 'Mind That Song' is a monthly music group whose participants come from local care homes and residents who still live independently within the community. The activities take place within local churches and present an opportunity for care home residents to connect with their community, meet, socialise and have fun taking part in a stimulating and enjoyable activity. The activities are facilitated by staff from Alzheimer's Scotland who lead the group in a range of musical activities where participants sing, laugh, discuss and share their lives, experiences and memories. Outcomes for participants include, reducing feelings of isolation, provision of support, having fun and improved health and wellbeing.



Sharing stories and expertise

A community runs through the PRESENT project the opportunity that live with dementia, their families able to share thoughts, feelings with each other. This allows people to feel that they have some value to others. Sharing stories and expertise together can build confidence and trust. This collective process can then be activities and influence decisions if dementia to help them to help their live with the condition.



... and the difference we make.

Outcomes are about the change or difference our activities or services make for those that are involved or take part. Outcomes can be both positive and negative and can often be subtle and very personal to the individual.

The PRESENT project aims to make a difference for those that are living with dementia, their carers, families and friends by "giving people affected with dementia a stronger presence in local communities and public services enabling them to make a contribution to other people's lives"

Some of the differences we are making for those living with dementia.

- Increasing fun and enjoyment in their lives
- Increasing Awareness of Support Services and Activities
- Helping people to stay positive and in control – better placed to take part and make informed choices
- Making a contribution to their community and feeling valued
- People living with dementia feeling they have a voice and can shape services
- Keeping people more socially connected – Making and maintaining friends and connections
- Maintaining/increasing sense of self-worth – recognising what they can do not what they can't
- Increasing Physical Activity
- Reducing anxiety



"It's good to get out and have a chat and sing"
-Norma-

"It's lovely having the young ones here to chat to, they're full of fun"
-Jenice-



"I enjoy chatting", "Don't feel on my own"
-Helen-



"Billy and I used to play football, we had a great chat about the old days"
-Jim-



"I love to sing but will never remember all the words"
-Sally-



"I don't feel alone when I'm here"
-Margaret-



"This is the first time we've come along to anything like this, we've both enjoyed it and met some lovely people"
-Bill & Bernadette-



"This is new for me, I won't be singing"
-Jim-
- Jim never stopped singing!!

"Oh yes I like to come along, gets me out of the house"
-Bill-



.... and the difference we make.



Since his diagnosis a number of years ago, life has been challenging for Billy, his wife and carer Julie and their family.

Like many couples in this situation, they have good days and bad days but what keeps them going is their desire not to give into the condition and their willingness and motivation to get involved in activities and services that keep them active within their community and provide opportunities to be supported and listened to when they need it.

Billy says, "He's fighting it all the way"

Mary is an MBE and was a ballerina and an accountant in days gone by. She has lived with dementia for some time now but continues to have a strong voice and a valid contribution to make to her community when given the opportunity.

The "Walk my neighbourhood" consultation event gave Mary an opportunity to be heard.

.... and the difference we make.



Karen Heath, Dementia Development Worker from Ceartas talks about the importance of being heard.

The PRESENT project is about reaching out not only those individuals that live with dementia but also to their families and those that provide care and support. It gives a voice to people that can help to shape and influence the planning of services and activities but it also provides an opportunity in the "here and now" to allow individuals to share their feelings and experiences, feel a sense of being valued and having some fun.

Some of the differences we are making for families and those caring for people with dementia:

Improving the understanding of the needs of people that live with Dementia

Providing Peer Support

Reducing the Stigma associated with Dementia

Families and carers are more willing and able to access services and opportunities

Improved Planning and Decision Making

Stronger support networks within the community

Reduction in anxiety



"It's something we both enjoy and can do together"
-Willie-



"We have good days and some bad days but when you're part of a group you can have a laugh and talk about things, makes you feel a bit better"
-Doreen-



"You can relax in the group and not be self-conscious"
-George-



"My wife loved it, we both had a great time and will be coming back next time"
-Bill-



"We enjoy social occasions and learn and feel it's important for people with dementia to have a voice"
-Tom-



"Grace and I had a great time and are looking forward to our next visit"
-Lindsey-



"Makes you feel you're not alone"
-Hugh-

"It's very difficult at the moment but it's good to be here and feel there are people you can speak to and get information"
-John-



... and the difference we make.

Some of the differences we are making for practitioners and those that work with people living with dementia.

Improved Collaboration and integration between Partners

Improving the understanding of the needs of people that live with Dementia

More effective services

Better utilisation of resources

Organisations are better able to meet local and individual needs

More effective and meaningful community engagement

Reduce Stigma and break down barriers that serve to isolate those living with dementia

Earlier Diagnosis and earlier intervention to improve outcomes

Building Capacity in the community - increased Recruitment of volunteers



"The group provides an opportunity to gather intelligence about other things they want to do"
Alex, Alzheimer's Scotland.



"they stay engaged and in the moment", "It's a good thing to be involved in"
Alastair, Beersden Cross Church of Scotland.

"For young people volunteering on the Community café, it is a great way of improving understanding and overcoming stereotypes"
Scott Lafferty, East Dunbartonshire Voluntary Action



"they love it when the young ones are here", "It brings back a lot of memories for them" "they like to tell their stories and this allows them to express themselves"
Pauline, Mavis Bank Care Home.



"It takes people back to moments, places and people and important events in their lives, which they can then share, it's lovely."
Susan, Nurse at Westerton Care Home

"Principle is that the groups are not done to but part of the event and bringing their personality to the activities"
Sylvia Rossi, Dementia Champion, East Dunbartonshire Council talking about "Mind That Song".

"It was great for me to be there, it felt more than a standard consultation, and they felt valued and listened to, their views are important"
Richard Todd, Land Planning, East Dunbartonshire Council

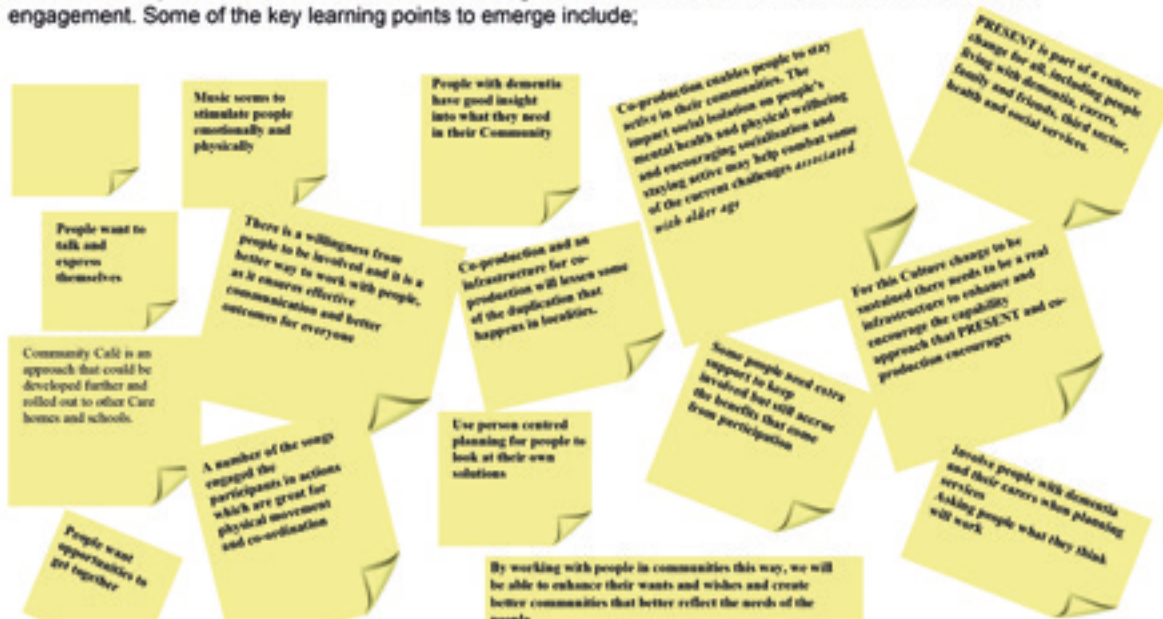


"Supported walks have so many health and wellbeing benefits but also act as a signposting service to other forms of support and activities that people living with dementia can access"
Andrew Lynch, Walking Development Officer, East Dunbartonshire Leisure and Culture Trust



Learning for the Future.....

One of the outcomes from this project is highlighting what can be learned from what has been done and the hard earned experience gained from this. This can help to inform how services are developed and delivered in the future and allow further improvements be made in terms of using Co-Production as an effective means of stakeholder engagement. Some of the key learning points to emerge include;



Learning for the Future.....



Bishopbriggs Academy
Pupils have some ideas for the future

Changing culture. Young people are valuable citizens and are important. They want to engage and have a voice, holding decision makers to account.

Community engagement and consultation, facilitate other groups within this process other groups that suffer inequalities because it provides a means of integration, improves understanding, between groups. People with dementia feel more valued, what is normal and an equal member of the community

The group provides an opportunity to gather intelligence about other things they want to do

People who were insensitive during coffee saying very little all of a sudden became engaged and came to life when the music and activities began. It was like someone had put on the lights. Many participants could recall the words of the songs that were sung

The trick is to engage people in activities not about dementia

We know that older people haven't had their day and have something to give. They are a community asset but we need to be open and imaginative about how they are engaged.

Barriers need to be removed to allow them to contribute and set the agenda. Dealing with some of vulnerable people. They can still contribute.

Future work: schools are very rigid as are care homes, don't offer flexibility to do things, structural barriers, old and young need to be at the table setting agenda. They need to be involved in evaluation of change. They need to be engaged on every stage of change.

A rethink is required on how to engage and consult with people and communities where they drive the agenda. To achieve this requires a different debate, set and new skills

A significant number of participants would talk and express views and discussions

They just want to live life normally. Control is taken away from them. Independence is being stripped away from them. We need to help them restore some of this

Community resources are needed that have an overview of what's available. Sustainability is the key issue

