

dementia care matters®

Library and Museums Services

Welcoming people living with a dementia and their families / friends a checklist for good practice

NAME: _____

CARE SETTING: _____

The purpose of this checklist is neither to be definitive or comprehensive. All of the points on the checklist need to be considered in terms of their relevance to your particular service and what you aim to offer your local community.

The purpose of the checklist is to begin to focus on what are the essential components of becoming a more 'dementia friendly' service and to promote discussion about what you feel you are already doing well and what could be improved.

(Tick one box per item listed below)		YES	NO	PARTLY
1.	Senior Management strategy agreed. Discussions have taken place at senior management level regarding how to get the service and staff 'on board' regarding enabling library and museum services to be more welcoming and accessible to people living with a dementia and their families			
2.	Dementia care training specific to library and museums services Learning messages and suggested action points from two day training communicated to senior management and staff as a whole, shared and implemented			
3.	Developing a small 'action team' To meet at regular intervals to review progress and discuss any obstacles/difficulties as they arise.			
4.	A dementia focused leaflet / brochure - explaining your service and specifically welcoming people living with a dementia and their families / friends has been produced in consultation with people themselves			
5.	Dementia specific talks and sessions - these are held in the local community to advertise that your			

	service is 'dementia friendly'			
6.	Profile in media - local media, newspapers, social networking is used to promote your service as 'dementia friendly'			
7.	Health and Social Care links - contacts have been made with local health and social services or independent sector providers e.g. memory services, day clubs or care homes to advertise the services you offer and welcome involvement			
8.	Community Networks - contacts have been made with local voluntary and community groups supporting people living with a dementia and their families / friends to ask people what they might want and need from your service			
9.	Link Workers - specific people are identified within the service who have the confidence and experience to be the first point of contact for people wanting more information			
10.	Promotional events - specific promotional opportunities are explored for example doing a display, event or press release in Alzheimer's Awareness Week			
11.	Positive Celebration ideas - initiatives are organised that celebrate the achievements and contributions of people living with a dementia and their families / friends for example a poetry reading class or choir recital or a local oral history event focusing on the memories of people in the area			
12.	Emotional Connection - staff have an understanding of the 'journey of dementia' and an insight into how this might feel for themselves			
13.	Person first - all staff members talk directly to people living with a dementia not just their relatives when they are visiting together			
14.	Adapting Communication - staff have an awareness that their approaches and communication skills will need to alter as people's 'journey' progresses			
15.	Non Verbal Communication - staff are aware that people living with a dementia are more feeling based and that non-verbal communication will be as important as the words you use in conveying warmth and support			
16.	Stress Awareness - staff have an awareness into how supporting and enabling someone living with a dementia can bring with it stresses and anxieties to			

	friends and family members			
17.	Support - staff are supportive to friends and families accompanying people living with a dementia			
18.	Removing Barriers - the whole staff team are aware of some of the barriers that might face people living with a dementia feeling welcomed; for example staff being sat at computers behind desks			
19.	Interests Matter - libraries and museum staff find ways to tap into the individual interests of people when directing them to certain sections of the building			
20.	Intense Listening - staff members have confidence and offer time and attention to listen carefully to the words of people even if they appear muddled or unclear initially			
21.	Avoiding Questions - staff members avoid asking too many questions especially those which require the person to use short term memory			
22.	Accepting People - staff members do not make quick judgements or dismiss people based on appearance for example individuals wearing 'eccentric' or dishevelled clothes			
23.	Flexible Responses - staff are prepared to be flexible in their approach for example if a person living with a dementia wants to go round an exhibition in a different order to the usual route or decides to stay with one exhibit or look at one page in a book for the entire visit			
24.	First Impressions count - the entrance to the building has a clear sign saying what it is and any automatic doorways do not present a sense of a barrier to people approaching the building			
25.	Emphasis on being welcomed - once in the reception area, there is either a person immediately visible to welcome and direct visitors or clear indicators about where to go if you need assistance			
26.	Pictorial signs - signs used in the building use visual images as well as words and these signs need to be unambiguous e.g. toilet signs that have images that look clearly like a toilet!			
27.	Seating - there are plenty of seating areas throughout the building for people to have a break and sit comfortably. Sofas or double seats which invite people to sit closely together can be particularly beneficial			

28.	Sensory Impairment - consideration is given to people who might also have hearing or visual impairments for example in the size of print used in signs or in the acoustics in rooms			
29.	Choosing books - automated computer systems are not the only options for taking out or returning books			
30.	Inviting Interest - books are placed on tables opened at particular pages to engage attention and interest rather than just stacked in shelves			
31.	Engaging / Interactive Exhibits - there are specific exhibits that can be picked up, touched and explored			
32.	Sensory Stimulation - attention is given to all five senses – sight, sound, touch, taste and smell when considering particular exhibit boxes to engage interest			
33.	Intergenerational Initiatives - these are explored to encourage positive connections between older people and local children			
34.	Tea and Cake - access to refreshments are considered as a key component of helping people feel it is a relaxed social event			
35.	Community Outreach - taking a library or museum service out into day and residential care settings for people living with a dementia, and their friends and families, to access i.e. small library in a large care home or putting up an art exhibition in the corridor of a care home or day service			
36.	Mobile Memory boxes - these are designed with selected items from museums and supplied through local voluntary organisations who are in contact with people living with a dementia and their friends and families			