

Appendices to the guidelines for setting up and running a successful Meeting Centre

Meeting Centres UK



The Appendices provided within this document support the information provided in the Guidelines and are based on the experiences of those setting up Meeting Centres in Droitwich Spa & Leominster. The data collection forms have also been tested in several Meeting Centres across the UK.

They are intended to be used as examples for you to adapt to your own Meeting Centre circumstances, rather than being set in stone. You are welcome to use them to guide your own work where appropriate and reformat them to meet your needs.

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PART 1: Useful documents

This section contains a series of documents relating to the background activities required when planning and establishing a new Meeting Centre.

You may also find it useful to have a look at asset mapping which can help to identify existing services or 'assets' in a local community to identify potential gaps and overlaps. This could help to strengthen the case for opening a Meeting Centre if the mapping exercise illustrates a lack of support for people with dementia and their family carers. You can access a report on asset mapping [here](#).

Related to this, you may find it helpful to carry out an exercise looking at how your Meeting Centre would fit with your care pathway. More information about this is available in Appendix 10.

Appendix 1: Example letter of invitation to an information meeting

RE: Information meeting about Meeting Centres

Dear Colleague,

Meeting Centres are a community based inclusive intervention to support people with mild to moderate dementia and their family carers. There are over 140 Meeting Centres in the Netherlands that have demonstrated benefits for people living with dementia, including reducing behavioural and psychological problems and delaying admission to residential care. Family carers reported lower levels of stress and greater competence. Research undertaken within pilot sites in the UK have also demonstrated good feedback.

We wonder whether this might be something that would be useful in [name of town]. We would therefore like to invite you to an information meeting about the vision and content of Meeting Centres and would also like to discuss with you possibilities for collaboration in the implementation of a Meeting Centre.

The information meeting will take place on [date] from [start time] to [end time] at [location]. This is a very exciting initiative and one which has the potential to improve and support the well-being of people with dementia and their families living locally. This initial information meeting is open to all who think they may be interested, so the wider we make the invitation list the better at this stage. Following the meeting a smaller Planning Group will be formed, which will be the group of people who will make the Meeting Centre happen. This will involve finding a venue, identifying families, deciding referral routes, steering the programme etc.

Please come and have your say. To register your interest please contact us at [contact details]. If you are not able to attend, we will keep you informed of progress unless we hear from you to the contrary.

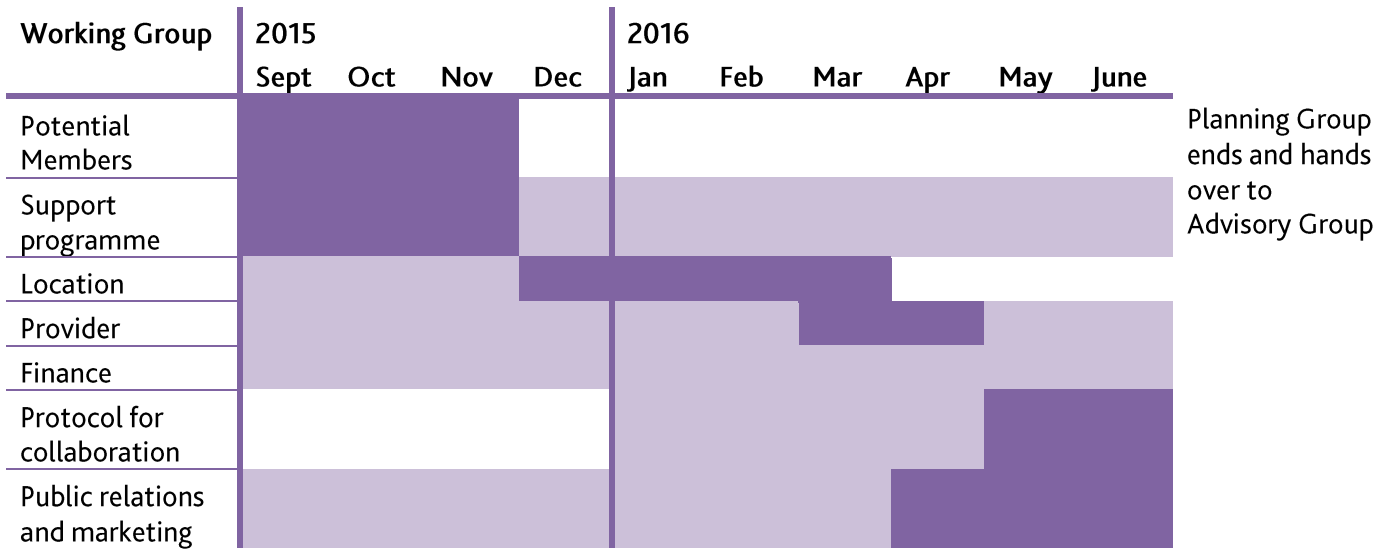
With very best wishes

Appendix 2: Planning Group and Working Group steps

1. Define the Terms of Reference of the Planning Group	Local stakeholders including all those involved in care and support of people with dementia in the local community, as well as people with dementia themselves, who together can plan and implement a viable Meeting Centre. Who provides the chair and the administration for meetings?
2. Organise Working Groups to achieve specific aims <ul style="list-style-type: none"> • Potential Members (who attends the Meeting Centre?) • Support programme (what do people with dementia and families get from attending?) • Location (where is the Meeting Centre based?) • Provider (who runs the Meeting Centre, employs staff and manages volunteers?) • Finance (how is it funded?) • Protocol for collaboration (how do we work together and work with the Meeting Centre?) • Public relations and marketing (How do people know about the Meeting Centre?) 	Decide which stakeholders, including people with dementia, have expertise in these areas and can develop specific plans for each. Each Working Group should comprise 3-5 people and have a named lead.
3. Define a time plan and key milestones	What can be achieved and what are the key milestones short term and longer term? What needs to happen first and next?
4. Working Groups in action	
4.a. Potential Members	People with dementia and carers Inclusion criteria (diagnosis, severity of dementia, living situation, address?) Exclusion criteria (severe behavioural problems, co-morbidity/wheelchairs, personal care issues?)
4.b. Support programme	Meeting Centre activities programme, formal and informal interventions Peer support groups for people with dementia and family carers Information and education meetings & initiatives Case management and signposting Monthly meetings, ensuring it meets the needs of the members Cooperating partners (who is doing what?) who contributes and refers Assessment of needs for a Meeting Centre in the specific region
4.c. Location	Space and rooms needed, frequency of availability, rent, flexibility Opportunities for social integration, stigma associated with use Interior design and materials Safety

4.d. Provider	Who is providing the day-to-day professional input? Person specification and job descriptions Education, training, development, supervision and mentoring
4.e. Finance	Short term start-up and longer term funding Funding from local health and social care budget? Grants from charities? Individual contributions? Local fund-raising? Financial donations from businesses? Donations 'in kind' e.g. premises, services, food etc.? Sponsorship?
4.f. Protocol for collaboration	Make a concept text for what partners are being asked to agree to Show it to cooperating partners and gain their approval Agree on evaluation period
4.g. Public relations and marketing	Regarding referrers (health and social care) Regarding users (members and family carers) Regarding wider community
5. Monthly report of the progress in Working Groups	Working Groups report back to the main Planning Group
6. Sign the protocol for collaboration	Formal declaration of support
7. Opening of the Meeting Centre	
8. Planning Group becomes an Advisory Group	After opening: define the status of the Advisory Group and agree frequency and priority of meetings

Appendix 3: Example Working Group schedule – Droitwich Spa



Key: Periods of more intense activity



Appendix 4: Location requirements for a Meeting Centre

The support activities for both the person living with dementia and the family carer are provided under one roof, preferably in a community or neighbourhood centre.

Minimum requirements to provide support

For the support of members with dementia

A shared cosy space with tables and chairs, approx. 60m² that is available during the hours when the Meeting Centre is open.

An empty space that is also available on all Meeting Centre days, large enough for physical activity, for example a (small) exercise room/gymnasium or room that can be used as such. It should be suitable for playing soft ball games.

A small kitchen in or near the space where the activities take place, where simple lunches/meals, snacks and drinks can be prepared, with a refrigerator and the necessary crockery/cutlery etc.

For the support of the family carers

A space where, on a fixed morning or afternoon during the time the Meeting Centre is open, 15-20 people can participate in an information meeting or discussion group.

A space that is available once a week during the time the Meeting Centre is open for the programme Meeting Centre Manager's consultation hour. The room needs to have at least a table, two chairs and a telephone.

A space for the monthly meeting, which is attended by the members with dementia, family carers, and Meeting Centre staff and volunteers (20-30 people in total).

Location checklist

The following checklist may help to decide whether a potential location is suitable, or enable multiple locations to be compared.

Location	Discussion/Comments
Existing Community Centre – who is it used by?	
Capacity – how many people can be accommodated?	
Affordable/value for money?	
Used by cross section of community?	
Non-medical?	
Accommodates parallel activities?	
Central access?	
Accessible (wheelchair, hearing etc.)?	
Car parking (and space to drop off outside the front door)?	
Good transport links?	
Storage space?	

Consultation area/space?	
Eating/drinking areas?	
Access to kitchen?	
Access to toilets?	
Space for movement/activity?	
Not too busy/noisy?	
Telephone?	
Office area/facilities?	
Other	

Appendix 5: Person specifications and job descriptions

Meeting Centre Manager

Job description

The Meeting Centre Manager is the front-line operational manager for the Meeting Centre. They manage staff and volunteers within the Meeting Centre. The most important tasks are:

- Providing structure and leadership in daily activities for members of the Meeting Centre;
- Maintaining an adequate staff team appropriate to contract requirements and client/staff ratios, including involvement in recruitment and selection of volunteers;
- Responsibility for the recruitment, supervision, appraisal, induction, development and performance management of staff and volunteers working within the Meeting Centre;
- Responsibility for managing the budget;
- Drawing up individual support plans and appropriate risk assessments for members and family carers;
- Organising the group programme of activities and interventions;
- Leading the discussion group for family carers;
- Organising community meetings;
- Overseeing the opportunities for members to have consultations as individuals and couples;
- Providing guidance regarding individual problems for couples and if necessary referring them to other support organisations;
- Organising and chairing a monthly meeting for all people who are involved in the Meeting Centre;
- Evaluating the support plans;
- Maintaining contact with referrers;
- Liaising with the host community centre or other organisation as appropriate;
- Formulating and carrying out public relations policy.

Additional responsibilities:

- To comply with data protection regulations, ensuring that information about members and family carers remains confidential;
- To be responsible for learning and development for self and for those managed by this post;
- To work collaboratively with the Meeting Centre Advisory Group on fundraising and media and campaigns, sharing responsibility for the achievement of jointly agreed objectives as appropriate.

Person Specification

Skills and experience	Personal attributes/qualities
NVQ level 3 in health and social care or equivalent Personal or work experience in a care environment An understanding of dementia An understanding of the needs of people with dementia and their carers An understanding of the Meeting Centre ethos and the ability to implement and drive it Good time management skills Good listening skills Knowledge of relevant legislation including Health and Safety and the Mental Capacity Act Experience of leading and delivering a programme of group-based activities Experience of working with statutory and voluntary agencies Experience of managing staff and leading a team An understanding of the need for client confidentiality Basic IT skills including Word and Excel Experience of record keeping and report writing Experience of managing the learning and development of others Experience of collaborative working Experience of developing and managing budgets	Able to assess and evaluate client needs Able to travel independently within the catchment area Empathy Non-judgemental communication Able to act as a representative of the Meeting Centre externally Commitment to and understanding of equal opportunities Understanding of the inclusion agenda and its relevance within a diverse society

Support Worker

Job description

The Support Worker provides assistance to members attending the Meeting Centre. They are supervised by the Meeting Centre Manager. The main tasks of the Support Worker are:

- Providing individual support with everyday activities and activities of daily living to people with dementia at the Meeting Centre;
- Supervising the execution of activities according to an activities plan, and responding to the needs, wishes and problems of the Meeting Centre members;
- Assisting with household tasks, such as making drinks, washing dishes and preparing lunch;
- Helping to create a stimulating and cosy atmosphere by encouraging and enabling members to participate in recreational and social activities;
- Daily work meetings with the Meeting Centre Manager;
- Participating in the monthly meeting for all members, carers and staff involved in the Meeting Centre;
- Taking care of related administrative activities;
- Contributing to the evaluation of the support offered.

Person Specification

The Support Worker preferably has several years of experience working with people living with dementia and a strong person-centred approach. They are able to communicate well with people in earlier stages of dementia and understand common challenges and concerns. The Support Worker has social skills to motivate and stimulate members to engage and to create a warm and friendly atmosphere.

Appendix 6: Costs associated with Meeting Centres

Annual costs for Meeting Centre as of [date]

Costs related to direct care regarding person with dementia (10-15 individuals)

Personnel

	<u>FTE</u>	<u>Gross</u> <u>monthly sal.</u>	<u>Annual salary</u> <u>incl.overhead</u>
Meeting Centre Manager, salary scale ..	0.7	£	£
Activity Co-ordinator, salary scale ...	0.3	£	£
Support Worker, salary scale ...	0.3	£	£

Costs related to support of informal caregivers (10-15 individuals)

Personnel (*for support groups, informative meetings, consulting hour, monthly meeting*)

	<u>FTE</u>	<u>Gross</u> <u>monthly sal.</u>	<u>Annual salary</u> <u>incl.overhead</u>
Meeting Centre Manager, salary scale	0.2	£	£
Discussion Group leader	20 x £/year	£	£

Material Resources

	<u>Annual cost</u>
- Rent	£
- Council Tax	£
- Cleaning & maintenance	£
- Health & safety testing	£
- Electricity & services	£
- Telephone & computer	£
- Furniture	£
- Office supplies	£

Sub-total £

Material resources (cont)

	<u>Annual cost</u>
- Meetings	£
- Equipment and materials for activities	£
- Meals & beverages	£

Total £

Start-up costs

	<u>Annual cost</u>
- Process guidance/monitoring	£
- Education/training	£

Total £

Appendix 7: Advisory Group Terms of Reference

Remit of the Advisory Group

- To work collaboratively to optimise (support, signpost and refer) Meeting Centre provision for people with dementia and carers within the framework of the [location/county] Dementia Care Pathway;
- To ensure the Meeting Centre adheres to the underlying philosophy, including further development of the support offer.

Member organisations will commit to the above remit by signing a pledge.

Frequency of meetings

The Advisory Group will meet four times over the first year of operation of the Meeting Centre.

Duration of the Advisory Group

One year of operation from [start date] to [end date]. Any extension of the Advisory Group's term of office and review of the Terms of Reference will take place at the penultimate meeting.

Membership

- One representative from each of the organisations involved in the [location] Meeting Centre Planning Group. The Council and the NHS will each be represented by up to [number] members
- given the size and influence of these organisations;
- People will be nominated to cover absences;
- Other organisations or individuals may be co-opted as required.

Chair

- The Chair will be agreed and appointed at the first meeting of the Advisory Group;
- The Chair will be the point of contact between the Advisory Group and other parties.

Recording of Meetings

[Name of individual or organisation] will take responsibility for recording the meetings, distributing minutes of the meetings and monitoring actions arising.

Appendix 8: Example Meeting Centre Flyer – Droitwich Spa

What is a Meeting Centre?

A Meeting Centre is an exciting and innovative new opportunity for people living in Droitwich and surrounding areas with mild and moderate dementia. It is designed to provide support to them and their families/carers, and offer an enjoyable, flexible and adaptive programme of activities.

Meeting Centres have been successful in the Netherlands for over twenty years. The approach is evidence-based and person-centred, focusing on helping both the individual and their family adapt to living with dementia. Droitwich Spa was chosen as the location for the first UK Meeting Centre.

What happens at the Meeting Centre?

For people living with dementia (members) there are:

- A social club where people can enjoy the company of others with an enjoyable activity programme and a shared lunch;
- Physical, social, creative and cognitive activities that are known to help people living with dementia long-term are provided in a friendly manner, geared up to the needs of the members.

For family carers there are:

- 'Understanding Dementia' information meetings;
- Discussion groups.

For both members and family carers together there are:

- Regular opportunities to meet together with staff to talk through issues in adjusting to the changes that dementia brings;
- Fun social activities both as part of the Meeting Centre and trips out.

Going to the Meeting Centre

What are the opening times of the Meeting Centre and where will it be?

- Wednesday, Thursday and Friday at the Community Hall in Droitwich Spa.
- 10.30am to 4pm.

Do I have to attend every day and/or all day?

- The Meeting Centre is designed to suit individual needs. You are welcome to attend as little or as often as you like. You can come for a few hours, a whole day, or every day. However we would like people to book places in advance to help with planning.

How much will it cost for me to attend?

- Attendance will cost £[specify amount] per day.
- You will be expected to pay for lunch and for any additional sessions such as a hairdresser or for trips out.

I live in one of the villages around Droitwich Spa. Will I be able to come to the Meeting Centre?

- The Meeting Centre is intended to be for people in Droitwich Spa and the surrounding area. Attendance will depend on assessment and availability. There might be a waiting list and we cannot promise a place at this stage.

Will transport be available?

- You will be expected to make your own way to the Meeting Centre. You might be able to arrange transport via the Droitwich Community Transport Scheme - 01905 779778 Monday to Friday (9:00am to 1.00pm).

What do I need to do to attend the Meeting Centre – who do I need to contact?

- You can contact us directly at [contact details];
- You can also be referred via your GP, Dementia Adviser and the Early Intervention Dementia Service for example. Please speak to them about it.

Appendix 9: Example press release about 'Understanding Dementia' Information Meetings

*** PRESS RELEASE ***

Meeting Centres: a new type of support for people with dementia and their family carers

Starting on [start date] the [name of Meeting Centre] will be organising free information meetings every two weeks at the [location] in [town].

These meetings are intended first and foremost for anyone who is helping a person living with dementia at home, and who would like to know more, for example about the dementia itself, its progression and the available services that provide support at home. You do not have to be a relative of the person with dementia to attend. Neighbours, acquaintances and friends are also very welcome. The meetings are furthermore open to people who have a more general interest in the subject of 'dementia' and are not dealing with it in their personal environment. These meetings can also be very educational for volunteers or professionals who encounter people with dementia professionally, but have not been trained on this topic.

During these information meetings professional caregivers, such as doctors, social workers, home care service organisations, mental health care services, and community care services, will deliver lectures on a range of subjects. These subjects may include the characteristics and progression of dementia, coping with behaviour problems, medication, and home modifications for people with dementia. These lectures will last around one hour, after which there will be an opportunity to ask questions.

Time: From [start date] to [end date] every two weeks on Wednesday from [start time] to [end time] at [location].

Entrance is free.

Appendix 10: Activity to consider Meeting Centres and care pathways

Part of the initial MeetingDem research involved outlining the care pathway for people with dementia in each of the three participating countries, the UK, Italy and Poland. A care pathway helps to answer a number of questions such as:

1. How do people get diagnosed with dementia?
2. What happens to them during this process?
3. What happens to people following diagnosis (post diagnostic phase)?
4. What help or advice do people and their families receive?
5. Do they get support from other people facing similar problems (peer support)?
6. Are there activities, cafes or clubs that people can access?
7. How do they get help at home?
8. Where do they go if their problems get worse?
9. How do they access day care?
10. How do they access respite care?
11. What happens if people get behavioural symptoms or distress behaviours?
12. What happens if people need long term care?

From this, it was possible to say what difference Meeting Centres made to those care pathways, which was subsequently published (Szcześniak et al., 2018)¹. We would recommend doing this exercise for any new region or locality that was considering a Meeting Centre as part of the Planning Group process. Indeed, this might even be part of the Information Meeting.

To do this you need to bring together a group of professionals and organisations and people affected by dementia in the geographical region of interest. To facilitate this sort of discussion it may be worth setting aside a 2-3 hour meeting with refreshments for a group of 10-20 people. Depending on whether the group already knew each other, you may need to spend a longer or shorter time to ensure that people feel comfortable and able to talk.

For each of the 12 questions above, put a piece of flip chart paper on the wall. The participants then share their knowledge under each question. This could be done using post-it notes or people writing on each sheet. The group then discusses together what is on each sheet to write up what actually commonly occurs. This helps the group to clarify misunderstandings and to identify potential gaps or barriers. Once this is complete, the group considers how a Meeting Centre would fit into the existing care pathway. This is likely to impact on questions 3-9 above. It is the territory between post diagnosis and day care, where Meeting Centres fit. You should be able to see how Meeting Centres can help to address some of the gaps and barriers in the existing care pathway.

¹ Szcześniak, D., Dröes, R., Meiland, F., Brooker, D., Farina, E., Chattat, R., . . . Rymaszewska, J. (2018). Does the community-based combined Meeting Center Support Programme (MCSP) make the pathway to day-care activities easier for people living with dementia? A comparison before and after implementation of MCSP in three European countries. *International Psychogeriatrics*, 30(11), 1717-1734. doi:10.1017/S1041610217002885

PART 2: Data collection forms

This section provides a series of recommended forms to use for different elements of data collection. As mentioned at the start of this document, if you already have established ways of collecting data or use different measures (such as the Office for National Statistics 4 questions), you should not feel obliged to change to use these forms. However, it is worth looking to make sure that you are capturing all of the relevant data.

- **Appendices 11 & 12** – Information about members and carers. These are suggested forms in case you don't already have something in place, but you can adapt them to meet your needs and make sure they capture the right information.
- **Appendix 13** – Attendance form. Again this is a suggested form and is essentially a template daily register to enable you to know who has attended your Meeting Centre on which day.
- **Appendices 14 & 15** – Impact booklets for members and carers. These forms contain short, validated measures, with members and carers completing slightly different measures.
- **Appendices 16 & 17** – Satisfaction booklets for members and carers. These forms contain questions aimed at obtaining feedback about what members and carers do at your Meeting Centre.
- **Appendix 18** – Satisfaction booklet for volunteers. This suggested form captures their feedback and finds out more about how they would like to be involved in your Meeting Centre.
- **Appendix 19** – Context example. This is an example for Leominster Meeting Centre, capturing information about the Meeting Centre and local area.
- **Appendices 20 & 21** – Case study prompts and example. These forms provide a series of prompts to elicit information from members and carers, with a completed example to show how the information could be presented.
- **Appendix 22** – Cover letter and evaluation form for referrers. This helps to find out how referrers know about your Meeting Centre, which could help with future referrals.

Getting to know you

Meeting Centre Booklet for Members

One of these booklets should be completed for each member when they join the Meeting Centre. A member's booklet should be updated when they leave the Meeting Centre.

Name of member:

Section 1: Background information

(This section of the booklet should ideally be completed within two weeks of the *member* joining the Meeting Centre. Remember that all questions are optional.)

About the member

Name of <i>member</i>		
Name of family carer(s)/significant others		
Date of first attendance at the Meeting Centre		
Date of birth		
Home address		
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say
Current/previous occupation		
Ethnicity	<input type="checkbox"/> White British <input type="checkbox"/> White Irish <input type="checkbox"/> White Other <input type="checkbox"/> White & Black Caribbean <input type="checkbox"/> White & Black African <input type="checkbox"/> White & Asian <input type="checkbox"/> Mixed Other <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Asian Other	<input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Black Other <input type="checkbox"/> Chinese <input type="checkbox"/> Gypsy/Romany <input type="checkbox"/> Traveller <input type="checkbox"/> Other ethnic background <input type="checkbox"/> Prefer not to say

Living situation	<input type="checkbox"/> Live with partner/spouse <input type="checkbox"/> Live with family <input type="checkbox"/> Live alone <input type="checkbox"/> Live in care home <input type="checkbox"/> Live with someone else
Referral route to the Meeting Centre (e.g. GP, Dementia Advisor, Community Mental Health Team, self-referral)	

Emergency contact

Name	
Phone number	

Diagnosis

Type of dementia (if known)	
Date of diagnosis	<input type="checkbox"/> Not received a diagnosis
GDS (see sheet at end of booklet for scoring guidance and circle as appropriate)	1 2 3 4 5 6 7
Other medical conditions	

Additional useful information

Languages spoken (other than English)	
Family information	Number of children Number of siblings
Religion or belief system	
Special dietary requirements	
Mobility assistance required	<input type="checkbox"/> None <input type="checkbox"/> Walking stick <input type="checkbox"/> Walking frame <input type="checkbox"/> Wheelchair
Eyesight	<input type="checkbox"/> No issues <input type="checkbox"/> Wears glasses <input type="checkbox"/> Blind
Hearing	<input type="checkbox"/> No issues <input type="checkbox"/> Wears hearing aid <input type="checkbox"/> Deaf
Continence assistance required	

Interests and hobbies

What activities did the member enjoy in the past? (e.g. music, sport, crafts, reading, animals etc.)	
--	--

What activities does the member enjoy now?	
Are there any activities they would like to try?	
Do they prefer individual or group activities?	

Section 2: How can we help?

Date:

Carried out by:

	Comments from the member	What can the Meeting Centre do to help?
How does living with dementia affect your daily life?		
Have you received support from any professionals?		
How would you describe your mood most of the time?		
Are you confident about going out?		
Do you have time for yourself?		
How has the diagnosis made you feel about yourself and others?		
Are you given the opportunity to make choices and decisions for yourself?		
Do you feel independent and in control?		
Are you worried about anything in particular?		
Do you spend time with family and friends?		
Do you have difficulties in particular environments?		

Section 3: Leaving the Meeting Centre

(This page should be completed when the *member* stops attending the Meeting Centre. It could be useful to share this page with staff who may support the member in the future, e.g. care home staff)

Name of <i>member</i>	
Date of birth	
Date of <i>first</i> attendance at the Meeting Centre	
Date of <i>last</i> attendance at the Meeting Centre	

Experiences at the Meeting Centre

How often did they go to the Meeting Centre? (you do not have to be specific, but give a sense of frequency and regularity)	
What did they particularly enjoy?	
Was there anything that they disliked?	
Reason(s) for leaving the Meeting Centre	

Meeting Centre Booklet for Family Carers

One of these booklets should be completed for each family carer when they join the Meeting Centre. A family carer's booklet should be updated when they leave the Meeting Centre

Name of family carer:

Emergency contact

Name	
Phone number	

Additional useful information

Languages spoken (other than English)	
Religion or belief system	
Special dietary requirements	
Mobility assistance required	<input type="checkbox"/> None <input type="checkbox"/> Walking stick <input type="checkbox"/> Walking frame <input type="checkbox"/> Wheelchair
Eyesight	<input type="checkbox"/> No issues <input type="checkbox"/> Wears glasses <input type="checkbox"/> Blind
Hearing	<input type="checkbox"/> No issues <input type="checkbox"/> Wears hearing aid <input type="checkbox"/> Deaf

Interests and hobbies

What activities did the family carer enjoy in the past? (e.g. music, sport, crafts, reading, animals etc.)	
What activities do they enjoy now?	
Are there any activities they would like to try?	
Do they prefer individual or group activities?	

Section 2: Leaving the Meeting Centre

(This page should be completed when the *family carer* stops attending the Meeting Centre. It could be useful to share this page with staff who may support the carer in the future)

Name of <i>family carer</i>	
Date of birth	
Date of <i>first</i> attendance at the Meeting Centre	
Date of <i>last</i> attendance at the Meeting Centre	

Experiences at the Meeting Centre

How often did they go to the Meeting Centre? (you do not have to be specific, but give a sense of frequency and regularity)	
Did they tend to stay and join in or leave and do their own thing?	
What did they particularly enjoy?	
Was there anything that they disliked?	
Do they have any particular support needs?	
Reason(s) for leaving the Meeting Centre	

Appendix 13: Example form – Meeting Centre daily attendance form

Date:

Name	Time in	Time out	Member (✓)	Family carer (✓)	Volunteer (✓)	Staff (✓)	Other visitor – please give the name of your organisation

Appendix 14: Example evaluation form – Members

Evaluation Booklet – Members

One of these booklets should be completed for each **existing** member of the Meeting Centre. A booklet should also be completed for each **new** member when they join the Meeting Centre.

About the Meeting Centre *member*

Which *member* is this booklet being completed for?

Initials	
Date of birth	
Date this form was completed	

Questionnaire 1

For each section, please tick the ONE option that best describes the member's health TODAY. If the member is able, please allow them to read the statements for themselves. If you need to read them out, please adjust the language accordingly, e.g. 'You have no problems in walking about'.

Section 1 – Mobility	✓
I have no problems in walking about	
I have slight problems in walking about	
I have moderate problems in walking about	
I have severe problems in walking about	
I am unable to walk about	

Section 2 – Self care	✓
I have no problems washing or dressing myself	
I have slight problems washing or dressing myself	
I have moderate problems washing or dressing myself	
I have severe problems washing or dressing myself	
I am unable to wash or dress myself	

Section 3 – Usual activities (e.g. work, study, housework, family or leisure activities)	✓
I have no problems doing my usual activities	
I have slight problems doing my usual activities	
I have moderate problems doing my usual activities	
I have severe problems doing my usual activities	
I am unable to do my usual activities	

Section 4 – Pain or discomfort	✓
I have no pain or discomfort	
I have slight pain or discomfort	
I have moderate pain or discomfort	
I have severe pain or discomfort	
I have extreme pain or discomfort	

Section 5 – Anxiety or depression	✓
I am not anxious or depressed	
I am slightly anxious or depressed	
I am moderately anxious or depressed	
I am severely anxious or depressed	
I am extremely anxious or depressed	

On a scale from 0 to 100, how would the new member rate their health TODAY?

(0 is the WORST health they can imagine, while 100 is the BEST health they can imagine)

Member's health TODAY	
------------------------------	--

(EQ-5D, UK(English) v2 ©2009 EuroQol Group. EQ-5D™ is a trademark of the EuroQol Group)

Questionnaire 2

Below are some statements about loneliness. Please tick the box that best describes the member's experience of each over the past TWO WEEKS. If the member is able, please allow them to read the statements for themselves.

	Hardly ever		Some of the time		Often
How often do you feel that you lack companionship?					
How often do you feel left out?					
How often do you feel isolated from others?					
	Never	Hardly ever	Occasionally	Some of the time	Often/always
How often do you feel lonely?					

(© Russell, D. (1996) UCLA Loneliness Scale)

Questionnaire 3

Below are some statements about feelings and thoughts. Please tick the box that best describes the member's experience of each over the past TWO WEEKS. If the member is able, please allow them to read the statements for themselves. If you need to read them out, please adjust the language accordingly, e.g. 'You've been feeling optimistic about the future'

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future					
I've been feeling useful					
I've been feeling relaxed					
I've been dealing with problems well					
I've been thinking clearly					
I've been feeling close to other people					
I've been able to make up my own mind about things					

(Short Warwick Edinburgh Mental Well-Being Scale (SWEMWBS) © NHS Health Scotland, University of Warwick and University of Edinburgh, 2008, all rights reserved)

Appendix 15: Example evaluation form – Family carers

Evaluation Booklet – Family carers

One of these booklets should be completed for each **existing** family carer of the Meeting Centre. A booklet should also be completed for each **new** family carer when they join the Meeting Centre.

About the Meeting Centre *family carer*

Which *family carer* is this booklet being completed for?

Initials	
Date of birth	
Date this form was completed	

Questionnaire 1

Below are some statements about loneliness. Please allow the family carer to read each statement, then tick the box that best describes the family carer's experience of each over the past TWO WEEKS.

	Hardly ever		Some of the time		Often
How often do you feel that you lack companionship?					
How often do you feel left out?					
How often do you feel isolated from others?					
	Never	Hardly ever	Occasionally	Some of the time	Often/always
How often do you feel lonely?					

(© Russell, D. (1996) UCLA Loneliness Scale)

Questionnaire 2

Below are some statements about feelings and thoughts. Please allow the family carer to read each statement, then tick the box that best describes the family carer's experience of each over the past TWO WEEKS. If you need to read the statements out for the family carer, please rephrase them accordingly, e.g. 'You've been feeling optimistic about the future'

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future					
I've been feeling useful					
I've been feeling relaxed					
I've been dealing with problems well					
I've been thinking clearly					
I've been feeling close to other people					
I've been able to make up my own mind about things					

(Short Warwick Edinburgh Mental Well-Being Scale (SWEMWBS) © NHS Health Scotland, University of Warwick and University of Edinburgh, 2008, all rights reserved)

Appendix 16: Example satisfaction form – Members

This booklet should be completed with each member approximately six months after they begin attending the Meeting Centre.

About the Meeting Centre member




Which *member* is this booklet being completed for?




Initials	
Date of birth	
Date this form was completed	

Member satisfaction & feedback

You have been attending the daytime club for a while now. Could I ask you a few questions about how you like it here? We would really appreciate your opinion because we want to know if there is anything we should change in the future.

(For each question, please tick the box that best reflects the member's level of satisfaction)

1. The club in general			
How do you feel about coming to the club?			
What do you think about the atmosphere of the club?			
How do you feel about the other people who come to the club?			
What do you think about the staff and the people who work here?			
Do the people who work here listen to you?			
Does anyone here ever ask what you would like to do?			

2. What do you think about the different activities at the club? You only need to comment on activities you participate in.			
The activities that take place at the club in general			
The music played here			
Reading a newspaper, magazine or book together			
Going for walks			
Games (dominoes, Giant Jenga, cards etc.)			
Outings (the park, local attractions etc.)			
Festivities (Christmas party, open days)			
Doing the shopping			
Helping with chores (setting and clearing the tables, washing up etc.)			
Making music or singing songs			
Drawing, painting and pottery			
Memory games			
Physical activities (seated exercise, table tennis, skittles, tea dance)			
Other activities			

3. Are there any activities that you would like to do here that you haven't done so far?	
--	--

4. Is there anything else you would like to say about the club, or anything that is missing?	
--	--

Thank you very much for your time.

Appendix 17: Example satisfaction form – Family carers

This booklet should be completed with each family carer approximately six months after starting at the Meeting Centre.

About the Meeting Centre family carer

Which *family carer* is this booklet being completed for?




Initials	
Date of birth	
Date this form was completed	




Family carer satisfaction & feedback




You and your family member have been attending the Meeting Centre for a while now. We would really appreciate your feedback about the Meeting Centre to help us know if there is anything we need to change in the future.




(For each question, please tick the box that best reflects the family carer's level of satisfaction)

1. How did you learn about the Meeting Centre? (Please tick all that apply)	
Family	<input type="checkbox"/>
Friends / acquaintances	<input type="checkbox"/>
A professional organisation (please give name)	<input type="checkbox"/>
GP	<input type="checkbox"/>
Item in a magazine or local newspaper	<input type="checkbox"/>
Radio	<input type="checkbox"/>
Poster / flyer	<input type="checkbox"/>
Other (please describe)	<input type="checkbox"/>

2. How did you find the process of joining the Meeting Centre?			
The application procedure in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to contact the Centre Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided about the Meeting Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduction at the Meeting Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How do you feel about the following aspects of the Meeting Centre?			
The Meeting Centre as a whole			
Opening hours			
Venue/location			
Staffing levels			
Expertise of staff			
Ability to talk with staff (in person or by telephone)			
Support provided by the staff – for the person I care for			
Support provided by the staff – for me			
Informal support provided by other family members			
If you think that there is anything missing from the Meeting Centre at present, particularly in terms of support, please provide details below:			

4. What do you think about the different meetings that take place at the Meeting Centre?				Have not attended / did not know about it
Regular meeting for carers				
Individual meeting with the manager				
Public information/awareness meetings about dementia				
Other meetings (such as discussion groups)				
If you have any particular issues relating to any of the meetings, please provide details below:				

5. What do you think about different activities that take place at the Meeting Centre?			
Activities tailored to the members			
Psychomotor therapy (movement group)			
Range of activities offered			
Information provided about the activities			
If you would like any additional activities to be provided, either for yourself or the person you care for, please provide details below:			

6. Is there anything else that you would like to mention which has not been covered?

Appendix 18: Example satisfaction form – Volunteers

This booklet should be completed by each volunteer approximately six months after they began volunteering at the Meeting Centre.



Satisfaction Booklet for Volunteers

This booklet should be completed approximately every six months to ensure that the views of volunteers are captured.

Section 1: Getting started

How long have you been volunteering at the Meeting Centre?	Less than 6 months	More than 6 months but less than 1 year	More than 1 year but less than 5 years	At least 5 years

How often do you volunteer at the Meeting Centre?	More than once a week	Once a week	A couple of times a month	Less often

How easy did you find it to become a volunteer?	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult

Please indicate which of the following forms of support you have received and/or would like in the future:	Have already received (Yes/No)	Would like (more) in the future (Yes/No)
Information/training about dementia		
Information/training about Meeting Centres		
Peer support network of volunteers		
Other (please specify):		

Section 2: Your experiences at the Meeting Centre

Please rate your overall experience of volunteering at the Meeting Centre	Very negative	Negative	Neutral	Positive	Very positive

What is your favourite aspect or experience of volunteering at the Meeting Centre?	
What is your least favourite aspect or experience of volunteering at the Meeting Centre?	

Section 3: Overall feedback

Please provide some feedback on the following areas:	Yes/No	Comments
Are there enough opportunities for you to share your ideas and suggestions at the Meeting Centre?		
Do you feel comfortable to share your ideas and suggestions at the Meeting Centre?		
Is there anything you would change about volunteering at the Meeting Centre?		
Is there anything you think could be changed more generally at the Meeting Centre?		
Do you have any skills or interests that you would like to make use of while volunteering at the Meeting Centre?		

Appendix 19: Example contextual statement

Leominster – The wider context	
Location	<ul style="list-style-type: none"> Rural – Leominster is a market town in Herefordshire with a population of 12,000. 95% of Herefordshire’s land area is classified as ‘rural’, and 53% of the population lives in these rural areas. Three of Leominster’s four central populated areas are amongst the 20% most deprived in the country.
Age demographics	<ul style="list-style-type: none"> 2,800 people are over the age of 65. 2,000 people are aged between 65 and 79, while 800 are over 80.
Ethnicity	<ul style="list-style-type: none"> 2% of the people over the age 65 are from Black, Asian and Minority Ethnic groups.
Number of people with dementia and diagnosis rates	<ul style="list-style-type: none"> 140 people diagnosed with dementia in Leominster and the surrounding area. Dementia diagnosis rate of 58%.

Leominster Meeting Centre – Key facts

Leominster Meeting Centre
 The Old Priory
 Leominster
 Herefordshire
 HR6 9DX
www.leominstermeetingcentre.co.uk



Nature of the organisation	<p>Governance</p> <ul style="list-style-type: none"> Launched 1st February 2016. Initially funded for one year by Herefordshire Council. Run by Alzheimer’s Society for the first 18 months, with funding from them for 6 months until 31st August 2017. Leominster Meeting Centre Charitable Incorporated Organisation (LMC CIO) set up 21st June 2017. LMC CIO took over running the Meeting Centre on 1st September 2017, contracting AbFab Care Agency to manage it. LMC CIO has seven trustees and meets bi-monthly. <p>Staffing</p> <ul style="list-style-type: none"> A manager and two support staff are present at all times. There are six regular volunteers.
Opening Times	<ul style="list-style-type: none"> 10 am to 3 pm, four days a week - Tuesday to Friday.
Costs	<ul style="list-style-type: none"> A member with dementia and their carer pay £70 per month (as a couple) to attend 3 days a week, or £100 per month to attend 4 days a week. The budget for 2019/20 requires £62,000 to remain open for four days a week. Funding comes from three main sources: <ul style="list-style-type: none"> Grant funding 50%; Attendees 40%; Community fundraising 10%.

Leominster Meeting Centre – Key facts continued

Transport

- By car: 30 minutes from Hereford; 20 minutes from Ludlow (Shropshire); 20 minutes from Tenbury (Worcestershire).
- By train: Leominster train station 10 minutes on foot.
- By bus: Limited local bus service, bus stop 10 minutes on foot.
- No transport is provided.
- Some carers car share.

Types of activities offered

- Example activities include: Ten pin bowling, Jenga, dominoes, dancing, cooking, tai chi, flower arranging, quoits, indoor bowls, painting glass bottles for the fair and singing, Desert Island discs.
- There are outings at least twice a month, e.g. local heritage sites, bowling and walking.
- Many activities are provided by carers and members.

Collaboration

- Referrers include: Community brokers, Community Mental Health Team, Admiral Nurses, GPs, Alzheimer's Society.
- Heritage related organisations.
- Dementia Friendly Leominster.
- Herefordshire Dementia Action Alliance.
- Represented on Herefordshire Programme and Partnership Boards.
- Range of societies and clubs.
- Friends of Leominster Meeting Centre.



Appendix 20: Case study prompts

Background

Names – pseudonyms	
Ages – can be ballpark eg. early 70s	
Living circs (together, with other family) and where eg. market town, in a village, remote area	
Other family close by or not?	
Access to transport – how do you get to MC?	
Do you go out about by themselves, independence?	
Previous work/current work, hobbies etc. what else they do?	

Diagnosis

Diagnosis what it is and how long diagnosed?	
Any other conditions?	
How does this affect your daily living?	
How did you become diagnosed - what led to it?	
Did the process take a long time?	
Who referred you to the Centre? How did they come to be at the Centre?	

Attending the Meeting Centre

How long have you been coming here and what this is replacing if anything?	
How often do you attend.?	
Do you stay all day?	
Do you come together or separately?	
What do you enjoy doing at the Centre?	
What do you not enjoy doing?	

Impact

How has attending the Centre helped you to adapt to your changing situation? Social friendships and emotional impacts?	
Have you noticed any health benefits?	
As a result of coming here do you do things you would not have done before?	
What would you say to someone who was thinking of coming here but was hesitant?	
Anything else you would like to say - a quote maybe?	

Leominster Meeting Centre for people affected by dementia: Bob and Jenny's Story



Who we are

Bob and I are 74 and 70 respectively and we have lived in Bodenham for the past 16 years. We moved to our bungalow when he retired from full time work with West Mercia constabulary as communications manager. Previously he had spent 26 very happy years in the REME having joined as an apprentice at the age of 15! He loves to tell anyone who will listen all about his army days and he can remember his service number from nearly 60 years ago! My working life varied from nursing when I left school to working for 20 years in a private school in Malvern and finally working for Herefordshire Headway.

We enjoy village life and join in the various activities going on. We have five children between us and eight grandchildren. Sadly only one of our children lives locally, there's one in America and one in Australia. We have been able to visit over the years but it is becoming increasingly difficult. The son and grandson locally are very good and we have a wide circle of friends and neighbours. We have a little dog so we get out for walks as often as possible but it is becoming more difficult as Bob's mobility is getting worse. Up until two years ago we had a boat on the river Avon where we spent most of our leisure time but it became more and more difficult to manage. We still have a touring caravan that we store on a wonderful campsite in mid-Wales which is where we spend as much time as possible during the summer. Since we moved into this bungalow Bob has built a lovely model railway in the attic, but because of its location sadly he is unable to get up to it!



An outing to Shobdon Arches



Bob still enjoying trains

Bob is dependent on me for most things as he has never been able to cook! Maybe I should have encouraged him to cook in the past. He does not go out on his own; living in a village there is not much scope to walk without being on country lanes. I drive, so transport is not a problem.

How we came to be at the Meeting Centre

We first became concerned about Bob's memory about six years ago when he went to the GP who did the memory tests with him and sent him for a scan, then eventually referred him to the Memory Clinic where more tests were carried out. Alzheimer's was finally diagnosed four years ago. Soon after his diagnosis Bob went on a weekly course at Belmont where we met other couples who were in the same situation as us and we kept in touch. We met for coffee and sometimes had lunch out together, and eventually started attending the Memory Cafe in

Leominster. Sadly numbers dwindled and things changed, so we were encouraged to go and visit the Meeting Centre instead. At first Bob was reluctant to go but after a bit of encouragement we gave it a go and oh I am so glad we did!!!

What we do at the Meeting Centre and how it helps us

What a difference it has made. We started attending in the summer of 2019. At first we only went once a week but now Bob goes three days a week. The staff and volunteers are wonderful. Bob seems to be so much more animated when he goes. He really enjoys it there. The range of activities is excellent, it is amazing how music stimulates memory. I am able to leave him and have some very precious time to myself and also meet the other carers who are all in similar situations. You realise that you are not alone coping with the very cruel condition where you lose your loved one bit by bit. Since we have been attending the Meeting Centre there are times when I get my old Bob back for a little while!

The atmosphere when you enter the Meeting Centre is so welcoming and everyone - staff and members - is so relaxed and happy. We both enjoy the times when we go out as a group on visits to local attractions and bowling, it certainly makes such a difference to our social life. I would recommend anyone who finds themselves in a similar situation as us to go along and give it a try. If you are not keen at first, go back again!



The friendly atmosphere



Party time

Leominster Meeting Centre,
The Old Priory,
Leominster,
Herefordshire,
HR6 8EQ

Tel: 01568 368180 / 07465 839660

<http://www.leominstermeetingcentre.co.uk/>

Registered Charity Number 1173514



Appendix 22: Example letter and evaluation form for referrers

Meeting Centre
Logo

Name of Meeting Centre
Address
Telephone number
e-mail address

Link to Meeting Centre website

Referrers' evaluation of [name of Meeting Centre]

Dear colleague,

The [name of Meeting Centre] provides support and guidance to people with mild dementia and support to relatives or friends who regularly take care of them (informal caregivers). The [name of Meeting Centre] aims to create a place where people with dementia can have social contacts and engage in activities. Family caregivers can meet each other here, exchange experiences and also receive information and emotional support.

The enclosed questionnaire contains questions about the [name of Meeting Centre]. The questionnaire is sent out to all referrers and organisations involved in the Meeting Centre. The questions are related to various aspects of the Meeting Centre.

We appreciate your opinion because we want to gain insight into factors that affect the success or lack of success of the Meeting Centre. We therefore kindly request that you answer the questions as honestly and critically as possible. You can return the questionnaire in the enclosed self-addressed stamped envelope.

All data will be handled confidentially.

We thank you very much for your cooperation.

A bit about you

Your name	
Your organisation	
Name of your local Meeting Centre*	
Date this form was completed	

* If this is not known, please provide an indication of where you are based

About the Meeting Centre

Please read the following questions and tick the box that best fits your answer.

	Yes	No
Have you heard of your local Meeting Centre?		
Do you know that the Meeting Centre provides support to both people with dementia and their carers?		
Do you know how to refer potential participants to the Meeting Centre?		
Have you referred anyone to the Meeting Centre?		

Your views

Please indicate what you think of the different aspects of the Meeting Centre by ticking the box that best fits your opinion.

	Good	Satisfactory	Could be improved	Don't know
The location of the Meeting Centre				
The referral process				
Accessibility				
Opening hours / days				
Publicity / awareness of the Meeting Centre				
Cost of attendance				
Staffing / volunteers				
Other: (please specify)				

If there is anything else that you would like to tell us about the Meeting Centre, please use the box below:

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