



# Main End of Year Report

## Introduction

Please use this form to tell us about your progress during the reporting period. We will review your report to find out what progress you have made against your agreed outcomes and activities. Once we are happy with this information, we will let you know and release your next payment. We will use the information you provide to highlight achievements and good practice, and to effectively shape our future work. We very much appreciate your time and commitment to this task.

### **COMPLETION NOTES FOR THIS FORM**

You do not need to complete the report in one sitting, however please remember to save any changes prior to closing the form. There are save buttons to the right of the form and at the end.

Fields highlighted in red are mandatory and **must be completed** in order for the report to be submitted.

Please ensure you **read the notes** contained within the form as these provide guidance on the information we expect from you.

Some of the fields are pre-populated for information purposes and include the **outcomes & activities** you provided at the start of the year and the **number of beneficiaries** you said you would work with.

**PLEASE NOTE THAT THESE FIELDS WILL ONLY BE PRE-POPULATED FOR THOSE GRANT HOLDERS WITH AWARDS APPROVED FROM NOVEMBER 2016 ONWARDS. IF WE AWARDED YOU A GRANT BEFORE THIS DATE PLEASE REFER TO YOUR OUTCOMES & ACTIVITIES FORM FOR THE PERIOD. PLEASE NOTE HOWEVER THAT WE ARE PHASING OUT THE PAPER COPY FORM AND YOU SHOULD PROVIDE YOUR OUTCOMES & ACTIVITIES FOR THE NEXT YEAR WITHIN THIS REPORT.**

Some fields contain a word limit. If you go over this please provide the additional information in a word document and attach this in the supporting documentation section at the foot of this form.

**You must provide** a signed copy of your Organisation's most recent independently audited or examined Accounts with this form, which you can attach as a supporting document at the end of the report. Please note that you will not be able to submit the report without this.

## Grant Details

## Grant Details

**Organisation Name**

The Older People's Charity

**Grant Name**

The Dementia Support Service

**Grant Reference**

2016/1802

**Total Award Approved**

£45,000

**Period Covered by Report**

01/08/2017 to 01/08/2018

**Next Payment Due Date**

01/08/2018

**Next Payment Amount**

£15,000

## End of Year Report

### What we expected to do

Your agreed Outcomes & Activities

#### **Outcome 1: Local people living with dementia have increased involvement in their communities**

Activity 1: Provide weekly activities for 30 people with dementia

Activity 2: Provide 1-2-1 support to 25 people with dementia to encourage them to participate in mainstream activities

Activity 3: Support 30 people with dementia to develop or maintain social relationships

#### **Outcome 2: Local people living with dementia will be more able to live independently at home**

Activity 1: Provide support with practical tasks in the home for 25 people with dementia

Activity 2: Run seated exercise sessions for 15 clients with dementia

Activity 3: Deliver weekly music sessions for 25 people with dementia

#### **Outcome 3: Carers of local people with dementia will feel more supported**

Activity 1: Provide weekly respite to 25 carers

Activity 2: Offer 1-2-1 advice and support to up to 20 carers, where needed

Activity 3: Provide information resources for 20 carers, to help them access additional services for themselves or their family member

### What we actually did (activities)

Please refer directly to the activities agreed for the reporting period and tell us about what you actually delivered during the reporting period

For each activity, tell us if you delivered it or not.

Please include the actual numbers involved e.g. how many people participated, how many sessions were held etc.

Where there are differences between what you planned to do and what you actually did, please tell us the reasons why, and what you did/are doing to address the issues you faced.

### Outcome 1

Activity 1: Over the course of the year 35 older people with dementia attended our activities on a regular basis. These included our weekly lunch club, reminiscence sessions and monthly outings. In addition to attending activities, it is worth noting that all clients are contacted regularly to check if they want to/are well enough to attend – this is particularly important for dementia clients who struggle to remember arrangements but also benefit from regular routines.

Activity 2: We provided a befriending match for 23 clients this year, each receiving 1-2-1 support to build their confidence and encourage them to participate in mainstream activities. 20 of these clients were supported by their befriender to attend activities in their communities, including a local knitting group, large scale community events and intergenerational visits to local schools. Two clients received support to identify activities but were unfortunately unable to attend due to ill health.

Activity 3: All 35 clients with a dementia diagnosis have developed or maintained social relationships. Through regular attendance/participation in our activities and services, clients benefit from increased interaction with their peers and with the wider community. Many of our clients would have very little interaction with anyone other than their carers/family members if they did not access our services. Many also take some time to become comfortable in a group setting, however, the support of their befriender and the regular, weekly nature of our activities, helps ensure that they feel reassured and that they are in a safe and supported environment.

### Outcome 2

Activity 1: 28 clients with dementia received help at home with small domestic tasks that can sometimes make life difficult for them e.g. changing a light bulb, help with recycling, buying milk and so on. Many clients received help more than once, with 65 instances of support being recorded.

Activity 2: 35 clients with dementia in total benefitted from peer support. The regularity of our services (most run weekly for 50 weeks of the year) helps to engender a familiarity amongst clients that leads to the development of friendship and peer support networks. Peer support works effectively as it allows clients to socialise with those in a similar situation and share the joys and concerns in their lives. The majority of our clients would rarely be able to socialise with others in a group setting without our support and they find it helpful to be in a situation where they are able to lead a 'normal' life for a time at least.

Activity 3: 15 clients with dementia and their carers attended our weekly music group on a regular basis. It has been noted in research studies that singing can be of particular therapeutic and cognitive benefit to those with dementia. Through group singing activity, clients were encouraged to open up and participate, stimulating their memories and voices. We were not able to work with as many clients as we expected, as our Singing Coordinator was off ill for a period of 8 weeks, meaning that we couldn't deliver as many sessions as we planned, impacting on numbers. We anticipate that next year we'll be able to reach the 25 clients projected.

### Outcome 3

Activity 1: 30 of our 35 clients with dementia live at home with partners or family members. During the year, all 30 carers benefitted from regularly scheduled weekly periods of respite, between 2 and 4 hours, whilst their loved ones were attending activities.

Activity 2: Our Dementia Support Worker provided regular advice and support to all 30 carers of clients with dementia. This is usually provided on an informal basis when a client is supported to join a weekly activity, where the carer and support worker have some time to discuss concerns and possible changes in the client's condition.

Activity 3: Again, all carers living with the 30 clients who received regular support have accessed our information resources, to help them access additional services. Resources are provided through our drop-in centre or during visits at home. We also liaise with the local dementia team to ensure clients and carers have as much help and support as they require.

**Total number of people we worked with**

Please provide the total number of people who directly engaged with the project/services/activities over the last 12 months

Expected

60

**Please note the above field will only show a figure for those grant holders who were awarded funding from November 2016. If you were awarded funding prior to this date this field will be blank, however please tell us the actual number of people you worked with during the period in the field below.**

Actual

70

If the number of people you worked with is significantly more or less than the number you expected to work with, please tell us why

We worked with 5 more clients than expected, and their carers.

### What difference(s) we made (outcomes)

Please report on each of your agreed outcomes, telling us about the difference made as a result of your activities, including how you know that you made that difference

This might include a mixture of numbers (e.g. 10 older people reported making new friends) and case studies/quotes to illustrate how things have changed for individuals as a result of your work.

If you are in your first year of a multi-year grant, you might not have 'achieved' all the outcomes you set yourself – some things may take a bit longer. If this is the case, please show us whether you think you are on track to make the positive differences during the course of funding and how you know.

Please also tell us about any other outcomes you have achieved that were different to what you'd originally expected.

Outcome 1 - Local people living with dementia have increased involvement in their communities.

Through participating in our regular activities and receiving befriending support to access mainstream activities, our clients with dementia have become more involved in their communities. Analysis of our annual questionnaire showed that since accessing our services, 96% of clients felt less lonely. Anne's case study below is just one of many that highlights the difference our support has made to clients:

Anne, 86, was referred to our service by Social Work in 2012 as she was very depressed after becoming widowed, and would go through periods where she would not leave her house when her mood was low. With encouragement and support, Anne became involved with our services and enjoyed getting out and meeting friends old and new for over 5 years. During this time, Anne was diagnosed with dementia. She received 1-2-1 support from our Dementia Support Worker who encouraged her to remain involved in our social activities as she got a great deal from interaction with others. At different times, Anne attended our lunch club, singing group and craft sessions, also receiving 1-2-1 support during periods of emotional difficulty. Anne's dementia symptoms became increasingly worse early this year. However, she was still able to regularly enjoy our social activities, with our Dementia Support worker providing increasing levels of support and liaising regularly with the local authority dementia team, Anne's family members and statutory carers. Anne's family has fed back to us that our flexible and individualised approach to our clients has meant that she has been able to sustain an active social life and remain involved with the local community for longer than she may otherwise have managed without support.

Outcome 2 - Local people living with dementia will be more able to live independently at home.

Through practical and peer support, as well as participation in stimulating activities, our clients with dementia have been supported to be able to live independently at home. Studies show that people with dementia stay better for longer if they continue to participate in and enjoy social activities either on a one-to-one basis or in groups. With stimulation and activity, their cognitive decline slows down, they are less prone to loneliness and depression and they remain independent for longer. One of our regular referral partners stated that 'Without this service, people living with dementia would have a much reduced quality of life and the likelihood is that they would require 24 hour care in a residential setting prematurely'. In our evaluation of our help at home service, clients and their carers reported that help with small, practical tasks has made a big difference to their day-to-day lives. One carer said, 'Dad finds it difficult to keep on top of small tasks like taking out the rubbish and recycling. The charity's help has meant that he's not distressed by this and he feels more in control of his living space'.

Outcome 3 - Carers of local people with dementia will feel more supported.

From the feedback we receive from family members and partners of our clients, we know that they feel more supported in their caring role. In our annual survey, 94% of carers stated that this was the case. Carer comments included: 'I always phone the charity when I'm concerned about anything - they are so helpful and put my mind at rest'; 'I now know where to go for information and support'; 'I have time to myself on a regular basis and I know that my mum is in good hands, doing something she enjoys too!'. A regular referral partner reported that 'Carers feel they come back to their role refreshed and rested' after having some time to themselves when their loved ones are attending our activities.

### Any other challenges, changes or opportunities

Please tell us about any anything you would like to do differently in future to improve your project, or any other changes that you haven't already mentioned above, for example, if there is an underspend in our funds

During the year we ran a short pilot of seated exercise sessions, with 8 clients attending. We received positive feedback from participants and we know that this type of exercise can help improve strength and balance, and in turn reduce falls. We plan to deliver these on a more regular basis for more of our clients in the year ahead.

### Next year

Please provide three outcomes (differences) for the next year and three activities for each which you think will help you make that difference.

These should reflect the learning you have from the last year about what did and didn't work.

Please note that we would expect the outcomes to be the same as those agreed last year, unless there have been specific changes to your project/service, however, the activities and/or the specific numbers you choose may be different.

You may wish to refer to our [guidance](#) on setting Outcomes and Activities.

### Outcome 1

Local people living with dementia have increased involvement in their communities

#### Activity 1

Provide weekly activities for 30 people with dementia

#### Activity 2

Provide 1-2-1 support to 25 people with dementia to encourage them to participate in mainstream activities

#### Activity 3

Support 30 people with dementia to develop or maintain social relationships

### Outcome 2

Local people living with dementia will be more able to live independently at home

#### Activity 1

Provide support with practical tasks in the home for 30 people with dementia

#### Activity 2

Run seated exercise sessions for 15 clients with dementia

#### Activity 3

Deliver weekly music sessions for 30 people with dementia

### Outcome 3

Carers of local people with dementia will feel more supported

#### Activity 1

Provide weekly respite to 30 carers

#### Activity 2

Offer 1-2-1 advice and support to up to 20 carers, where needed

#### Activity 3

Provide information resources for 20 carers, to help them access additional services for themselves or their family member

### Projected beneficiaries

How many people in total do you expect will directly engage with the project/services/activities during the next 12 months?

60

### Other Funding

Please let us know what match funding you have secured for the next year for this piece of work, if applicable

Please include the amount and source of funding. If you are awaiting decisions please tell us the timescale in which you expect to hear.

We have secured £12,000 from the local authority and are awaiting a decision on an application to A. N. Other Trust for £3,000, to meet the shortfall in project costs. We expect to hear by October this year.

Any other comments or feedback

## Contact details

### Project contact details

Please provide details of the contact person for this project/work.

Forename(s)	Surname	Position Held
John	Smith	Support Worker
Telephone Number	Email	
01234 567890	funding@therobertsontrust.org.uk	

## Confirmation

### Declaration

I confirm that the information provided in this report is complete and accurate, and that I am authorised to provide this on behalf of my organisation.

Yes

## Supporting Documentation

### Supporting Documentation

Please click on the [Attachments](#) button below to upload your supporting documentation.

You must provide a signed copy of your organisation's most recent independently audited or examined accounts.

If these are more than 12 months old please also provide a set of recent management accounts.

Please also use this area to attach additional documentation such as project feedback, case studies, photographs etc.

Please clearly label each document with a name and a short description of what it is.