Dementia Friendly Lancashire

Lancashire County Council

Dementia Strategy Launch
Programme

• 1.30pm - Introduction by CC Shaun Turner
• 1.40pm - Overview of LCC Dementia Strategy
• 1.50pm – Presentation by Trading Standards
• 2.10pm - Presentation from LCC Adult Social Care
• 2.30pm – Presentation by Lancashire Fire and Rescue
  • 2.50pm – Locality Updates
  • 3.15pm – Future meetings
Lancashire Trading Standards Service
The impact of Bogus Callers & Scams on people living with dementia
Types of Scams

- Postal Scams
- Telephone scams
- Online scams
- Personal Callers/Doorstep Crime
Mail Scams

BIN IT / RECYCLE IT – NEVER RESPOND
Mail scams

Advanced fee scams
mail claiming you have won a prize
Won the lottery
Inherited money
Will ask for bank details

Clairvoyant scams
Target lonely and vulnerable
National Trading Standards Scams Team

• Work nationally and internationally to combat postal and telephone scammers
• Work in partnership with local Trading Standards to identify scam victims- “suckers” lists
• Work with delivery companies to intercept scam mail
Phone scams

- Callers pose as banks & send couriers to pick up your bank card
- Money transfers and Ukash vouchers
- Inheritance scams/ claim a prize scams/ upfront fee scams
- Calls to reduce your council tax
- Green Deal calls – for a free boiler or loft insulation
- Medical survey calls
- Computer firms do not make unsolicited phone calls to help fix your computers!
Call Blockers

• TS have a number of these units that are “loaned” to our most vulnerable victims to reduce the number of scam calls.
• We work closely with family members and friends to manage these situations longer term
Bogus Callers – Doorstep Crime

• Significant element of Trading Standards work
• Target older and vulnerable members of the public
• Rapid response
• Target hardening
• Banking Protocol
• No Cold Calling Zones
Safeguarding

- TS work closely with Adult Social Care and Safeguarding colleagues
- LSAB Leadership Group input
- Liquid Logic database cross-referencing
- Awareness raising with ASC Teams; joint visits with social workers/mental health teams
- MASH
Scambuster Stan

Facebook Page of Trading Standards

• Latest Scams
• Product Recalls
• Consumer Advice
• Buyers Guides
• Consumer Warnings
• Trading Standards News

www.facebook.com/StanleyDards
Latest concerns

• Roofing
• Driveways
• Gardening services
• Mattress/furniture selling
• Fish sellers
• Microsoft engineer calls
• Council Tax rebates
Report it

- For advice contact the Citizens Advice Consumer Helpline 03454 040506
- To report a scam contact Action Fraud on 0300 123 2040 or go to www.actionfraud.org.uk
- Report all scam mail to the Royal Mail on 08456 113 413 or go to scam.mail@royalmail.com
- Police
How much?
The door opens outwards!
£300 ‘leather’ suite
Protecting people living with dementia is a shared responsibility between family, friends and agencies of all kinds. The key to this is sharing information and ensuring we are working together.
Dementia and Community Mental Health Teams for Older Adults
Living well with dementia

When things get harder and life changes a lot

Getting more help and support. Getting the information needed. Managing change and risk. Making difficult decisions.
Recovery Approach and Dementia

Continuing To Be Me
I have been doing it this way for 40 years
Identity: Me and Dementia

Not about a cure - about recovery of some of what may get lost – recovering a life
Recovering a Life

Wellbeing

Independence

Dignity

Taking risks

Quality of Life

Self-esteem

Choice

Social contact

Relationships

Confidence

FUN
Adult & Community Services

- A multi-agency approach - shared responsibility
- Better information - timely support
- Creative solutions - ideal outcomes
- Increased awareness - staff training
Dementia Friendly Lancashire

Dementia Partnership Working

Gary Acomb
Prevention Support SHQ
Theme for the session

Examples of Partnership Working

- Cadent (Locking Cooker Valve)
- Guardian Angels
- 999 Reunite
Cadent was formerly “The National Grid”

What do Cadent do?

• Cadent work with other companies to ensure that gas is available where and when it’s needed.

• Their UK distribution networks deliver gas to around 11 million consumers.

• They operate the free gas emergency service - 0800 111 999
Cadent Gas Locking Cooker Valves

Referral Services

• *Its free* of charge, no cost for the valve or the fitting

• Installation of a lockable valve onto cookers by a Cadent engineer

• Allows vulnerable groups to be able to stay in their own homes

• Carers are able to lock and unlock using a key

• Reduces risks to fires and gas leaks from vulnerable customers
The Valve

The details

• Nickel plated brass full bore

• Certified by British Gas Technology in accordance with EN 331 : 1998
• Manufactured in accordance with EN 29000 - ISO 9000
• These valves can be locked fully open or fully closed
  • Maximum working pressure - 20 bar
    • For Natural Gas and LPG
Locking Cooker Valves Referral Services

If you are a carer or health service provider and know someone who could benefit from this free service complete the form on Cadent’s website

www.cadentgas.com/lcv
0345 835 1111

National Lead - Hayley Tranter
What?
• Task Group set up

Who?
• Designated Lead in each area

Way Forward
• Action plan and activities confirmed
• Working with Partners
• Promotion of the group and work – LFRS Pledge on Dementia
The Fire and Rescue Services’ Pledge on Dementia

As part of the Prime Minister’s dementia challenge, fire and rescue services across England are being invited to sign up to a pledge to improve the safety of those with dementia. We want those with dementia to live a safe and happy life by remaining in their own homes for as long as possible. Not only does this improve the quality of life for individuals living with dementia it will also reduce the financial impact on the families and organisations supporting them.

By signing up to the Fire and Rescue Services’ Pledge on Dementia you are committing to:

- Raising awareness of dementia among your staff;
- Helping to ensure that families and carers are aware of the fire risks associated with the care and protection of people with dementia in their homes;
- Raising awareness of home safety visits and other preventative measures available to help reduce the risk of fires in the homes of people with dementia;
- Promoting the education and information resources available to those caring for people with dementia;
- Promoting the use of simple design measures at the construction stage of building developments, so that people can stay independent and safe in their own homes for as long as possible;
- Promoting the use of assistive technology that can enable people to stay independent and safe in their own homes for as long as possible;
- Taking an active role in encouraging partners and local groups to create dementia friendly communities.

In partnership with the Dementia Action Alliance

LFRS is committing to be a dementia friendly organisation.

@LancashireFRS
Lancashire Fire and Rescue Service
www.lancsfirerescue.org.uk

DAA
Lancashire Dementia Action Alliance

Jen Burgess
DAA | Dementia Action Alliance
Project Manager North West

Chief Fire Officer
Chris Kenny

making Lancashire safer
What we are doing to support people living in Lancashire with dementia

Dementia Prompt Stickers

Dementia Tags
Guardian Angels
All LFRS Fire Engines have a phone on them allowing them to read the tag
What we are doing to support people living in Lancashire with dementia

Dementia Action Alliances

Dementia Friends

Dementia Cafes and Events

Dementia Friends Awareness Session

Come along to our free dementia awareness session. We will provide you with a greater understanding of the condition and discuss some of the little things you can do that can make a big difference to those you meet who are living with dementia.

No need to book, just turn up! We’ll see you there.

Burnley Fire Station
Belvedere Road, Burnley
Wednesday 4th July
2pm and 6pm

Download the form and find out more at: Lancashire.police.uk/HerbertProtocol

making Lancashire safer
Dementia Champions
Trained to provide Dementia Friends Sessions

Dementia Friends
Anybody who has attended a Dementia Friends Session

- List being generated to confirm the number of Champions and Friends in LFRS
- Awareness Sessions will be provided where there are gaps
Dementia Friends

Aim

All LFRS staff to become Dementia Friends
The Herbert Protocol

It is a simple risk reduction tool to be used in the event of an adult with care and support needs going missing. It consists of a form that contains vital information about a person at risk that can be passed to the police at the point the person is reported missing.

A recent photograph of the person should also be kept with the form. It is not intended to replace existing safeguarding and security measures.
Lancashire Constabulary, NWAS and LFRS trial due to take place in Blackpool and Fylde later this year
Thank you

Any Questions?