

# **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

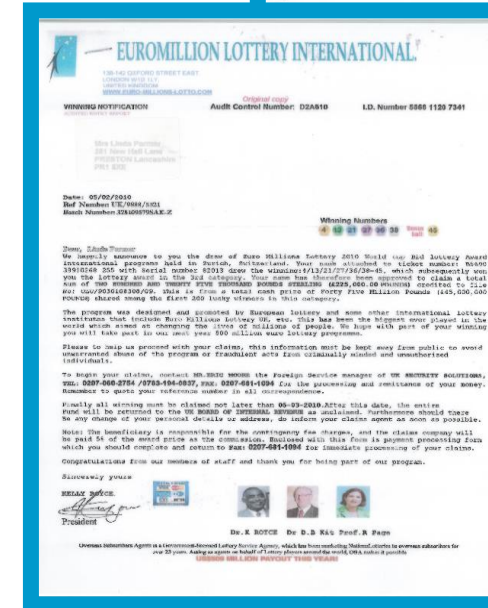
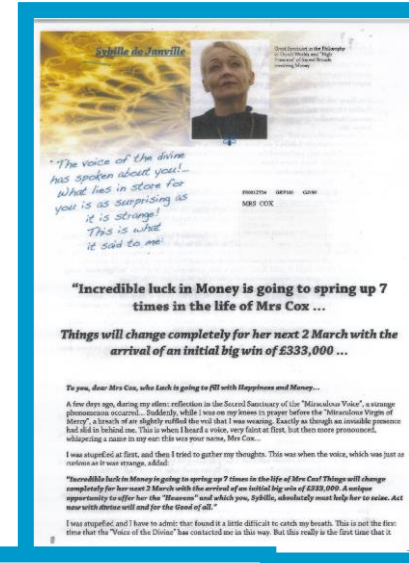
Won the lottery

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

# Safe Trader Scheme

The screenshot shows a web browser window with the following content:

- Browser Title:** Trader Register :: Lancashire Help Direct - Safe Trader Scheme - Windows Internet Explorer provided by ICT Services
- Address Bar:** <https://www.traderregister.org.uk/index.php>
- Page Header:** Skip to main content | Text Size: A A A | Colour scheme: S H
- Logo:** helpdirect safe trader scheme
- Navigation Menu:** home | find a trader | leave feedback | make a complaint | trader information | new trader registrations | trader login | partner login
- Main Content:**
  - Help Direct - Safe Trader Scheme in partnership with Lancashire Trading Standards**
  - Find a trader:** All members of the scheme have shown they are committed to treating their customers honestly and fairly by committing to a [Code of Practice](#). You can see for yourself how other people have rated them by looking at the number of gold stars they've been awarded.
  - New traders - register for our scheme:** Registering your business for inclusion on the Help Direct - Safe Trader Scheme, is both free and simple. Please click on the link to continue or telephone the Safe Trader team.
- Right Sidebar:**
  - find a trader** (button)
  - new traders join here** (button)
  - Help Direct - Safe Trader Scheme**
  - Address:** Lancashire Trading Standards, 58-60 Guildhall Street, Preston, PR1 3NU
  - Email:** [safetrader@lancashire.gov.uk](mailto:safetrader@lancashire.gov.uk)
  - Website:** [Help Direct - Safe Trader Scheme](#)
  - Phone:** T:Consumers 08454 04 05 06, Traders 01772 535 199
  - Fax:** F:01772 532853
- Footer:** Secured

# Scambuster Stan

## Facebook Page of Trading Standards

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



[www.facebook.com/StanleyDards](http://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](http://www.actionfraud.org.uk)
- Report all scam mail to the Royal Mail on 08456 113 413 or go to [scam.mail@royalmail.com](mailto: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

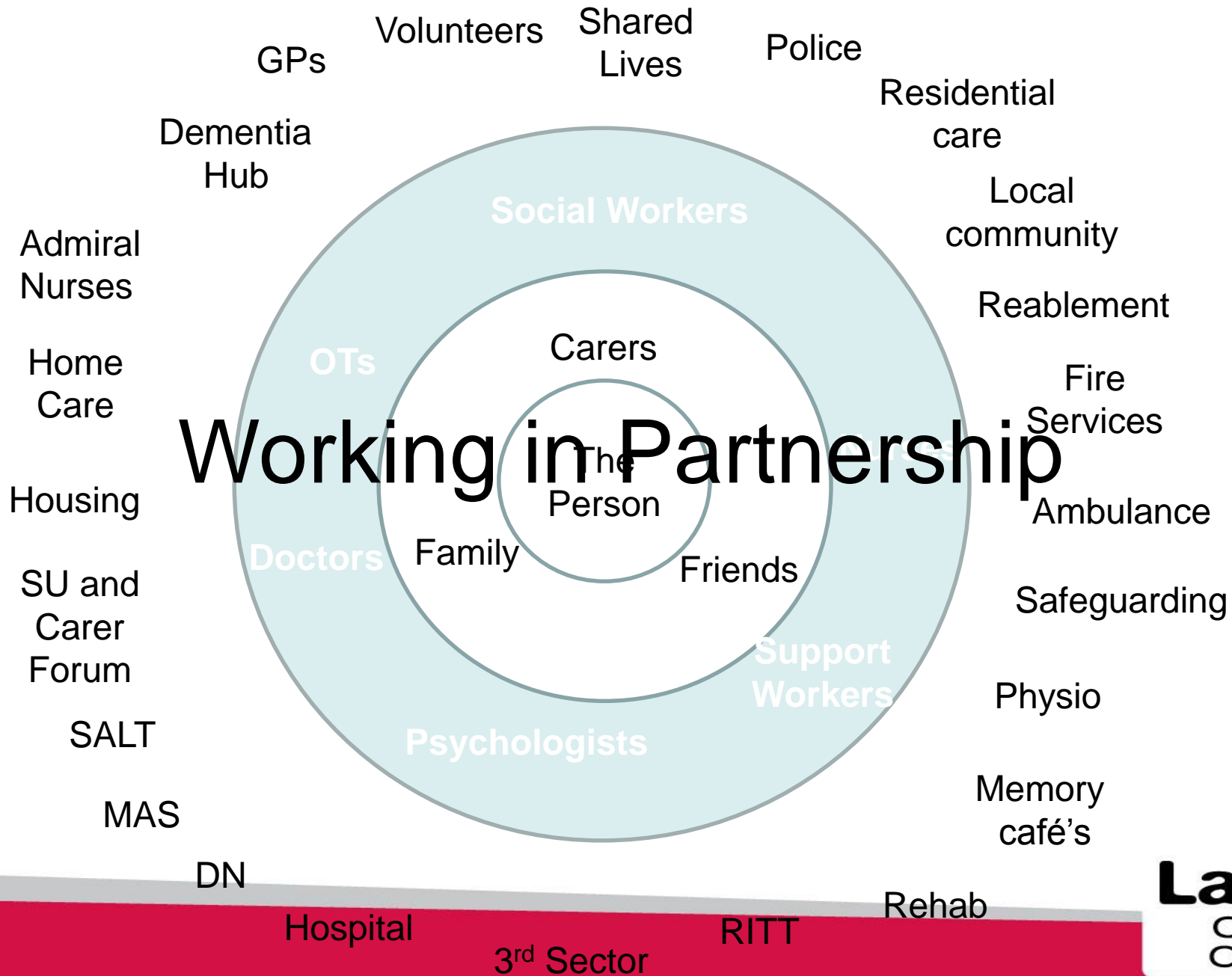
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When things get harder  
and life changes a lot

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

## Living well with dementia

# Working in Partnership



# Recovery Approach and Dementia

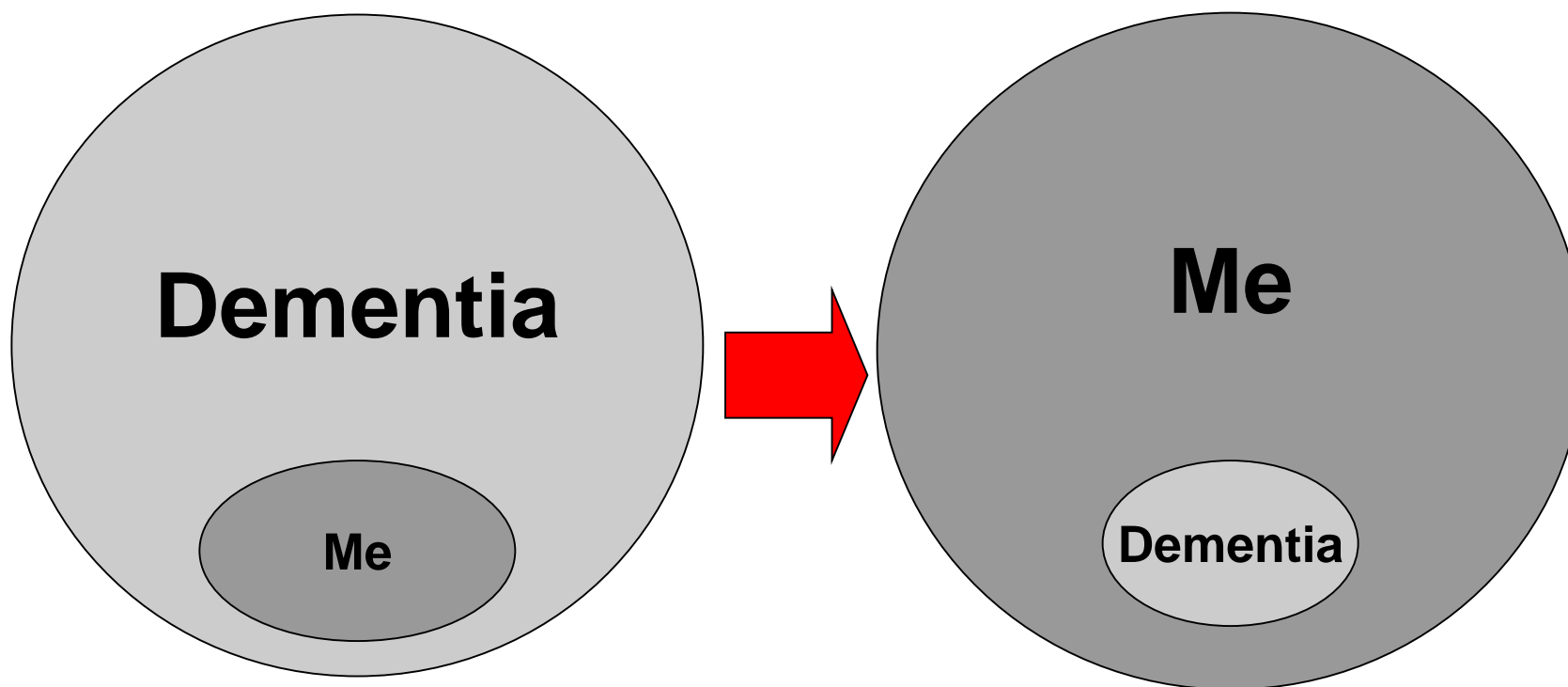
## Continuing To Be Me



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

Taking risks

Independence

Dignity

FUN

Quality of Life

Self-esteem

Choice

Relationships

Social contact

Confidence

# Adult & Community Services

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



Lancashire Fire  
and Rescue Service

# Dementia Friendly Lancashire

## Dementia Partnership Working

Gary Acomb  
Prevention Support SHQ



# LFRS – Dementia Update

## 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**

## 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 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







Lancashire Fire  
and Rescue Service

# Contacting Cadent

## 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](http://www.cadentgas.com/lcv)

0345 835 1111

National Lead - Hayley Tranter

# LFRS Dementia Action Since 2016

## What?

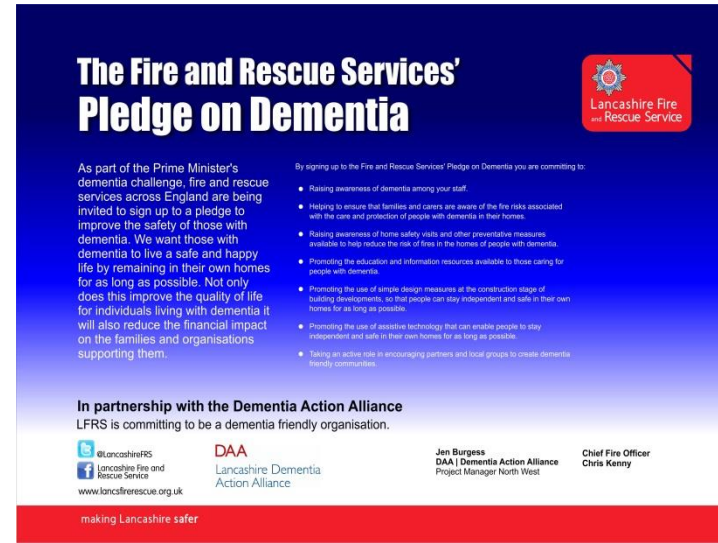
- Task Group set up

## 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.lancashirefireandrescue.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



Lancashire  
and Rescue S

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@LancashireFRS



Lancashire Fire and  
Rescue Service

[www.lancsfireandrescue.org.uk](http://www.lancsfireandrescue.org.uk)

**DAA**

Lancashire Dementia  
Action Alliance

Jen Burgess  
DAA | Dementia Action Alliance  
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Chief Fire Officer  
Chris Kenny

making Lancashire safer

shire safer



Lancashire Fire  
and Rescue Service

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



**Dementia Prompt Stickers**

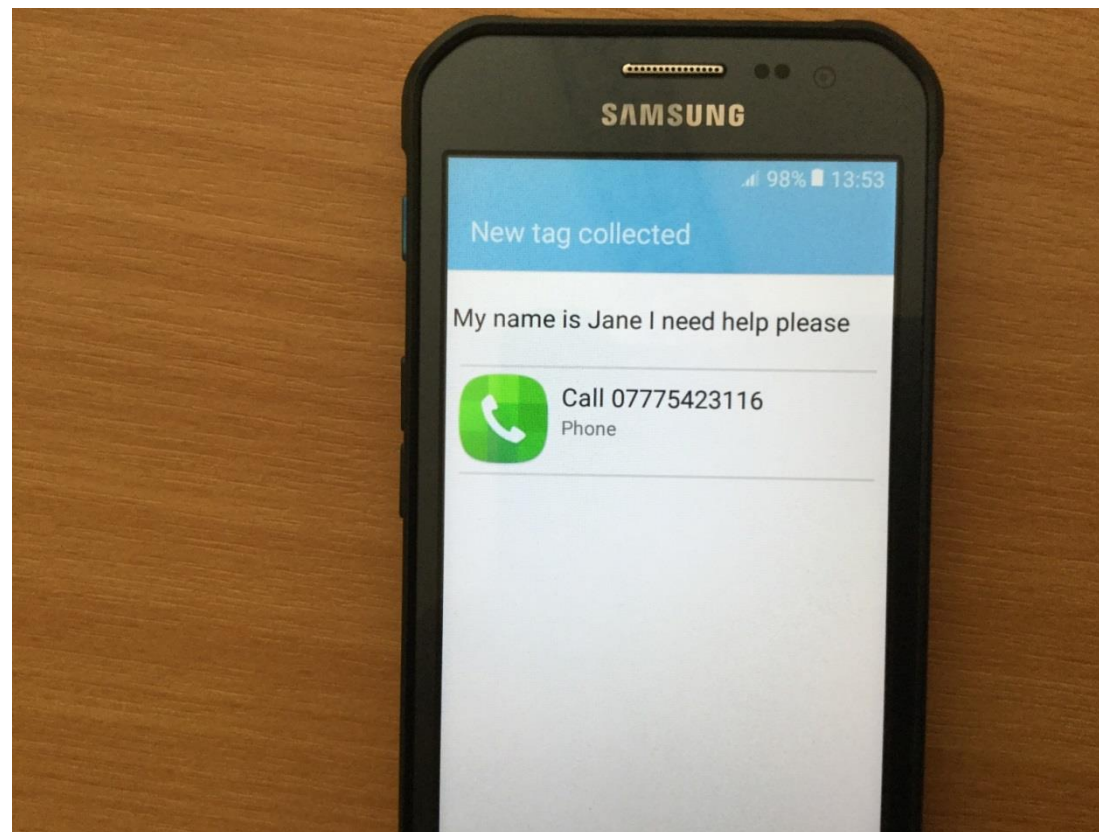


**Dementia Tags  
Guardian Angels**



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# Reading a NFC Tag



**All LFRS Fire Engines have a phone on them  
allowing them to read the tag**



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and Rescue Service

# 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

FREE  
EVENT

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



THE  
HERBERT  
PROTOCOL  
FOR Dementia

Download the form and find out more at:  
[Lancashire.police.uk/Herbertprotocol](http://Lancashire.police.uk/Herbertprotocol)



## **Dementia Champion**

Trained to provide Dementia Friends Sessions

## **Dementia Friend**

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



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# Dementia Friends

## Aim

All LFRS staff to become  
Dementia Friends







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# Working with Partners

## 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.



**THE HERBERT PROTOCOL**  
Safe & Found

**Do you care for someone who has dementia and worry that they might go missing?**

The Herbert Protocol is a national scheme being introduced locally by Lancashire Constabulary in partnership with the Alzheimer's Society, Lancashire Fire and Rescue Service and North West Ambulance Service, which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing.

The Herbert Protocol will put systems in place to allow for early intervention when vulnerable people go missing.

We believe that by helping people to help us in our response to vulnerable missing adults we will be able to locate them more quickly, safeguard them more effectively, and return them to safety before any harm can come to them.

Download the form and find out more at:  
[Lancashire.police.uk/Herbertprotocol](https://lancashire.police.uk/Herbertprotocol)

 Lancashire Constabulary  NHS North West Ambulance Service  Lancashire Fire and Rescue Service  Alzheimer's Society



Lancashire Fire  
and Rescue Service

# The Next Step



## 999 ReUnite

**Lancashire Constabulary,  
NWS and LFRS trial due  
to take place in Blackpool  
and Fylde later this year**



Lancashire Fire  
and Rescue Service

# Dementia Friendly Lancashire

**Thank you**

**Any Questions?**