

BECOMING A  
Dementia  
*friendly*  
church

RESOURCE PACK



**Dementia**  
*friendly* **church**

 **CHURCHES TOGETHER**  
in **GREATER BRISTOL**



## Introduction to the Resource Pack

Welcome to this Resource Pack which aims to bring together a variety of tools and information which may be of use in helping churches to become more dementia friendly.

Churches Together in Greater Bristol (CTGB) are committed to supporting a regional, strategic approach to developing dementia friendly churches in the Bristol area. This pack has been compiled by a small group of people working under the CTGB umbrella whose aim is to ensure that every denomination will have its own person who will champion the cause of dementia within their own churches and also to facilitate learning from each other's experience.

This steering group became aware that there are numerous local examples from churches around our region of innovative and compassionate approaches to including and supporting people living with dementia. It was also recognised that although there are good reasons for churches taking different approaches to supporting people living with dementia, there are also some common key steps to becoming more dementia-friendly and CTGB has committed itself to promoting and supporting the implementation of these.

As a consequence, the steering group hosted a conversation in September 2017, bringing together representatives from various denominations that have experience of working with people with dementia in order to discuss dementia in our church communities and what we can do to develop a strategic approach to becoming more dementia friendly. The group were also able to gather together examples of good practice that are already happening in our area.

The group has also researched resources that are publically available, and made contacts with other regions to see what is happening nationally.

At the September event, four key areas in the life of the church were identified as offering potential in making for developing a dementia-friendly church:-

- our pastoral care
- our church buildings
- our services and activities
- our community networks

The central importance of family and friends of those living with dementia was also acknowledged and so it was felt to be vital that our church communities are active in their support of carers as well as those living with dementia themselves.

This pack provides a number of resources which it is hoped that churches will find helpful in their journey towards becoming more dementia-friendly.

Within the pack you will find

- ♦ A self-review toolkit designed to help church reflect on how dementia-friendly they are and what areas of church life they might develop in order to become more so.
- ♦ A brief summary sheet about signs of dementia and how to respond to them designed to work as a quick reference point for people
- ♦ A list of both regional and national contacts of organisations and resources concerned with promoting dementia friendly churches
- ♦ A Dementia Action Alliance Membership form for those who would like to become aware and link up with similar initiatives addressing the needs of those living with dementia

The group recognise that churches are diverse and some will have already made great steps in their journey to become more dementia friendly, whereas others might just be starting to think about this. It is hoped that, rather than re-invent the wheel, this resource pack may be useful in tapping into the knowledge and experience already available as well as encourage churches to develop their own approaches to becoming dementia-friendly.

**The CTGB Dementia Friendly Churches Steering Group Members:**

Adam Biddlestone	Bristol and South Gloucestershire Methodist Circuit
Andrew Norris	St Monica Trust
Tony Hall	Bristol DAA
Alice Kemp	Diocese of Bristol
John Moore	Home Instead and Bristol DAA
Duncan Struthers	Bristol Multi-Faith Forum
Charlie Jones	Bristol Quakers

## Dementia: What to look for and how to respond

Sign	How to Respond
Staring or "Daydreaming"	Observe and gently offer help if appropriate
Memory problems Not knowing what to do Forgetfulness	Observe and gently offer help if appropriate
Looking confused Not focussed	Gentle reassurance and offer of help
Spatial awareness Bumping into things Lack of confidence	Observe. Offer guidance and a friendly arm
Stammering Stuttering	Be patient. Sometimes taking the person to what you think they are talking about can be a great help
Speech Repetitiveness Clock watching e.g. asking "What's the time" repeatedly	Patience and a helping hand. Let them say the same thing again, it will help their self-esteem if you don't cut them off mid-sentence
Poor Money Handling at e.g, Checkouts/Tills/Payment (May be useful in a church café)  Writing repeat cheques	Be patient and understanding Without being intrusive, offer to help them count their money out. Don't hurry them, raise eyebrows or "tut".  Accept one cheque, then give gentle reassurance
Over-ordering products (OCD) Compulsive buying	Check that they really do want that amount of the same product
You have concerns about the individual	Discuss with Church Safeguarding Officer

### **Top Tips:**

- Approach the person in a friendly manner
- Establish and maintain eye contact
- Talk slowly and clearly
- Give time for a response - you may have to repeat what you say several times
- Don't hurry them, be patient
- Don't get involved in an argument
- Be gentle and kind
- Treat the person with Dementia as a member of your own family

**For sources of further information please see the resources section.**

## Self Review Toolkit

This Self Review Toolkit will enable you to reflect on what dementia friendly actions your church is already taking and identify some ways you would like to develop your church to become dementia friendly. It will also enable you to develop an action plan which can be used to apply to The Bristol Dementia Action Alliance to be accredited as 'working towards being dementia friendly.'

This resource consists of four review exercises covering four key aspects of church life: Buildings, Worship, Pastoral Care and Community. We suggest that you choose one area at a time to review. Each review exercise consists of four steps:

STEP  
1

**REFLECT:**  
On how people living with dementia experience this aspect of your church

STEP  
2

**REVIEW:**  
What you are doing in this area using the questions posed

STEP  
3

**EXPLORE:**  
The suggested ideas for developing this area

STEP  
4

**DEVELOP:**  
Identify some actions you can take

You might also like to begin by considering the following questions:

- What do you hope to achieve by becoming more dementia friendly?
- What is your current vision?
- What has encouraged you in becoming dementia friendly so far?

Finally when you have completed all four areas choose some key actions and use them to create an action plan which you can use to create your application to the **Bristol Dementia Action Alliance** to become accredited as 'Working towards being dementia friendly.'





# Dementia Friendly Church Focus: Buildings

## Reflect:

What conversations have you had with those living with dementia and their carers about how welcoming and safe they find your church buildings and any changes that would help them?

In what ways do your buildings offer a welcoming environment to people living with dementia?

In what ways have you found your buildings challenging in providing a welcoming place for people living with dementia?

## Review:

Briefly discuss each of the questions below and circle yes/no/maybe. For each question you have answered 'No' or 'Maybe' to you might like to ask the question: Would we like to address this in some way?

Is our signage clear? Is the font simple and of good contrast with some symbols/ pictures? Signs for toilets and exits are particularly important.	Yes/ No/ Maybe
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Are signs affixed to the doors they relate to, not next to them? At eye level and well lit. Are there signs at key decision points in the building?	Yes/ No/ Maybe
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Are entrances well lit and do they make as much use as possible of natural light? Are pools of bright light and deep shadow avoided?	Yes/ No/ Maybe
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Are floor surfaces flat, have a matt finish and not slippery? Are changes in level clearly marked?	Yes/ No/ Maybe
--	----------------

Do we have a quiet, safe space for people who need to withdraw from the main church?	Yes/ No/ Maybe
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Are our toilets accessible and well signed? Is sanitary ware of contrasting colour to the walls?	Yes/ No/ Maybe
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Are there familiar features which identify the space as a church – for example a cross?	Yes/ No/ Maybe
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Do we have suitable seating for people with mobility challenges including some comfortable chairs?	Yes/ No/ Maybe
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Has a full accessibility audit been completed?	Yes/ No/ Maybe
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## Explore

Briefly discuss the suggested ideas for action below. These ideas are drawn from good practice in dementia friendly churches. Consider whether there are any other ideas for action you might want to explore

Could we have an event to consult people living with dementia and their carers to gather their suggestions for changes to the building?	Yes/ No/ Maybe
Could we improve the signage in our building? Possibly adding or moving signs and adding symbols or pictures.	Yes/ No/ Maybe
Could we create some landmarks such as pictures or plants to help people navigate around our building?	Yes/ No/ Maybe
Are there trip hazards or uneven surfaces we can improve or if not make more visible?	Yes/ No/ Maybe
Could we create a quiet withdrawing space within our church?	Yes/ No/ Maybe
Could we improve our seating through adding some comfortable chairs, chairs with arms, cushions?	Yes/ No/ Maybe
Can we make our toilets easier to use with contrasting colours, pictorial signs on doors to show how to lock/unlock, alarms.	Yes/ No/ Maybe
Are there ways we could make the entrance and inside of our building more obviously recognisable as a church?	Yes/ No/ Maybe

## Develop

Having reflected, reviewed and explored some possible ideas now identify some actions that you will take to make your church more dementia friendly. These could be actions to address the questions on the first page or suggestions from the second page or other actions you have identified in the process.

Action we have decided to take	Who will do this action?	When will we do it?

## Dementia Friendly Church Focus: Pastoral Care

### Reflect:

What conversations have you had with those living with dementia and their families about how their experiences of pastoral care in your church?

What pastoral care initiatives if any are you offering people living with dementia and their families?

In what ways have you found it challenging to provide pastoral care for those living with dementia?

### Review:

Briefly discuss each of the questions below and circle yes/no/maybe. For each question you have answered 'No' or 'Maybe' to you might like to ask the question: Would we like to address this in some way?

Do we have safeguarding guidelines in place for home visits to those living with dementia?	Yes/ No/ Maybe
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Have those who provide pastoral care received dementia awareness training?	Yes/ No/ Maybe
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Do we provide any support to carers of people living with dementia?	Yes/ No/ Maybe
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Do we provide any ministry to local residential homes?	Yes/ No/ Maybe
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Do we know where to signpost and/or refer people for additional and expert information and support?	Yes/ No/ Maybe
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Are our church premises used to host events for those living with dementia and their carers?	Yes/ No/ Maybe
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Have we identified "champions" for appropriate church services with a particular responsibility to ensure a good welcome for people living with dementia and their carers?	Yes/ No/ Maybe
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## Explore:

Briefly discuss the suggested ideas for action below.  
These ideas are drawn from good practice in dementia friendly churches.  
Consider whether there are any other ideas for action you might want to explore

Could we appoint a dementia coordinator for our church?	Yes/ No/ Maybe
Could we set up a pastoral care team if we don't have one?	Yes/ No/ Maybe
Could we run a Dementia Friends awareness session for our pastoral care and welcome teams?	Yes/ No/ Maybe
Could we run safeguarding training course for our pastoral care team?	Yes/ No/ Maybe
Could we make a collection of memory boxes, activity quilts and sensory bands to have in church and to give to people?	Yes/ No/ Maybe
Could we run an event such as a memory café or film evening for people living with dementia and their carers?	Yes/ No/ Maybe
Could we develop a ministry outreach to a local care home?	Yes/ No/ Maybe
Could we offer lifts to church for people living with dementia?	Yes/ No/ Maybe

## Develop

Having reflected, reviewed and explored some possible ideas now identify some actions that you will take to improve your church's pastoral care for people living with dementia and their carers. These could be actions to address the questions on the first page or suggestions from the second page or other actions you have identified in the process.

Action we have decided to take	Who will do this action?	When will we do it?

## Dementia Friendly Church Focus: Church Services

### Reflect:

What conversations have you had with those living with dementia and their families about how their experiences of your church services?

Are you aware of how many of your congregation are affected by dementia?

What areas have you found challenging in making your church services more dementia friendly?

### Review:

Briefly discuss each of the questions below and circle yes/no/maybe. For each question you have answered 'No' or 'Maybe' to you might like to ask the question: Would we like to address this in some way?

Are our welcomers aware of how they can best support people living with dementia and their carers, when welcoming them to a church service or event?	Yes/ No/ Maybe
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Have we given consideration to how people with dementia will understand and access our services and special events?	Yes/ No/ Maybe
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Are leaders dressed in the "expected" manner for our denomination?	Yes/ No/ Maybe
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Will the contents of our services: their music, language and action, be familiar to those who have attended church at some time in their lives?	Yes/ No/ Maybe
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Do our Service Sheets and Notice Sheets have illustrations that can provide a visual focus for someone with dementia?	Yes/ No/ Maybe
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Do our intercessions sometimes included prayers for those with dementia, their carers and family members?	Yes/ No/ Maybe
---	----------------

Is there sufficient flexibility so that those with dementia can express their spirituality in the way that suits them best, whether it be Parish Eucharist, praise service or solitude in church?	Yes/ No/ Maybe
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Do we offer any specific dementia friendly services?	Yes/ No/ Maybe
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## Explore:

Briefly discuss the suggested ideas for action below.

These ideas are drawn from good practice in dementia friendly churches.

Consider whether there are any other ideas for action you might want to explore

Could we hold a designated dementia friendly service on a regular or occasional basis? For example a dementia-focussed Songs of Praise.	Yes/ No/ Maybe
Could we hold a review of the dementia friendliness of our services?	Yes/ No/ Maybe
Could we explore how we adapt our service sheets to make them more user friendly?	Yes/ No/ Maybe
Could we create a Welcome Card (or equivalent) for newcomers and visitors giving general information about the church, with sign-posting for any group-specific information?	Yes/ No/ Maybe
Could we improve the signposting of our services such as announcing the first line of hymns and when to stand/sit.	Yes/ No/ Maybe
Could we explore ways of making coffee after services more inclusive for people with dementia?	Yes/ No/ Maybe
Could we create opportunities to hear the testimonies of older people in our services?	Yes/ No/ Maybe

## Develop:

Having reflected, reviewed and explored some possible ideas now identify some actions that you will take to make your church services more dementia friendly. These could be actions to address the questions on the first page or suggestions from the second page or other actions you have identified in the process.

Action we have decided to take	Who will do this action?	When will we do it?

## Dementia Friendly Church Focus: Community

### Reflect:

How aware are our church leaders and members of the needs of those living with dementia?

How aware are church members and leaders on the plans we are developing around dementia?

What relationship does our church have with local dementia resources and activities?

### Review:

Briefly discuss each of the questions below and circle yes/no/maybe. For each question you have answered 'No' or 'Maybe' to you might like to ask the question: Would we like to address this in some way?

Do we know who our local community contacts on dementia are?	Yes/ No/ Maybe
Do we share information about community dementia resources with our membership through noticeboards etc.	Yes/ No/ Maybe
Do we have a dementia advocate who acts as a point of contact within our church?	Yes/ No/ Maybe
Do we include any dementia charities in our charitable giving?	Yes/ No/ Maybe
Have we run a Dementia Friends session in our church?	Yes/ No/ Maybe
Is anyone in our church linked to a local dementia charity and/or other local groups for people living with dementia?	Yes/ No/ Maybe
Is our church used for any dementia-related events such as 'singing for the brain'?	Yes/ No/ Maybe
Have other users of our church buildings had any dementia awareness training?	Yes/ No/ Maybe
Do we invite people don't live with dementia to our dementia friendly events?	Yes/ No/ Maybe

## Explore:

Briefly discuss the suggested ideas for action below. These ideas are drawn from good practice in dementia friendly churches. Consider whether there are any other ideas for action you might want to explore

Could a member of the church be trained as a Dementia Champion so that they can deliver Dementia Friends awareness sessions	Yes/ No/ Maybe
Could we hold a multi-generational event for people living with dementia, their carers, families and friends including children to make connections across the generations.	Yes/ No/ Maybe
Could we run a Dementia Friends session in a Sunday service?	Yes/ No/ Maybe
Could we create a booklist of books around dementia and see which ones of them are available in our local library?	Yes/ No/ Maybe
Could we use National Dementia Awareness week each May to run events special events or services?	Yes/ No/ Maybe
Could we set up an information zone/board in our church with local information about dementia?	Yes/ No/ Maybe
could we invite all the users of our church buildings to participate in a dementia awareness session?	Yes/ No/ Maybe

## Action:

Having reflected, reviewed and explored some possible ideas now identify some actions that you will take to develop community awareness around dementia. These could be actions to address the questions on the first page or suggestions from the second page or other actions you have identified in the process.

Action we have decided to take	Who will do this action?	When will we do it?



## Action Summary Sheet

Use this table to summarise the key actions from your Self Review that you wish to prioritise. For each action identify when you want the action to be completed by and who will have responsibility for making sure it happens.

	Action	Date for Completion	Responsibility
1			
2			
3			
4			
5			
6			

These actions can now be used to help you complete the Local Membership Form for the Dementia Action Alliance which was in your pack.

## Resources

<b>Groups and Organisations in Bristol</b>	
<b>Organisation and contacts</b>	<b>Purpose</b>
Age UK (Bristol) <a href="http://www.ageukbristol.org.uk">www.ageukbristol.org.uk</a> Canningford House 38 Victoria Street, Bristol. BS1 6BY 0117 929 7537 <a href="mailto:admin@ageukbristol.org.uk">admin@ageukbristol.org.uk</a>	Information and advice for over 55s. A range of publications are available.
Alive Activities <a href="http://www.aliveactivities.org">www.aliveactivities.org</a> 0117 377 4756 <a href="mailto:info@aliveactivites.org">info@aliveactivites.org</a>	Activities for older people and training in running successful programmes and events.
Bristol Dementia Action Alliance Tony Hall 07849 403 018 <a href="http://www.bristoldaa.co.uk">www.bristoldaa.co.uk</a> <a href="mailto:tonyhall1@btinternet.com">tonyhall1@btinternet.com</a>	Working to raise awareness amongst retail, business, schools... across Bristol to create a Dementia Friendly city.
Dementia Wellbeing Service Trish Caverly <a href="mailto:trish.caverly@nhs.net">trish.caverly@nhs.net</a>	A partnership between the NHS and Alzheimer's Society supporting people from diagnosis to the end of life.
University of the Third Age <a href="http://www.bristolu3a.org.uk">www.bristolu3a.org.uk</a>	Offer a variety of learning programmes and visits across Bristol.

<b>Groups and organisations in South Gloucestershire</b>	
<b>Organisation Contact</b>	<b>Purpose</b>
Age UK (South Gloucestershire) <a href="http://www.ageuksouthglos.org.uk">www.ageuksouthglos.org.uk</a> 67 High Street Thornbury BS35 2AW 01454 411707 <a href="mailto:info@ageuksouthglos.org.uk">info@ageuksouthglos.org.uk</a>	Information and advice for over 55s. A range of publications are available.

<p>Community Connectors  <a href="http://www.curogroup.co.uk/communityconnectors">www.curogroup.co.uk/communityconnectors</a>          Co-ordinator : Robin Woodward          0300 123 2464</p>	<p>Networking in local communities to enable independent living, community involvement and improved wellbeing.</p>
<p>South Gloucestershire Dementia Action Alliance          Community Development Co-ordinator          Winsome Barrett-Muir          01454 868571 07969 189 333  <a href="mailto:winsomebmuir@southernbrooks.org.uk">winsomebmuir@southernbrooks.org.uk</a></p>	<p>Working to raise awareness amongst retail, business, schools... across South Gloucestershire.</p>
<p>University of the Third Age  <a href="http://www.thornburyu3a.org.uk">www.thornburyu3a.org.uk</a></p>	<p>Offer a variety of learning programmes and visits across South Gloucestershire.</p>

<b>National Organisations</b>	
<b>Organisation and contacts</b>	<b>Purpose</b>
<p>Alzheimers Society  <a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>          0300 222 11 22</p>	<p>To lead the fight against dementia. Advice, support and resources are available to anybody affected by dementia.</p>
<p>Dementia Action Alliance  <a href="http://www.dementiaaction.org.uk">www.dementiaaction.org.uk</a></p>	<p>A network of Alliances across the country designed to support those living with dementia and their carers and promote awareness in local communities.</p>
<p>Dementia Connect  <a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></p>	<p>A geographical service directory for people affected by dementia.</p>
<p>Dementia Friends UK  <a href="http://www.dementiafriends.org.uk">www.dementiafriends.org.uk</a>          0300 222 5855</p>	<p>An initiative to change people's perception about dementia. Find out more about the Dementia Friends programme and volunteering opportunities.</p>
<p>Dementia Without Walls  <a href="http://www.dementiawithoutwalls.org.uk">www.dementiawithoutwalls.org.uk</a></p>	<p>A Joseph Rowntree Foundation research project to increase understanding about dementia.</p>

## Christian Organisations

Organisation and contact	Purpose
Christians on Ageing <a href="http://www.christiansonageing.org.uk">www.christiansonageing.org.uk</a>	An organisation with concern for the spiritual and pastoral care of people living with dementia.
Glorious Opportunity <a href="http://www.gloriousopportunity.org.uk">www.gloriousopportunity.org.uk</a>	A website and Facebook page designed by Christian GP, Jennifer Bute now living with dementia
Gift of Years (Bible Reading Fellowship) <a href="http://www.thegiftofyears.org.uk">www.thegiftofyears.org.uk</a>	Providing a variety of resources to enhance the spiritual journey of older people, including those living with dementia.
Livability <a href="http://www.livability.org.uk">www.livability.org.uk</a>	Livability offers audits, resources and training to Christians and churches to help develop dementia friendly practice.
Methodist Homes <a href="http://www.mha.org.uk">www.mha.org.uk</a> 01332 296 200	Bringing quality to later life. MHA is one of the pioneers of person-centred specialist dementia care.

## Publications

- Coghlan, Patrick *Creating 'Church' At Home : for older people living with dementia* (Kevin Mayhew, 2016)
- Collicutt, Joanna *Thinking of You : a resource for the spiritual care of people with dementia*
- Goldsmith, Malcolm *In a Strange Land...* (4M Publications, 2004)
- Hammond, Gaynor *Growing Dementia-Friendly Churches* (Methodist Homes, 2014)
- Nash, Wanda *Come, let us age!* (Bible Reading Fellowship, 2017)
- O'Keeffe, Siobhan *Petals of Prayer* (Kevin Mayhew Press, 2011)
- Sampson, Fay *Prayers for Dementia* (Darton, Longman and Todd, 2017)
- Scripture Union *Being With God : A Bible and prayer guide for people with dementia* (Scripture Union, 2015)
- Swinton, John *Dementia : Living in the Memories of God* (SCM Press, 2017)
- Treloar, Dr. Adrian *Dementia : hope on a difficult journey* (Redemptorist Publications, 2016)
- Zoutwelle-Morris, Sarah *Chocolate Rain : 100 Ideas for a Creative Approach to Activities in Dementia Care* (Hawker Publications, 2011)



## Local Membership Form (short version)

- By completing this action plan we support the National Dementia Declaration.
- We want to join our local Dementia Action Alliance.
- We commit to the actions below.

### Part 1 of 3: Completing actions

Please complete at least 3 actions - you can add more if necessary.

<b>Action 1 title:</b>	<b>Dementia Awareness</b>
<b>What we are going to do:</b>	

<b>Action 2 title:</b>	<b>Review Processes and Procedures</b>
<b>What we are going to do:</b>	

<b>Action 3 title:</b>	<b>Review Buildings</b>
<b>What we are going to do:</b>	

### Part 2 of 3: Making a difference

1. Consider why you want to be a DAA member. How will you establish what actions are important locally for people affected by dementia?

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2. How will you review the effectiveness of these actions?

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**Part 3 of 3: Your contact details**

**Organisation name:**

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**Organisation type** - please tick the relevant words that best reflect your organisation

- |   |   |  |                                    |
|---|---|--|------------------------------------|
| <input type="checkbox"/> Arts               | <input type="checkbox"/> Health         | <input type="checkbox"/> Public sector | <input type="checkbox"/> Utility   |
| <input type="checkbox"/> Care               | <input type="checkbox"/> Hospitality    | <input type="checkbox"/> Recreation    | <input type="checkbox"/> Voluntary |
| <input type="checkbox"/> Communication      | <input type="checkbox"/> Medical        | <input type="checkbox"/> Research      | <input type="checkbox"/> Other     |
| <input type="checkbox"/> Emergency Services | <input type="checkbox"/> Membership     | <input type="checkbox"/> Retail        |                                    |
| <input type="checkbox"/> Finance            | <input type="checkbox"/> Pharmaceutical | <input type="checkbox"/> Transport     |                                    |

<b>Contact name:</b>
<b>Address:</b>
<b>Telephone:</b>
<b>Email:</b>
<b>Website address:</b>
<b>What does your organisation do? (Maximum 50 words.)</b>
<b>Can we share your contact details with other DAA members?</b>
<b>Area your organisation covers:</b>

Please **attach your organisation logo** and return this form to:

[dementiaactionalliance@alzheimers.org.uk](mailto:dementiaactionalliance@alzheimers.org.uk)

Thank you very much for joining your local Dementia Action Alliance.

*By joining as a local member your organisation will be given a page on the DAA's website*

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