

Scrutiny Panel – Dementia Friendly Southampton

Feedback from the visit to the Memory Café – Medwall Ct, Thornhill

2:30pm to 3:30pm, 6th October 2015 – Amanda Luker / Mark Pirnie

Session attended by approximately 14 people with dementia and their carers.

Key issues raised:

Public Transport / Access

- Bus services are unreliable, there are too many changes to the services, and concerns regarding bus routes to medical facilities (including Moorgreen). This confusion has led to a loss of independence for some people with dementia.
- Changes to services need to be communicated more effectively.
- Transport issues are preventing some people from accessing leisure and community services.
- More free disabled car parking spaces would help.

Communications / Awareness

- Lack of awareness around what help and activities are available for people with dementia. People with dementia commented that they only become aware of the full extent of services available when their conditions became more advanced.

Gaps in the system

- Perception of a lack of support for the carers of people with dementia whose partners are aggressive. Day services do not accept them because they are deemed too disruptive.
- Public toilets are an issue – Can more high street business be encouraged to become dementia friendly?