



## Alzheimers Wellington Annual Report

1 April 2017 to 31 March 2018



*The Affinity Light Sculpture at the Hutt  
City Council's Highlight festival, held over  
Labour Weekend, 2017*

# Table of Contents

<b>TABLE OF CONTENTS</b>	<b>2</b>
<b>MESSAGE FROM THE CHAIR</b>	<b>3</b>
<b>MESSAGE FROM THE CHIEF EXECUTIVE</b>	<b>4</b>
<b>PROGRESS AGAINST OUR FIVE AIMS</b>	<b>5</b>
<b>BOARD FINANCIAL COMMENTARY</b>	<b>6</b>
<b>A DAY IN THE LIFE OF A DA</b>	<b>7</b>
<b>FACTS AND FIGURES</b>	<b>8</b>
<b>NAVIGATING DEMENTIA SEMINARS</b>	<b>8</b>
<b>LIVING WELL WITH DEMENTIA</b>	<b>9</b>
<b>CLIENT FEEDBACK</b>	<b>10</b>
<b>STAFF AND BOARD MEMBERS</b>	<b>10</b>
<b>APPENDIX ONE</b>	<b>13</b>
<b>STATEMENT OF SERVICE PROVISION</b>	<b>13</b>

## Message from the Chair



The primary focus for the board this past year has been our finances. Despite this, we continue to be in a precarious financial situation and cannot sustain further budget deficits. We worked hard to increase our income last year, with some success, but acknowledge that we need to redouble our efforts if we are to avoid having to make significant reductions in expenditure.

Despite these constraints, we are making great headway into increasing our visibility and credibility in both the community and health spheres, and the Board and I are encouraged by the progress we have seen.

During the year, the Board made the decision to formally withdraw from Alzheimers Wellington and become an affiliate of Dementia New Zealand. We debated making this change for a long time, but we ultimately agreed that the best choice for our clients – everyone affected by dementia in the Wellington region – was to be aligned with the dementia organisations of the other major metro areas of Auckland, Waikato, and Canterbury.

We also believe that Dementia New Zealand's client centred approach matches the focus of Dementia Wellington, and we are very excited about the opportunities this new affiliation offers, both for the organisation and for our clients.

But it's important to note that this change does not signal that we have severed ties with anyone; we are committed to working effectively with all the dementia, brain health, and older people's organisations and government agencies in Wellington and across the country.

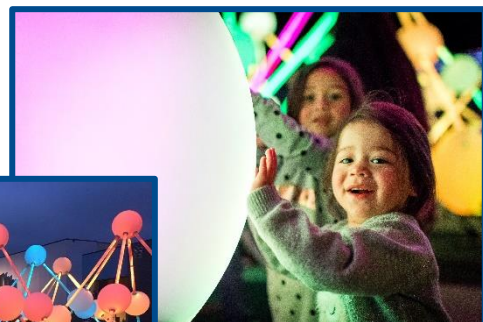
Other highlights from the year include being chosen as the Charity Partner for Hutt City Council's outstanding Highlight festival over Labour Weekend. The event brought in over \$20,000 and raised awareness across the region. Our annual appeal in September raised over \$35,500, so I thank all the volunteers who collected for us.

Finally, I would like to thank my colleagues on the Board, Anne and the team, the volunteers, and all our supporters for their continued belief in and dedication to Alzheimers Wellington. There is much to do in the coming year, but I am confident that with the help and support of everyone involved with the organisation, we will stabilise our financial situation and continue to support people affected by dementia across the region.

Frances Blyth  
*Alzheimers Wellington Chair*



*Anne receiving the cheque from Macaulay Metals*



*The Hutt City Council's Highlight festival, photos by Mark Tantrum and Alzheimers Wellington*

## Message from the Chief Executive



Reflecting on the past year, I am immensely proud of what we have achieved despite the severe financial constraints we face. It has been a busy and productive year, and we have made significant progress in a very short time.

By far the most exciting part of the last year was the start of our Living Well With Dementia programme. This new initiative was devised by Emma and Sheena, with input from everyone on the team, and implemented at the start of 2018. You can find out more about what we're doing on page 9. I am very confident that this programme will continue to improve and expand as more activities and groups become involved.

With the support of Alzheimers New Zealand, in April I attended the 32nd International Conference of Alzheimers Disease International in Kyoto, Japan. The theme was Together Towards a New Era and attracted around 2,000 international attendees. It was an honour to deliver our poster presentation on "Community Partnership in Action" and having the opportunity to showcase our work on the international stage. It was affirming to see that our direction is aligned to global best practice especially our focus on engaging with people living with dementia, human rights and dementia-friendly initiatives and the focus on quality of life, dignity and person-centred care. The importance of partnership and collaboration across social, health and community organisations to enable people to remain at home longer was a strong theme throughout the conference.

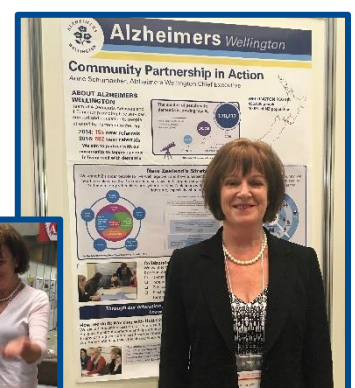
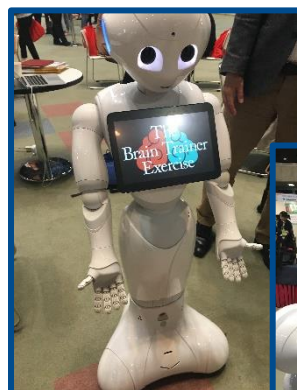
Over the past 12 months I have been working hard to develop new sources of funding to supplement our income streams. The key to successful and sustainable fundraising is to build a multi-faceted approach that is not reliant on one or two sources of income. Hutt City Council and Wellington Community Trust are two examples of funders now acknowledging our significance in the community.

We had some staff changes in the last year; Norah Carr and her family left New Zealand to return Canada, and Jodie Alexander left to start a new career in real estate. Apolonia Muldrock started as a Dementia Advisor in January.

My deepest thanks go to the team, the Board, and all our volunteers who put so much time and energy into helping local families affected by dementia. I'd also like to acknowledge all the clients who use our services, who have remained adaptable and positive as we have made changes over the last year. And finally, a heartfelt thank you to every single person, organisation, and trust who has donated to us and allowed us to keep going and to keep helping people with dementia to live well in our communities.

Anne Schumacher  
*Alzheimers Wellington Chief Executive*

*Another theme of the Kyoto conference was the use of technology in dementia care – such as Pepper, the care robot and apps to prompt for meds and meals.*



## Progress against our five aims

Last year we outlined our five key words, which describe what we want to be and how we want to be seen. We have made significant progress against all these:

<b>We are Trusted</b>	<p>Our advice and professional opinions are sought and respected. We are seen as professional in all our activities and interactions. We are viewed as the experts in dementia care/ support in Wellington.</p> <ul style="list-style-type: none"> <li>• National Dementia Education Collaborative (Emma)</li> <li>• Member of National Dementia Design Advisory Group (Anne)</li> <li>• DHB Central Region Dementia Reference Group (Anne)</li> <li>• Coordinator of Wellington Dementia Network (Emma)</li> </ul>
<b>We are Visible</b>	<p>People with dementia, their families, and healthcare professionals are clear about the dementia-care services we offer to everyone in Wellington. We are easily accessible across the region.</p> <ul style="list-style-type: none"> <li>• Chosen as the charity partner for Highlight, the Hutt City Council's inaugural light festival - over 120,000 people attended</li> <li>• Expanded online presence with a Facebook page and website</li> </ul>
<b>We are Valued</b>	<p>People with dementia and their whanau/ friends remain connected with us at every stage (at a level with which they are comfortable). Stakeholders and organisations work with us as our services and expertise are seen as worthwhile.</p> <ul style="list-style-type: none"> <li>• <i>"Your presentation at the study day was excellent, informative, practical and giving great insight into the difficulties people with dementia and their carers face."</i> Pam Doyle, Kapiti Retirement Trust</li> <li>• <i>People really need this quality support when dealing with dementia - it should be government funded as it is essential and a benefit to society."</i> Client Satisfaction Survey November 2017</li> <li>• See page 10 for more comments from the annual survey and stakeholders</li> </ul>
<b>We are Connected</b>	<p>We have a wide knowledge of the support available for people with dementia, and work seamlessly with other organisations.</p> <ul style="list-style-type: none"> <li>• Strengthened connections with corporate organisations, care facilities, and health professionals</li> <li>• MOUs with WellElder, Wesley Community Action, Enliven Connect, Driving Miss Daisy</li> </ul>
<b>We are Effective</b>	<p>We provide effective support with the best use of resources and are flexible with our services (with the level of contact driven by the people with dementia and their whānau).</p> <ul style="list-style-type: none"> <li>• Revamped referral process in response to the significant increase in referrals, reducing the time between referral and first contact</li> <li>• Developed the Navigating Dementia workshops as an introduction to the services offered</li> </ul>



## Board Financial Commentary

The year ended with a deficit of \$85,000, and although the deficit was 34% less than last year, it still remains far too high to be sustainable. We remain in a tenuous position, and costs are being closely monitored to ensure we are able to continue to provide services to people affected by dementia.

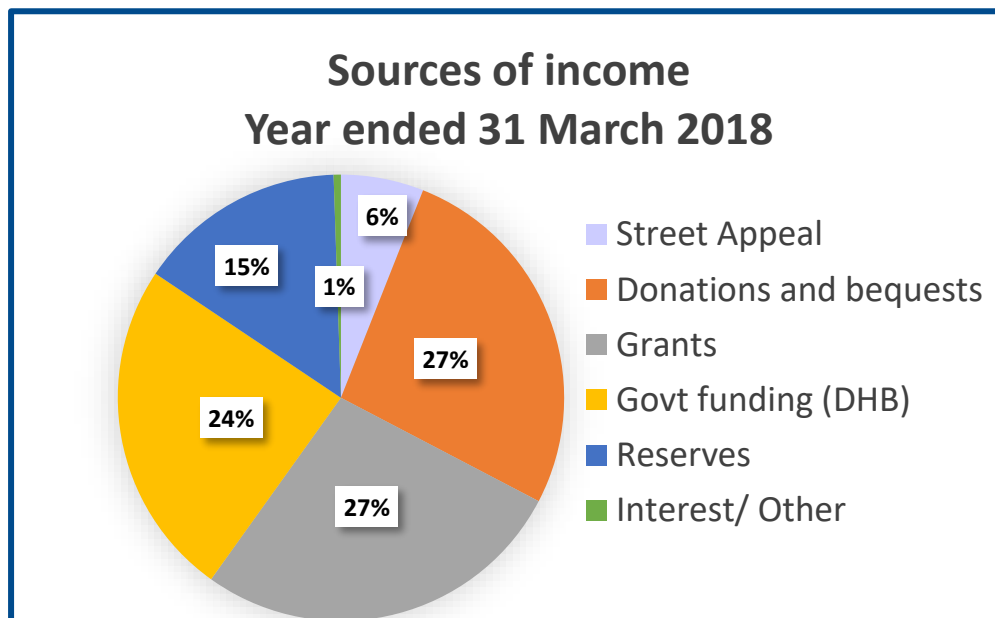
There is some positive movement on the income side which was up by \$65,000 (16%) on 2017. This was predominately from the \$25,000 fundraising effort at the Highlight Festival, but it is pleasing to note that income from general fundraising was up by 13% and income from grants was up 26%.

Costs increased last year by \$50,000 (9%), with volunteer and employee costs up by 9%. Volunteer and employee expenses make up about 80% of the total costs. Fundraising costs (including the quarterly appeal and newsletter) was up by \$19,000, but this was all covered by grants. All other expenses were down by 8%.

In the year ended March 2018 we received grants income of \$158,629, donations and bequests of \$105,835 and the annual Street Appeal raised \$35,526. In addition, our DHB contract income provided \$143,600.

The Board will remain focused on careful monitoring of the cash flow situation and work to ensure sustainable funding and rebuilding reserves in the coming financial year.

Bruce McGregor  
*Board Member, Finance*



# A Day in the life of a DA

**“After 18 months in the role, I can honestly say that there’s no ‘typical day’”**

For Liz O’Hare and the team of Dementia Advisors, it’s difficult to describe what they do in a sentence because their work helping families affected by dementia can’t be distilled into a few pithy words.

“Every time a Dementia Advisor talks to a person with dementia or a family member supporting them, they are focusing on what the individual is still able to do, recognising the importance of enabling them to continue to do as much for themselves as possible, and explaining what Dementia Wellington can do to support them to continue to live well, now and the in future as their needs change.

While it may seem like a home visit is simply a case of popping in for a cup of tea with someone, there’s a lot more going on, which is where the clinical training comes in. Throughout a conversation, the Dementia Advisor will be interpreting what is said and forming an understanding of what the underlying problems or concerns might be and explaining and suggesting tips and ideas that might help and discussing which of our other services might be helpful, like our education seminars or socialisation opportunities, and what referrals may be appropriate. It is our goal to ensure that families feel informed and supported now, and comfortable and confident about how to get more assistance as required.

“It’s interesting, because most families will benefit from some very similar services and supports, but the approach for each family may take a slightly different route to services. Every contact and visit is driven by the client and their family – I’m always trying to listen for what they need right now, and how can Dementia Wellington support them to get that?” says Anna Harris.

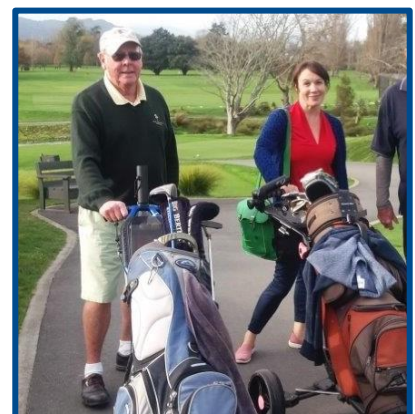
Liz agrees, saying, “The skill of the job, and where we use our training and experience, is in gathering the information needed in a way that makes sure the client and family is comfortable, and always keeping an eye out for signs of stress or any safety concerns.”

Initial meetings are about listening, allowing people to vent any stresses and emotions that they may have, and then supporting them to move into a space where they can make progress.

“Often people need to hear that they are doing a great job, and they really are! I keep in mind that people don’t know what they don’t know – I’m often pushing attendance at our workshops and supporter groups, I find that as well as having something to learn everyone has something valuable to offer, and group-based opportunities are great for this,” says Anna.

As well as home visits, phone calls, and keeping on top of the associated administration, the team also builds connections with other people and organisations in the dementia or older person sphere, running monthly supporter groups, helping clients with their Living Well Plan, working together to share information, and keeping up with the latest national and international developments in dementia-care.

The team agrees that the biggest frustration comes from not being able to support people more: “I wish we had more to offer people with dementia in Wellington, because there’s so much our clients could be involved in, but unfortunately the resources just aren’t there right at the moment.”



## Facts and Figures

	FY17/18	FY16/17
Total number of referrals received	598	538
Total number of clients	1254	1116
Information and advice interactions (e.g. home visits)	284	373
Total number of support meetings facilitated for carers	30	30
Number of attendances	553	94
Total number of socialisation groups for people with dementia	63	63
Number of attendances	432	48
Total number of Education workshops	32	28
Number of attendances	328	107
Total number of Education seminars	19	16
Number of attendances	320	488
Total number of Health Professional education workshops	23	18
Number of attendances	394	426
Total number of Navigating Dementia seminars	8	N/A
Number of attendances	71	

### Note:

To better reflect the volume of work we do, we are now recording the number of attendances at our groups as opposed to individuals who attend, we believe this is a more accurate way to report our service outputs. This is why the recorded attendances are so different from last year's figures.

### Navigating Dementia seminars

This year we instigated a more efficient and timely way of responding to our referrals. The demand for our services continues to grow however we do not have the means to employ more staff to cope with this increase in demand. Our response to this is to invite new clients to attend a Navigating Dementia seminar that covers general information about dementia and outlines the support services we offer. These seminars are held every 6 weeks in each location of Porirua, Lower Hutt, Wellington and Kapiti.

Navigating Dementia seminars replace doing a home visit as a first option and has reduced our waiting times considerably resulting in clients' first contact with us occurring within a couple of weeks of being referred. Furthermore, the number of home visits has decreased this year and this reflects a more efficient way of providing our services. Information and advice given on a 1:1 basis at home will always be a core element of our service, however, these sessions are now more targeted and are not the only option available.



# Living Well With Dementia

As an organisation, we are always looking for ways to improve our services, and at the beginning of 2018 we launched the Living Well With Dementia programme.

Living Well With Dementia is a personalised socialisation programme that enables people diagnosed with dementia to remain connected and engaged in their community. A tailored plan is developed with each client to identify the activities they enjoy, and any support they need to continue to do these activities.

Clients can also participate in activities and therapies designed to provide cognitive stimulation and socialisation opportunities, such as Cog Cafes, music therapy, art classes, yoga, golf, or Cognitive Stimulation Therapy.

The benefits of this programme are that it offers more opportunities for people affected by dementia to remain connected to their community and to continue to do the things they have always enjoyed doing.

Additionally, the programme has benefits for care partners in two ways: in some instances, by giving the care partner a break and some time for themselves, and in others by providing an opportunity to enjoy spending time together doing shared activities.

A core aspect, and key to the success of the programme, is working with local organisations, councils, community groups and businesses to foster understanding and encourage dementia-friendly environments.



*Our Living Well With Dementia Programme currently includes an Assisted Golf once a month, Cognitive Stimulation Therapy, and regular Cog Cafes around the region. More activities are being added every month.*



## Client Feedback

*"We found that the person who came a did a home visit with us and carried out an assessment with my father recently diagnosed with Alzheimer's was wonderful. She gave us lots of very good information, explained things to us that made sense of some of the issues that we were dealing with and that we aren't alone. Even though this is a very difficult and upsetting time, we felt we were fully supported and could call at any time for help and questions."* **Client Satisfaction Survey November 2017**

*"Your knowledge and understanding coupled with the way you teach has such an impact on both the students as staff alike...they did not think anything needed to be changed, the pace was fantastic, the information was interesting, and the different activities were really appreciated".* **Danielle Hann, Tutor New Zealand Certificate in Health and Wellbeing**

*The need for it for all was evident at the Dementia course especially when we all introduced ourselves normally and as we spoke of our situation, and then tears flowed from each person so unexpectedly* **Client Satisfaction Survey November 2017**

*"A great learning curve. Talking with others in similar situations totally opened my eyes"* **client evaluation from Dementia Essentials Workshop**

*"I have been involved for 3 years now and see the Wgtn Alzheimer's team as an important part of my life... We come away from any meeting feeling more empowered to cope, have picked up ideas from others and always have gained insight and information from our Support Group leader"* **Client Satisfaction Survey November 2017**



*Frances Blyth and the fantastic group of supporters who attended the 2017 Kapiti Memory Walk*

## Staff and Board Members

### Staff

Chief Executive	Anne Schumacher
Dementia Advisors	Liz O'Hare (Team leader)
	Anna Harris
	Apolonia Muldrock
DA/Educators	Emma Fromings
	Sheena Farquhar
Office Manager	Kirstie Wilton
Communications	Kirsty Jones

### Board

Chair	Frances Blyth
Members	Bruce McGregor
	Richard Braae
	Jeanette Brunton
	Tina Wakefield

## Funders and Supporters

Thank you to all our generous funders, supporters and donors. We would not be able to keep providing free services to families in the Wellington region without your unfailing support of our work.





**Yes! I would like to help people with  
dementia in the Wellington region**

### Step 1: Choose your gift amount

**I wish to help by giving** (please circle or specify amount below):

\$50

\$100

\$150

My choice of \$.....

### Step 2: Choose your payment method

☐

I have enclosed my cheque (payable to Dementia Wellington)

☐

Please charge my credit card:

Card number:    \_\_\_\_ / \_\_\_\_ / \_\_\_\_ / \_\_\_\_                      Exp: \_\_\_\_ / \_\_\_\_

Name on Card:    \_\_\_\_\_                      Signature:    \_\_\_\_\_

☐

I have made an online banking donation of \$..... on ..... (date)  
directly to Dementia Wellington ASB Account 12-3142-0258625-50

*Donations over \$5 are tax deductible and we will send you a receipt  
Please use your surname as the reference*

**You can also donate online!**  
**Check out our website [www.dementiawellington.org.nz](http://www.dementiawellington.org.nz)**

**Your Privacy:** Dementia Wellington collects your details to keep you informed about Dementia Wellington (including membership, education and donating). Your details are stored securely at our office and can only be accessed by Alzheimers Wellington personnel. You are welcome to contact us at any time to access and update your personal information or to 'opt-out' of receiving further communications from us. Write to us at Alzheimers Wellington, PO Box 39393, Wellington Mail Centre, Lower Hutt 5045.    Charity Registration No CC 20061

# Appendix One

## Statement of Service Provision