



Dementia Wellington Charitable Trust
The Year in Review
1 January to 31 December 2019

Our Vision

Inspiring people to live well with dementia.

Our Mission

Active and engaged in our community.

Message from the Chair:

2019 was our first year as a Charitable Trust rather than an Incorporated Society. With the agreement of the membership of the Incorporated Society, we made this change because we are in essence a service organisation with a focus on clients and their needs. The focus on membership works well when members are the key beneficiaries, but we felt, and members agreed, that we needed to be able to dedicate our focus to the clients receiving services from us. This feels like a gradual evolution from the organisation we were 35 years ago when we were first established. In those days Charitable Trusts were not common but now when we look round our other Dementia NZ Affiliates, they are all Charitable Trusts.

I would like to thank my fellow Trustees who worked diligently and tirelessly last year to govern Dementia Wellington. Trustees are volunteers who give their expertise and their time willingly to Dementia Wellington because we believe in the value of our services for people with dementia and their carers. We know Dementia Wellington staff are the experts in the field and we are proud to join them in our support of people living with dementia.

*Frances Blyth
Chairperson, Dementia Wellington Charitable Trust*

Financial report

We faced a difficult year in 2019 financially, with our services costing far more than we could afford. The reality is that our DHB funding is insufficient to sustain us, and we rely on the generosity of donations during the year and reserves built up from generous bequests we receive now and then. As in recent previous years, in 2019 we dipped into our reserves to keep our doors open. In our view, this is the best use of bequest money which is always given to support services now and not just to sit in the bank.

See the appendix for the full set of audited accounts, please note that these are for a 9-month year as we started operating as Dementia Wellington Charitable Trust on 1 April 2019.

Our strategic priorities 2017-2020

1. To adapt and expand our current services to reach more people with dementia and their supporters/carers
2. To raise our profile and visibility across the region and be recognised as leaders in community based dementia care.
3. Increase revenue to support service growth and long-term sustainability of our organisation

Where are we going?

Our goal for 2019 was to become more:

- Trusted
- Visible
- Valued
- Connected
- Effective

What this means	
Trusted	<ul style="list-style-type: none"> • 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 • We do what we say we will do • We operate with transparency and accountability to our funders, the community and volunteers
Visible	<ul style="list-style-type: none"> • People know we exist, and are clear about the dementia-care services we offer to everyone in Wellington • We are easily accessible across the region • Health professionals and service providers refer to us because they know about us • People with dementia and their whanau/friends contact us early after diagnosis • People are happy to support and donate to us because they know what we do
Valued	<ul style="list-style-type: none"> • People and organisations seek to work with us because our services and expertise are seen as worthwhile

	<ul style="list-style-type: none"> • People with dementia and their whanau/ friends remain connected with us at every stage (at a level with which they are comfortable) • Funders are prepared to contract with us because they see the value in what we do
Connected	<ul style="list-style-type: none"> • We work seamlessly with other organisations • We know and respect boundaries, but help people with dementia navigate through the diagnosis • We are problem solvers rather than fire fighters • We have a wide knowledge of what is available for people with dementia, and help with transitions both small (e.g. day activity) and large (e.g. next level of care)
Effective	<ul style="list-style-type: none"> • We are flexible with our services, with the level of contact driven by the people with dementia and their whanau • We provide effective support with the best use of resources – tailored in some areas, and more generic in others • We know where our funding comes from, and how we use it • We are involved in the management of people with dementia via the Dementia Pathway

How did we do?

New Referrals

As in previous years, during 2019 we continued to see a significant increase in referrals across the region.

Area	Total created clients 2018	Total created clients 2019	% increase
Kapiti	96	224	133.3
Lower Hutt	115	194	68.7
Outside region	9	26	188.9
Porirua	70	120	71.4
Upper Hutt	63	73	15.9
Wellington	175	232	32.6
Grand Total	528	869	39.24%

**Includes clients that have been made inactive since*

The actual number of clients we are actively engaged in fluctuates as clients come and go from our service. As at 31 December 2019 we had a total of 1044 clients

Client type	Total
Person with Dementia	392
Supporter/carer	604
Not stated/other	48
Grand Total	1044

Support and Advice

One-on-one expert advice from our dementia advisors remains a key component of our service delivery. All our dementia advisors are registered health professionals (Social Worker Occupational Therapists, Registered Nurses) and this supports the relationships with primary health and the specialist care teams that results in good outcomes for our clients.

The dementia advisors provide their individually tailored information, advice and support to our clients in a variety of ways and in a range of places such as cafes, email and over the phone.

Client feedback posted on Facebook:

“They are incredibly supportive and so knowledgeable - caring, compassionate, empathetic people. I can't say enough positive things about them, including Mel who is responsible for the area we live in.”

Advance Care Planning

In April 2019 we were very pleased to receive one-off funding from C&CDHB to work on an initiative to develop, trial and evaluate methods to support people with dementia to engage in the Advance Care Planning process. A further objective was to develop the skillset and experience of Dementia Wellington staff to promote and facilitate Advance Care Planning and through the work of our Advance Care Planning coordinator we were able to achieve this object.

Education programme

Our education programme is a multi-faceted comprehensive range of seminars and workshops that are specifically designed to meet the differing needs and stages of our clients, their care partners, health professionals and the general community.

In 2019 we focused on bedding in the Navigating Dementia Seminars, these seminars are the first point of contact many people have with our service and are a ninety-minute seminar open to anyone wanting more information about dementia and what resources Dementia Wellington can offer to support people to live well with dementia. The Seminars are held monthly in each area Wellington, Porirua, Hutt Valley and Kāpiti and offer a mix of morning, afternoon, and evening sessions.

We are pleased that this approach has proved popular with our new clients as they are an efficient way to manage the increasing numbers of new referrals that we had in 2019.

We facilitated 23 Navigating Dementia seminars with a total of 163 people attending.

Location	ND attendances in 2019
Hutt	62
Kāpiti	22
Porirua	24
Wellington	55
Grand Total	163

For the full attendance numbers for all our education opportunities please refer to the attached Statement of Service Provision.

However, the best way to report on what we achieved is in the words of our clients and health professionals who have attended education in 2019 as these 3 quotes demonstrate:

Hi Good People,

Just a quick thank you for a very good course, and a special thanks to Emma for a superb presentation - one of the very best I have heard on any subject, for clarity and helpful content! Congratulations.

From a grateful 70s male, who is supporting his mother in early dementia."

- Zoltan - 7 March 2019

“ The three of us who were able to attend, certainly found the presentation excellent, so clear, straightforward and with exactly the perfect amount of information for us at this time. We will work with this and look forward to the next extension session to anticipate our understanding of this progressing condition. We are delighted to be able to find such support so readily available. It is very much appreciated indeed. Thank you to you all”
- Margaret, 7/3/19 at Navigating Dementia

“I was starting to feel lost and depleted with visiting Dad more than usual. I knew I needed to attend this course. I liked the way it was structured – the three clear topics and I felt safe. It should be on offer to all relatives and whanau who have a loved one with advanced dementia.”
- Kristen. Dementia Essentials – late stage.

Living Well With Dementia socialisation 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 needed to continue to do the things they have always enjoyed doing.

Part of this programme includes working with local organisations, councils, community groups and businesses to foster understanding and encourage dementia-friendly places.

Cog Cafes are casual regular meet-ups where people with dementia and their supporters can catch up for a coffee and a chat in Lower Hutt, Wellington, Porirua, and Kapiti, in July we were pleased to include Upper Hutt as an additional venue.

Thank you to our volunteers who help us facilitate these socialisation opportunities for our clients.

Living Well Rongotai is a new peer support group established in 2019 that is strengths based and is largely driven by the group themselves. The Dementia Advisor is there to facilitate and encourage, the group determine what guest speakers to invite and what topics they discuss.

The current Living Well Rongotai group are passionate about finding ways to educate the wider community about dementia. In August, six Living Well Rongotai group members attended a forum of health professionals to share their experience of living with dementia. This was an invaluable opportunity for the health professionals.

Here is what the group says.

“The group brings life into reality. Instead of dementia being hypothetical, you discuss and relate experiences from meeting to meeting with others. Feeling you are not alone and having friendships with others who have dementia. Learning about others’ experiences and how the effects of dementia are random. Developing relationships with others who have dementia and their supporters”

"I felt very privileged to have been able to listen and participate in the session with the Living Well Rongotai group. It made me reflect about the presumptions that people and ourselves make about people with dementia".

Cognitive Stimulation Therapy (CST) is a validated non-pharmacological therapy for people with mild to moderate dementia and has been shown to support people's memory and improve their quality of life. The sessions are designed to stimulate all parts of the brain through different activities and group discussions.

CST Pacifica project was a collaboration with Auckland University to develop and pilot the CST programme for Pacifica. Thank you to Redwood Day Programme for hosting the sessions and participating in this pilot.

MinDArt

Dementia Wellington is very pleased to be associated with the research team from MinDArt that is an eight week programme for people with dementia and their caregivers, initiated by Massey University Aotearoa/ New Zealand and L'institut Claude Pompidou in Nice, France in association with Dementia Wellington and Auckland University. Each weekly session is an hour and a half long, where people with dementia undertake material and digital drawing (using an iPad) while their caregivers participate in a tailored meditation programme in parallel.

Assisted Golf

The Royal Wellington Golf Club has continued to host the Assisted Golf programme, a huge thank you to the Club, and a special thank you to Tone, John and the team of golfing volunteers whose commitment ensures the golf is such a success, not only for the golfers but for the carers as well, this email sums it up:

Client Feedback via email re Assisted Golf

*"What a wonderful day you all must have had playing Golf!
[husband] has said so enthusiastically what a great day it was and how he enjoyed Golf today! That is all due to you and the team and I can't thank you enough on our behalf.
I spent the day doing a million jobs that have been mounting up and got home in time to look after the young 7-year-old [grandson]! It is a long time since [husband] has looked and sounded so enthusiastic and cheery about something HE has done--he used to love Golf.
It must have been a social and cheery group! A very happy day."
(*Name withheld to protect privacy).*

Community Engagement

An important aspect of our work to support people with dementia to live well is to break down the stigma and shame associated with dementia. For our Living Well With Dementia

Programme to be successful we need the community to know and understand dementia and how to support friends, neighbours and family members. The more we bring it out into the open the better it is for everyone and we promote that dementia is as much a social issue as a health issue.

To that end we deliver presentations to community groups, clubs, and marae with a clear message that we all need to know and understand dementia.

The team did a total of 18 presentations with approximately 725 people attending.

Events

Our annual Dementia Symposium was held in May and judging by the feedback was very successful! We had 85 attendees and were very pleased that we had a mix of people with dementia, care partners, supporters, and health professional from a range of settings. A big thank you to Westpac for sponsoring the symposium.

Fundraising

Our events in 2019 included 3 street collections held in Lower Hutt, Wellington and Kapiti in 2019 raising \$18,096.40 and the Neon Night Walk raising just over \$4,000.

Three newsletters were delivered to our donors via post and email increasing our income by 39% from 2018, with an average donation of \$212.30. Our donors increased by 19%.

Thank you to the following funding providers



Staff update

We were sad to farewell the following staff in 2019

- Kirstie Wilton, Office Manager
- Anna Harris, Wellington Dementia Advisor
- Kirsty Jones, Comms Advisor

Current staff



Anne Schumacher Dintih Prakash Sheena Farquhar Emma Fromings Liz O'Hare



Mel Williams Sarah Togher Jackie Cole Rachael Carpenter

