



Dementia-Friendly Garden Centre

A practical guide
to becoming
dementia-friendly



Dementia-Friendly Garden Centre Guide

To help garden centres and nurseries get started on becoming a dementia-friendly organisation, this guide contains information about how dementia affects people's experience of interacting with different organisations. It also provides tips, guidance and signposting to help garden centres become more dementia-friendly.

Title

Dementia-Friendly Garden Centre:
A practical guide to becoming dementia-friendly

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Target audience

This guide is designed for garden centres and nurseries at any level. There are ideas and actions which are suitable for everyone. Small changes can go a long way in supporting both customers and staff alike.

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Foreword

Dementia is one of the biggest challenges that our society faces today. People affected by dementia often have to give up the activities they want or need to do due to inaccessible and unsupportive environments, this includes gardening and visiting their local garden centre. With visiting garden centres being one of the top five activities people with dementia want to do, we need garden centres across the country to support their customers affected by dementia.

Gardens and gardening are incredibly important and a constant feature throughout our life, especially so for older people and people affected by dementia. From playing in our private garden as a child, to exercising in public gardens or parks, to socialising with our families. The importance of gardens increases especially as we get older, as a place to relax and recover, as well as receive multi-sensory stimulation from the environment around us. Gardening continues to remain an important activity, as other pastimes and hobbies may become more difficult to access due to physical barriers.

Gardens serve many purposes: they can be for growing fruit or vegetables; used as spaces for exercise; and can be a vital link to green space in the community. The garden is such an important focal point of people's homes and gardening is a pursuit of which all ages enjoy. A garden can help people living with dementia enjoy socialising and connect with others by creating a shared experience, to take part in physical activity and stimulate the senses and memories, all of which greatly improves their well-being. Gardening improves both your mental and physical health by keeping you active, helping people living with dementia to relax.

The therapeutic benefits of gardening, visiting garden centres and being outdoors is unrivalled. Visiting garden centres is a pastime enjoyed by all and can help to reduce social isolation.

By developing an understanding of the condition, garden centres can make a huge difference to people living with dementia to continue to play an active part of their communities and continue to do the things they want to do. Defeating dementia won't just happen in a lab or care setting, we need a whole societal response. We need a step change in the way people think, talk and act about the condition and all of society has a role to play. I am delighted to support this guide and the incredibly important work that garden centres are doing working to support people living with and affected by dementia.

Alan Titchmarsh





Introduction

In March 2012, the government launched the Prime Minister's Challenge on Dementia, which has since been extended to the Prime Minister's Challenge on Dementia 2020. The challenge set out three key commitments to deliver in the areas of: research, health and social care and the development of dementia-friendly communities.

The aim is to support people with dementia to live well in their community and enable them to continue doing the everyday things that we all take for granted, such as going shopping or visiting a garden centre. Carers also need understanding and support to be able to continue these visits, whilst accompanying someone with more severe cognitive problems. Nearly half of people with dementia feel that their local area needs to do more to help them. We can all play a part in enabling people with dementia to live well wherever they are.

The scale of the challenge

The following statistics show the scale of the dementia challenge in the UK:



Over

850,000

people are living with dementia.



The cost of dementia is

£26 billion

a year (based on 2013 cost data)



Unpaid carers save the economy over

£11 billion

a year



Over

1 million

people will have dementia by 2021



There are

670,000

carers of people with dementia.

Two-thirds

of people with dementia live in the community; a third live in care homes.



One third

of people with dementia do not feel part of their community



Over

40,000

younger people (under the age of 65) live with dementia

What is dementia?

Dementia is caused when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes. It is not a natural part of the ageing process. There are different types of dementia – the most common form is Alzheimer's disease.

Dementia is progressive, which means it begins with mild symptoms that get worse over time. Different types of dementia tend to affect people in different ways, especially in the early stages.

A person with dementia might:

- have problems with day-to-day memory – for example forgetting their chip and pin code or the way home from the shops
- have difficulties making decisions, solving problems or carrying out a sequence of tasks, for example planting seeds
- have language problems, including difficulty following a conversation or finding the right word – for example, a person may know that they are looking for a certain plant or flower for their garden, but they are unable to remember the word or the name
- have problems with perception of where objects are, for example judging distances and seeing objects in three dimensions
- lose track of the day or date, or become confused about where they are
- show changes in their mood, for example becoming frustrated or irritable, withdrawn, anxious, easily upset or unusually sad
- see things that are not really there (visual hallucinations) or believe things that are not true (delusions)
- show changes in behaviour, such as repetitive questioning, pacing, restlessness or agitation.



Living well with dementia

A diagnosis of dementia does not mean it is not possible to live well. Many people with dementia continue to drive, socialise and hold down satisfying jobs. Even as dementia progresses, people can lead active, healthy lives, carry on with their hobbies and enjoy loving friendships and relationships. Someone with dementia may forget an appointment or tell you the same joke twice, but their condition does not stop them doing the things that matter the most.

Why does gardening and garden centres matter?

Nearly 90% of UK households have a garden and half the population are gardeners. Gardening and visiting garden centres is an important activity at every stage of our lives, reaching a peak after retirement. However, as we age it becomes more important as other pastimes and activities reduce more quickly. It increases in importance not only as a source of physical activity, but for an individual's identity, independence, and in reducing loneliness (Pettigrew and Roberts, 2008).

Gardening is one of the most active things people do, therefore gardens are important to our health in a number of ways. Gardening has long been recognised as a means of improving both mental and physical health, and maintaining independence, (The Kings Fund 2016).

The benefits of reducing isolation is crucial, as this is understood to be as damaging to health for older people as behaviours such as smoking (Holt-Lunstad et al 2010). There is emerging evidence that gardening may be useful in preventing falls by maintaining balance and keeping active.

An Alzheimer's Society survey from our Side by Side volunteering schemes showed that visiting garden centres were one of the top five activities that people affected by dementia wanted support to continue to do.

However, 63% of people surveyed didn't think that shops and garden centres were doing enough to help people with dementia. Providing support to people affected by dementia will enable them to continue to remain active by visiting their local garden centre has a huge positive impact.



Despite the data showing how important gardening and garden centres are, data shows that some population groups – including those over the age of 65 and disabled people – are all less likely to visit green spaces than the national average. Reasons for this include poor maintenance, inadequate facilities and fears over safety (Natural England 2015). Gardening can also cause lower back pain, and can become a psychological burden.

What gardening and garden centres mean for people with dementia



Relaxation

Garden centres are good places to get out and about, to socialise and relax in. People with dementia remarked on how visiting a garden centre made them feel uplifted.

‘Good thing about garden centres is we never feel or get rushed there, which we have felt has happened at other places.’

‘It is lovely being amongst the plants and flowers.’

Reminiscence

Plants and flowers are a good tool for reminiscence, to remember previous gardens, favourite plants, visiting places of beauty and the stories associated to them.

‘I remember the apple tree that now sits in my front yard was in my fathers yard. I remember a little boy scrumping from the tree taking apples.’

‘I wish I paid more attention to my father’s gardening skills when he was alive, he was a brilliant gardener, but I took it for granted’

Sensory

People with dementia enjoyed the multisensory aspects of the garden centre. From touching the petals, to smelling the flowers and listening to the bees and birds.

‘Oh, isn’t that a beautiful plant’

‘It is so peaceful here.’



‘As people with dementia, we feel a lot like seeds. Lock us away or simply ignore us and we will rot and die. But, with a little understanding, support, and encouragement, we can continue to flourish, be creative and contribute to our Society’.

Tony, person living with dementia



The health benefits of gardening for the person with dementia

Having access to a garden can meet many health needs for people with dementia, their families and carers. It can provide many physical, social and wellbeing benefits leading to a longer, healthier life (Hynds, 2010). These include:

- **Physical health benefits** through providing routine exercise and activity, for large and small muscle groups through digging, sweeping, cleaning and walking. This can improve appetite, boost oxygen levels, reduce agitation, as well as maintaining or improving balance, stamina, co-ordination and strength. Gardening helps to maintain and improve muscle tone, as well as the delicate nature improving fine motor skills and hand and eye co-ordination.
- **Opportunities for Vitamin D production** in response to sunlight, which is important to keep bones healthy (Cobley 2003). As well as giving people with dementia access to natural light, this is important for the maintenance of circadian rhythms to improve sleep quality.
- **Provides stimulation** with colour, smells, touch and sounds of wildlife. This multisensory stimulation and contact with nature can restore the body and promote feelings of calmness, reduce stress and lower blood pressure (Hartig 2003, Cobley 2003, Kennard 2006).
- **Providing opportunities to relieve tension,** frustration and aggression. It has been proven exposure to gardens can improve sleep and increases energy, as well as reducing agitation, confusion and aggression. (Thompson Coon et al 2011, Pallister 2001, Lee and Kim 2007).
- **Providing space for reflection and privacy;** reminiscence opportunities to talk about their past lives and reinforcing a sense of self (Cobley 2003).
- **Provides different social environments:** group activity can improve interaction with others, encourage social skills and allow privacy for solitude (Cobley 2003).
- **Alleviate feelings of helplessness** and of being dependent on others through caring for plants such as sowing seeds or watering plants, giving people a better sense of control (Cobley 2003).



Activity and dementia

There is some evidence that exercise and physical activity such as walking and gardening may have a delaying affect on the onset of dementia. (Abbott, White, Ross, Masaki, Curb, & Petrovitch, 2004) (Bradley, 2010) (Department of Health, 2011) (Larson, Wang, & Bowen, 2006) (Erickson, 2010) (Fabrigoule, Zarrouk, Commenges, & Barberger-Gateau, 1995).



Alzheimer's Society Garden Room projects

The Alzheimer's Society Garden Room project in Northern Ireland has provided seven men with dementia the chance to meet regularly to tend to a shared garden. This group allows people with dementia to design and create their own garden, enabling them to feel more connected to the natural world by being outside digging, planting, growing, and enjoying their garden. As well as the obvious benefits of growing your own plants – access to healthy food and exercise – the growing space also helps people to feel more relaxed and healthier in body and mind.

Alan attends the group regularly. As his dementia progresses, some of his favourite activities, like digging, are becoming more difficult, but he still takes great pleasure in being outdoors and planting in the garden:

'I love gardening – growing things from seed and watching how they grow, vegetables are my favourite, as you can take them home and eat them too! Being outside in the fresh air is really good, feeling the soil – you've got to get close to it. It makes me feel part of things, nature and life.'

Georgina Salmon, group facilitator, describes the many positive outcomes of the gardening group for people with dementia:



'We meet every week, so the gardeners really get to know each other. This also gives a real sense of continuity, progress and achievement from week to week – sowing seeds, seeing them emerge, weeding, watering and eventually taking produce home!'

'Being outside in the fresh air and open sky, surrounded by nature and able to hear the birds, smell the greenery – it's very therapeutic. The physical activity is also beneficial – we have raised beds for those who can't bend too much, and a ground level plot for those who are more energetic.'

'Many of the gardeners say that the group provides a real focus to their week – they enjoy the hands-on activities and camaraderie. Together we are a group of very proud and happy gardeners.'



The social and economic benefits for the garden centre and community

Becoming a dementia-friendly organisation is not just a socially responsible step – it can also benefit businesses. Whether you are a large garden centre or a small nursery, there is a clear economic case for supporting people with dementia to use your services and facilities.

This does not mean having to prioritise dementia over other conditions or disabilities. When a business gets it right for people with dementia, it gets it right for many groups of customers. Improving accessibility for the whole community means that others will benefit too. Changes such as having clear signage or providing a quiet space, will be appreciated by everyone. There are significant risks to not taking action, particularly around staff retention and neglecting the needs of clients and customers, which can result in lost revenue.

Economic benefits of becoming dementia friendly

Dementia affects more than 850,000 people and a further 670,000 carers in the UK. With an ageing population the number of people living with dementia in the UK is estimated to double in the next 30 years. Costs to the health service, local government and families are currently £26 billion per annum, and estimates suggest this may treble by 2040 (Alzheimer's Society, 2012), so there is a clear need for urgent action to be taken. Dementia costs the economy annually, more than the economic cost of cancer and heart disease combined (Luengo-Fernandez, Leal, & Gray, 2010). Supporting people with dementia to remain living in the community has implications for addressing health inequalities by reducing medication, hospital admissions and delaying admissions to long term care.



The Dementia Pound

People with dementia and their families often have considerable disposable income and spending power, with the average household affected by dementia spending £16,800 per year. The “dementia pound” in England was worth £11bn in 2014, equating to 1.8% of household spending in England with the figure expected to double to £23bn by 2020 (CEBR). As people develop dementia they will do and spend less, unless businesses adapt to their needs.



For organisations the following benefits have been measured:

- **Competitive advantage** – research shows that 83 per cent of people with memory problems have switched their shopping habits to places that are more accessible (Alzheimer’s Society, 2013). Becoming dementia friendly will enable businesses to retain existing customers and attract new ones.
- **Community engagement** – by making your organisation dementia friendly you are listening to the needs of your local community and becoming a community responsive business.
- **Increased revenue** – there are 850,000 people with dementia in the UK. As a leader in dementia-friendly practices, businesses will retain and build on existing custom, both from people living with the condition and from their carers, family and friends.
- **Improved customer service** – increased knowledge and awareness of dementia will make staff more confident when dealing with all types of customers. They will have a greater understanding of potential scenarios, and as a result will be able to provide better customer service and reduce the number of complaints on similar issues in store.
- **Enhanced brand reputation** – becoming dementia friendly will help businesses demonstrate that they are socially responsible and that they value their customers and are aligned to a cause that can be actively promoted to reach out to target audiences.
- **Future-proofing** – it is estimated that by 2021 there will be over 1 million people with dementia in the UK with working and generation of sandwich carers who are caring both for children and parents. By making changes now, businesses will be anticipating a growing need from customers and staff.
- **Complying with the law** – under the Equality Act, 2010, garden centres and retailers have a legal obligation to ensure consumers are adequately protected and that access to services is as inclusive as possible. This includes making ‘reasonable adjustments’ for customers and employees with disabilities including people living with dementia. This guide provides information to support garden centres and help them comply with this legislation.

Social benefits of becoming dementia friendly

- **Helping people to live well with dementia** – being part of the community and being able to continue with everyday tasks are important factors that help people to live well with dementia. Becoming a dementia-friendly garden centre means enabling people to carry on doing the things they want to do.
- **Helping people stay independent** – people with dementia want to remain independent and live at home for as long as possible. Being supported to shop in their local communities plays a big part in this.
- **Helping people continue to do what they enjoy** – gardening and visiting the garden centre is one of the top activities people living with dementia want to continue. Being supported to continue to visit local garden centres, and continue a favourite pastime can reduce social isolation and improve wellbeing.

What challenges do people with dementia face when visiting garden centres?

Often people stop going shopping or visiting places in their local community as their dementia progresses because they are worried about getting the support they need (Alzheimer's Society, 2013). People with dementia face psychological and emotional barriers to being able to do more in their community, alongside physical issues. With the help of this guide, we hope that garden centres will enable people with dementia to continue to visit for as long as possible by creating places that understand their needs.

People with dementia face psychological and emotional barriers to being able to do more in their community, alongside physical issues.

The YouGov poll found that UK adults think that the barriers that people with dementia face are due to issues such as stigma or lack of understanding about dementia from the general public (65%), a lack of formal and informal

support from others to carry out the activities they want to (57%) and a lack of appropriate activities for people with dementia to do (53%).

We asked people with dementia about the things that mattered most to them and what garden centres could do to provide a more dementia-friendly experience. People with dementia and their carers told us about the everyday challenges that they face on a regular basis. These include:

The most common barriers are:

69%
a lack of confidence

68%
being worried about becoming confused

60%
being worried about getting lost

59%
mobility issues

59%
physical health issues

44%
not wanting to be a burden to others

33%
lack of appropriate transport

- **Problems with mobility, navigating around the centre** – for example, difficulty recognising places, unclear signage, patterns or shiny surfaces being disorientating, fear of getting lost inside, difficulty with wheelchairs on gravel, problems finding items, and not knowing where to go or who to go to for additional support.
- **Challenges caused by their memory problems** – for example, forgetting their address, confusing information or being unable to find the right words to describe the items they need.
- **Problems with sequencing steps within a task** – for example difficulty remembering the steps involved in activity or instruction, getting steps in the wrong order when trying to sow seeds or plants.

- **Problems when paying** – for example, having difficulty remembering chip and pin codes, trouble counting or recognising money, coping with new technology and payment methods, feeling rushed or worrying that they will forget to pay, or actually forgetting to pay.
- **Worries about other people’s reactions** – for example, people not understanding their difficulties, not following social cues, staff not being confident to help or the reaction of security staff to unusual behaviour.

For carers the most common issues related to looking after the person with dementia – for example:

- worrying that the person will walk away during an outing or when they are gardening
- having enough space in changing rooms or toilets for the person and their carer to use together
- being able to take the person with dementia to the toilet
- difficulties helping the person in and out of the car because of narrow parking spaces
- anxiety about what other people will think, potentially embarrassment on how people will respond to unusual behaviours
- difficulty navigating garden centres or shops with narrow aisles and displays, especially when pushing a wheelchair

What people living with dementia have told us

- Statistics show that less than half (47%) of people living with dementia feel a part of their community (Alzheimer’s Society, 2013).
- People with dementia said that they had to give up activities such as getting out of the house (28%), shopping (23%), exercise (22%) and using transport (16%).

- This is mirrored with nearly three quarters (73%) of UK adults surveyed do not think that society, including businesses and organisations are geared up to deal with dementia.
- This survey showed that almost 80 per cent of people with dementia listed shopping as their favourite activity, however, 63 per cent of people surveyed didn’t think that shops were doing enough to help people with dementia.
- This 33% of people think that shops and local businesses would benefit in areas where people with dementia were supported to be more involved in their local community.



Experiences from people with dementia

“I don’t want to be treated differently from other people, I want people to act with understanding. But the understanding isn’t there – unless people know someone, a relative, they aren’t interested.”

“People disregard you more easily. Your opinions have less credibility.”

“Because I can walk about, people and shopkeepers think I’m alright.”

“It can be difficult knowing how to pay with your card sometimes. Is it a tap, a swipe or a pin?”

“I have difficulty recognising money and find it difficult using coins so only use £10 notes and trust people to give me the right change.”

What does becoming a dementia-friendly garden centre involve?

Garden centres can make a big difference for people with dementia and their carers by making a commitment to become more dementia-friendly in four areas.

- Improve staff awareness and understanding.
- Review the physical environment of the centre's.
- Support customers or staff affected by dementia
- Support the local community.

Becoming more dementia-friendly For the garden centre industry means:

- understanding the impact of dementia and how it changes customer needs
- considering how a centre's processes and services can help customers affected by dementia
- using this guidance to make changes within the store or garden centre. This could include raising staff awareness or making changes to the physical environment
- supporting people who may be showing signs of dementia, whether they are customers or employees.

It doesn't mean that businesses are expected to:

- become dementia-friendly from day one
- identify customers who have dementia
- ask customers difficult or intrusive questions
- breach existing legislation such as the Data Protection Act 1998 and the Mental Capacity Act 2005
- ignore normal store security processes and procedures.



Improve staff awareness and understanding

One of the biggest obstacles facing people with dementia and carers is a lack of awareness of the condition. Encouraging staff to gain even a basic understanding of dementia can make a huge difference to people's shopping experience.

What is a Dementia Friend?

A Dementia Friend learns a little bit more about what it's like to live with dementia and then turns that understanding into action. Dementia Friends is about learning more about dementia and the small ways you can help. By becoming a Dementia Friend within your workplace, you'll be supporting your customers and colleagues affected by dementia; helping people to feel understood and supported and improving the customer experience. As more and more of us do this, we'll help people with dementia feel understood and supported in their communities.

Dementia Friends

- Provide all front line staff with a basic understanding of dementia through Dementia Friends. This could be part of a wider training programme around supporting disabled and vulnerable customers, as it may not be obvious whether someone has dementia and/or another health condition.

There are two routes for organisations to roll out Dementia Friends, via our online videos or by sector specific presentation. These need to be embedded within organisational procedures such as employee inductions, refresher training and signposted on online course bookings to ensure sustainability.

Public transport



Paying for things



Filling out forms



“Staff should always wear their Dementia Friends badges. One time an employee was able to support a customer with dementia in a garden centre because their badge was recognised, so they could tell the wife of the person with dementia that they would make sure they got out of the toilet ok.”

Garden Centre Employee

- Ensure that people from all levels of the organisation are engaged within the awareness raising process. For example, for a medium sized organisation, at least one mid – to senior level colleague in each region could receive specialist dementia awareness training.

Champion or local lead

- Identify a colleague to be the dementia champion for your business. These ‘champions’ may already exist within the framework of your organisation in roles such as community relationship managers, equality and diversity representatives or community champions.



Good experiences from people with dementia

“I couldn’t find what I wanted in a corner shop and told people that I had dementia. They were so kind, which is nice because you do hold back from telling people you have dementia. I was surprised they were so helpful and had time. I’d go more often because they gave me time.”

“If someone is wearing a badge or clear uniform, I know I can approach them without a negative reaction. Sometimes it is difficult to tell people as you’re worried how they will react. Some people ‘physically back off’. Dementia has the stigma cancer used to have.”

- They should become a Dementia Friends and clearly wear their badge so customers know they can get support and understanding.

Further steps or training

- Identify a senior colleague (a member of the board or senior management team) to be the dementia champion for the business and to influence change at board level.
- Run a recruitment drive to encourage colleagues to become Dementia Friends Champions to run sessions locally to raise awareness in their community.
- Consider providing security staff and customer-facing colleagues with enhanced as well as refresher training when renewing contracts or taking on new staff. Further training is available through Alzheimer’s Society and other organisations for CPD accredited courses and qualifications.



Bad experiences from people with dementia

“When trying to pay at the checkout I got confused with my money. The young assistant at the till asked ‘do you have someone with you?’ followed by ‘don’t you think you should be at home?’ I complained to the store and received a much better service on my next visit.”

Review the centre's physical environment

The garden centre or shopping environment can have a big impact on someone with dementia. Small changes to layout or signage, can go a long way to reducing stress and confusion. This is important to support people with dementia to continue to do things for themselves for longer. Pathways, signage and lighting all need special consideration. Well-designed environments have the power to stimulate, refresh, remind and give pleasure to people with dementia and other disabilities and are accessible and easy to navigate.

A customer's challenges when shopping

“When I was able to take my Mum out shopping, there was a general problem of finding somewhere for an elderly person to sit down for a short break.

The chairs and benches in shopping centres, garden centres and supermarkets tend to be too low. If the shop wasn't too busy, Mum would sit on a chair in the cafeteria section, but this is rather cheeky if they are busy. She'd sometimes have a drink, but needed someone to carry it over to a table for her. I think large supermarkets or shops can be rather dangerous places for elderly or disabled people and there is nowhere to sit down if they feel tired half way round.”

Garden centres can use the tool on page 22 to conduct a building audit to understand the challenges people with dementia face.

Further steps

Further changes might involve some investment; consider the layout when centres are being refurbished or refitted – and as budgets allow. Devoting some additional resources will help to future-proof businesses by making stores more accessible for people with dementia and carers. See 'Useful resources' for more ideas and information.

Consider what could be done to bring the garden centre and gardening to isolated groups who might not be able to visit, such as mobile garden centres vans visiting independent living centres or local care homes.

We understand that it may not always be possible to change the physical environment in and around the centre. If this is the case, it is even more important that staff have a good understanding of dementia. With basic training, staff can be on hand to support people who are confused or having difficulties.





Area	Consideration
<p>Car park and entrance</p> 	<ul style="list-style-type: none"> ▪ Are drop off bays available immediately outside the entrance? ▪ Are there larger parking spaces, or 'family spaces' rather than 'mother and baby' spaces to allow anyone experiencing difficulties the space to get out of the car safely? ▪ Does your car park use gravel or bumpy tarmac that is highly non-stick? Could you create a paved path or concrete walkway? ▪ Is there one clear entrance to the centre? Do signs from the car park and public transport lead step by step here? ▪ Are entrances well-lit, maintaining a good level of light and make as much use of natural light as possible? ▪ Do you have easily opened or automatic doors which staff can see and support customers arriving? ▪ Is there a map, information point or someone to greet and help outside or immediately inside the entrance? ▪ Do you have some well-signposted seating available near to entrances, exits and checkouts? ▪ Do you have wheelchairs or walking aids available at the entrance? Do you have somewhere to store wheelchairs and mobility scooters? ▪ Are key features like toilets, changing rooms or cafes close to the entrance? ▪ Do you have a quiet space for someone who might be feeling anxious or confused? A few minutes with a supportive person might be all that's needed to continue the transaction.
<p>Signage</p> 	<ul style="list-style-type: none"> ▪ Are your signs clear, in bold face with good contrast between text and background? ▪ Is there a contrast between the sign and the surface it is mounted on? This will allow the person to recognise it as a sign ▪ Are the signs fixed to the doors they refer to? – They should not be on adjacent surfaces if at all possible. ▪ Are signs at eye level and well-lit? Can they be seen from wheelchair height? ▪ Are signs placed at key decision points for someone who is trying to navigate your premises for the first time? ▪ Are there signs to and from the facilities, the toilets, café or restaurants, outside areas, customer service and payment points clear? For example, a sign in the toilet directing people back to the store can help people to easily find their way.
<p>Lighting</p> 	<ul style="list-style-type: none"> ▪ Are your signs clear, in bold face with good contrast between text and background? ▪ Is there a contrast between the sign and the surface it is mounted on? This will allow the person to recognise it as a sign ▪ Are the signs fixed to the doors they refer to? – They should not be on adjacent surfaces if at all possible. ▪ Are signs at eye level and well-lit? Can they be seen from wheelchair height? ▪ Are signs placed at key decision points for someone who is trying to navigate your premises for the first time? ▪ Are there signs to and from the facilities, the toilets, café or restaurants, outside areas, customer service and payment points clear? For example, a sign in the toilet directing people back to the store can help people to easily find their way.
<p>Flooring</p> 	<ul style="list-style-type: none"> ▪ Are there any highly reflective or slippery floor surfaces? – Reflections can cause confusion. ▪ Do you have bold patterned carpets? – Plain or mottled surfaces are easier, patterns can cause problems to people with perceptual problems. ▪ Are there any changes in floor surface or colour which could be perceived as steps? Changes in floor surfaces can cause some confusion due to perceptual problems.

Area	Consideration
<p>Navigation</p> 	<ul style="list-style-type: none"> ▪ Are glass doors clearly marked? ▪ Think about the size and position of mirrors in the building. Do not place mirrors in corridors or navigation points as this can cause confusion. ▪ Is there clear signage through the centre to key features including toilets, checkouts, help or information points and entrances and exits? ▪ Is the layout logical, intuitive and easy to follow? Can you see where to go and where to get help from staff? ▪ Contrast can be used to de-emphasis features such as a door to a staff only area being the same colour as the wall. ▪ Are handrails visible painted in a different colour to stand out? Are they available in-between seating or by steps? ▪ Is there contrast in colour on the door handle to body of the door? ▪ Is there sufficient spacing between displays, aisles or walkways so wheelchairs can easily get past? ▪ Are obstacles, sharp corners and potential hazards considered from wheelchair height and checked not blocking walkways? Sharp corners and displays could knock elbows of those in wheelchairs ▪ Are most used or frequently requested items nearer the front? Are less frequently requested items put out of sight? ▪ Do you have hearing loops? Are they well-advertised or signposted? ▪ Can you reduce background noise from TVs, radios, alarms, doorbells, announcements, telephones?
<p>Toilets</p> 	<ul style="list-style-type: none"> ▪ Do you have a changing room (where applicable) where an opposite sex carer or partner can help out if the person needs help with their clothes? This should not just be an accessible toilet, but a changing place toilet with hoists and benches. If not, are staff briefed in how to meet this need sensitively. ▪ Do you have a unisex toilet or other facility which would allow someone to have assistance when going to the toilet without causing them or other user's embarrassment? ▪ Is it clear where the toilet is? Limit waiting lobbies/corridors on the route to the toilet so it is easy to find and get out of. ▪ Are hot and cold water functions on taps labelled clearly? ▪ Are sinks, flushes, taps, and hand dryers traditional and clear of use? Are sensor taps and hand dryers labelled? ▪ Do you have signs on the inside of the toilet door to direct people back out to help people to easily find their way? ▪ Are toilet seats of a contrasting colour to the walls and rest of the toilet? ▪ Do you have handrails to help people get up and off the toilet?
<p>Seating</p> 	<ul style="list-style-type: none"> ▪ In larger premises – do you have seating area, especially in areas where people are waiting? ▪ Does any seating look like seating? Is furniture traditional and recognisable in style, rather than having more modern or abstract design features which are not clear of use? People with dementia will find this easier – so for example a wooden bench would be preferable to an abstract metal Z-shaped bench. ▪ Does seating contrast to the floor, wall, and surroundings? Does it have back support, a high seat base and armrests to allow someone to manoeuvre themselves out of the chair?
<p>Cafe or restaurant</p> 	<ul style="list-style-type: none"> ▪ Is the café close to the entrance rather than at the back? Lots of people visit the garden centre just for the café as a social event. ▪ How could you let people know of quieter times that they could visit, or have quiet areas in the café? Cafes can be noisy, so staff could be sensitive to this by carefully clearing plates. ▪ Do you use contrasting colours for cutlery, crockery, tablecloths and plates so they are easily seen? ▪ Are plates heavier with a lip around the edge? These are less likely to be spilt or knocked over. ▪ Do mugs have large handles? This makes drinking easier.

Support customers and staff affected by dementia

Dementia does not just affect people who are over 65 – people of working age can also develop the condition. For this reason, it is helpful for businesses to consider how to support both customers and employees who receives a diagnosis of dementia, or who are caring for a family member. This could include actions such as making changes to the employees role to enable them to continue working, providing in-house counselling or providing private healthcare additions. For customers this could be greater awareness and understanding of dementia, simple changes to store activities or advising customers tips on how they can continue gardening.

Supporting customers living with or affected by dementia

Customers affected by dementia might need specific support to continue shopping at garden centres. The following ideas can support both customers living or affected by dementia to continue shopping at your centre, get specialist support locally and be supported to continue gardening.

Signposting customers to further support

- Customers might benefit from signposting to local specialist support services from Alzheimer's Society, Age UK or local carers organisations. Garden Centre's could display leaflets or posters, or host information or support stalls.
- Age UK have locally approved gardeners which can be contacted through their local services or you can advise customers to use Checkatrade or other trusted tradesperson websites.
- You can advise customers to check if their local authority provides Disabled Facilities Grants to fund some adaptations to help support access from the home to the garden. You can check on the Gov UK website under Garden Maintenance Council Tenants. Other charities including Gardening for the Disabled Trust also provide grants.

- Local voluntary groups or organisations could provide support to maintain or revamp gardens. Scouts and Girl Guides groups could support, as well as local colleges or students doing horticultural courses.

How to support customers when using the garden centre



Provide written information or leaflets which can be sent digitally or posted with information about facilities, toilets, accessible transport and support available at the centre.



Provide clear information on clubs, reward and membership schemes that can help customers save money.



Have clear support available from the entrance, clearly identifiable staff to support customers to use wheelchairs or walking frames to help navigate the building.



Clearly price items so customers can see how much it is and any discounts applied.



Making activities and programming dementia-friendly

- There could be a regular member of staff to give a short talk about seasonal plants or flowers, do a planting demonstration or even give a tour of the garden centre, using plants to stimulate memories and conversation. Participants could collect fallen leaves, petals, bark and objects collected on the walk to record their journey.
- Hold a talk or reminiscence session for customers to talk about their favourite flowers, what they used to grow, what involvement they had in the garden, which can often open up to other memories. Conversation prompts or memory boxes with random items from museums or libraries which offer tactile stimulus for conversation. Picture books, photos, items and prompts could be used. Different themes could include:
 - Second World War for example Digging for Victory, unusual recipes from rationing and ration cards.
 - Childhood for example making daisy chains or blowing a dandelion seed head, playing conkers or picking blackberries.
 - Wildlife for example pictures of different plants, animals, wildlife or hearing bird calls using audio.
 - Gardening objects for example handling of gardening objects, tools and memorabilia.
- Hold table top activities for example:
 - Sowing seeds, potting up herbs or taking and planting cuttings
 - Flower arranging or pressing flowers
 - Use pressed flowers to make pictures, greeting cards or bookmarks
 - Use leaves to make prints, greeting cards or to press into clay to make patterns
 - Make dry lavender bags
 - Creating a collage of different plants and flowers to stimulate memories and conversation.
 - Filling bird feeders with seeds or making fat balls
 - Making or painting bird boxes or bug hotels.



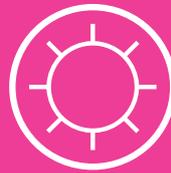
Advising dementia-friendly gardening activities at home

There are simple and different ways to encourage people living with and affected by dementia to continue gardening and enjoy gardens. Breaking tasks into smaller steps or stages can help encourage and support people with dementia to continue gardening. Some of these activities could be done sitting down or even indoors. Please see accompanying leaflet on designing a dementia-friendly garden, tips on plants and tips on making gardening easier. The following ideas could be suggested for activities at home:



Spring

- Sowing seeds in pots or beds, pruning shrubs, preparing beds and borders for planting, planting seedlings and plants, cutting the grass.
- Create, maintain or top up a water feature. Create one simply using a washing up bowl in the ground.
- Create a wildlife corner leaving it uncut or creating a log or rock pile as a habitat for insects and shelter for other animals.



Summer

- Watering plants, deadheading, harvesting vegetables and cutting flowers.
- Create a Bee hotel using hollow stems or bamboo shoots tied together.
- Harvesting fruit or berries and having a picnic or dinner in the garden.
- Painting garden structures, furniture or fences.



Autumn

- Taking out old vegetable and annual plants, dead heading, cutting down perennial plants, planting spring flowering bulbs, sweeping pathways, gathering up leaves.
- Put out nesting box for birds or bats in a sheltered place and high enough out of the reach of cats.
- Feeding the birds, making fat cakes, topping up bird baths.
- Providing chairs or seating to sit and watch others or nature.



Winter

- Preparation and planning for growing and sowing looking at magazines, seed catalogues, ordering seeds and planning new areas.
- Routine yearlong activities like clearing and tidying the garden, maintaining beds and borders, pruning fruit trees, sweeping patios and paths.
- Decorating trees or plants for Christmas, making wreaths or garlands.
- Feeding the birds or wildlife.



Tips on what plants to suggest

It is important to plan sensory interest throughout the year but also think about amount of maintenance needed and the robustness of the plant. The right plants should be advised for the right place dependent on soil quality, water availability or light. They might need to cope with heavy-handedness to allow people with dementia to touch and explore them.

- **Plants for shelter** from wind and that are low maintenance and more hardwearing than perennials (trellis with climbers, evergreens like juniper, lavender, Daphne, shrubs like azaleas, camellias)
- **Plants for reminiscence** and old favourites (marigolds, forget-me-nots, pansies, snapdragons, daisies, herbs)
- **Plants that attract wildlife** including butterflies, bees and birds (Sedum spectabile, lavender, catmint, yarrow, borage, buddleia and comfrey)
- **Plants for colour** white and yellow to reflect light
- **Plants for noise** that will rustle or pop (grasses, popping seedheads, bamboos, birch and magnolia trees)
- **Plants that are soft to touch** (lamb's ears and bunny tails) or for scent (roses, lavender, rosemary, mint) where people will brush past
- **Plants for dappled shade** that will encourage people to seat down and relax (pergolas planted with climbers like Wisteria)
- **Plants for decoration** (Christmas trees or holly, pumpkins for halloween)
- **Plants for making drinks or food** (tomatoes, strawberries, herbs, elderberry or edible flowers such as violas, nasturtiums and borage)
- **Plants to show the seasons** for those who find it difficult to go out in winter (Hellebores, primroses, bulbs or daffodils for spring, roses in summer, plants that develop russet leaves in autumn, heather and evergreens in winter)

Horticultural Trades Association has a list of potentially harmful plants



Things can go wrong, plants can be overwatered or can die, but it is important to encourage and offer reassurance that sometimes these things happen and respond to their feelings. Providing solutions to help solve the problem i.e overwatering – only water if the soil seems dry

Encouraging people to touch, smell and explore plants, whilst avoiding toxic or those likely to cause skin reactions is important. Avoid poisonous, thorny or spiny plants.

Tips on how to make gardening easier

- Take frequent breaks drinking plenty of water or juice, especially on hot days. Have shady areas where you can sit and get your breath back and to shelter from sun or rain.
- Wear the right clothes for the season including protective shoes, gardening gloves, lightweight comfortable clothes, hat and sunscreen.
- Raised beds, planters, troughs or containers at different heights or a tabletop garden – suitable for use by people at all heights, whether standing, sitting or kneeling. Narrow accessible beds from both sides will make digging and weeding easier.
- Larger pots with greater volume will dry out less, place saucers underneath and water in the evening when there is less evaporation.
- Landscaping with smooth paving, turning places, raised edgings to act as brakes if in a wheelchair. Handrails and gradual sloping ramps in place of steps to make it easier to navigate in a wheelchair.

Low maintenance ideas

- Use low maintenance features including plastic edging or decking instead of wood. AstroTurf, paving, gravel, decking or bark instead of grass, aluminium or plastic furniture instead of wood.
- Minimise maintenance required with lawns by choosing hard wearing grasses, letting areas of grass grow long creating wild areas, letting clippings drop back into the grass, keeping a simple shape and removing fiddly or narrow areas.
- Reduce the need for weeding by installing membranes or weed-proof fabrics topped with bark, stones or mulch in borders and under gravel paths.

Making tasks easier

- Avoid time consuming tasks such as clipping topiary and maintenance of herbaceous perennials (e.g. staking, cutting back, lifting and dividing. Reduce fallen leaves using evergreen or variegated foliage).
- Position garden features or plants that are more labour intensive closer to the house or a shed to reduce time walking or carrying items. Have stable seating and tables in different areas.
- Use vertical planting up a wall or trellis to avoiding bending or stooping. This could be using climbing plants like ivy or jasmine on fences, hanging baskets to make gardening easier without having to stretch or bend.

Tools and equipment

- Specially adapted tools and equipment can enable independent gardening. This could be lightweight tools with wide handles which are easiest to grip, long-handled tools, hosepipe wands, sticky palm gardening gloves, tools with interchangeable heads, telescopic handled tools, pedal forks and spades, ratchet pruners, scissors instead of secateurs, and easy-grip tools. This could be done at home using foam, tape and plastic tubing to modify existing tools.
- Invest in tools to support gardening. From kneelers to provide comfort when gardening kneeling down, garden carts or wheelbarrows, to casters underneath containers to move containers around the garden easily.
- Install water points close to where you are most likely to need it or consider drip irrigation.
- Avoid shallow water features that dry out and require frequent topping up. Reduce the need for pumps and filters by not introducing fish into the pond. Wildlife ponds have less weed and algae problems too.
- Install movement sensitive lighting on paths, as well as good lighting on features means they can be enjoyed from indoors and it is easier to spot wildlife.



Pat and Beryl's Story

When Pat's mother Beryl no longer enjoyed trips out, she was inspired to bring the outdoors closer to home. 'Mum had a fall and didn't want to go out much, so there was no point making her,' says Pat.

'She used to like to walk but it was no longer safe or enjoyable, and attending unfamiliar groups or dementia cafés would cause more anxiety than enjoyment.

'People on Talking Point said, "Why bother going out if you can stop in or make the house nice?" So I decided to make the most of outside. Dad loved the garden, so it's also a memory of him.'

Pat sought something to stimulate each of the senses. With Mark's support, she set about developing a garden that boasted a scented area, herb wheel planter, solar night lights, wind chimes, a bird feeder and bird bath. It also features Jim's favourite tree, under which his ashes are buried. There is a patio area with chairs, while the path down the side of the house has been turned into a meditation area for Beryl, who has long enjoyed weekly tai chi sessions.

Nothing in the garden is particularly expensive, and Beryl derives pleasure from simple activities such as hanging ornaments on the trees or moving a stone angel into different positions. She also spends time in the garden chatting with six-year old Mason, her great-great-grandson.

Pat says the garden has helped Beryl feel more at ease while outside.

'You don't realise how unfriendly the world is, for example the unevenness of paving stones,' she says. 'The garden path is levelled, things are spaced out and you can close the gate.'

'Mum is more relaxed now. It's nice for her to feel relaxed and calm, even when she doesn't want to go out properly.'

The garden has helped reignite old memories and create new ones.

'We talk about plants Mum used to have in her garden as a child,' says Pat.

'We get lots of ideas at the garden centre – it's nice to then find a special spot for something.'

'Lots of friends will ask how the garden is going, or what we are doing today, and people get Mum garden centre vouchers for presents.'

'It's not a big garden or an affluent area, but it's special to us. Mum has plants relating to different people, and family buy little things for the garden,' says Pat.

The garden certainly has Beryl's seal of approval. 'The garden is important to me. I can sit at the top and just pass the time away,' she says. 'I see the flowers and different birds that come, and I tell Jim what's happened during the day. It's very good. It's lovely in the garden in the afternoon. My friends come and we have tea and chat. Even in the winter it's nice.'





Support the local community

Businesses can play an important role in making the local community more dementia-friendly, for example by supporting awareness raising activities or partnering with other organisations to implement local dementia initiatives.

Help build dementia-friendly communities

Across England, Wales and Northern Ireland businesses are coming together to help build dementia-friendly communities. These communities bring together organisations that are committed to transforming the lives of people with dementia and their carers. At a national level, this programme has begun to shape policy and attitudes. Locally, it galvanises action by co-ordinating and supporting local alliances. Everyone, from local government and health boards to the local corner shop and hairdresser, share part of the responsibility for ensuring that people with dementia feel understood, valued and able to contribute to their community.

Local organisations and branches should join their local community to support and engage with the issues that matter to local people. It provides a support mechanism, network of local businesses and a platform to engage your local community and customer base.

You can search for a list of your local Dementia Friendly Communities on the Dementia Friends website and on the national Dementia Action Alliance website. Visit dementiafriends.org.uk to find out more.



Work with local community groups

Work with local community groups or organisations to work with partners already engaging in dementia-friendly initiatives and engage your wider community. Reaching out to local youth organisations like the Scouts, Girls Guides, Police Cadets or volunteering groups. Or develop partnerships with educational facilities like schools or colleges to give students experiences in biology, horticultural and growing plants or vegetables.

Working with these partners the centre could create or refurbish dementia or sensory gardens in local care homes, day centres or hospitals. This will also benefit customers as staff can advise where they can enjoy their nearest garden. Schemes could be supported to get these isolated community groups to visit your garden centre through supported trips or take the garden centre to them in outreach projects. They could be working with local allotments or even donating plants, equipment, support and advice to revamp any outdoor spaces.

Using the store as a community space

Some centres may have a suitable space where it can host activities such as those run by Alzheimer's Society, Age UK or local carers groups, for example a Dementia Friends session, a Dementia Café, Singing for the Brain or 'tea and talk' events. Centres might want to invite local Alzheimer's Society Dementia Support Workers into the garden centre to support these events. This can allow older people, people with dementia and their carers the opportunity to meet up with others and enjoy a cup of tea and a chat. By inviting people with dementia and carers into the store, retailers can show their commitment to becoming more dementia-friendly.

Visit [alzheimers.org.uk/getsupport](https://www.alzheimers.org.uk/getsupport) to find out more about local services and support.

Encourage staff to volunteer their time

There are lots of ways in which staff can make a contribution – both within and outside the workplace – that can benefit people with dementia. Examples include local fundraising schemes, employee volunteering initiatives and charity partnerships.

Volunteering for a local Alzheimer's Society, Age UK or dementia service is an opportunity for organisations and businesses to support their local community. Organisational volunteer days or time could be used to offer skills-based volunteering or local support for key services.

Side by Side

Side by Side pair people with dementia and volunteers so they can keep doing the things they love and get out and about. From joining a local club, going to the football, or just going for a stroll in the park, we want people with dementia to live the lives they want and deserve, and Side by Side volunteers can help make this possible.

To find out about current opportunities, please visit the volunteering pages on the Alzheimer's Society website or contact your local Alzheimer's Society office.

Find out more at [alzheimers.org.uk/volunteer](https://www.alzheimers.org.uk/volunteer)



Useful resources and organisations



Commitment 1: Improve staff awareness and understanding

Alzheimer's Society factsheets

alzheimers.org.uk/factsheets

Publications order line: **0300 303 5933**

Alzheimer's Society factsheets that cover all aspects of dementia. Available for download from the website or via the publications order line

Alzheimer's Society training

alzheimers.org.uk/training

Bespoke dementia awareness training for organisations.

Dementia Friends

www.dementiafriends.org.uk

A free initiative produced by Alzheimer's Society. Employees can watch an online video or complete a 45-minute face-to-face session to become a Dementia Friend, or do a one-day course to become a Dementia Friends Champion.

Open Dementia eLearning Programme

www.scie.org.uk/publications/elearning/dementia/index.asp

A free programme provided by the Social Care Institute for Excellence (SCIE) for anyone who comes into contact with someone with dementia. It also provides an interactive introduction to the disease.



Commitment 2: Review the store's physical environment

Alzheimer's Society, Dementia-friendly Signage

alzheimers.org.uk/downloads/download/2055/dementia_friendly_signage

This signage can be downloaded and printed to help make your environment dementia-friendly.

Alzheimer's Society, Physical Environment Checklist

alzheimers.org.uk/info/20079/dementia_friendly_communities/361/dementia_friendly_businesses

Detailed physical environment checklist to review your outdoor and indoor environments to make your business dementia-friendly.

Dementia Action Alliance, Dementia friendly environments checklist

www.dementiaaction.org.uk/assets/0000/4334/dementia_friendly_environments_checklist.pdf

Based on work by Innovations in Dementia, this simple checklist looks at physical features such as signage, lighting, and more to assess small changes in your organisation's public spaces which may make a positive difference to your employees or customers.

Dementia Action Alliance, Dementia-friendly design

www.dementiaaction.org.uk/assets/0000/7618/dsdcthe_stirling_standards_for_dementia_120430_1.pdf

A person-centred approach for dementia-friendly design developed by the University of Stirling Dementia Services Development Centre.

Innovations in Dementia, How to do an access audit

www.innovationsindementia.org.uk/HowToDoAnAudit.pdf

A more in-depth guide and checklist produced by Innovations in Dementia to help make buildings more dementia-friendly.

International Dementia Design Network

www.international-dementia-design.org

A forum that provides information on dementia design research, innovation and education.



Commitment 3: **Support customers and staff affected by dementia**

Age UK

www.ageuk.org.uk/travel-lifestyle/hobbies/gardening-tips-and-advice/

Gardening tips and advice from expert gardener Christine Walkden with monthly podcasts with tips on different areas.

Alzheimer's Society, How to help people with dementia: a guide for customer-facing staff

alzheimers.org.uk/customerfacing

An Alzheimer's Society booklet containing practical advice on communicating with and assisting people with dementia.

Alzheimer's Society, Creating a dementia-friendly workplace: a practical guide for employers

alzheimers.org.uk/employers

An Alzheimer's Society resource providing guidance on supporting staff members who have dementia, or those who are caring for someone with dementia while still in employment.

Carry on Gardening

www.carryongardening.org.uk

Carry on Gardening presents Thrive's experience and expertise in gardening with a disability, which has been gathered over 30 years of helping disabled people to start or continue gardening. They have a host of factsheets on adapted gardening from gardening sitting down, to raised beds to easily moving things in the garden.

Carry on Gardening, Assistive equipment and tool search

www.carryongardening.org.uk/shop/default.aspx

Carry on Gardening have a search tool for your nearest assistive equipment provider.

Checkatrade

www.checkatrade.org

Directory of recommended and trusted tradesmen who have been vetted and monitored and meet our standards of trading.

Dementia Engagement and Empowerment Project, Tips for employers who want to be more dementia-friendly

www.dementiavoices.org.uk/wp-content/uploads/2013/11/DEEP-Guide-Tips-for-employers.pdf

Practical tips for employers produced by the Dementia Engagement and Empowerment Project (DEEP).

Employers for Carers, Supporting employees who are caring for someone with dementia

www.employersforcarers.org/resources/research/item/875-supporting-employees-who-arecaring-for-someone-with-dementia

Key findings and emerging issues from a survey of employers and employees conducted by Carers UK and Employers for Carers, with ten recommendations for employers, health and social care services and government to facilitate better support for carers.

Gardening for the Disabled Trust

www.gardeningforthedisabled.org.uk

The Gardening for the Disabled Trust provides grants to people in the UK to enable them continue gardening despite age, illness or disability. It helps with adaptations, the cost of tools and raised beds as well as advice and information on different aids and techniques.

Gov UK

www.gov.uk/garden-maintenance-council-tenants

To search for your nearest garden maintenance grants from your local authority.

Royal Horticultural Society, List of poisonous plants

www.apps.rhs.org.uk/schoolgardening/uploads/documents/HTA_poisonous_plants_600.pdf

List of poisonous plants and flowers to be avoided in dementia-friendly gardens.

Thrive

www.thrive.org.uk

Thrive is a Charity for horticultural therapy using gardening to bring about positive changes in the lives of people living with disabilities or ill health, or who are isolated, disadvantaged or vulnerable.

Thrive, Dementia and older people gardening resources

www.thrive.org.uk/products/publications/dementia-and-older-people.aspx

Thrive have a list of publications to help you start or continue gardening. There are leaflets with tips for general easier gardening, reminiscence materials, and other guidance for gardening with dementia.



Commitment 4: Support the local community

Alzheimer's Society volunteering opportunities

alzheimers.org.uk/volunteer

Dementia Action Alliance

www.dementiaaction.org.uk

Alliance for organisations and communities across England to connect, share best practice and take action on dementia.

I Dig Trees

www.tcv.org.uk/community/i-dig-trees

I Dig Trees is a joint initiative between The Conservation Volunteers and OVO Energy. It's aim is to plant 250,000 trees in over 1,250 sites. Native broad leaf trees are provided free of charge with protective stakes and spiral guards in packs of 50 trees. The scheme is open to schools, community groups and charities.

Local dementia services

alzheimers.org.uk/dementiaconnect

Find local Alzheimer's Society services in your area.

National Garden Scheme

www.ngs.org.uk/gardens-and-health

The National Garden Scheme help garden owners open their beautiful gardens to the public, sharing their passion and raising impressive amounts of money through entry fees, teas and slice of cake.

Step Change

www.stepchange-design.co.uk

Step Change are Garden Designers with a background in creating gardens for therapeutic purposes. With their research into what makes gardens more effective for people living with dementia they have created an infographic from their findings which is very useful for any organisations or group encouraging people to go into the garden.

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Thrive Briefing Sheet 1: Sensory Gardens

Thrive Briefing Sheet 7: A Rough Guide to Risk Assessment

Thrive Back to Basics Worksheet Pack

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**Alzheimer's Society is the UK's leading dementia charity.
We provide information and support, improve care, fund research,
and create lasting change for people affected by dementia.**

If you have any concerns about Alzheimer's disease or any other form of dementia, visit [alzheimers.org.uk](https://www.alzheimers.org.uk) or call the **Alzheimer's Society National Dementia Helpline** on **0300 222 1122**. (Interpreters are available in any language. Calls may be recorded or monitored for training and evaluation purposes.)

Alzheimer's Society

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[alzheimers.org.uk](https://www.alzheimers.org.uk)**



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