

First

- A full driver cpc module has been developed in conjunction with the Alzheimer's Society and the Mental Health Action Group
- The first few slides of this module are shown here
- Safe Journey Cards can be downloaded from our website (last slide shows an example)
- Awareness raising days have been held in Hampshire in conjunction with Solent MIND and local dementia charities

Introduction to Dementia

For First Group

Memory Test

Solution



BETTER *journeys* for LIFE

Aims

- To recognise dementia as a range of different physical conditions.
- To understand the link between physical damage to the brain and everyday skills and abilities
- To give First Group drivers the knowledge and confidence to help a person with dementia use their bus service
- To recognise our own responsibility in creating a dementia friendly community

Facts

- There are currently over 800,000 people with dementia in the UK.
- There are currently over 17,000 younger people (under 65) with dementia in the UK.
- There are over 11,500 people with dementia from black and minority ethnic groups in the UK.
- There will be over a million people with dementia by 2021.

Facts

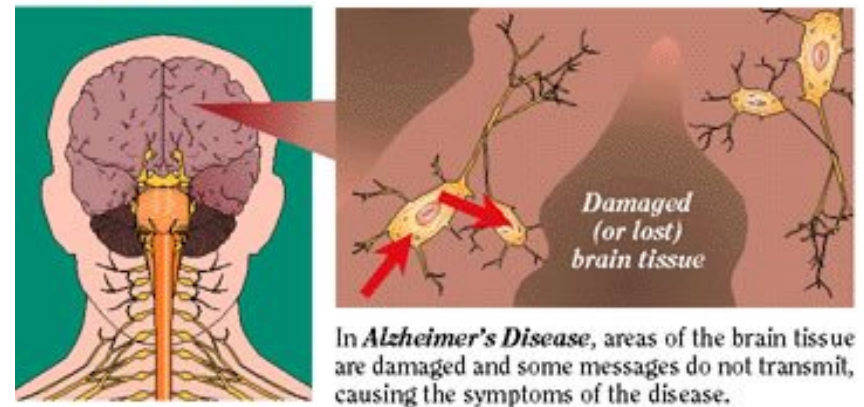
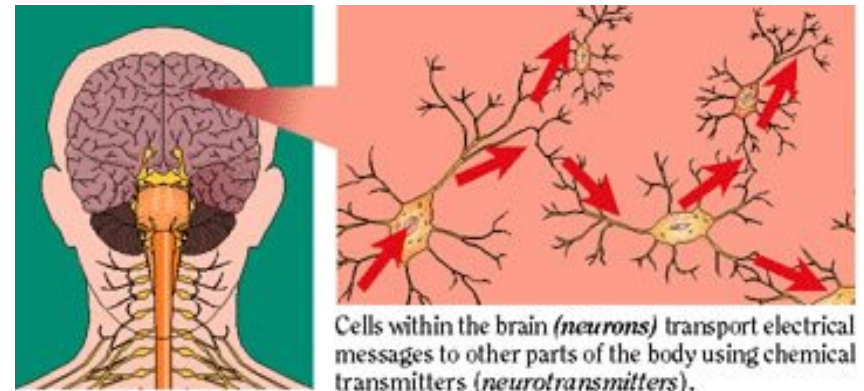
- 60,000 deaths a year are directly attributable to dementia.
- The financial cost of dementia to the UK will be over £23 billion in 2012.
- Family carers of people with dementia save the UK over £8 billion a year.
- Two thirds of people with dementia live in the community while one third live in a care home.
- Improving support for people with dementia goes beyond the vital role of the health and care system

What is dementia?

- Dementia is not a natural part of ageing.
- The term 'dementia' is used to describe the symptoms that occur when the brain is affected by specific diseases and conditions.
- Dementia is progressive,
- Each person is unique and will experience dementia in their own way.

What is dementia?

- The connections in the brain deteriorate
- Connections don't get made
- Messages don't get through
- Detours take longer



What are the symptoms?

- Loss of memory
- Confusion
- Communication problems
- Changes in emotional control or behaviour

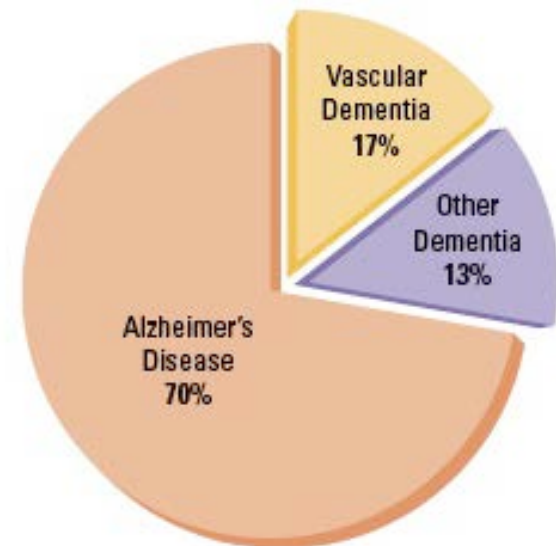
How would you know someone may have dementia?

- Confusion - Which stop they want (might just say “Home”)
 - Difficulty finding right money to pay
 - Day/date/time
- Difficulty understanding you – and you them
- Sudden unexpected outbursts – using abusive terms
- No evidence of alcohol on breath

What causes dementia?

There are several diseases and conditions that cause dementia. These include:

- Alzheimer's disease
- Vascular dementia
- Dementia with Lewy bodies
- Fronto-temporal dementia (including Pick's disease).



The bookshelf model of memory storage

Hippocampus memory

- memories like books on a bookshelf
- stored over time
- most recent on top.

Person with dementia

- bookshelf wobbles
- top shelf books affected first
- progressively lower books fall.

Moderate Dementia



60-75

45-60

30-45

15-39

0-15



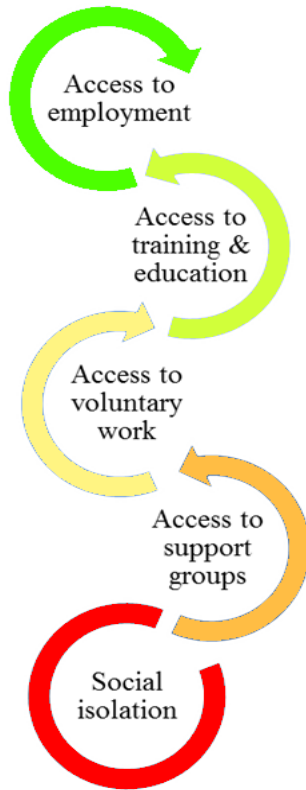
Mild Dementia



Severe Dementia

Communication – Hints and Tips

- Make eye contact
- Smile
- **KISS** (Keep It Short and Simple)
- Be aware of confusion - offer help
- Be patient
- Don't contradict the reality of the person with dementia

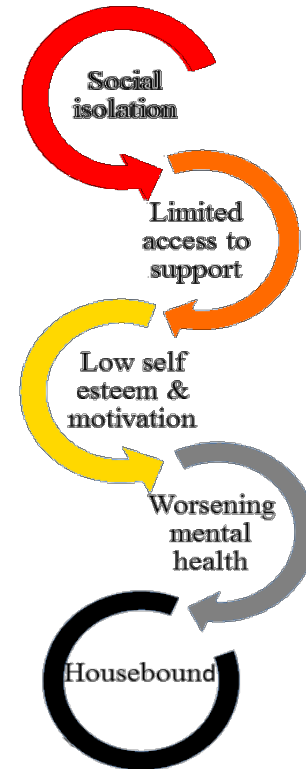


customers with unseen needs

our help can make the difference between 2 clear paths

positive

negative



Safe Journey Card



Please cut out and use these cards to let your driver know if you need any help with your journey.



Please speak slowly
I am hard of hearing



Please be patient,
I have difficulty in speaking



Please be patient,
I am visually impaired



Please be patient,
I have a hidden disability



Driver, please let me know when we get to

Please wait for me to sit down
In case I fall

