



TMJ Legal Services
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How can your organisation help to support people with dementia and families/carers?

Ensuring that all staff are considerate when dealing with clients with dementia and their families/carers.

Try where possible to provide an environment that is friendly to people who are living with dementia.

Make sure that staff dealing with clients with dementia are patient and considerate.

What are the challenges to delivering these outcomes for your organisation?

Staff will not necessarily have dealt with people with dementia as they may not have had family who are living with dementia or other acquaintances. All our staff deal with clients whether that be by face to face contact or telephone. Finding appropriate training is difficult to educate people on best practice.

How can you overcome these challenges?

Organise education and training for staff.

Action 1

Improve staff awareness of dementia

I will arrange for all staff to attend a dementia friends session to ensure greater understanding of the condition and how we can help.

Action 2

Provide a Dementia Friendly Environment

Carry out an inspection of our premises with the intention of making our premises dementia friendly where this is possible.