



SUMMARY

What Have We Achieved?

Recruited a **Social Media & Marketing Post and Volunteer & Groups Project Worker**

Enabled the re-opening of the **Information and Support Centre**, 5 days per week

Implemented A 7 day per week **Phoneline and Texting/WhatsApp Service**

Introduction of an **Appointments System**, offering 12 appointments per week

The start of a **Home & Garden Visits Service**, providing up to 6 visits per week

Training with Health Professionals, pilot focussing on **Community Mental Health and BAME Community**

Providing Support for Volunteers to return to services and activities

Increasing our Social Media Platforms and Presence

Reached over 157,204 total users across our Social Media pages and Website

Had **27 Press Releases** published, 8 of which were from partners - reaching a total of **616,293** people

Set up a **WhatsApp Group** to support **Volunteers, Staff and Carers**

Sent quarterly service information text to patients of **8 GP Practices - approx 88,000 patients** (Modality Partnership)

Utilising our **Information and Support Centre** Front Windows to display up to date information

Moving **6x Activity, Support & Team Groups** to online to maintain delivery during Lockdown

Supporting the return of **4x Activity and Support Groups** to **face-to-face** delivery

Working with **Local Radio Stations** to create weekly shows providing **nostalgia, music from the decades and opportunities to send in your favourites**

Creating a '**Zoom Room**' to enable residents of a **Care Home** to communicate with their family

Setting up of a **Dementia, Voice of Experience Group** to support DFK delivery and advocacy

Delivering a bi-monthly **Volunteer Voice Group** to ensure regular contact and support with Volunteers

Development of **21** (key topic) **Information Sheets** in written, audio and community languages (Urdu and Bangla)

Filming of short videos to promote awareness of dementia, diagnosis process and DFK services

Creating a pool of **Home Resources**, with 18 families signed up

Working with **10 established and new partners**, leading to further joint partnership funding applications