



Final Evaluation Report – “Supporting Dementia” Events

Educational and supportive events for family members and friends caring for people with dementia

Anna Geyer and Charlie McAllister

June 2010

Contact for report: Louise Molina, Programme Manager
for Dementia, Joint Improvement Partnership

louisem@projexhealth.co.uk

Contents

Executive Summary:	4
Background	4
<i>Tender</i>	4
Promotion of events	4
Uptake of events	4
Programme content.....	5
The aim of the commissioned events was to:	5
Intended Outcomes	5
Programme evaluation	5
How did the style of delivery affect people's learning?	6
Actual Impact of Training and Education Programme	6
What has helped?.....	6
General Comments:.....	8
Summary of Learning.....	8
Recommendations	9
Promotion & Advertising	10
Attendance - Uptake of events across the Region	11
Expression of interest in attending events	12
Attendance at events.....	14
Request for Respite Support:	15
Programme Content.....	16
The aim of the commissioned events was to:.....	16
Intended Outcomes	16
Course Content	17
The content of the 1 day event included:	17
The content of the 2 day event included:	17
Methodology	17
Participants' Evaluation.....	19
Quantitative Data.....	19
Qualitative Data.....	21
Trainers' Evaluation	24
How the events were received	24
How delivery affected learning	27

Appendices	29
Appendix 1 - Compiled Evaluation Data.....	29
Quantitative Questions	29
Qualitative Questions.....	29
Thurrock 5 th January	29
Colchester 26 th January	33
Bedford 1 st February.....	38
Dereham 2 nd February.....	40
Peterborough 3 rd February	42
February 10 th Letchworth	45
Chelmsford 21 st & 28 th January	47
Luton 22 nd & 29 th January.....	50
Hemel Hempstead 8 th & 22 nd February	52
Suffolk 9 th & 23 rd February.....	56
Appendix 2 - Quotes from the Day.....	58
1 Day Events.....	58
2 Day Events.....	59

Executive Summary:

Background

In March 2009, the Joint Improvement Partnership put forward a project plan to Improvement East to provide a series of events across the Eastern region to support and empower carer's of people with dementia. The aim of the project was to reduce the likelihood of depression in carer's and prevent crisis admission to hospital for someone with dementia by empowering and supporting carer's through the provision of information and practical tools to assist in their caring role, as well as an opportunity to share their own experiences and learning with one another.

Tender

A formal tendering process was followed. The tender was advertised in the 'Community Care' journal and on their website for 3 weeks. Interested parties had over one month to apply. Over forty expressions of interest were received. Applications were shortlisted to six potential providers. All six were then interviewed by a panel of three, consisting of a joint commissioner, an expert carer by experience and the Programme Manager for Dementia, Joint Improvement Partnership. The tender was awarded based on interview, costs and ability to deliver the programme according to the tender specification. The tender was formally awarded to 'New Possibilities' in September 2009, following the take up of satisfactory references.

Promotion of events

A wide variety of communication methods were used to promote events locally. This included the Alzheimer's Society, Age Concern, Carer's Leads within Local Authorities, Social Work Practitioners, GP practices across the region, through Commissioners, Libraries, Crossroads, Mental Health Trusts, other local Carer's organisations and through local media. The most successful methods used included; promotion through work, Carers Centres or magazines, word of mouth and the local newspapers.

Uptake of events

Family members and friends were prepared to travel in order to attend an event. There is also evidence that for the 2 day events (fig. 3), people were more prepared to travel to a different county in order to attend an event.

251 people booked a place at one of the events across the region.

Essex and Bedfordshire have been particularly successful in generating interest. Suffolk has had the lowest uptake of events; Hertford has had a low up take of the one day events however the two day event was relatively well attended. This may in part be due to people transferring from other counties to attend this event.

The Norfolk one day events have not been well subscribed to; however the two day event is nearly at capacity. It is apparent from comparing the one and two day events that family members and friends are interested in gaining as much knowledge and understanding as possible in order to support them in their caring role.

Programme content

The aim of the commissioned events was to:

Offer practical knowledge, skills and tools to support and empower family members and friends who are caring for someone with dementia.

Intended Outcomes

For Participants to be able to:

- ✿ Build a support network with people who share their experience
- ✿ Have confidence within their caring role.
- ✿ Feel more empowered when talking to other agencies.
- ✿ Have an understanding of the different stages of dementia and the support options that may be available at each of these stages.
- ✿ Have an understanding of how a person with dementia may experience day to day life
- ✿ Have an understanding of different approaches to supporting people with dementia
- ✿ Have an understanding of current medication and treatment that is available
- ✿ Have an understanding of current policies, and legislation and the implications they have for people with dementia.

Programme evaluation

The programme was appraised by means of a written evaluation completed by participants at the end of each course. This evaluation contained questions designed to gather both qualitative and quantitative data in order to determine if the course aims have been met.

The results showed that 98% of both 1 and 2 day course participants found the course of benefit to them as carers.

88% of day 1 participants and 84% of 2 day participants were able to identify at least two benefits of attending the training

The nature of the benefits included:

- ✿ Having information about what help is available and where to get it
- ✿ Reassurance and confidence to care
- ✿ Greater understanding of the person with Dementia
- ✿ Help in the Caring role
- ✿ Knowledge re: different approaches
- ✿ The SPECAL understanding of dementia (i.e. the Photograph Album and Golden Rules)
- ✿ Resolve to explore new care agencies/homes
- ✿ Thinking about/ looking at dementia differently
- ✿ Knowing how to approach/ prepare for the future
- ✿ Better equipped to deal with professionals
- ✿ Having practical tools to take away
- ✿ Having the opportunity to discuss experiences with carers

The following are a sample of quotes taken from the evaluation of events.

- ✿ It's been good to have this right at the very beginning – I feel like I'm just setting out on the journey (Luton participant)
- ✿ I came today thinking it would be worthwhile if I learned one thing – and I've learned lots. Today has far exceeded my expectations (Peterborough participant)
- ✿ The practical stuff at the end was so useful, it was so positive to have some practical things to do – it all felt uplifting (Luton participant)
- ✿ Today has been much more than I was expecting. The Photograph Album was very poignant, it's made me think very differently. I won't worry now when my father-in-law gets up in the night to check the airing cupboard, and more importantly, I won't let it worry *me*. (Ipswich participant)
- ✿ We have just made the decision to move mum into a care home and now I am thinking there might be a way of bringing her back to her own home.(Bedford participant)

How did the style of delivery affect people's learning?

22% of people from the one day and 28% of people from the two day events placed most value in being able to share experiences and learn from each other. From the one day events the presentation of the photograph album made an impact for 27% of participants. On the two day events the practical tools gave the second greatest impact for learning with 22 %.

Actual Impact of Training and Education Programme

Telephone calls and e-mails were made to assess the impact of the training up to 4 months after attending the training events. The following qualitative responses were gathered and fall into the following categories.

What has helped?

✿ **Having information about what is available and where to get it**

“Found the information about Contended Dementia and SPECAL most interesting and am following this up by attending one of their courses with the intention of providing the best possible care for father in law”

“I purchased and read the book Contended dementia and found a lot of the information really useful”

“The best thing for me was the Specal Photo album which I sent off for and have passed around the family. VERY helpful.”

“Information gained on domiciliary care options was invaluable to us. Extremely helpful to hear from other families and from the Social Worker (Tina Lightfoot) about how to look at alternatives to residential care.”

“Apart from information on the internet - some of which was not very helpful - I knew very little before the course. No information was offered to us by the Social Worker or Health personnel.”

“My husband is still in the early stages so I have made notes of information for when I need it in future. “

 **Having greater reassurance and confidence to care; it's helped in my caring role**

"I left the course feeling very good about the 2 days"

"Your professionalism made what you had to offer really credible, and your sensitivity and encouragement gave me/ us confidence in our situation."

"I'm using some of the techniques with some progress."

"It has made me much more relaxed when caring for my mother and we just try to live for the moment."

"It's also great to talk to other carers - makes you feel less alone"

"Changing my approach will take time but it seems to be working. My slogan is people want to feel useful rather than useless!"

"I found the photograph album explanation very understandable and have explained this to other family members to help them understand the problem. The particular suggestion to never ask questions has been well received by family members, as we found ourselves always asking questions automatically, not realising the problems this caused. We are all trying to find other ways to work with our relative to avoid questions."

 **Having a greater understanding of the person with Dementia. I'm thinking about and looking at Dementia differently now.**

"I do think I have most likely assimilated some helpful approaches, such as not contradicting my father when he says or does something that is wrong from my perspective."

"The most useful aspect was attending the course with my mother and seeing her attitude to caring for dad change, little by little, over time."

"I now recognise it's pointless keep asking questions about what she's recently done and now word things differently, so her conversation has improved."

"I've bought a photograph album where I can play a short message to identify each special photo for mum and this is good for conversation and happy memories."

Found the course very useful & interesting. I am still trying to **not** ask my Mother questions or correcting her. Find it quite hard not to do either of these, but Mum seems happy & content! It certainly was something I only learned on the course. Also learned about the photo album, which gives me a much better understanding of how & why a sufferer deteriorates.

" The Golden rules - Although my other half is still in the early stages, I have found the rules to be of help. I have actually passed them on to other people - in particular number one - with the example we were given on the day regarding how many questions it can pose by just asking "would you like a cup of tea?" - Rather than "we'll have tea now, I think" I learned this on the course - not something I had given any thought to before."

"I tried the no questions to keep a conversation going. I learned this at the course and find it very useful even talking to other people with dementia when I visit my husband."

"The most useful thing I learned was your description of the photo album of how 'new' memory is not stored and gradually gets worse and worse."

 **I feel better equipped to deal with Professionals**

"Also, in that I am better able to contribute to the Overview and Scrutiny Committee for the Local Authority. So far contributions have been constructive."

"I am more confident in promoting this approach when supporting carers of people with dementia in my work."

"I resolved after the course to apply more assiduously the skills I deploy in my work to

finding more support for my mother and for my father as her main carer. I asked my mother's GP to look into whether my mother was still on the list of the specialist older people's mental health service since her house move (within the same county). She was not and so he referred her again. My mother received a booked home visit from a community mental health nurse. The date for this was arranged in advance to be at a time when I could be there too. I also shared information from the course with my siblings, who like me share in the care and support of our parents."

General Comments:

"The most benefit was the second day i.e.: putting theory into practice and it was a pity that there wasn't a 2 day event in Peterborough".

"I have been in Education all my life and so have been on umpteen courses. This has probably been the most useful, enthusiastically delivered and well presented. I think that the number of people who were prepared to travel so far to attend the second day must illustrate the quality and value they experienced on day one.

I hope the expertise of Anna and Charlie won't be wasted. They worked brilliantly together. I think more courses like this are badly needed and they should be more widely advertised.

A refresher of even one day in a year's time would be greatly appreciated. I'm sure it would help everyone to re-evaluate where we are and to share with the leaders what we have done with their advice and what we have discovered has been worthwhile."

" I feel the carers who accessed course were very privileged to have the opportunity to come to such good training, facilitated by 2 excellent trainers. However there are hundreds of carers out there who are struggling and need this valuable support. If it could be held in local areas it would be a good opportunity to meet others, where can share their experiences and not feel so isolated. There needs to be courses like this available."

"Can't think of anything to add except I think it was all great, the way you both presented in an easy informal way. It should be available nationwide in my view."

" Thank you again for your expertise, and Anna, in helping us to understand this dreadful disease - it made us all feel we are not alone and there is help out there."

Summary of Learning

- ✿ Family carers have found the events to be of enormous benefit, the opportunity to come together with others who truly appreciate their experience has been invaluable.
- ✿ Having practical tools, skills and techniques to support them in their caring role has given carers a positive lift. "The practical stuff at the end was so useful, it was so positive to have some practical things to do – it all felt uplifting"
- ✿ Family carers and others supporting people with dementia are prepared to travel to events and attend training of over 1 full day's duration.
- ✿ The content of events and delivery methods were highly successful in meeting the aims of the program and provided a positive learning experience for participants.
- ✿ The graphic facilitation proved to be a very successful engagement technique that could be used to identify best practise as well as the gaps or discrepancies in current service delivery throughout the region.

- ✿ Being an independent provider made it difficult for some agencies to engage with New Possibilities. Some carers that attended verbally expressed a preference for an 'independent' approach as the training provider was perceived as having no vested interest, not being a service provider.
- ✿ The promotion of the events by carers' organizations was not consistent across the region and this has been reflected in attendance figures
- ✿ The admin costs allowed did not reflect the actual amount of time required to administer the program, particularly in terms of recruiting participants and sourcing venues. This increase in hours was due to:
 - ✿ Non-professionals being unfamiliar with event sign-up processes
 - ✿ Needing to have lengthy conversations with potential participants regarding the suitability of events for them
 - ✿ Offering reassurance and encouragement to people who were not feeling confident
 - ✿ Needing to provide a listening ear for stressed carers who unloaded their concerns as they were booking
 - ✿ The requirement to ask local commissioners to identify venues in a bid to generate local commitment. NB it is clear from the evaluations that in some cases the choice of venue and catering arrangements were the least well received aspects of the programme. It needs to be noted, however, that choice of venue was limited by the funds available.
- ✿ Remote access (i.e. telephone and email) to local professionals was not entirely successful in creating the relationship necessary to generate local commitment to events
- ✿ Although having funds available for respite was a valuable resource enabling some people to attend who otherwise would not have been able to, the uptake for this was low. This would suggest that the good will generated by such an offer can be achieved at relatively low expense.
- ✿ For undersubscribed events, attendance was opened up to care staff. Although care staff attendance was limited, their presence at events did not undermine the objectives of the event and in some cases enhanced the event. Care staff were content to let the focus remain with the intended target audience.
- ✿ From the commissioner's perspective, a formal tendering process was the right approach to take. The sheer numbers of organisations, both from within and outside of the region, that expressed an interest and/or applied demonstrates the current level of interest in providing dementia education.

Recommendations

If this programme were to be run again then:

- ✿ 1 and 2 day events may confidently be scheduled for family carers and others providing support to people with dementia
- ✿ The focus of providing support to family members and others who care for someone with dementia should remain on practical tools and techniques (inter-personal communication for example), increasing understanding of how dementia feels to people who have dementia and on providing a supportive and safe environment in which people can express themselves and ask questions freely.
- ✿ Costs to support the administrative function of delivering events and to support meetings between the provider and local professionals need to be factored in to

the overall costs, in order to generate the commitment necessary to promote events and recruit participants.

- ✿ A longer lead in time needs to be factored in to avoid the rescheduling of early events. This relies upon earlier recruitment of a programme manager as the time to write and advertise a tender, commission a provider, finalise event content, agree evaluation and promote events should not be underestimated

Promotion & Advertising

Figure 1.a

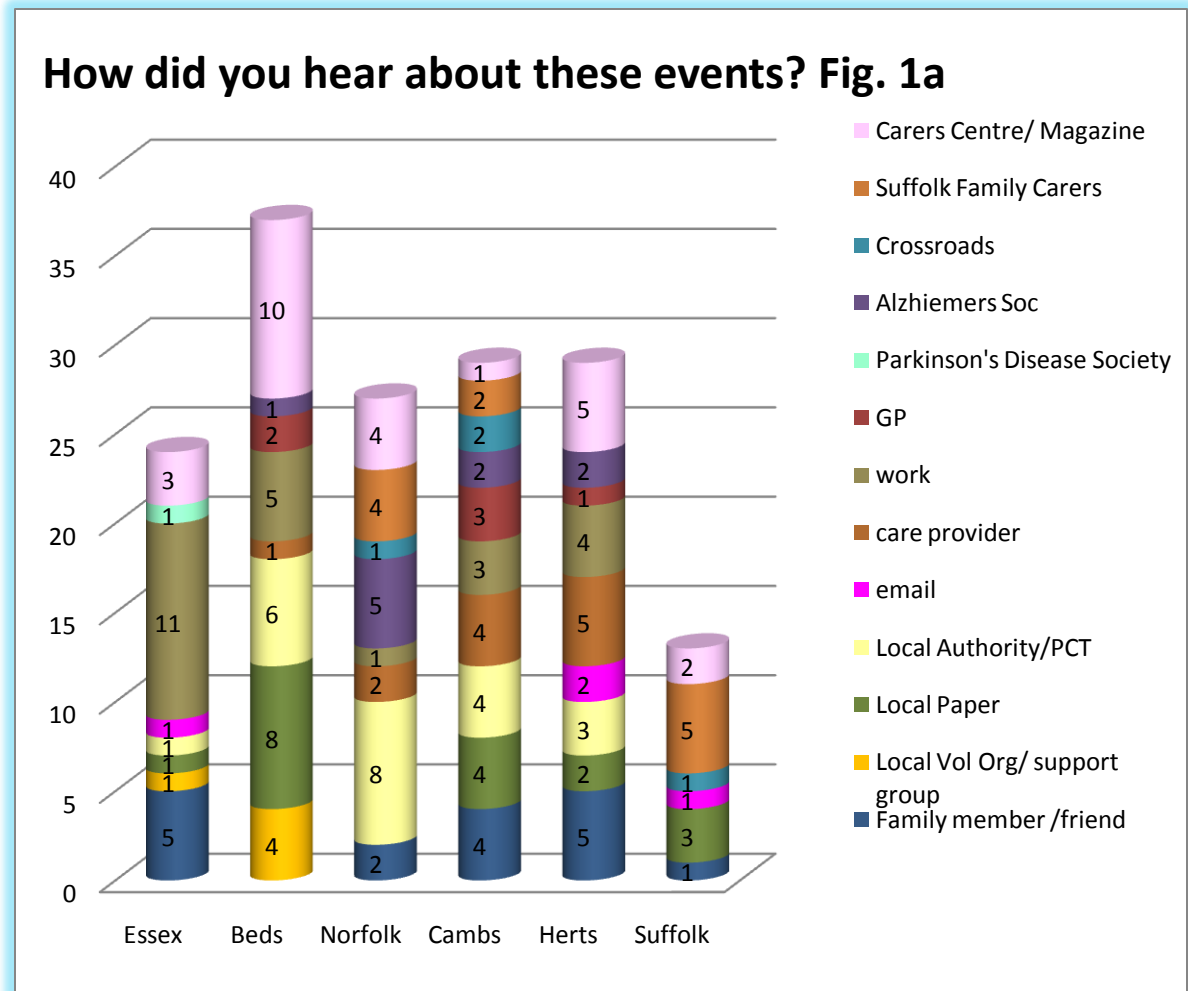
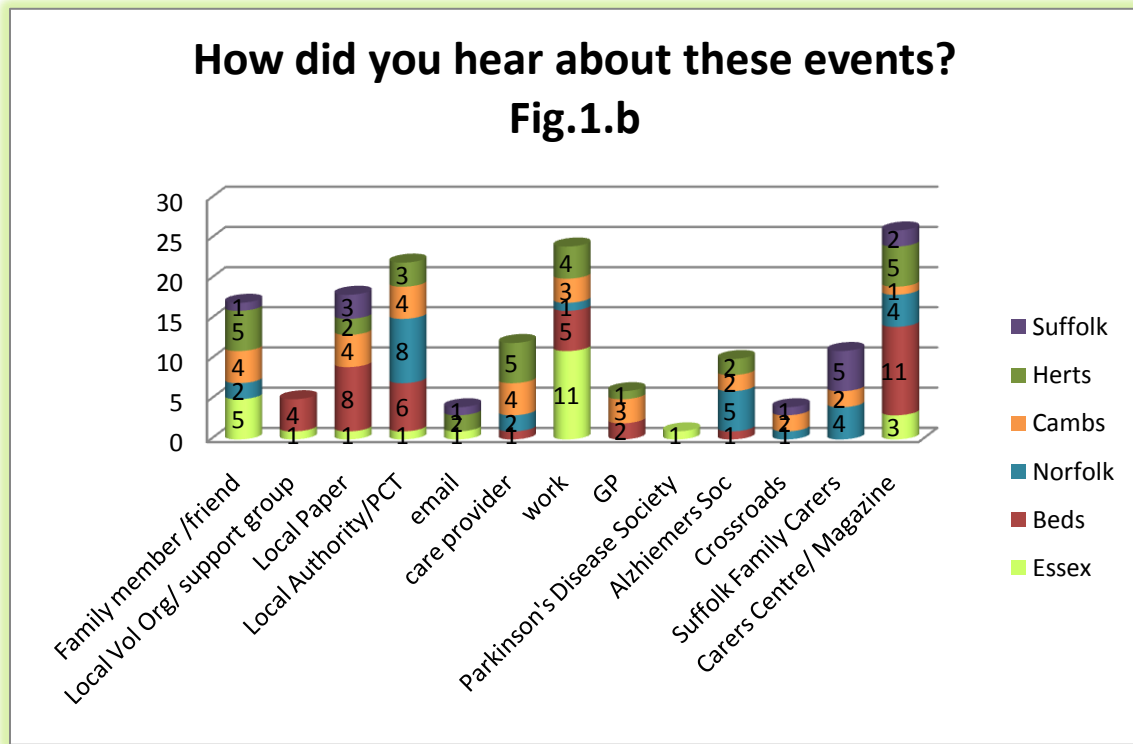


Fig 1.a demonstrates that the more avenues used to promote the events and that on average 8 different channels of promotion being identified. The Carers Centre/ Magazine is the only channel of communication which features in each area.

Fig 1.b illustrates the most successful channels of communication in each area.

Figure 1.b



Please note that a number of people who heard about the events via work were attending as carers rather than in their official capacity.

Attendance - Uptake of events across the Region

Figure 2 and Figure 3 show the uptake of the events across the region. These tables demonstrate that family members and friends were prepared to travel in order to attend an event. There is also evidence that for the 2 day events (fig. 3) people were more prepared to travel to a different county in order to attend an event.

Figure 2

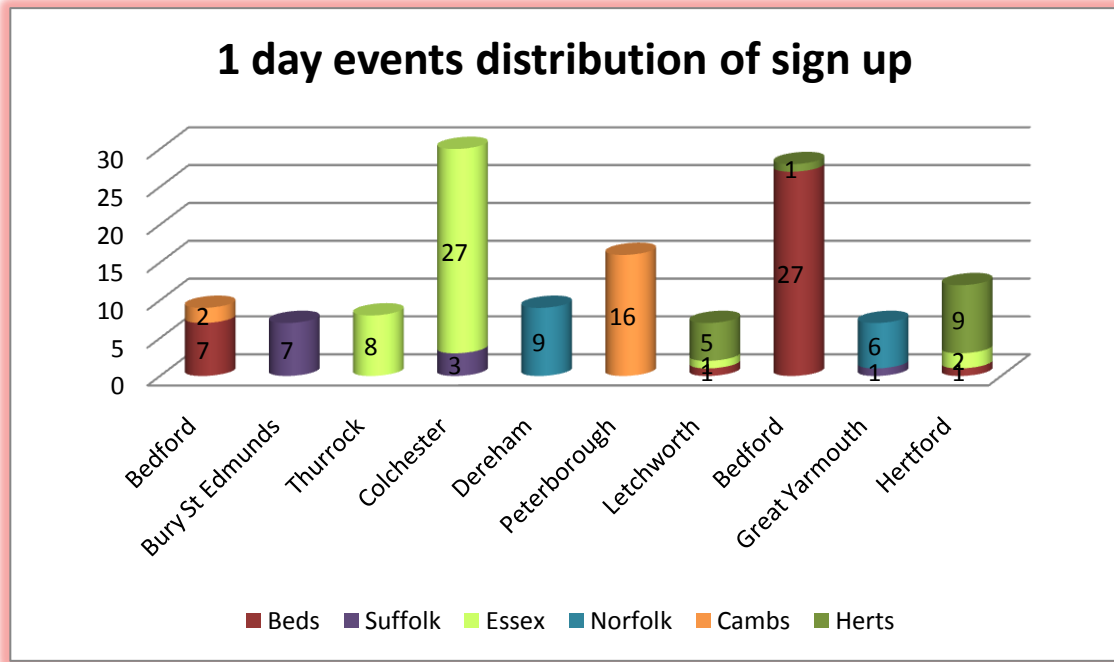
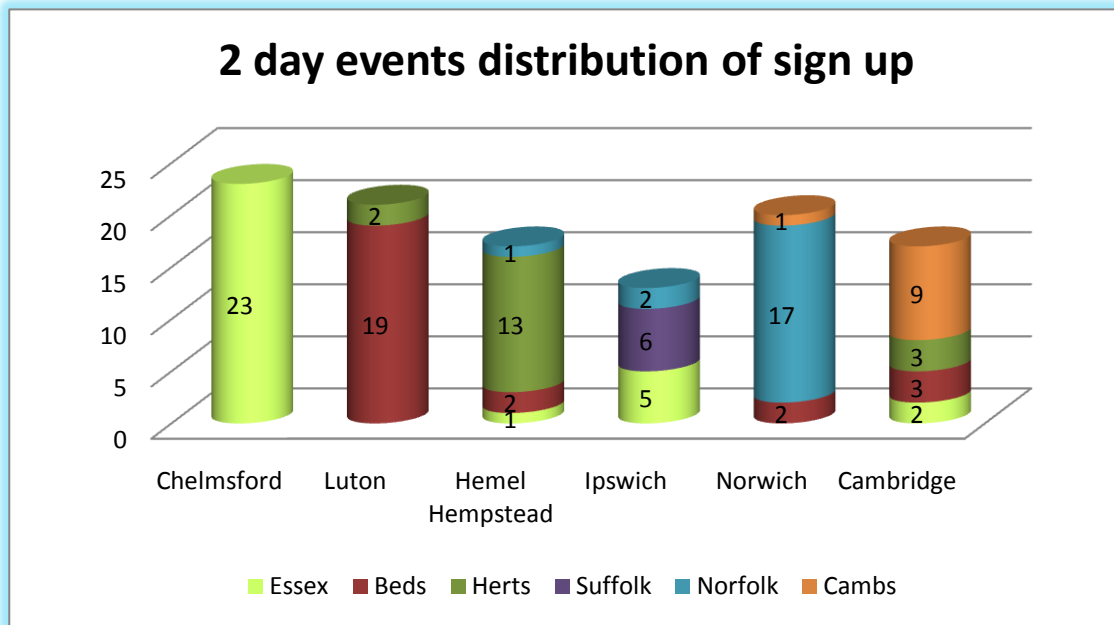


Figure 3



Expression of interest in attending events

251 people have booked a place at one of the events across the region. It is apparent from figures 2 and 3 that some counties have been more successful than others in getting information out to people or generating an interest in the events. Figure 1 demonstrates that the greater number of sources available to disseminate information the greater the uptake.

Figures 4 and 5 demonstrate that; Essex and Bedfordshire have been particularly successful in generating interest. Suffolk has had the lowest uptake of events; Hertford has had a low up take of the one day events however the two day event was relatively well attended. This may in part be due to people transferring from other counties to attend this event. (See fig 3.) The Norfolk one day events have not been well subscribed to; however the two day event ran nearly at capacity. It is apparent from comparing the one and two day events that family members and friends are interested in gaining as much knowledge and understanding as possible in order to support them in their caring role. This gives evidence that carers are prepared to travel to receive training and to attend courses of more than one full day's duration.

Figure 4

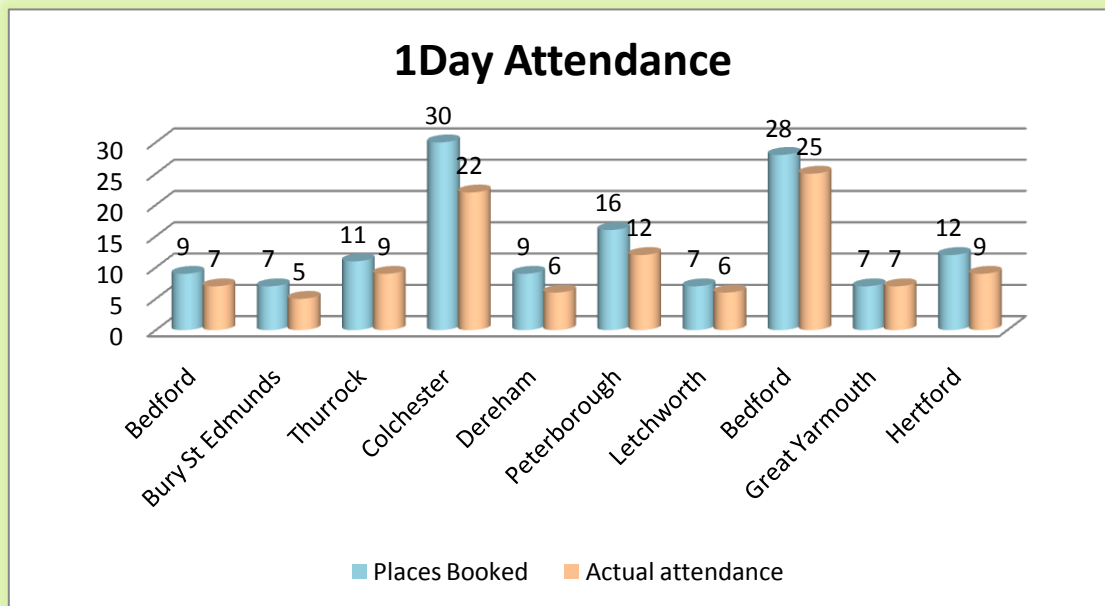
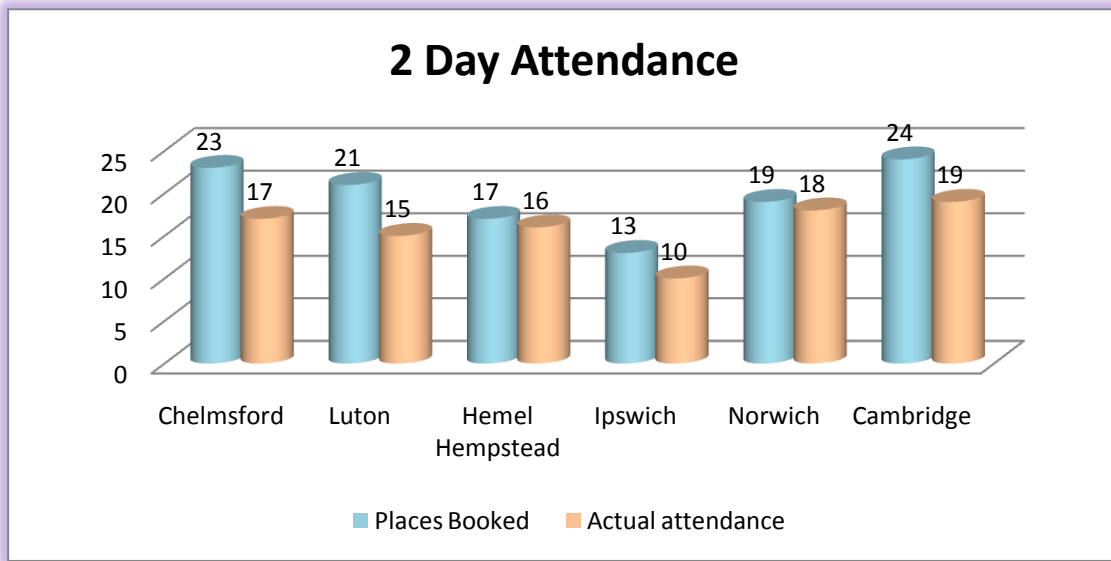
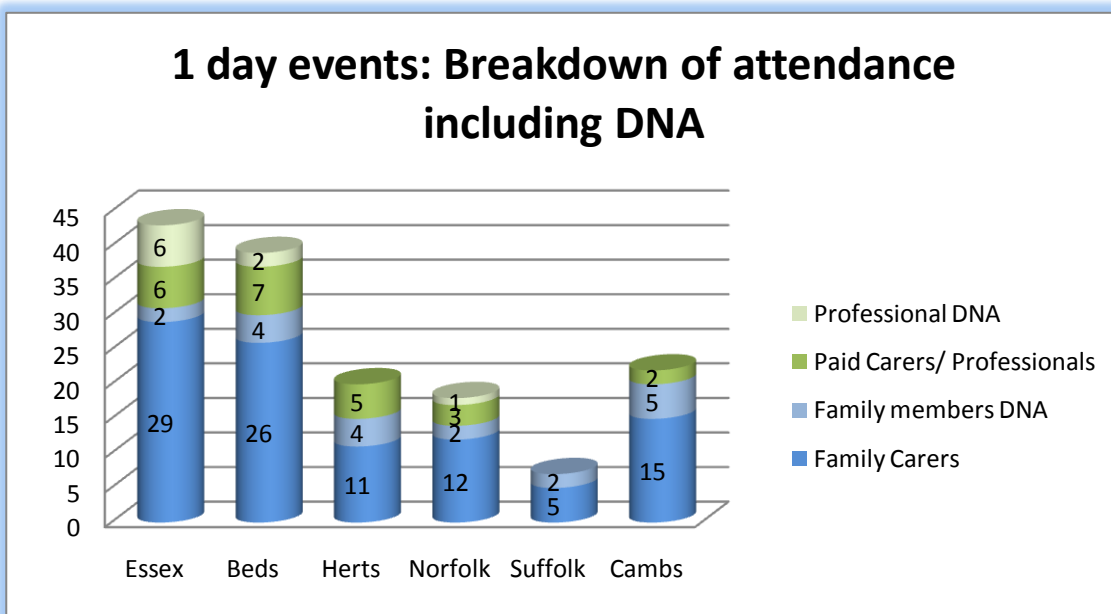


Figure 5



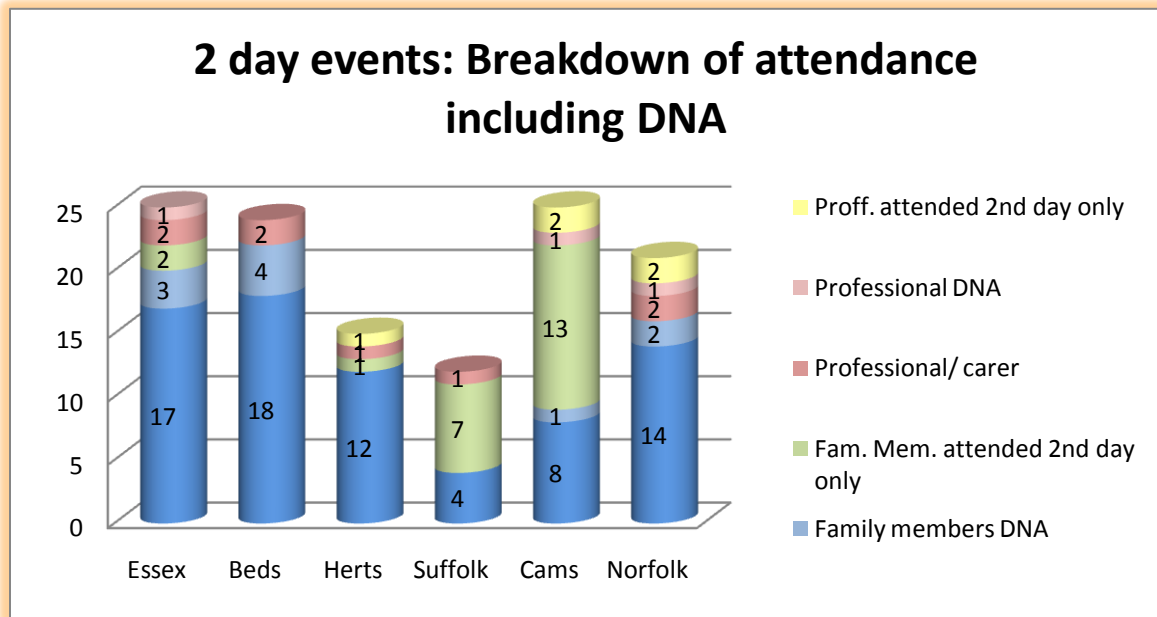
Attendance at events

Figure 6



Events were opened up to Paid Carers/Professionals one week before the course was due to run in order to maximise on the efficiency of delivery. Some of the organisations who took these places included; John Lewis Partnership, British Red Cross, Age Concern Norfolk. All these organisations have expressed an interest in offering the training that was delivered within their organisation.

Figure 7



The fall in numbers attending from the the original expression of interest has been mainly due to a change in personal circumstances or illness on the day. Some people who were unable to attend on the day due to illness moved to another event.

Request for Respite Support:

Figure 8

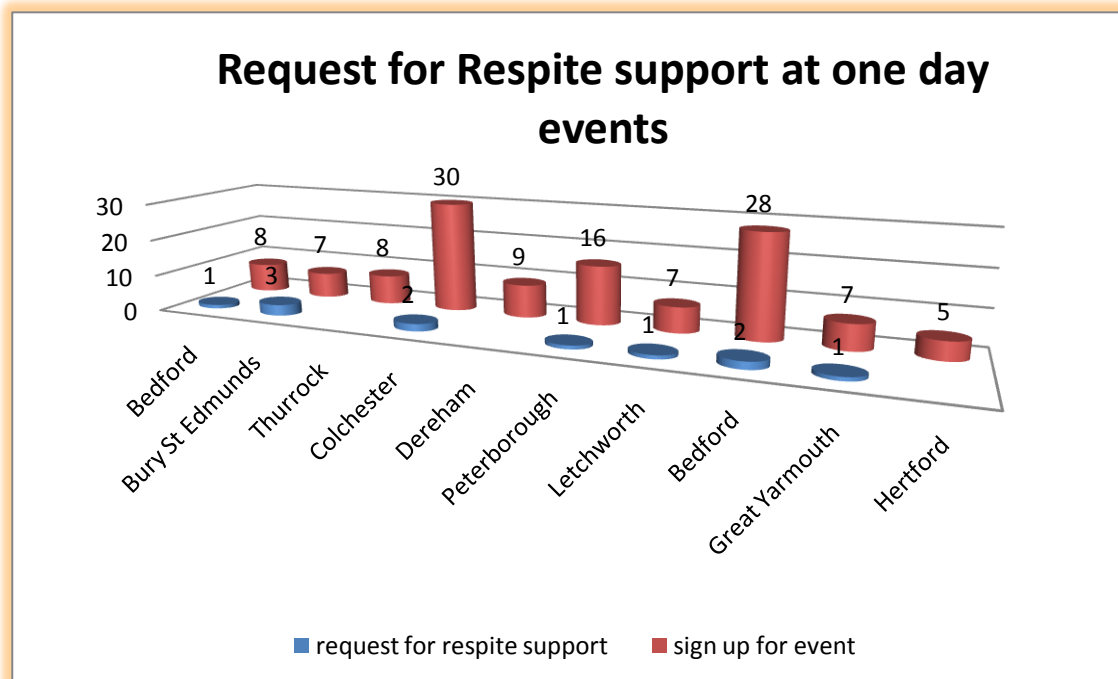
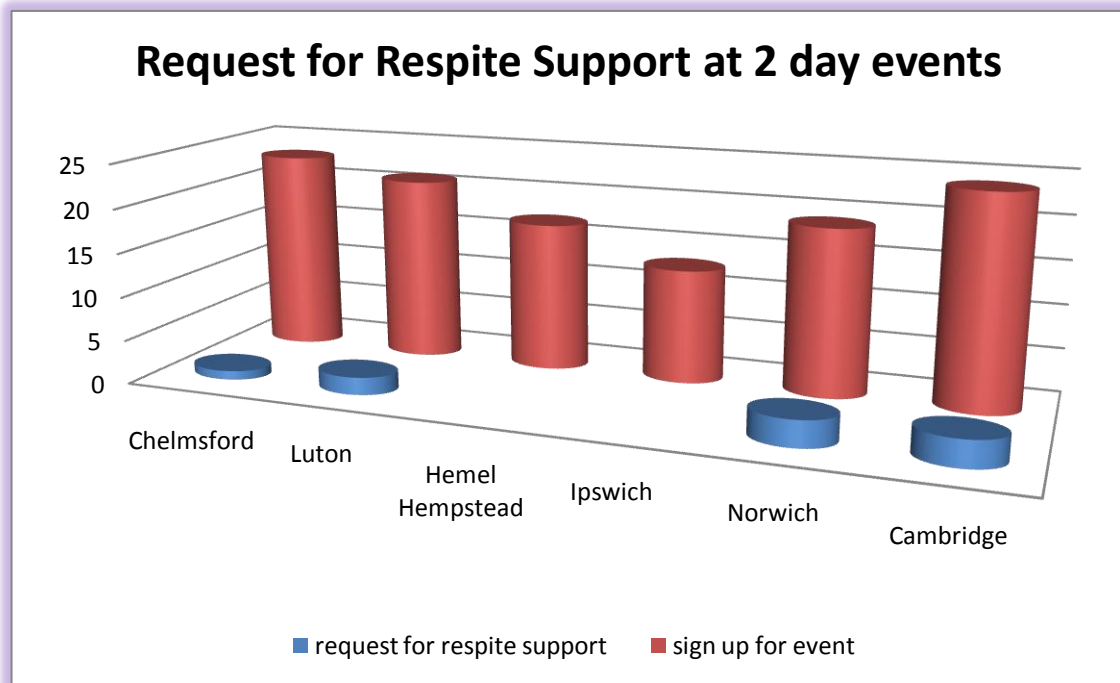


Figure 9



It is apparent from Figures 8 and 9 that the need for respite to support those people attending was not as great as first thought.

Of the people who did not request respite the following reasons were given for this not being necessary:

- A family member/neighbour/friend providing support
- Training coinciding with a period of residential respite already booked
- Training coinciding with day centre provision
- Swapping the day of regular respite

Programme Content

The aim of the commissioned events was to:

Offer practical knowledge, skills and tools to support and empower family members and friends who are caring for someone with dementia.

Intended Outcomes

For Participants to be able to:

- ✿ Build a support network with people who share their experience
- ✿ Have more confidence within their caring role.
- ✿ Feel more empowered when talking to other agencies.
- ✿ Have an understanding of the different stages of dementia and the support options that may be available at each of these stages.
- ✿ Have an understanding of how a person with dementia may experience day to day life
- ✿ Have an understanding of different approaches to supporting people with dementia

- ✿ Have an understanding of current medication and treatment that is available
- ✿ Have an understanding of current policies, and legislation and the implications they have for people with dementia.

Course Content

The content of the 1 day event included:

- ✿ Raising awareness about dementia
- ✿ Consideration being given to the journey that may be travelled as the disease of Dementia progresses, whether caring for a younger or an older person with dementia.
- ✿ Providing opportunities to:
 - ✿ Share experience and learn from others
 - ✿ Discuss different approaches to supporting people with Dementia
 - ✿ Learn about current thinking and legislation that affects people with dementia and in particular:
 - ✿ Specific needs at specific stages
 - ✿ Perplexing behaviours and management of the environment.
 - ✿ Medication and therapies used to treat Dementia
 - ✿ Personal Budgets and Direct Payments
 - ✿ End of Life Care
 - ✿ The Mental Capacity Act
- ✿ Practical information that will support carers in their caring role

The content of the 2 day event included:

Day 1

The same areas as the 1 day event

Day 2

- ✿ An introduction to practical tools and skills that are intended to give confidence to family members and friends who are caring for someone with Dementia.
- ✿ Opportunities to identify some practical solutions to difficulties experienced on a day to day basis.
- ✿ Enabling family members and friends to consider different perspectives when supporting their family member
- ✿ Generating a profile that describes important information about their family member, or friend. With the intention that a formal care provider would be able to provide more individualised care.

Methodology

The programme was designed to challenge attitudes and perceptions in a non-threatening manner whilst having a big impact on participant's behaviour and practice. Guided discovery, group discussion, experiential learning and graphic facilitation featured heavily in course delivery methods in order to provide a truly inclusive learning experience. The events operated a facilitative approach to learning whereby participants

were encouraged to share their own experiences of caring for people with dementia. In this way, participants were able to learn from each other and offer peer support. Opportunities were provided for participants to create networks and remain in touch with each other following the events.

Over the past year, New Possibilities has been engaged with SPECAL, an innovative and well-established dementia organisation. Consultants have been trained by them to deliver training based on SPECAL's understanding of dementia, which was included in both course programmes.

The SPECAL approach to dementia care centres on a 'Photograph Album' analogy which explains how normal memory works, the difference made by the aging process and the critical difference which occurs with dementia. Our experience of sharing this analogy is that the insight given into the subjective experience of dementia is significant and leads to a profound change in the way people approach dementia care. The simple de-mystified explanation helps participants to understand that the crucial change that happens with dementia is that people begin to *fail to store* factual information. Once this has been grasped, participants can then begin to embrace a different way of providing support; one which doesn't seek to encourage the 'recovery' of lost information but rather accepts that this information was never stored in the first place.

Having reflected on the impact of a 'Photograph Album' with missing information, participants are encouraged to consider the implications for the person with dementia and the changes that they themselves need to adopt in order to avoid causing emotional distress. These changes centre around 3 Golden Rules which aim to underline the pre-eminence of emotional well-being:

- 1) Never ask questions of a person with dementia
- 2) Treat the person with dementia as the expert and learn from them
- 3) Never contradict a person with dementia

Practical tools were shared during experiential learning sessions in order to equip participants with techniques and strategies for working positively with the Golden Rules listed above in order to:

- ✿ Promote real choice and control for people with dementia.
- ✿ Manage and reduce distress
- ✿ Communicate effectively

Facilitated discussion and graphic recording were used to explore the Journey of Dementia in an engaging and informal way.

Through this process, participants were encouraged to share their experiences of supporting someone with dementia as well as any useful information they have picked up along the way. New Possibilities Consultants, together with Tina Lightfoot (Project Manager for Direct Payments) added further information to the picture regarding Social Care Assessments, Direct Payments, Medication, Powers of Attorney, Diet and Nutrition etc to supplement the knowledge of the group.

This information was brought together in the form of large colourful posters, two examples of which are given below.

Ipswich 9/2/10



Hemel Hempstead 8/2/09



A variety of tools were shared with participants on the second day which aimed to give participants some practical ways of supporting people with dementia. Through a range of games, demonstrations, exercises and discussions, participants were encouraged to work with tools designed to promote positive conversation, deal with anxious moments, work with conflicting agendas and to collect detailed information intended to inform professional carers who may become involved.

Participants' Evaluation

The programme was appraised by means of a written evaluation completed by participants at the end of each course. This evaluation contained questions designed to gather both qualitative and quantitative data in order to determine whether the course aims were met.

Quantitative Data

The tables below show the responses of participants to the question "Do you feel this training will benefit your role as a carer?" which asked respondents to rate this aspect of the course on a scale of 1-5 (5 being of most benefit).

The results showed that 98% of both 1 and 2 day course participants found the course of benefit to them as carers. Participants rating this aspect 4 or 5 have been included in these percentages.

It must be noted that the 1% who gave a score of 1 amounted to one participant who only attended part of the course and crucially missed all of the sessions most pertinent to the stage of dementia relevant to her own caring situation.

Figure 10

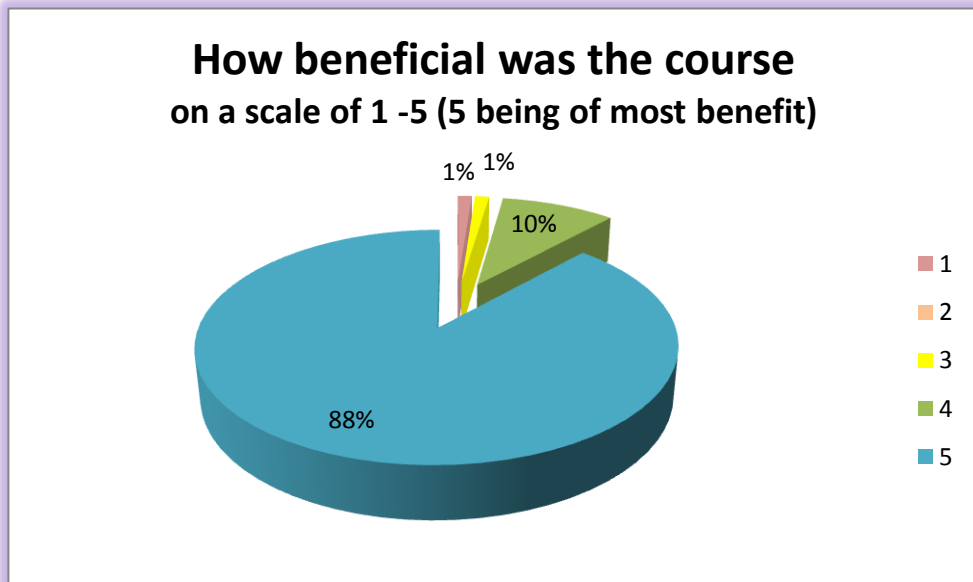


Table showing statistical analysis of quantitative data

Figure 11

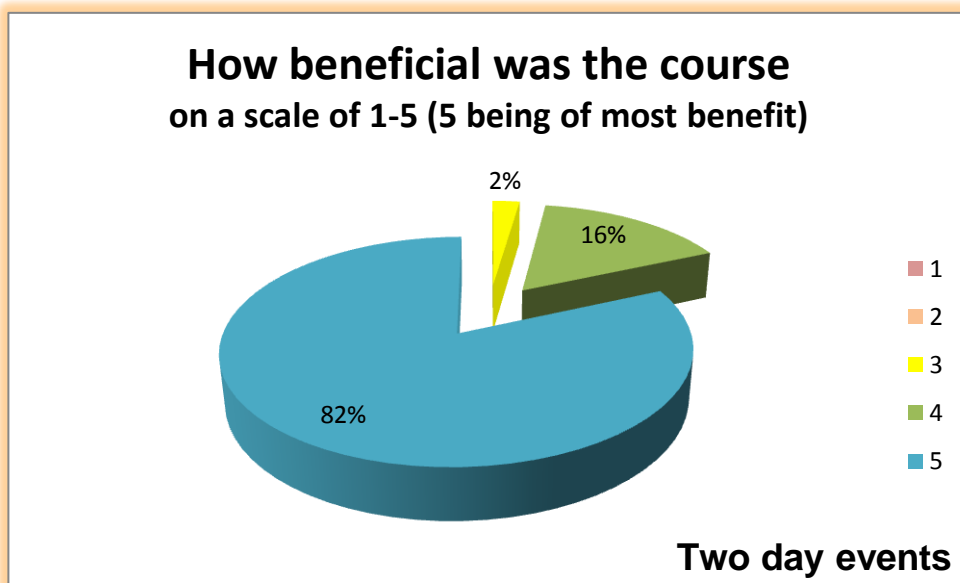


Table showing statistical analysis of quantitative data

Qualitative Data

In order to increase the validity of these results, a further analysis of the qualitative data generated by the evaluation has been included in the Appendices.

The following tables show the percentages of participants on both courses who identified specific benefits of attending Supporting Dementia events.

We can clearly demonstrate that 88% of day 1 participants and 84% of 2 day participants were able to identify at least two benefits of attending the training.

Furthermore, 98% of 1 day course participants and 97% of 2 day course participants were able to identify at least one benefit of attending the training.

Figure 12

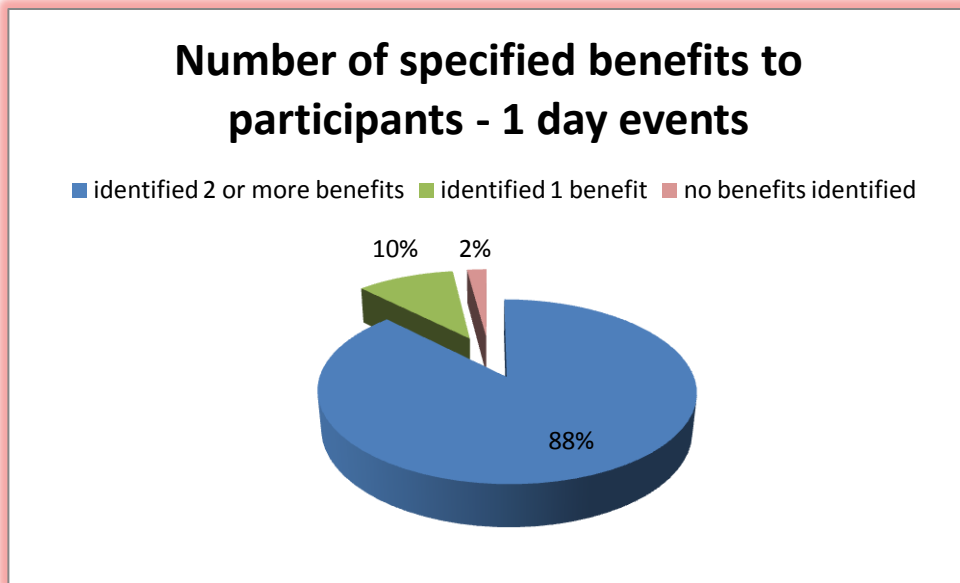


Table showing statistical analysis of qualitative data

Figure 13

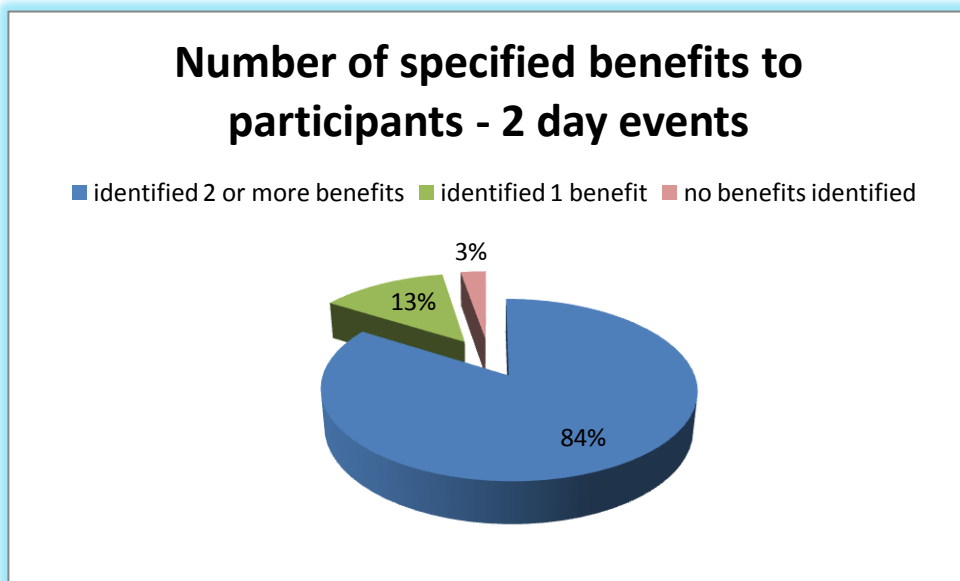


Table showing statistical analysis of qualitative data

These figures show that overwhelmingly, participants have found the programme to be of great use to them as carers. This final evaluation report; through statistical analysis, can demonstrate the nature of benefits reported by participants from attending the course. (See figures 14 & 15)

The SPECIAL Photograph Album© clearly has had a significant impact on participants both attending the one day and the two day events. It is the opinion of the facilitators of these events; that the understanding brought about by the metaphor of the Photograph Album has supported carers to have a greater understanding of the person as well as helping them in their caring role.

The other significant benefit identified in both events was the opportunity to share their experiences with other carers. This demonstrates the value that carers place on the support that they gain from each other.

The second day of the 2 day events focused on giving participants as many practical tools to;

- ✿ Spend time with their family member and support their emotional wellbeing
- ✿ Gather important information that can be used, by them or paid support services, to understand who the person is (aside from the dementia) and how best to support both the person’s emotional and physical well being.
- ✿ That would allow the family member to work with different perspectives; their own, the person’s and professional care workers in order to get the best support for their family member.

Figure 14

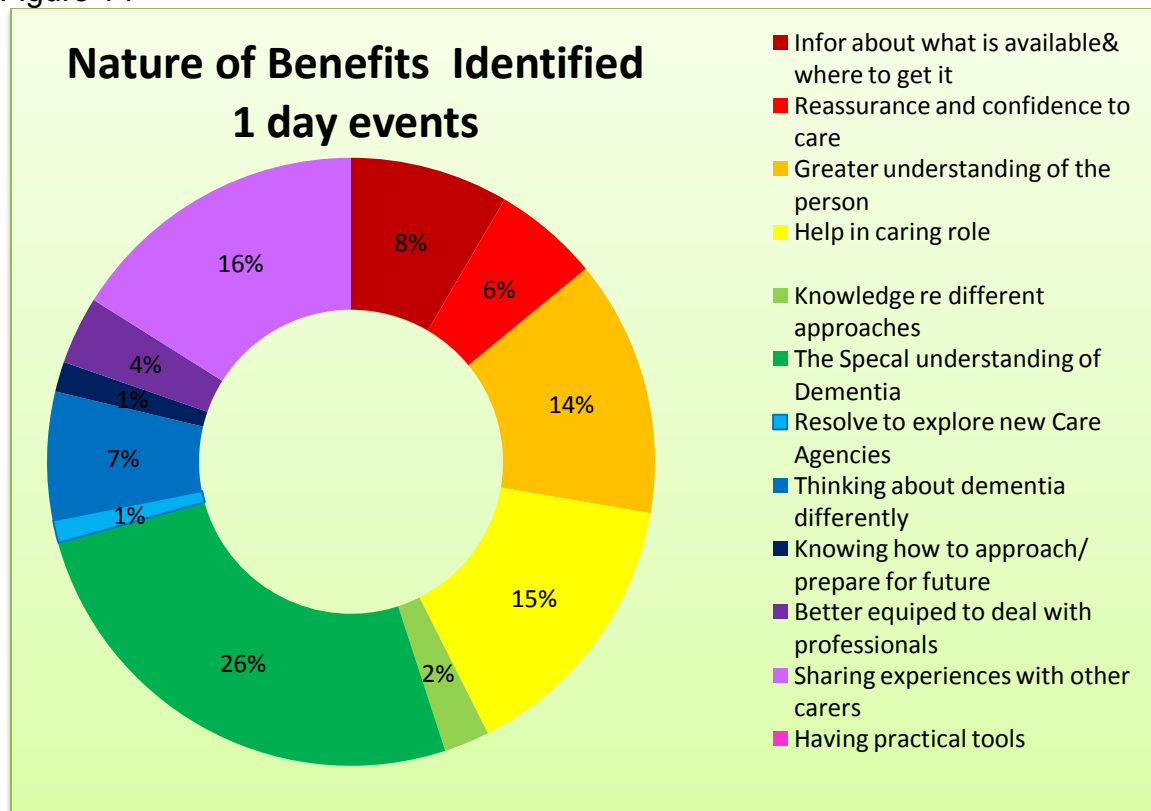
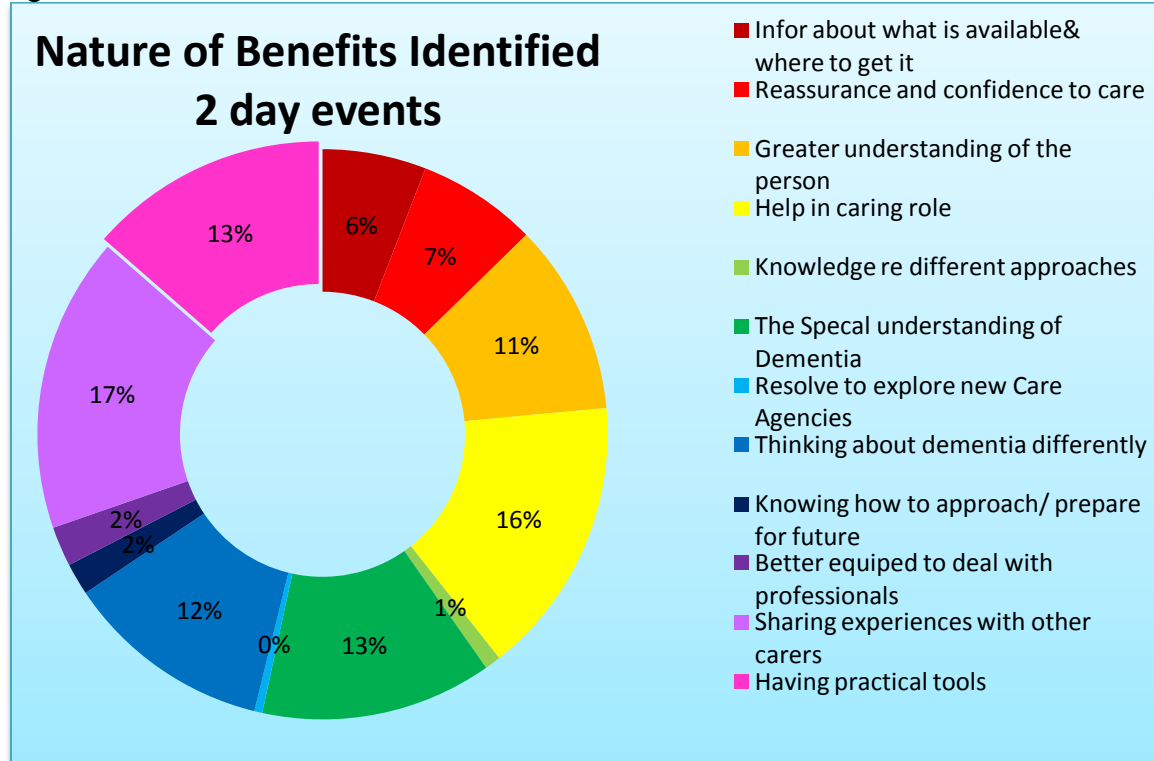


Figure 15.



It is clear from figure 15 that the tools offered were found to be of benefit to the people.

Compiled evaluation data may be found in Appendix 1

Below are extracts from the evaluation forms, and quotes from participants made during events, which detail some of the benefits of the course

- ✿ This has been inspiring. I will soon need respite at home and I will use some of the tools in the pack
- ✿ We have just made the decision to move mum into a care home and now I am thinking there might be a way of bringing her back to her own home.
- ✿ Legal and financial information
- ✿ Will help me to cope with my caring role better
- ✿ Having heard other people's experiences & coping mechanisms, I feel I'll be able to approach my problems from different angles
- ✿ It will strengthen my resolve to make my wife the most important person in the world – I love her to bits, and the extra insight I have gained in dementia will certainly improve my performance
- ✿ (*The training*) has revealed several areas where my thinking & practice (re care of my husband in the early stages) are unhelpful & I'm challenged to change!
- ✿ This has already calmed down my anxiety over my caring situation, knowing that others are finding the tasks very hard to manage
- ✿ More understanding re why my husband 'makes life complicated', makes unwise decisions, has unhelpful understanding re priorities in life
- ✿ (*I will*) Try to engage my wife's abilities in a more constant way and search for new ways of making her life more interesting

- ✿ This has enabled carers to talk to each other about their own experiences and enabled us to take a step back and look in. This is very difficult to do when you are in the situation
- ✿ I feel it will make me more understanding of dementia in all stages
- ✿ More awareness – insight, where to look for information and help
- ✿ Being able to see how the person with dementia must feel and see things (the Photograph Album)
- ✿ Finding out about the carers assessment
- ✿ I have been on dementia courses before, I've heard it all before and it's really no help to me. But today I've made a decision; it's something I've been thinking about for some time – today I have decided that I'm going to contact my Local Authority and tell them that I am not going to be a carer all of the time. I'm going to tell them that I'll need them to look after my wife 4 days a week and I'll do the other 3. I've heard from other people today that it can be done.

The small percentage of participants who did not identify any specific benefits of the course, nevertheless rated the overall benefit of the course in the 3-5 range. The one person who reported that the course had not been of benefit, felt that her husband's dementia was too advanced for the course to be applicable. However, it must be noted that on both days this participant arrived partway through the morning session and left at break on the first day and lunchtime the second day, meaning that she missed all sessions which were most relevant to the later stages of dementia.

Trainers' Evaluation

How the events were received

The feedback we have received, both in the form of evaluation responses and comments from participants on the day, has shown that people have generally had positive and enjoyable learning experiences.

Figure 16

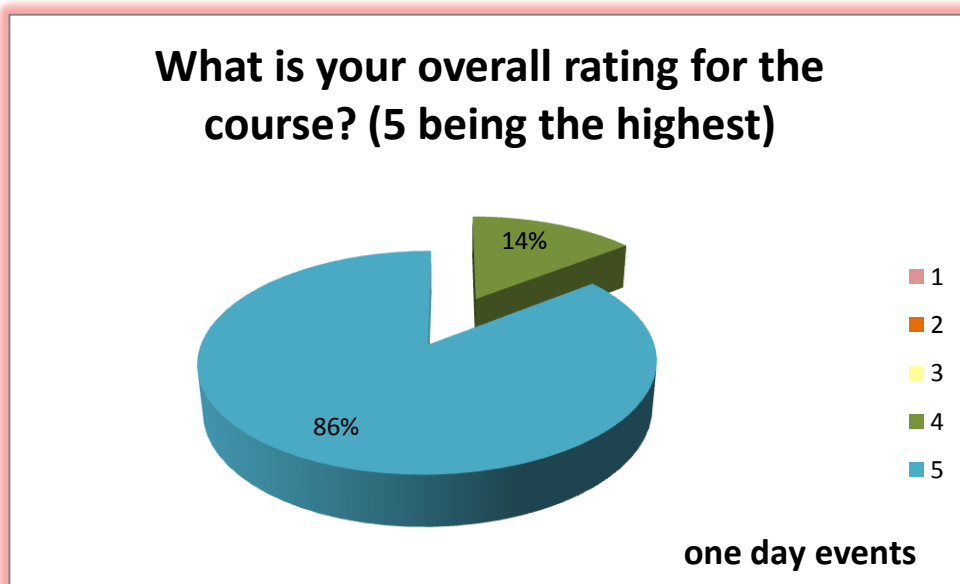


Table showing statistical analysis of quantitative data

Figure 17

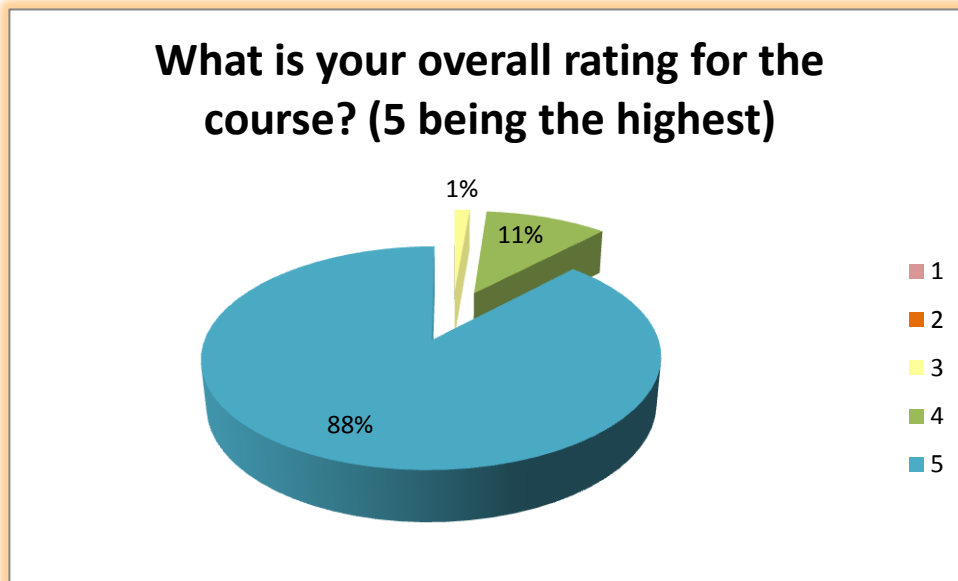


Table showing statistical analysis of quantitative data

These figures clearly demonstrate that participants gave the events a very high overall rating. This was reflected in a number of the comments we collected from participants throughout the course of the day (the full list of which can be found in Appendix 2):

- ✿ I really enjoyed this morning, I didn't expect to but I have and I'm sorry I have to go early (Colchester participant)
- ✿ I came today thinking it would be worthwhile if I learned one thing – and I've learned lots. Today has far exceeded my expectations (Peterborough participant)
- ✿ Today has been valuable beyond measure (Letchworth participant)
- ✿ Well, I wasn't optimistic about today, But I've really enjoyed it thank you (Hemel Hempstead participant)

Importantly, when asked if they would recommend the training to others, participants gave an overwhelmingly positive response.

Figure 18

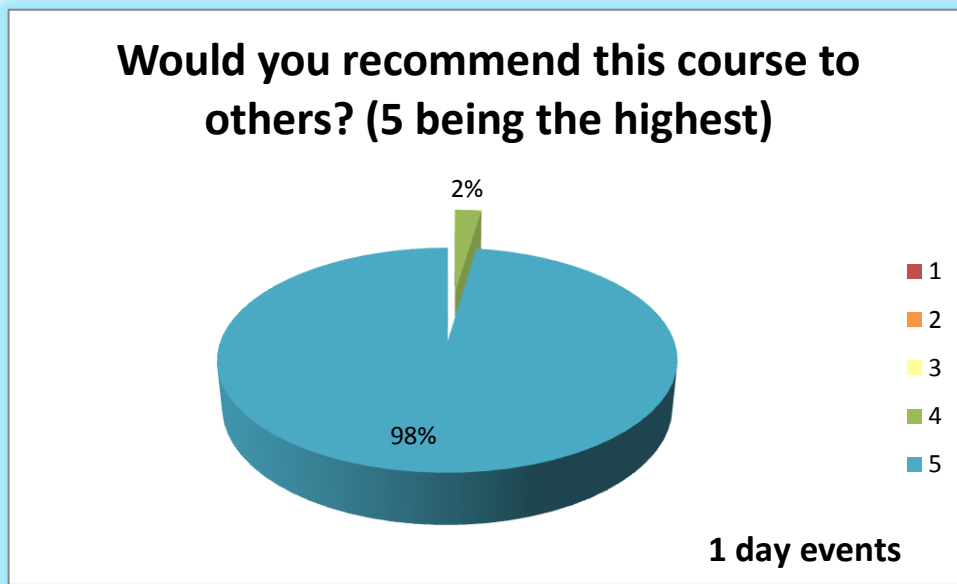


Table showing statistical analysis of quantitative data

Figure 19

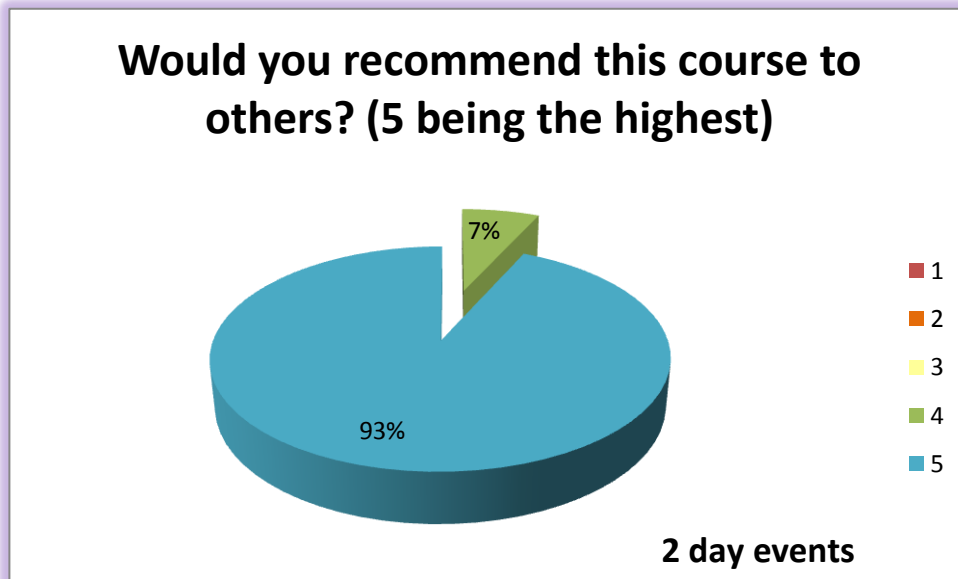


Table showing statistical analysis of quantitative data

How delivery affected learning

The delivery methods that we use on our courses are deliberately designed to include a wide variety of teaching and learning activities. New Possibilities structures training in this way in order to aid participant concentration and to appeal to the full range of learning styles represented in any group. Statistical analysis of the qualitative data gathered during evaluation shows that participants were able to pinpoint the particular delivery methods / teaching & learning activities which engaged them personally. The following tables show a breakdown of the most commonly cited aspects of training delivery mentioned by respondents



Thanks to the participants from Cambridge who gave permission to share this image

Figure 20

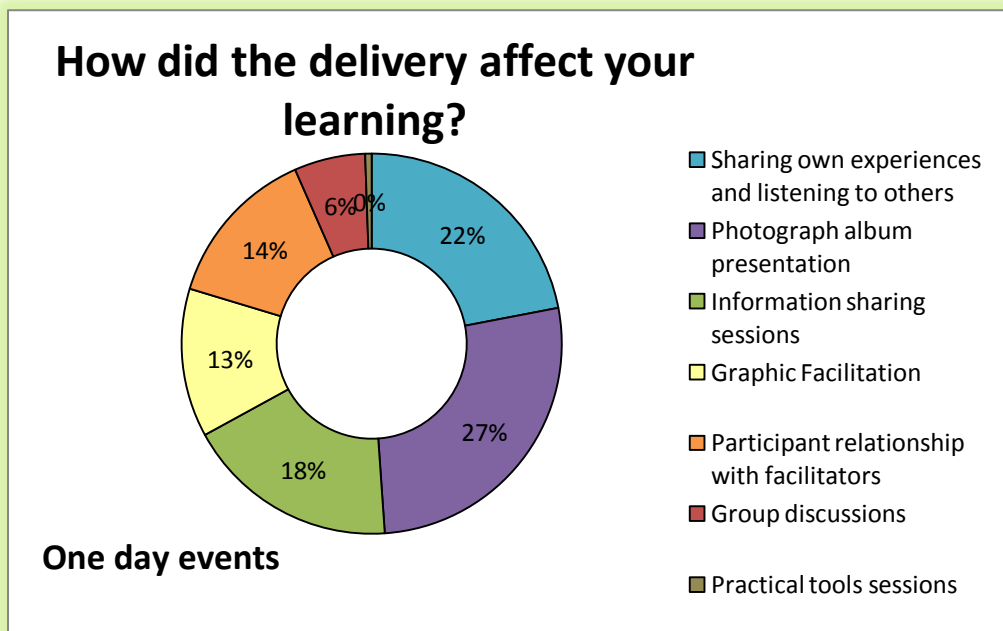


Table showing statistical analysis of qualitative data

Figure 21

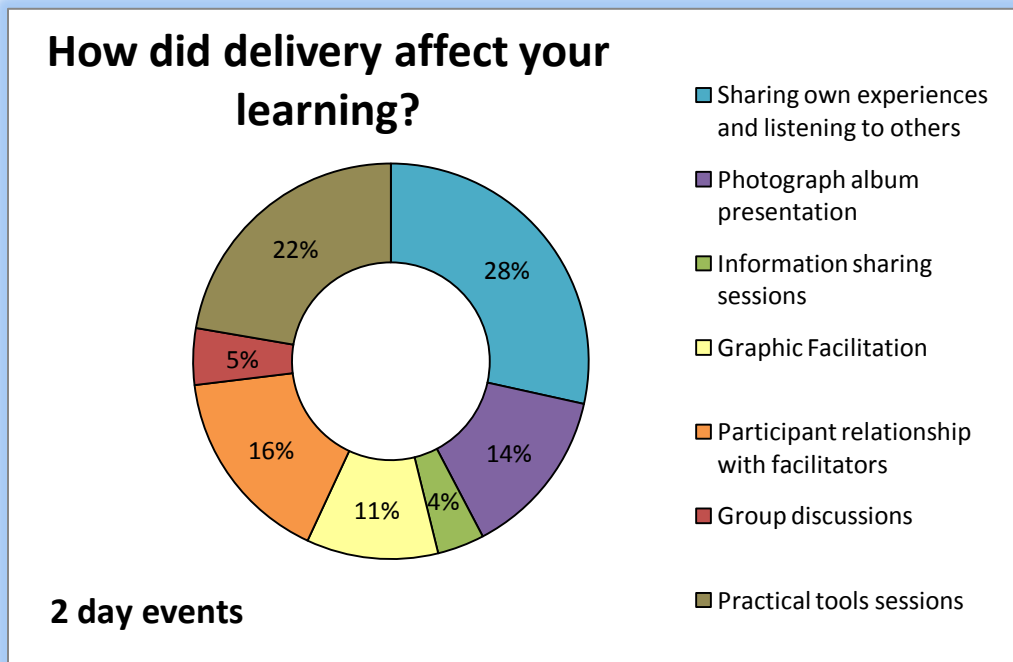


Table showing statistical analysis of qualitative data

Appendices

Appendix 1 - Compiled Evaluation Data

Key:

Lowest Rating	1	2	3	4	5	Highest Rating
---------------	---	---	---	---	---	----------------

Quantitative Questions

- 1 Was the course an appropriate length?
- 2 Did it meet expectations?
- 3 Were you able to ask questions?
- 4 Were your questions answered?
- 5 Do you feel this training will benefit your role as a carer?
- 6 Were the handouts / materials helpful?
- 7 What is your overall rating for the course?
- 8 Would you recommend this training to others?
- 9 How would you rate the venue
- 10 How would you rate the refreshments

Qualitative Questions

Additional comments for the ratings above:

What impact will attending this training have on your life?

What did you find most useful?

What would you like further information on?

What could be done differently or better in the delivery of this training?

What helped your learning or development?

What hindered your learning or development?

Within your caring role what, if anything, will you do differently now?

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

Do you have a comment to make that we can quote you on?

Thurrock 5th January

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	5	4	5	5	5	4	5	5	5	5
2	5	5	5	5	5	5	5	5	5	5
3	4	4	4	4	4	4	4	4	4	4
4	5	5	5	5	5	4	5	5	5	5
5	5	4	3	4	5	5	5	5	5	4
6	5	5	5	5	5	5	5	5	5	5
7	4	4	2	4	5	5	5	5	5	5
8	4	4	4	4	4	3	4	4	4	4

Additional Comments for the ratings above

1 It would have been good to see more carers like myself (caring at home) at the course but good to have care workers side

2 Very informative

4 Very interesting course from start to finish

5 None

7 I like your presentation esp. the used of colours for your diagram cause actually colourful environmental help listeners to keep awake & for dementia people it's useful to recognise/remember things

8 No 6 Leaflets not available on day of course due to unforeseen circumstances

What impact will attending this training have on your life?

1 Helpful in understanding how to cope with situations much better

2 Given me more confident

4 Hopefully a better understanding in the job role currently doing

5 I will deal differently to service users with dementia

6 I would be able to understand more the service users I'm dealing with in the workplace and be able to rendered a more appropriate approach to the people suffering dementia

7 It helps me to realise that it's not easy to have this kind of mental illness. That I should treat our service users in a fair way & I should be more understanding

8 Greater understanding with respects to dementia

What did you find most useful?

1 SPECAL Photo album. 3 rules. Diagrams – visual v.gd

2 All info left on show so did not miss anything by having to look back on notes

3 Discussion with other carers looking at different approaches to supporting dementia. The meld of professional carers & family carers worked well listening to others point of view

4 Being among unpaid care workers (family members) Sharing their views and understanding – the SPECAL concept

5 Group discussions

6 Using the different approach towards supporting people with dementia

7 That we should be more observant with our service users. That this training is really essential for carers

8 The tips that was given, in how to react and give support (photo album)

What would you like further information on?

1 Later stages/dealing with aggressive behaviours/technical aids

3 Please send me more information on dementia care

- 4 Any further training or courses welcomed. Please forward any other leaflets
- 5 Aggressive behaviour
- 6 Learning how to handle people who become aggressive
- 7 Actually your training is perfect enough for me. Thank you for the time
- 8 All leaflets with respects to course

What could be done differently or better in the delivery of this training?

- 1 Nothing
- 2 Nothing I can think of at this time
- 3 To include professional & family in the group. Different perspectives
- 4 After being shown the picture book I know have a better understanding of dementia and daily life
- 6 The training is already great and the topic was properly discussed
- 7 Actually you presented it in a proper way
- 8 Name badges would have been better, other than flipchart

What helped your learning or development?

- 1 Lots
- 3 Coloured illustrations on the various boards. Discussing the SPECAL photograph album
- 4 Being able to share others views. Being explained about the SPECAL system. Being shown in understanding words & illustrations why & when
- 5 The SPECAL photo album
- 6 To be a better carer
- 7 Everything that was being discussed
- 8 Flipcharts & drawings, photo album

What hindered your learning or development?

- 1 More care at home participants would have been good
- 4 N/A
- 5 Lack of experience
- 6 None
- 7 None
- 8 N/A

Within your caring role what, if anything, will you do differently now?

- 1 Be more patient & constructive
- 3 Find out more about SPECAL care & disseminate the information about the charity's work & research to my work colleagues
- 4 Hoped that from today I would now have a better understanding and would be able to recognised symptoms
- 5 How to deal with aggressive behaviour
- 6 Approaching people with dementia who become aggressive calmly
- 7 To understand more the service users situation
- 8 Due to training course, look at things from/with different approach

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

- 1 No
- 2 No
- 4 N/A

- 5 No
- 6 I learned more about dementia
- 7 No
- 8 N/A

Do you have a comment to make that we can quote you on?

- 1 Excellently run course thank you
- 2 The organisers were great and the day was well presented. Thanks very much Anna and Charlie well done
- 4 "you always hurt the ones you love" A very interesting course. Well illustrated. Would like the course extended to care workers thus enabling them to be understanding when delivering care calls to dementia persons
- 5 None
- 6 The training was great!
- 7 None
- 8 Very informative course, all care workers should be allowed to attend the dementia course due to dealing with people diagnosed with dementia on a daily basis, enabling greater care to be given

Colchester 26th January

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	5	5	4	4	5	5	5	5	4	5
2	4	5	5	5	5	5	5	5	5	5
3	5	5	5	5	5	5	5	5	5	5
4	4	4	4	4	5	4	4	4	4	5
5	4	3	5	5	3	4	4	4	4	4
6	5	5	5	5	5	5	5	5	5	5
7	4	4	3	3	5	5	5	5	3	5
8	5	5	5	5	5	5	5	5	4	5
9*	5	5	5	5	5	5	5	5	4	5
10	5	5	5	5	5	5	5	5	5	5
11	4	4	5	5	4	4	4	4	4	5
12	4	4	4	4	4	4	4	4	4	4
13	5	5	5	5	5	5	5	5	3	5
14	5	5	5	5	5	5	5	5	5	5
15	5	5	5	5	5	5	5	5	5	5
16	5	4	5	4	5	4	4	4	5	5
17	-	-	-	-	5	5	5	5	4	5
18	4	4	4	5	4	5	4	5	3	5
19	4	4	5	4	5	5	4	5	5	5
20	5	4	5	5	3	4	4	4	5	4

Additional Comments for the ratings above

1 – I was not sure what to expect from this course but a day of information plus discussion helped me understand the needs of dementia patients/carers. Not enough parking

3 – Excellent & v. helpful

4 – Would love to do day two on Thursday in Chelmsford please

6 – Group discussions were very helpful

8 – I found the event was far better than I expected

9* – Well structured

10 – The entire day was so much more informative than I had hoped

12 – The day was extremely informative all information given was clear and concise

13 – Parking problems

14 – Very useful – lots of food for thought

15 – Informative

16 – As I have been given no information so far this event has been invaluable

17 – I was not sure what to expect, I listened to others, the questions were answered well

What impact will attending this training have on your life?

1 – I'm going to try to get a copy of Contented Dementia to extend ideas put forward today

2 – More knowledge in dealing with a patient day to day

- 3 – Has made me think – & hopefully I will be able to remember to put suggestions etc into practice when required
- 4 – More understanding how my mum feels
- 5 – Too late to have much impact
- 6 – Hopefully I should be able to understand my wife's problems better
- 7 – Very useful advice and information
- 8 – Hopefully I will take into account a lot that was mentioned today, especially about not asking questions and not contradicting
- 9* – Give me guidelines to go back and use with my client
- 10 – It has made me see the whole subject from a totally different angle. So much clearer now
- 12 – Nothing at present time
- 13 – Better understanding of how I can care for my mum
- 14 – *Hope* it will strengthen me to continue in the way I have been going
- 15 – Really helpful in handling/ speaking to my husband
- 16 – I will be able to make changes to improve life for my husband and myself
- 17 – I feel it will make me more understanding of dementia all stages
- 18 – Will understand more and know why the various phases in the illness happen
- 19 – More awareness – insight, where to look for information and help. Very valuable
- 20 – Make me a little more relaxed as I'm not doing too bad a job

What did you find most useful?

- 1 – Leads to more ways of approaching dementia care
- 2 – All of it
- 3 – Photo Album – to be able to get into the alzh. mind
- 4 - The photograph album
- 5 – Group discussion
- 6 – Group discussions
- 7 – Knowing what to expect in the future
- 8 – Talking and listening to other people attending course. Also I found Anna and Charlie very informative
- 9* – Picture book
- 10 – The 'photograph album' exercise
- 12 – Various organisations available to help, realising that I am not alone
- 13 – All
- 14 – Confirmation of the don't argue session. Photo album was very moving
- 15 – Techniques of dealing with person with dementia. Golden rules
- 16 – Information of how to interact and react
- 17 – Listening to the assemblies problems & learning what help is available & what drugs are used & the help of the photo album
- 18 – Listening to everybody and the various ways each person is coping
- 19 – Supporting dementia
- 20 – Listening to others' experiences and hearing there's others worse off than me

What would you like further information on?

- 1 – Financial planning for long term care
- 3 – Counselling if I need to talk about future problems
- 6 – I am happy with what was given
- 7 – Power of Attorney
- 9* – Telecare – isolating gas as client leaves it on
- 10 – The whole psychology of memory

- 12 – Nothing at present time
- 13 – Medication & therapy (processes to manage)
- 15 – More practical help in dealing with person I will be attending day 2 Suffolk hopefully
- 17 – Hoping to take part in stage 2 on Feb 23rd
- 18 – Younger dementia sufferers
- 20 – Way to communicate better with patients

What could be done differently or better in the delivery of this training?

- 1 – Enjoyed the double act from Charlie & Anna
- 2 – Spread over 2 days
- 5 – All ok
- 6 – I can't offer any sensible improvements
- 7 – Would like to have the second day training in Colchester
- 8 – Nothing
- 10 – Everything was just right
- 12 – Nothing
- 14 – N/A
- 15 – I can't think of anything
- 16 – Nothing
- 18 – Would have liked to learn or rather discuss the various dementias
- 19 – Deeper discussion about types of dementia to start the day. Photo Album useful

What helped your learning or development?

- 1 – Clear ideas presented in a very interesting way
- 2 – All of it
- 3 – Hearing other peoples experiences & learning from it
- 4 – The journey of dementia
- 5 – The journey of dementia
- 6 – Excellent graphics, clear lecturing
- 7 – Useful tips from other carers' experiences
- 8 – Listening
- 9* – Listening to the group talk about their experiences
- 10 – being able to see how the person with dementia must feel and see things
- 12 – Charlie & Anna were very clear in what they were telling us
- 13 – Learning from others
- 14 – Good effective trainers & comfortable venue/ nice food
- 15 – Other people's experiences they shared, Artwork, practical techniques taught
- 16 – Talking to others about what to expect and how to deal with professionals
- 19 – Discussion with other friends and carers

What hindered your learning or development?

- 1 – Not enough time for everyone to express their ideas
- 2 – None
- 5 – Nothing
- 6 – Nothing
- 7 – 2nd day locally would have been helpful!
- 10 – Nothing
- 12 – Nothing
- 14 – N/A
- 15 – Nothing
- 16 – Nothing

Within your caring role what, if anything, will you do differently now?

- 1 – I'm going to try and carry out the ideas for Person Centred care and Reminiscence Therapy
- 2 – Think before doing
- 3 – I'm in the early days. Will try to be more understanding & not contradict him
- 4 – Treat mum as the expert!
- 5 – Be more aware of what and how I converse with my wife and other patients
- 6 – Be a bit more patient with my wife
- 7 – Yes, I will try to be more patient
- 8 – Not ask questions, not contradict agree with everything she says
- 9* – Try to be on the same level/page as client rather than correct them
- 10 – Consider the causes rather than the result
- 12 – My mother is in early stage so I do not need to alter care at the present time
- 13 – Not to question
- 14 – Not differently, but will continue as I have been with more confidence
- 15 – Not to be so moral about telling the truth
- 16 – Try to make life easier for my husband
- 18 – I don't think I can alter anything I already do
- 19 – Think before I speak. Realize what my statements could do to the person with dementia
- 20 – Taking care in how I tell my mum things so to reduce her anxiety

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

- 1 - No
- 2 – No
- 3 – No
- 4 – No
- 5 – No
- 6 – Respite care was easily arranged
- 7 - No
- 8 – No
- 9 – No but my client has to pay an additional carer for today as I couldn't be there as I needed to do the course. Would he be reimbursed for this?
- 10 – I was able to get a private carer via a 'Care for Carers' scheme
- 12 – No
- 13 – No
- 14 – N/A
- 15 – I had to use annual leave from work
- 16 – No
- 18 – No
- 19 – No need
- 20 – Yes, good my weekend relief lady came in from Ipswich to do an extra day

Do you have a comment to make that we can quote you on?

- 2 – Both Anna Geyer and Charlie McAllister presented the day course with good knowledge and understanding of the subject and good listening skills. Enjoyed it very much!
- 3 – Thank you for a good & helpful day & for the v. good meal too!!
- 5 – Many members of the group wanted to talk about their experiences allowing them to unload their concerns, which confirms the need for group discussions for carers.

- 6 – Extremely helpful staff, well paces and educational
- 10 – This course is a necessary step in the right direction, it is a key to unlock many doors
- 12 – I have found this day extremely helpful
- 13 – What I have learnt today will help me manage the future. Course came at the right time for me
- 14 – A very productive day
- 15 – I am happy for anything I've shared today to be discussed/ used as an example if it is of help
- 17 – I only wish that this help would have been available for my mother 50 years ago
- 18 – The photograph album explained so much. Excellent
- 19 – Photograph album wonderful help

Bedford 1st February

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	5	5	5	5	5	5	5	5	5	5
2	5	5	5	5	4	4	5	5	5	5
3	5	5	5	5	5	4	5	5	5	5
4	5	5	5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5
6	5	5	5	5	5	5	5	5	4	4
7	5	5	5	5	5	5	5	5	5	5

Additional Comments for the ratings above

- 2 Lots of reassurance & information re Direct Payments etc
- 3 Wish I'd done this a year ago!
- 4 Very helpful
- 5 Very helpful
- 6 A good useful training course
- 7 Should be available to a wider section of the population – dementia will affect many without warning

What impact will attending this training have on your life?

- 1 A huge impact I wish I could have done this a year ago
- 2 I will be more assured in dealing with mum
- 3 It confirmed actions I have instinctively taken
- 4 Will help me understand more
- 5 Will help me with looking after my mother
- 6 I will look at different approaches and remember the 3 golden rules
- 7 Exactly when needed, incredibly timely and useful

What did you find most useful?

- 1 The fact that \I should not contradict mother
- 2 Everything
- 3 Friendly, non- judgemental trainers
- 4 The whole course
- 5 All of the course
- 6 The most useful was the photograph album
- 7 3 golden rules, photo album explanation, options for domiciliary care

What would you like further information on?

- 1 I would like to do the second part of the course
- 5 On ways to make things better for her
- 7 A local social services rep or health rep would have been useful + excellent access to Tina Lightfoot – particularly helpful

What could be done differently or better in the delivery of this training?

- 4 Nothing
- 5 Nothing very informative
- 7 N/A

What helped your learning or development?

- 1 Everything
- 2 Everything
- 4 Being able to listen
- 5 Being able to listen and information given

What hindered your learning or development?

Within your caring role what, if anything, will you do differently now?

- 1 I would do everything I have been taught today
- 2 Listen
- 5 Listen more
- 6 Remember the 3 golden rules
- 7 Explore new agency for home care

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

- 1 Yes my daughter
- 2 No
- 5 No
- 6 No
- 7 No

Do you have a comment to make that we can quote you on?

- 1 This will totally transform my care that I give to my mother
- 2 People not patients!
- 5 Very useful
- 7 Any of the above especially 1&2

Dereham 2nd February

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	5	5	5	5	5	5	5	5	4	3
2	5	5	5	5	4	5	5	5	4	4
3	5	5	5	5	5	5	5	5	5	5
4	5	5	5	5	5	5	5	5	5	4
5	5	5	5	5	5	5	5	5	4	3

Additional Comments for the ratings above

- 1 Good and informative
- 2 This was a very informative & helpful course put over in a very energetic way – I liked the poster
- 4 Very good course. Lots of information
- 5 Excellent presentations, both in style and information. Presenters extremely knowledgeable

What impact will attending this training have on your life?

- 1 Will try to implement strategies
- 2 Hopefully it will help me understand my wife's problems and feelings
- 3 More understanding to deal with Peter
- 4 More understanding
- 5 I now have a greater understanding of dementia, and the difficulties that other carers face

What did you find most useful?

- 1 Approaches to support
- 2 Interaction with facilitators and participants
- 3 Hearing other comments
- 4 Hearing other people's comments
- 5 I found the photograph album session fascinating, and so easy to understand. I also found the 3 golden rules helpful to adapt to my own caring situation. Graphic notation

What would you like further information on?

- 2 I will look at Age Concern handouts online
- 3 Finances
- 4 Finances
- 5 I would like to know if there is a similar course for supporting schizophrenia I would be very interested to attend such a course

What could be done differently or better in the delivery of this training?

- 1 Paired discussion?
- 2 I was more than happy with all aspects of the course
- 5 Nothing

What helped your learning or development?

- 1 Discussion – and the pictorial account
- 2 The manner in which the course was conducted
- 3 Graphic art
- 4 The way it was put over. Poster
- 5 The understanding and empathy of the presenters. The interaction of the group

What hindered your learning or development?

- 1 Didn't hinder – but some kinaesthetic activity would be beneficial
- 2 Nothing
- 5 Nothing

Within your caring role what, if anything, will you do differently now?

- 1 Take on board 3 strategies
- 2 Be even more caring & aware than I am now
- 3 Get more help sooner. Being new to it I did not push, so we both went downhill more quickly
- 5 I will think about what responses my actions might trigger. Think before I act

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

- 2 No. My wife was in day care at a local care home
- 3 No
- 4 No I didn't need respite help as my husband attended a day centre and my neighbour and friend did before and after care
- 5 No

Do you have a comment to make that we can quote you on?

- 1 All carers should go on this course
- 2 A thoroughly worthwhile course
- 3 An excellent day thank you
- 4 Very good course and more people ought to know about it. Excellent
- 5 This was an excellent. Quality course. We need to make sure the information reaches more carers who would certainly benefit from this type of experience

Peterborough 3rd February

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	5	4	5	4	5	4	4	5	3	5
2	5	5	5	5	5	4	5	5	3	3
3	5	5	3	4	4	4	5	5	4	5
4	5	5	5	5	5	5	5	5	3	4
5	5	5	5	5	5	5	5	5	4	5
6	5	5	5	4	5	5	5	4	5	5
7	4	5	4	-	5	4	4	-	5	5
8	5	5	5	5	5	5	5	5	5	5
9	5	5	5	-	5	5	5	5	5	5
10	5	5	5	5	5	5	5	5	5	5
11	4	4	5	5	4	3	5	-	3	2

Additional Comments for the ratings above

1 – Overall an informative course. PM session – pity not longer given to this as 2 days quite a lot of time to give for carers

3 – Trainers put over course in a caring manner – listened and answered fully. Learned a lot, literature useful

4 – Excellent day and would benefit being widely available for many more people

5 – Outside noise disturbance was unfortunate

6 – Adequate

8 – Charlie & Anna made us feel very welcome

10 – First class

11 – Overall the course was extremely useful

What impact will attending this training have on your life?

1 – Take up further references on techniques/reading materials. Pass on course experience to other carers

2 – I am going to ask for a reassessment and also make contact with Alzheimer's Society etc

3 – Trying to think how my mother thinks and going along with her where possible

4 – Make me more aware of how to react to my mother

5 – Make me think more

6 – I will try to practice more patience

7 – To understand the true meaning of dementia

9 – To have a greater understanding of the person with dementia

10 – A better understanding of my wife's needs

11 – The three golden rules – need I say more. I hope to keep them

What did you find most useful?

1 – PM session on Photo Album & discussion groups about dementia approaches

2 – Lots of useful sharing of experience and information, in a managed way

3 – Comments from other participants – good ideas

4 – Hearing the experiences and how well the facilitators used this to inform everyone

- 5 – Golden Rules
- 6 – Q&A
- 7 – I found it useful to know that other people are in the same situation
- 9 – Different support groups that are available to carers
- 10 – All of it
- 11 – The afternoon session on strategies & where to get further information

What would you like further information on?

- 1 – Practical dementia approaches and relevant theories
- 2 – There's things I will follow up
- 3 – IMCA re guardianship
- 4 – How to manage challenging behaviour
- 6 – Nothing really
- 7 – No
- 10 – Anything available
- 11 – The progress of dementia and what to expect at the end

What could be done differently or better in the delivery of this training?

- 1 - Some handouts/pointers on bullet points covered. Mapping was very colourful but 'busy' took up rather a lot of one facilitator's time
- 2- Day was very well run. Two trainers worked very well together
- 4 – The facilitators were excellent and made the day well worthwhile
- 5 – Nothing
- 9 – First class delivery of training
- 10 – It was superb
- 11 – Perhaps some of the information from flip charts provided on handouts

What helped your learning or development?

- 1 - Explanations of theory/theories. Discussion
- 4 – Hearing the experiences and knowing there are no 'set rules' – need to be flexible
- 5 – Photo Album
- 6 – Data Board
- 7 – To have it explained in simple terms
- 9 – Hearing other carers problems and solutions
- 10 – The story board
- 11 – Just coming on the course

What hindered your learning or development?

- 10 - Nothing
- 11 – Not a lot

Within your caring role what, if anything, will you do differently now?

- 1 - Try to apply some techniques that were touched on
- 2 – Will do more of what I have been, but better and with more confidence
- 4 – Stick to Rule 1. Don't ask questions
- 5 – Stop asking other half questions
- 6 – See front
- 9 – Ask more questions when being given the diagnosis
- 10 – Be more tolerant to my wife's needs
- 11 – Try to apply the 3 Golden Rules. How to assess a care home

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

2 – Not necessary

4 – No

5 – No

6 – No

7 – No

10 – No

11 – I used my normal respite service but this meant they came on an additional day

Do you have a comment to make that we can quote you on?

2 – Great visuals, built up from the sharing – wonderful training technique

4 – I think you have opened the door for many people, in a supportive environment

5 – The photo album was an excellent tool to understanding

6 – Don't tell patient to do something ask them if it is convenient

7 – My husband is in early stages of dementia and is still able to work full-time but it has been an interesting day and I have learnt a lot about things that will happen (hopefully not for a few years)

10 – Absolutely brilliant for me as a carer – not to be missed

11 – Everyone facing living/being with/knowing someone with dementia should attend

February 10th Letchworth

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	5	5	5	5	5	5	5	5	5	5
2	5	4	5	5	5	5	5	5	4	4
3	5	5	5	5	5	5	5	5	5	5
4	5	5	5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5

Additional Comments for the ratings above

- 1 – I learned a lot of vital things to cope with my beloved
- 2 – Need the second day!
- 3 – This course is excellent
- 4 – Just excellent
- 5 – An excellent day very eye opening

What impact will attending this training have on your life?

- 1 – Hopefully I will not ask him to make a decision on what he wants to eat or do – too difficult
- 2 – Loads – particularly the 3 golden rules
- 3 – 3 Golden Rules & practical signposting
- 4 – A much better outlook on what my mum needs
- 5 – Has given me a great insight and better understanding of what mum is going through and hopefully will guide me in weeks to come

What did you find most useful?

- 1 – A card identifying one as a carer, planning for the final stages – must get a good base for it!
- 2 – The Photo album thingie
- 3 – All of it
- 4 – Direct Payment, Planning for the future – All of it
- 5 – All of it

What would you like further information on?

- 1- Banking & pensions – doubt if I'm doing these correctly
- 2 – Would like to study the possibility of finding out what goes on inside the “patients” mind
- 3 – Would like to do 2nd day
- 4 – Going to do 2nd day

What could be done differently or better in the delivery of this training?

- 2 – A little less input from participants in a.m. session – the ladies do ‘go on!’ (I was the one bloke in a group of 7!)
- 4 – Not really sure – found it excellent

What helped your learning or development?

- 2- Sharing experiences with participants. An insight into the skills needed
- 4 – Good picture input

What hindered your learning or development?

4 - Nothing

Within your caring role what, if anything, will you do differently now?

2- Apply the 3 golden rules!

4 – Listen to my mother, try not to argue with her

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

2 – No, already fell into a respite period

4 – Just changed my respite day to another

Do you have a comment to make that we can quote you on?

2 – All of the above. My thanks go to Anna and Charlie for a very professional course – hope to attend 2nd day in Hemel.

4 – Great insight into what my mum is thinking about. Finding out about the carers assessment

Chelmsford 21st & 28th January

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	5	5	5	5	5	5	5	5	4	5
2	5	5	5	5	5	5	5	5	5	5
3	4	4	5	5	4	4	4	5	3	3
4	4	4	5	4	4	4	4	5	4	3
5	5	5	5	5	5	4	5	5	4	5
6	5	5	5	5	5	5	5	5	4	4
7	4	4	3	-	5	5	5	5	5	3
8	5	5	5	5	5	5	5	5	5	5
9	5	5	5	5	5	5	5	5	5	5
10	5	5	5	5	5	5	5	5	4	4
11	4	4	4	4	3	4	3	5	3	-
12	5	5	4	5	5	5	5	5	4	4

Additional Comments for the ratings above

7 Comments from the group that attended

10 Fantastic informative & interactive course – invaluable for the group feedback element alone

11 I have read the book Contented Dementia so was aware of the contents and their methods

What impact will attending this training have on your life?

1 Make me think twice about what I am doing and why I am doing it. Don't worry about what other people think. Be willing to accept support and ask for it

2 Having heard other people's experiences & coping mechanisms, I feel I'll be able to approach my problems from different angles

3 It will help me understand my mother in laws dementia better and hopefully make me a better carer for her

5 I now have a few more ideas of the things I need to get in place. I also have contact details for various organisations

6 Hopefully it will help me to offer an higher level of care and understanding to my client

7 Understanding mums needs knowing about the Photo Album, know that I'm not alone

8 It is good

9 Useful tools to call upon when unsure

11 Just refreshing what I read in the contented dementia book with useful demonstrations

12 It will make my role as a carer easier

What did you find most useful?

1 The other carers' experiences. The handouts. Just being able to talk to the other carers

2 Trying to think what is most important to the 'cared for' person e.g. make them feel useful, give purpose to their day etc

3 SPECAL photograph album

4 SPECAL photograph album

- 6 Working with anxious moments sheet as it pin pointed how to work through anxiety and find a solution. Final sheet will be very useful to keep on file for other carers coming on shift
- 7 How to balance different situations
- 8 It is useful
- 9 The photograph analogy
- 10 The tools and the analogy of dementia – already shared with others
- 11 Meeting other people who look after parent/spouse on a day to day basis & the problems they have and how to deal with them
- 12 Learning to think about my husbands emotional needs

What would you like further information on?

- 1 Dementia – dealing with people that have it and help available for carers
- 2 Coping strategies for beginning the journey of dementia before it gets too bad. Local info etc groups for carers
- 5 Follow-up courses
- 6 Ping-Pong technique as I found this quite difficult
- 8 The information is good
- 9 Rights – financial support – what is available re care/support etc
- 10 Other training courses & an e-copy of the profile
- 11 Personal profile – electronic version

What could be done differently or better in the delivery of this training?

- 2 Excellent format
- 3 Make the two day course on consecutive days
- 5 Use speakers from outside agencies
- 6 Possibly more role-playing
- 8 I would not make differently
- 9 Nothing
- 10 Nothing
- 11 Very well presented

What helped your learning or development?

- 1 The sharing of experiences
- 2 Talking etc
- 3 Good, well presented subjects
- 4 Group wide discussion
- 6 Talking to other members of the group
- 7 Charlie & Anna had a lovely way of explaining things
- 8 I learn lots
- 9 V good presentation. Good sharing of experiences
- 10 Good interaction between group & trainers – speed of delivery
- 12 Chatting to other carers & comparing ideas

What hindered your learning or development?

- 1 Ignorance
- 2 None
- 4 Small group table-top workshops
- 9 Nothing
- 10 Nothing

- 11 Having a cold!
- 12 Nothing

Within your caring role what, if anything, will you do differently now?

- 2 More patience hopefully
- 3 Try to be more patient than I have been on occasions
- 4 Help my mother do more things for herself rather than doing things for her
- 5 Been able to understand why mum acts certain ways (photo album) will help me be more patient
- 6 Stop asking so many questions and try to make more statement comments
- 9 Understand memory loss (blanks) Be more relaxed and tolerant
- 10 Use the tools
- 11 Not be judgemental on my caring role and get more help
- 12 Think before taking actions

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

- 2 No
- 3 No
- 4 No
- 5 No
- 6 My client had to pay two carers. One to stay with him and me to attend the course as I couldn't be with him
- 7 No
- 9 Yes. Am used to having to do so, so no problem
- 10 N/A
- 11 I had to organise care for half a day and then phone the remainder of the time
- 12 No

Do you have a comment to make that we can quote you on?

- 4 A course like this should be offered to carers once dementia has been diagnosed or hinted at
- 6 Very useful talking to family members. Being a carer important to receive this
- 8 I would do this again
- 9 Excellent presentation. Thought provoking. Gave me a much clearer insight into how dementia effects and individual. Thank you
- 10 I would recommend this course to anyone caring for someone with dementia for the understanding and tools it provides. Excellent presentation & interactive learning tools
- 12 Anna & Charlie have been very helpful & understanding

Luton 22nd & 29th January

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	5	5	5	5	5	5	5	5	4	5
2	5	5	5	5	5	5	5	5	3	3
3	5	5	5	5	5	5	5	5	5	5
4**	5	4	5	5	1	3	4	4	3	3
5	4	5	5	5	5	4	5	5	4	4
6	5	5	5	-	5	5	5	5	3	3
7	5	5	5	5	5	5	5	5	4	5
8	5	5	5	5	5	5	5	5	4	3
9	4	5	5	5	5	4	5	4/5	-	2
10	5	5	5	5	5	5	5	5	4	4

** Participant arrived and departed very early on both days, and so missed content that was geared towards later stages of dementia

Additional Comments for the ratings above

- 1 It was all good. It was cold last week but great today
- 2 Excellent trainers. Excellent workshop. Should be done on a regular basis all over the country
- 4 Dementia too far advanced to be applicable
- 8 Enjoyable two days, the trainers worked very well together
- 10 Very useful course. Thought provoking and helpful

What impact will attending this training have on your life?

- 1 Made me understand a bit more
- 2 will make me think what we are saying and doing which will hopefully help all concerned
- 3 I will consider more my actions and approach to conversations with my mother
- 5 I will think about what I am doing and particularly saying to my wife in future
- 6 It will help me understand this condition, to accept the person for who she is without trying to make her see reason
- 7 A better understanding of a person with dementia
- 9 Will help me feel more confident in trying out new approaches
- 10 Rethinking how to use info with other carers coming in – Be more understanding of the where the person is coming from & how they are feeling in stressful situations

What did you find most useful?

- 1 All of it
- 2 All of it
- 5 Discussion with other carers
- 6 Meeting people with similar (or entirely different) circumstances but with the same problem
- 7 Sharing situations
- 8 Exchange of information between other learners. Flip charts – visual aids. The whole presentation was helpful
- 9 Golden Rules

10 The practical idea at the end – knowing the person & putting it all together

What would you like further information on?

10 Where to go in the area for help & support as a carer

What could be done differently or better in the delivery of this training?

8 Delivery was good – don't change

What helped your learning or development?

2 Most of the workshops

7 Visual aid

9 Listening to other people's accounts and experiences and being free to express myself within the group

10 The understanding of where I am at. The fact that Anna has been through it all. Being with people going through the same 'race'

What hindered your learning or development?

9 Nothing

Within your caring role what, if anything, will you do differently now?

2 Yes. Speaking to my mother-in-law & reaction to her

5 Yes! Will not assume so much in future but try to assess outcome of any action

6 Try to go along with someone who can no longer think and act in a logical manner

7 Follow the 3 Golden Rules

8 Not to ask questions

9 Ask less questions. Won't feel such a failure if something doesn't work – try a different approach

10 Build up a picture of what works and what does not work. Not contradicting. Thinking of solutions to problems & not questioning the problem

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

5 N/A Wife attends day centre but need to put on and off transport bus at home meant arriving late/leaving early

7 No

8 No

9 Yes. Family stepped in

10 Yes. I found it difficult to get care in. Luckily my daughter was down from uni – who helped a little but difficult to get anyone else to sit in

Do you have a comment to make that we can quote you on?

7 Anna & Charlie were very hospitable, friendly and informative. Easy to listen to

8 Management of venue needs to be rethought. On the first day – no reception, were not told which room, no one on hand to ask

9 Carers in residential care settings could learn a lot from this course

10 Brilliant course – very useful info Anna & Charlie were empathetic & helpful in finding solutions to everyday problems. Thanks a lot for your support

Hemel Hempstead 8th & 22nd February

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	4	3	5	5	5	5	4	5	3	4
2	5	5	4	4	5	5	5	5	3/4	5
3	4	3	5	5	5	4	4	4	3	3
4	-	3	5	5	5	4	-	5	5	5
5	5	5	5	4	4	5	5	5	4	5
6	4	5	5	5	5	5	5	5	2	2
7	5	5	5	5	5	5	5	5	4	4
8	5	5	5	5	5	5	5	5	3	4
9	5	5	5	5	5	5	5	5	4	4
10	4	4	5	5	5	5	5	5	2	3
11	5	4	4	4	5	5	5	5	2	4
12	5	4	5	5	5	4	5	-	3/4	3/4
13	5	3	5	5	5	3	5	5	2	3
14	5	5	5	5	5	5	5	5	4	5

Additional Comments for the ratings above

2 Invaluable training which would benefit all carers/families in the early journey of dementia

3 Wasn't sure of my expectations! Thought it might be more practical, but difficult to see how!! I think that the course is better for carers whose 'cared for' person is less advanced in dementia than my wife who is now wheelchair bound, needs hand feeding and in fact can do nothing for herself

4 Only did 2nd day so a bit lost on some points

8 Anna & Charlie very astute – good presentations friendly & approachable. Good to hear of others & their experiences

9 The facilitators were excellent – sympathetic, professional & most helpful

11 The course material was excellently presented. The carers could have had a little more opportunity to each discuss their concerns

12 Variable heating/air condition/noise level of convector heater (outside control of the leaders). Missed napkins at lunch. No water offered. No fresh fruit

13 Follow-up would be very helpful – but 2 days are enough for now! Please offer fruit

14 I only managed to attend 1 day & have gained a lot of important information that will help.

What impact will attending this training have on your life?

1 Knowledge & focus on the useful stuff to know

2 Greater knowledge to support friend and use professionally to provide a better patient experience

3 It will strengthen the resolve to make my wife the most important person in the world – I love her to bits, and the extra insight I have gained in dementia will certainly improve my performance

4 Given me 'the questions' to think about

5 I have learnt new ways to deal with day to day problems

- 6 Hopefully make coping easier, another 'tool' in the toolbox. Raising awareness of the needs of carers in general
- 7 It will certainly help me to deal with the problems we are having
- 8 Hopefully make me less anxious. Given me fresh ideas for tackling problems
- 9 I have already reached a decision about placing my mother in a care home but will use the information gleaned to improve my caring skills
- 10 It has helped me to focus on all aspects surrounding/involving my mother-in-law
- 11 Improved communication with a person with dementia
- 12 Definitely positive: has revealed several areas where my thinking & practice (re care of husband in early stages) are unhelpful & I'm challenged to change!
- 13 It has opened up certain issues that I can now discuss with my mother (primary carer) – a relief, thanks. I feel less fear/ more able to serve my father's needs
- 14 This has already calmed down my anxiety over my caring situation, knowing now that others are finding the tasks very hard to manage

What did you find most useful?

- 1 Communication & tools
- 2 Practical demo – the screen diagrams excellent. Networking listening to other 'stories'. Would have liked opportunity to ask more questions but full programme
- 3 Interaction between carers
- 4 Talking with other carers
- 5 Listening to other people, and getting information about the illness and what is out there to help me
- 6 Sharing other people's experiences
- 7 The down to earth/practical help & the chance to try things out for ourselves
- 8 To know of others in similar situations. 3 Golden Rules
- 9 How to balance the needs of the person with dementia with what is bad for them & how to prepare a personal profile
- 10 Using the photo album to illustrate what is going on
- 11 Discussion & illustrations and down to earth examples
- 12 More understanding re why my husband 'makes life complicated', makes unwise decisions, has unhelpful understanding re priorities in life
- 13 The various tools – helpful to do with mum to serve my fathers needs. Relaxed environment
- 14 The importance of considering how my brother would wish things to be done – still not sure how I will cope at all

What would you like further information on?

- 1 Dealing with dementia & Huntington's
- 4 Dementia itself ... was probably covered on first day
- 8 Financial support available. Care support available
- 11 Young onset dementia sufferers & carers have slightly different issues to handle, understand, tolerate etc
- 14 If I were able to attend the first day of this course if it were held in a nearer area I would really find that a great help. Sadly I cannot drive in the dark due to an eye condition

What could be done differently or better in the delivery of this training?

- 2 Concentration difficult when cold – bad weather on both days! Excellent presentation skills from Anna/Charlie – Thank you

3 A specialist speaker would be appreciated to give some technical aspects on dementia e.g. the physics, the expected progress of the condition, recent developments in treatment etc

6 2 facilitators very good but possibly more group discussion on trying to solve people's individual problems & less focus on Anna's grandmother's situation

9 Nothing

10 I think it was delivered well

11 More personal examples to be explored

13 Anna & Charlie were very easy to listen to and worked well together. My only criticism: I found Anna's stories about her Granny took too much time up, too much detail (day 2)

14 I think if the pages were numbered it would help

What helped your learning or development?

1 Listening

2 Interaction between carers

5 Having people who know what they are talking about

6 Listening to both facilitators & people attending own experiences

7 Both the information giving & the chance for practical engagement

8 Good illustrations by Anna & Charlie. Accompanied paperwork

9 Widening discussion of other people's experiences

10 The photo album, it helped me to 'see' what was happening

11 The presentation explained principles very well

13 Group participation, good over 2 days to build a bit of a relationship up. Having a certain objective overview of dementia/ different perspective from before. Opportunity to both listen and share

14 Just talking and hearing about other people's problems

What hindered your learning or development?

3 Too long spent on each aspect, so perhaps we need more aspects e.g. hints on travelling with a dementured person

4 Missing info from 1st day probably

9 Nothing

10 Noise from the heating system made it difficult at times, not able to hear clearly

13 Noisy heater, stuffy air but cold feet

Within your caring role what, if anything, will you do differently now?

1 Look for more answers & knowledge to help my mum have a good life

3 Try to engage my wife's abilities in a more constant way & to search for new ways of making her life more interesting

5 I will not say when my mum is wrong about something, I will not ask questions

6 Be more aware of how I approach situations. Try to see things more from my mum's perspective

7 Be much more aware of considering the 'patient's' own needs, anxieties, joys etc

8 Not ask questions, not contradict

9 Remember my mother how she was not just how she is now

10 Try not to ask questions. Try not to be confrontational

11 Better communication & ideas to think about & practise

13 Talk & be objective

14 Try to persuade my brother to accept help from carers to help

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

- 1 No
- 3 No – wife already in respite
- 4 No because it was local
- 5 No
- 6 No
- 7 N/A
- 8 No – asked friends & family
- 9 No
- 10 N/A
- 11 No
- 13 No
- 14 N/A

Do you have a comment to make that we can quote you on?

- 2 This training should be mandatory to all staff within the 'caring profession', feel that 30 years down the line I could have done better
- 3 All of the above. The course has been very thought provoking & I thank Anna & Charlie for their sincere & dedicated professional demeanour. Many thanks
- 6 More people should be able to benefit from courses like these as they are invaluable
- 7 If all carers, in institutions, had training in these techniques, there would be real hope of improvement, for both carers & patients, in provision & care given
- 8 Excellent course – informative & useful. Thank you
- 9 excellent course – should be offered to each and every carer
- 10 This has enabled carers to talk to each other about their own experiences and enabled us to take a step back and look in. This is very difficult to do when you are in the situation
- 11 Please ask to develop & roll your course on to other parts of Herts and nationally
- 12 Everyone needs opportunity to come on this course but I would have avoided lots of pitfalls if a simplified version could be available to those who've only just realised that they've become carers – via GP surgeries and Patient Participation Groups
- 14 This is a very important step – a good direction offering carers some first steps on a very dodgy ladder. Many thanks

Suffolk 9th & 23rd February

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	4	4	5	5	4	4	5	4	4	4
2	5	5	5	5	5	5	5	5	5	4
3	5	5	5	5	5	5	5	5	5	5
4	5	5	5	5	5	5	5	5	4	4
5	5	5	5	5	5	5	5	5	5	5
6	5	5	5	5	5	5	5	5	5	5
7	5	5	5	5	5	5	5	5	5	5
8	5	5	5	5	5	5	5	5	5	5
9	5	5	5	5	5	5	5	5	5	5

Additional Comments for the ratings above

2 I am very pleased with both days

6 Very informative

7 Excellent course leaders, knowledgeable, articulate & good sense of humour

8 Trainers were both excellent and worked as a team supporting each other

9 Very informative, easy going & valuable tool

What impact will attending this training have on your life?

1 Will help me to cope with my caring role better

2 Hopefully I will be able to care more effectively

4 Give confidence; lots of ideas to try

5 Practical solutions/suggestions

6 Help understand in more detail about the condition

7 I feel better informed & have more idea how to cope

8 Given me some good ideas to help with caring for mum

9 Making me more aware of the life of a dementia sufferer

What did you find most useful?

1 To hear the tips from other carers

2 Hopefully I will be able to care more effectively

3 Legal & financial information

4 All the ideas to give to others who may support

5 Practical solutions/suggestions

7 All

8 Explanation of different types of dementia. Benefits that are available

9 The photograph album

What would you like further information on?

3 Local improvements

4 N/A

9 Direct Payments for the carer

What could be done differently or better in the delivery of this training?

2 I can't see any improvements

- 4 Nothing
- 5 None
- 8 Can't think of anything

What helped your learning or development?

- 1 The discussion in small groups
- 2 Well presented by Anna & Charlie
- 4 The inclusive method of presentation
- 5 Examples, colourful art, opportunity to give personal examples
- 8 Talking to other carers and hearing about their problems
- 9 The style of delivery

What hindered your learning or development?

- 1 Tiredness and the lack of ventilation in the room
- 4 Nothing
- 5 None

Within your caring role what, if anything, will you do differently now?

- 1 Give Mom more choices
- 5 Complete personal profile. Use techniques given – verbal ping-pong. Thinking about solutions to anxious moments Share ideas more with others
- 8 Not ask questions. Be more patient and devious

Did you need to organise a respite service to attend this training and if so what was your experience of doing this?

- 1 No
- 2 Yes – needed support for the whole day
- 4 N/A
- 5 Mum!
- 8 No
- 9 Used a member of the family

Do you have a comment to make that we can quote you on?

- 1 No
- 3 All carers should have dementia training
- 4 This has been inspiring. I will soon need to use respite at home and I will use some of the tools in the pack e.g. profile, 'what works'
- 5 I've gained a great deal from coming to the 2 days. Thank you very much it's been really valuable
- 6 I feel all carers should come on these courses, agency & Social Services, they would learn & understand more about the condition
- 8 Visual aids superb. Haven't seen anything to compare. Best, most helpful training I have experienced I many years

Appendix 2 - Quotes from the Day

1 Day Events

- It's opened up all sorts of doors for me – The Photograph Album has helped me to understand what's going on for my mother and this will help me to be more patient.
- I really enjoyed this morning, I didn't expect to but I have and I'm sorry I have to go early.
- I think what I have learned today will help me to be more patient: I can understand it better from her side now.
- Having Tina Lightfoot to hand to answer personal questions was really useful
- We have just made the decision to move mum into a care home and now I am thinking there might be a way of bringing her back to her own home.
- This has had quite an impact on me – I have some difficult decisions to make and I think this will help
- The graphic poster was really engaging – I've seen this kind of work before and it really engages people. It has to be in colour, black and white won't work
- It's hard not to ask questions but I'll really think about that now
- I'm going to the Carers Council on 16th February and I will certainly recommend that other people come on the course
- I came today thinking it would be worthwhile if I learned one thing – and I've learned lots. Today has far exceeded my expectations
- The photograph album explained it all so clearly – I wish I'd had it 13 years ago
- Today has been valuable beyond measure
- The 3 golden rules were just brilliant
- The Photograph Album is so simple and explains it all – it makes so much sense

2 Day Events

- I have been on dementia courses before, I've heard it all before and it's really no help to me. But today I've made a decision; it's something I've been thinking about for some time – today I have decided that I'm going to contact my Local Authority and tell them that I am not going to be a carer all of the time. I'm going to tell them that I'll need them to look after my wife 4 days a week and I'll do the other 3. I've heard from other people today that it can be done.
- It's been really good to share experiences with other carers.
- I've learned a lot and I will take things away and put them into practice when I'm with my mother in law.
- This is the first information I've had – I think something like this should be available to all carers
- It's been really useful to have things that 'll help us just stand back and take a look at things and having lots of different ways of doing in because it can be really hard when you are up close to it.
- Thanks for that – I'm going to see my GP tomorrow and I feel I know what I'm asking for
- I wish I had been in this from the beginning – I needed this right at the beginning.
- It's been good to have this right at the very beginning – I feel like I'm just setting out on the journey
- It was good to hear everyone's experience and it's important to know that everyone's experience is different
- it helped to have an understanding of the person's perspective because that helps you not to get so frustrated
- It's been useful because I can take things away and share them with my husband and hopefully he'll find them useful too.
- I had been thinking about my wife and realised it was the conversation that was missing and I can do something about that now.
- I am going to look for places for the future now
- The practical stuff at the end was so useful, it was so positive to have some practical things to do – it all felt uplifting
- I'm really interested in finding out more about SPECAL and doing their training the trainer course
- I have more confidence to go with what feels tight for my sister

- Knowing that Anna has been through it all too made a real difference
- Well, I wasn't optimistic about today, But I've really enjoyed it thank you
- It's been really good to get things off my chest and have people listen
- This training needs to be available for carers all over Hertfordshire
- I'm glad I wasn't the odd one out – everyone is going through what I'm going through
- Today has been much more than I was expecting. The Photograph Album was very poignant, it's made me think very differently. I won't worry now when my father-in-law gets up in the night to check the airing cupboard, and more importantly, I won't let it worry *me*.
- It's been really useful, I've learned lots and been reassured
- I'll give you an A*