

Dementia Support

Listening to carers of people living with dementia in York

Healthwatch York Report February 2022



Summary of Key Themes

- **Diagnosis**
- **Access to services/support after diagnosis**
- **Longer term support**
- **How services work together**
- **Planning for the future**
- **Activities and socialising**
- **Being listened to**



Towards a New Service



Carers imagined:

- **Reduced waiting times for diagnosis and improved communication and support following diagnosis**
- **A consistent approach to dementia care across the city with improved GP access and support from specialists, where care was integrated across a network of closely allied organisations**
- **A new service which included an allocated person to seek support from in the longer term**

- **A key physical place/centre to provide social and physical support for people**
- **Improved opportunities for activities and socialising for people with dementia and their carers across the city**
- **A network of respite and day centres for support**
- **Advice on housing and finances and understanding what to do and how to manage things as the disease progresses**
- **Being listened to by health and social care services, both as a person with dementia and as a carer.**

