

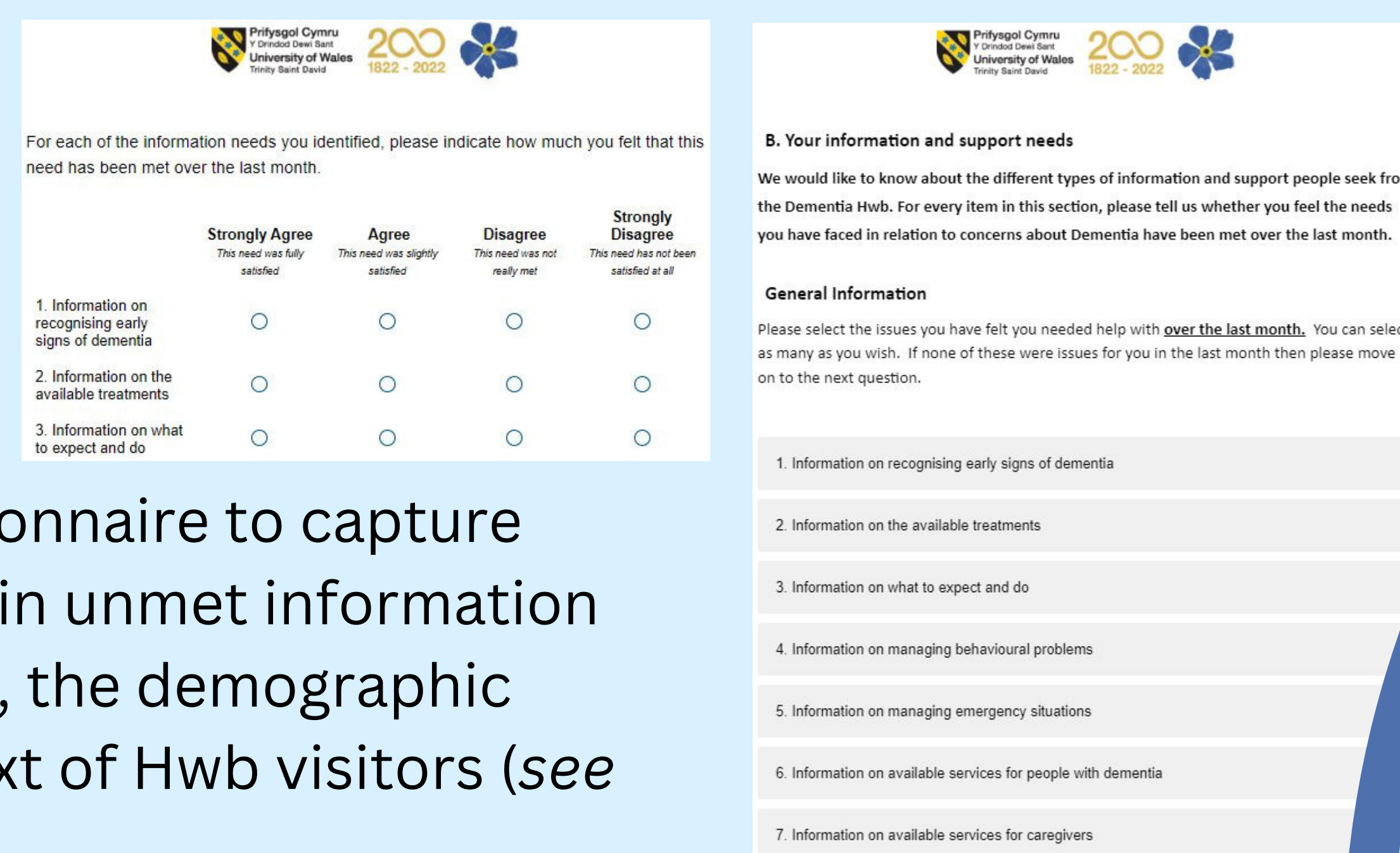
Kyra Quarterly, Ceri Phelps | PERCH UWTSd
Abigail Davies | Dementia Hwb Swansea

Background

- The psychosocial challenges of caring for a loved one with dementia are well documented in the literature (Cross, Garip & Sheffield, 2018; Hazzan et al., 2022).
- In January 2022 Dementia Friendly Swansea received grant funding to set up an easily accessible one stop hub for people seeking information and support related to Dementia, called The Dementia Hwb.

Design

A pragmatic mixed methods approach incorporated a longitudinal questionnaire to capture changes over time in unmet information and support needs, the demographic profile, and free text of Hwb visitors (see figure 1).



For each of the information needs you identified, please indicate how much you felt that this need has been met over the last month.

	Strongly Agree <i>This need was fully satisfied</i>	Agree <i>This need was rightly satisfied</i>	Disagree <i>This need was not nearly met</i>	Strongly Disagree <i>This need has not been satisfied at all</i>
1. Information on recognising early signs of dementia	☐	☐	☐	☐
2. Information on the available treatments	☐	☐	☐	☐
3. Information on what to expect and do	☐	☐	☐	☐

B. Your information and support needs
We would like to know about the different types of information and support people seek from the Dementia Hub. For every item in this section, please tell us whether you feel the needs you have faced in relation to concerns about Dementia have been met over the last month.

General Information
Please select the issues you have felt you needed help with over the last month. You can select as many as you wish. If none of these were issues for you in the last month then please move on to the next question.

- Information on recognising early signs of dementia
- Information on the available treatments
- Information on what to expect and do
- Information on managing behavioural problems
- Information on managing emergency situations
- Information on available services for people with dementia
- Information on available services for caregivers

Findings

- 33** participants have completed baseline questionnaires (Q1 & Brief questionnaire).
- Over 40% had visited the Hwb more than once (**n=14**), with most respondents having heard about the Hwb by walking through the Quadrant Shopping Centre, where it is located.
- The main reasons respondents attended the Hwb was being a carer for a loved one with dementia and seeking general information about dementia.
- Information & Support Needs:** The most endorsed need when visiting the Hwb was to find information about available services for dementia patients (**n=25, 76%**), followed by seeking information on the location of professional services (**n= 18, 55%**) what to expect and do (**n=16, 49%**), available services for caregivers (**n=16, 49%**), and information on recognising early signs of dementia (**n=14, 42%**).
 - All but one respondents stated that these needs had been met during their visit to the Hwb.
- The least endorsed needs of visitors was availability of hospitals (**n=2**), counselling for caregivers' anger/frustration/guilt (**n=2**), and support from caregivers' employer (**n=2**).

Evaluation

- Over a six-month period Hwb visitors were asked to complete a questionnaire (online or paper copy).
- The questionnaire included an adapted version of 'The Caregivers' Needs Checklist for Dementia' to record unmet information and support needs, basic demographic data and optional free text comments (Vaingankar et al., 2013).

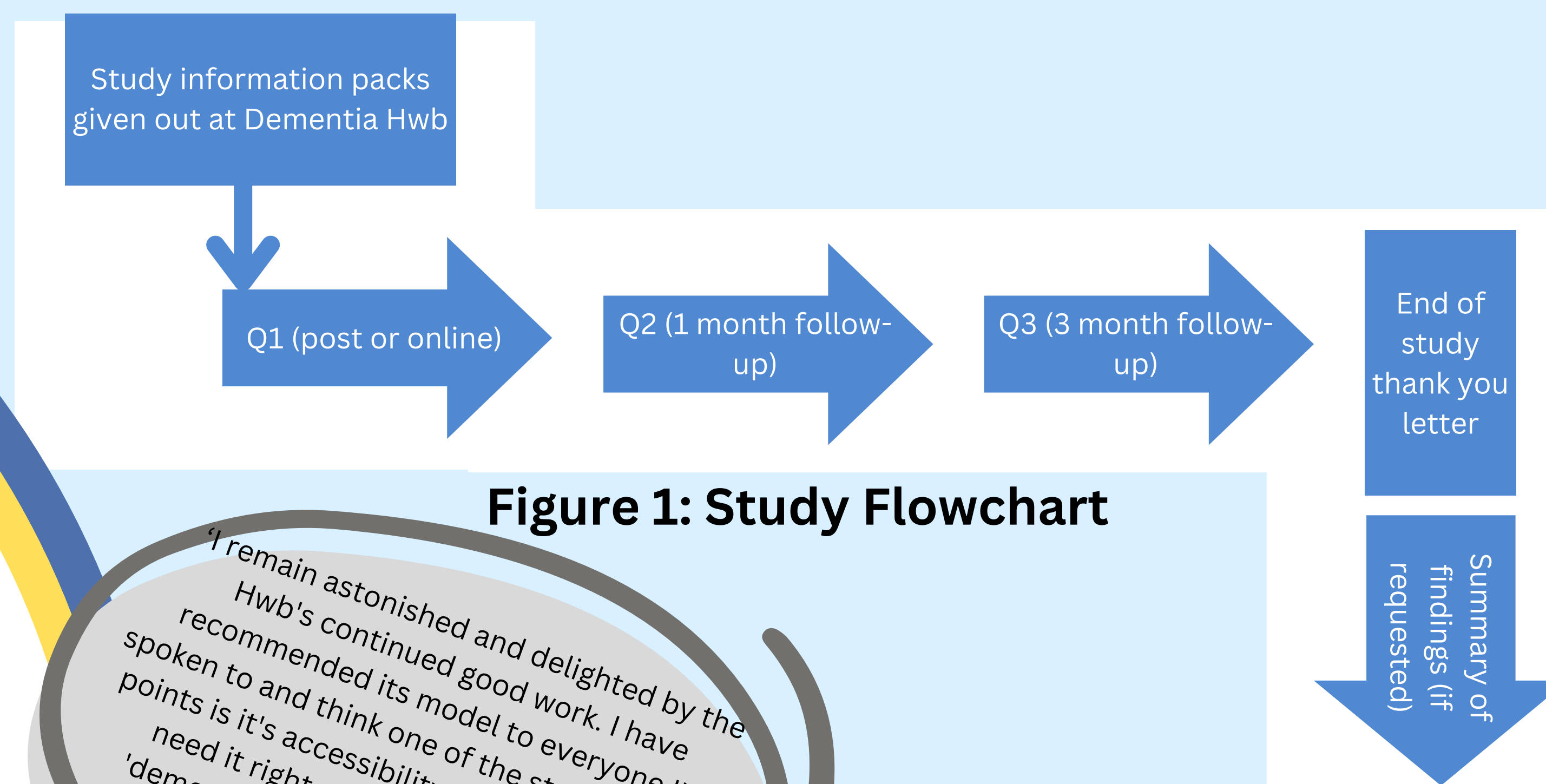


Figure 1: Study Flowchart

The Dementia Hwb Swansea
A unique one-stop information and signposting centre led by Dementia Friendly Swansea (DFS).

Aim of Evaluation

To identify the extent to which the Hwb is meeting the psychological support and information needs of it's visitors

Objectives

- To identify changes in knowledge and awareness of dementia services after engaging with the Hwb
- To measure changes in level of unmet information and support needs in service users after engaging with the Hwb
- To measure level of satisfaction with Hwb services and uptake rate for other services
- To understand the demographic profile of Hwb service users and identify any under-reached groups.

'I remain astonished and delighted by the Hwb's continued good work. I have spoken to and think one of the strongest selling points is it's accessibility (even if people don't need it right now, it's far better to have 'dementia' in the heart of the community, spoken about and shared rather than another empty shop)'



Conclusions & Recommendations

- Overall participants reported high levels of satisfaction and that their needs had been met.
- Free text comments suggest that the Hwb offers a unique and valued volunteer-led signposting service that is seen as accessible and community-based.
- Only a small proportion of Hwb visitors completed questionnaires and this may partly reflect the challenges of evaluating a community-based dementia signposting service. Unfortunately, the low number of respondents to the follow-up surveys means that it was not possible to statistically analyse changes in unmet information and support needs over time, or the extent to which the positive outcomes reported from the initial or multiple Hwb visits were sustained.
- Overall, the Dementia Hwb is meeting its overall objective through helping to ensure that for every person who requires support, guidance and information, based in Swansea and surrounding areas, they have assistance to be able to access the services they require, as and when they need them.

'I have nil to add beyond my keen appreciation for the time and energy devoted by so many'

Acknowledgements

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Contact Details:

Dr Ceri Phelps - ceri.phelps@uwtsd.ac.uk
Kyra Quarterly - k.quarterly@uwtsd.ac.uk
Abigail Davies- abi.davies@dementiafriendlyswansea.org

