



Kirklees Dementia Hub

Annual Report 2024-2025



Our Service to you



Information and Advice Line

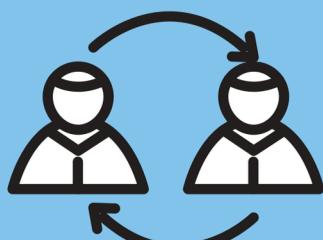
Monday 9am - 8pm

Tuesday - Thursday 9am - 5pm

Friday 9am - 4.30pm



Creating DementiaFriendly
Communities/Organisations,
Awareness Sessions and Bespoke
Training



Support after a diagnosis
1 to 1 support to access the
support for you

We are the Kirklees commissioned Dementia Information and Advice service and we continue to actively work with commissioners and partners to develop the service and make positive improvements to the Dementia pathway in Kirklees



INFORMATION AND ADVICE LINE

Our Information and Advice Line is available Monday – Friday, The line is now open until 8pm on Mondays (We are closed on Bank Holidays).

This line is operated by Age UK Calderdale and Kirklees as part of our partnership.

You can contact this number if you are concerned about your memory or that of a loved one and you are unsure where to start, we can advise you on what steps to take and talk you through the process.

COMMUNITY ENGAGEMENT

Raising awareness within the local community to create a dementia friendly Kirklees. We achieve this through the delivery of awareness sessions, attending events and building connections with local communities, services and organisations.

ONE TO ONE

After you or a loved one has received a diagnosis of Dementia, you can make a referral to our Post Diagnosis team. We are here to help you understand what support you can get after your diagnosis of Dementia. There can be a confusing and overwhelming amount of information after a diagnosis and you may not know where to start. Our team of Dementia Support Coordinators are here to help you navigate that. We aim to be as accessible as possible; you can contact us through:

Telephone calls
Video calls

Appointments in community settings
Home visits

HOW WE SUPPORT YOU

We offer every person a well-being plan to fit their needs

We are an information and advice service designed to support you through your dementia journey

We work with people diagnosed with Dementia and carers.

We offer a wide range of advice around finances, housing, emotional support, local groups and activities, understanding dementia, how to create a dementia friendly home, care support and much more.



Performance

Community Engagement



From Oct 2024 - Sept 2025, we have attended various meetings where we are able to represent those living with dementia and their needs in local community changes.

This includes:

- Currently raised over £700 in donations.
- Started up bi-monthly Dementia awareness sessions for professionals
- All the staff at Huddersfield Town football club became Dementia Friends.
- West Yorkshire Police and Fire service have become dementia friends.
- Supporting local dementia groups to become dementia friendly



2,328 people became a Dementia Friend through our Community engagement worker



We attended 250 Kirklees events

DEMENTIA FRIENDS For Professionals

Are you looking to learn more about Dementia? Want to refresh your knowledge?

Join Monika from Kirklees Dementia Hub for a FREE 2 hour Dementia Awareness session.

L 2nd June 10:30AM-12:30PM

LOCATION CENTRE FOR EXCELLENCE, Crowlees Road, Mirfield, WF14 9PP

Learn:
What is Dementia?
The difference between the main five types of dementia.
How to communicate with people living with dementia.
and much more...

BOOK YOUR PLACE:
<https://www.eventbrite.co.uk/e/dementia-friends-for-professionals-tickets-1291043418619>

Calderdale & Kirklees Age UK **Kirklees Dementia Hub**

*Limited places available so please book your place ASAP

“I just wanted to send an email to say a huge thank you again for the fantastic course you delivered earlier this week at Folly Hall on Dementia. I found it incredibly useful and the way you deliver sessions is really engaging. We covered a lot of material but nothing felt repetitive and the real life applications you include when leading sessions mean we are able to leave the session feeling confident and prepared for any situations we may encounter when supporting people with Dementia living their lives, whatever our position”

“Thank you for the session yesterday. I came away full of knowledge and learnt lots of great tips. I really enjoyed the session. It was really nice to have no power point presentation and just sit and chat through the sentences, that was a great way of guiding the conversation but allowing lots of interaction. Having your experiences to listen to was great too and really informative.”

Performance

Information and Advice Line

The chart below shows the breakdown of calls we received to our advice line. The most calls we received to our advice line were those enquires regarding support for the person living with Dementia followed by people enquiring about information regarding understanding dementia.



12% of calls were enquires regarding finances



24% of calls were enquires regarding Understanding Dementia



17% of calls were regarding medical and health



We received 429 calls to our information and advice line



2% of calls were enquires regarding support for carers



25% of calls were enquires regarding support for the person living with Dementia

We also identify what stage of the dementia journey an individual may be at when they call, this helps us to identify any trends that we are able to respond to, below shows the breakdown of calls according to what stage someone may be calling, this could be before a diagnosis to having lived with dementia and requiring support around any progression.



Had worries or concerns about memory or signs of dementia



Have seen a GP regarding memory concerns but required further advice about steps to take to access a diagnosis.



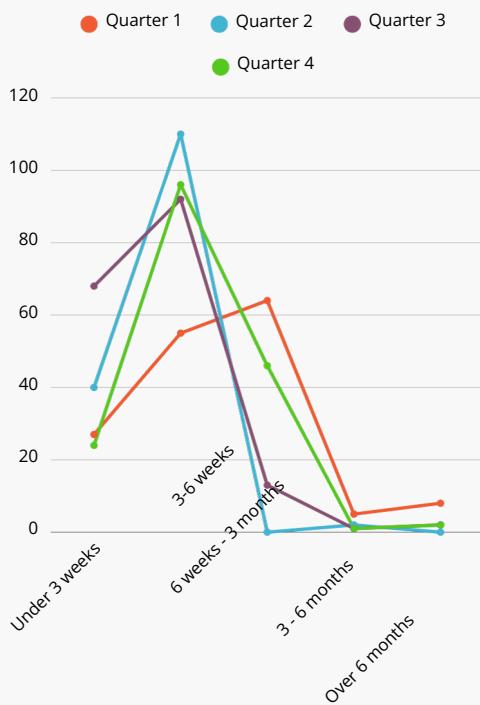
Were newly diagnosed and not sure of what to do next, this often meant a referral to our post-diagnosis team for one to one information and advice



Had a diagnosis of dementia and were struggling with the progression of dementia, needing further support. This often meant a referral to our post-diagnosis team

Performance

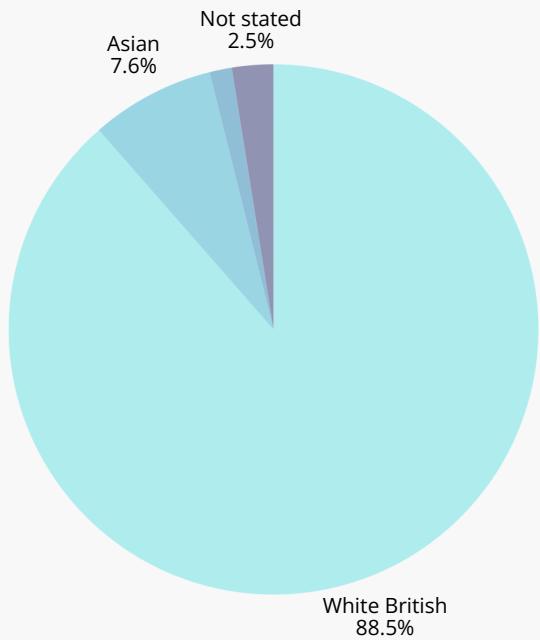
Post-Diagnosis Support



664
Referrals
Between
Oct 24 - Sept 25

We continue to have a waiting list during 2024/2025. However the time people have been waiting to be contacted has reduced. This continues to be a focus for KDH.

As a Kirklees wide service, we aim to support families from diverse communities and currently receive most referrals for those who are White British. We are passionate about increasing access to our service for those of wider communities and are always working to raise awareness of our service and of dementia across Kirklees. We have translated leaflets in other languages: Urdu, Gujrati, Indian Punjabi and Polish to support those from diverse communities to understand our service offer. During this year we have seen a 50% increase in people from ethnic minority communities accessing our service from last year,



649 people had
their referral
reason met

52 people
requested a 3
month call back

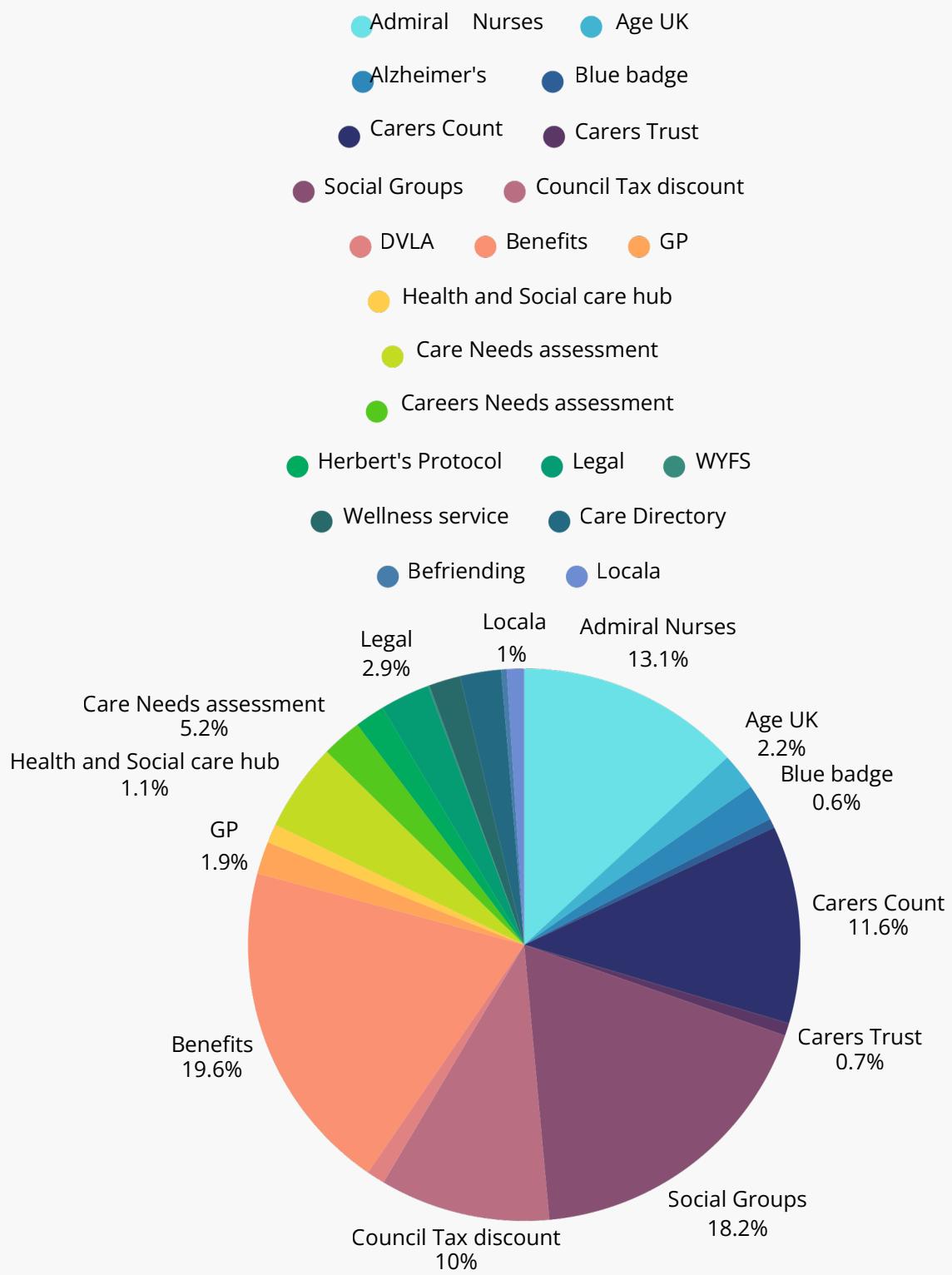
Snap shot!

42 Home visits

32 people
attended our
community drop
in's

Performance

Post-Diagnosis Support



Between October 2024 to September 2025 we have made a large number of referrals and given signposting advice for many services in Kirklees who can support those affected by dementia.

We found the largest number of referrals were made for needs such as; Health and Social care hub for Carers and those receiving Care. Carers Count, Admiral nurses for specialist support and Financial support such as Attendance Allowance and Council Tax discount.

100% of all our targets achieved between Oct 2024 - Sept 2025

90% of Individuals referred to us were contacted within 3 days of receiving their referral

90% of Individuals accepting our support were contacted within 10 working days of being allocated a worker

90% of individuals referred to us were offered a Wellbeing Plan

90% of Individuals using our service said they were 'Very satisfied' or 'Quite satisfied' with the support they received

100% Dementia friends target achieved

100% Community events target achieved



100%

We achieved 100% of our targets this year!



Kirklees
Dementia
Hub



Kirklees
COUNCIL



hoot
creative arts

What have we been up to?



This year we have said goodbye to Tina as funding for per post came to an end. Her role as group facilitator ensured that the 'Thursday group' has gone from strength to strength, and we had also been able to set up a Kirklees DEEP (Dementia Engagement & Empowerment Project) group! DEEP is a network of groups of people with dementia all across the UK. DEEP brings the network of people together to share experiences learn from and to support each other. Find out more by visiting their website www.dementiavoices.org.uk. The group chose the name - More Than Memory - and also created a handy leaflet that can be given to people following a diagnosis at the memory clinics in Kirklees.

Kirklees
Dementia
Hub



Our Partnership with hoot continued into 2025 - hoot have supplied artists, yoga and singers. Creative activities can have a really big impact on a person living with Dementia health and wellbeing.



For a third year we collaborated with the Mrs Sunderland festival with 60 people attending this year.

The Thursday group have had visits from the Huddersfield University students completing health checks, the Police cadets advising around scams, Head's up dementia choir, two trips organised by Community Rail Lancashire

Volunteers

Our volunteers have continued to give up their time to help support the work that we do here at the Kirklees dementia hub and are a vital part of ensuring that things keep going.

Those that support the members of the 'Thursday group' have been volunteering for 7+ years.

THANK YOU ALL!



thank
you



538 hrs



What have we been up to?

Partnered with the new Centre for Excellence where we run a weekly drop-in and our bi-monthly training for professionals.

 We took part in a radio interview with Branch FM alongside the Wellness service.

We have continued to visit local dementia social groups and events to promote KDH, strengthen our links and run information and advice sessions.

 We have been keeping our knowledge up to date by attending training and webinars.

Successfully achieved our TOM's social value targets

2024-2025 has seen the fifth year of our new model implemented and the effectiveness of this model can be seen! We have seen positive engagement with one to one support following a diagnosis, as well as strengthening the collaboration between our Advice Line and Post Diagnostic Team to see an effective pathway of referrals.



Dementia Action Week 2025



This years Dementia Action Week saw us collaborating with the opening of the new cinema The Light, who wanted to make the cinema experience inclusive to those living with Dementia and reach out for expertise with this.

We supported alongside the Admiral Nurses in their Information & Advice stalls.

Our dementia support coordinator took part in the Carers Count, Lunch and learn on-line session that was attended by over 60 people.

Real People!

Age 77

Gender: Female

Sexuality: Heterosexual

Ethnicity White British

Disability Status: Dual Diagnosis of Mental health and dementia

Referral Route: Memory Service referral

Partner Agencies involved: YES: CPN/Adult social care/ Police Community Support officer (PSCO).

Q1: What brought the client to the service and why?

Referred by Memory clinic with a family member given as best point of contact so they could have post diagnostic information and advice for them and their family member diagnosed.

Client agreed to be referred to Kirklees Dementia Hub following diagnosis at clinic.

Q2. What goals did the client want to work towards? There was some initial issues of getting the correct contact details as the name provided at memory clinic did not wish to be contacted as they felt there were too many issues around family dynamics. However they did express some concerns about where the PLWD was living and around her keeping safe within her own home. With consent I was able to contact a second family member who had more involvement with her relative (PLWD) who had been diagnosed, there was some reluctance from her due to her own health issues and worked long hours but she did agree to sharing her concerns and I was able to discuss various services and support pathways for PLWD and for themselves.

Such as

- Carer needs assessment
- Admiral Nurse Service
- Wellness Service sessions
- Community plus
- Housing

I was given details of a CPN who was involved with PLWD who also concerns in relation to their living arrangements and vulnerability due to living alone.

PLWD was adamant that they remain as independent as possible.

Client relative was keen to start up a social for PLWD, so KDH signposted and provided info on funding TSL, National lottery, referred into Community Plus.

Q3. What interventions did you use with the client?

- Multi agency working with adult social care sharing concerns and what we had advised family and looking at a plan central to clients needs now the person had a dual diagnosis.
- Requested a needs assessment with a social worker highlighting family, KDH and CPN concerns. Including her vulnerability, other tenants living in the other flats with complex needs themselves and also concerns were raised about PLWD being in other people's flats.
- CPN had already been in touch with adult social care, but nothing had moved forward in terms of assessment etc
- I worked specifically around the PLWD needs and the needs of the carer (family member)
- Being a contact for CPN, family and adult social care.
- I met with PLWD face to face and was able to have a short discussion with them, they were happy for support was to be in place but wanted to make sure their wishes were also heard.
- KDH contacted the local police contact for the area PLWD lived, knew there were some issues in the area previously and increased both foot and driving patrols.

Real People!

Q4. How did this contribute to the client achieving the goals in their support/care plan?

- Client was eventually assessed by social services due to needs and recent diagnosis of dementia, client had CPN in place as they had long term mental health diagnosis alongside the dementia. Small package of care in place that wasn't in place before.
- Client remaining independent but with the appropriate support in place. Pressure taken off family member, so they didn't feel a huge sense of responsibility.
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Q5. How did the client's outlook / state of mind / situation change as a result of engaging with the service.

- Client has more support in place
- Better engagement with professionals
- Trialling new medication and still has the
- Mental health support
- Home visits from CPN
- Client attended a couple of dementia cafes.

Q6. How long was the client supported by the service for? Or do they require ongoing support?

Four months

Q7. Quote from client about how engaging with service has been beneficial to them. "I felt very supported by KDH with pushing things forward and contacting other services to get things in place, took some of the pressure off me. I am really appreciative of the help from KDH".

Q8. Quote from team member working with client about how the support has benefited the client, what the result has been: "This was a positive outcome and demonstrated how multi-agency working can positively impact an individual. I ensured I had regular communications with family member, so the support was balanced between carers support, and making sure PLWD had appropriate services in place for her needs and increased vulnerability"



Our Goals for 2025/2026

To continue increasing our involvement in Kirklees wide strategies and developments to ensure the voice of those with dementia is heard.

To apply for funding to sustain our under 65 dementia group.

Continue with our organisational 'Dementia' plan.

Increase our understanding and accessibility to those in communities that may not currently receive support from us. To understand where our service needs to adapt to the needs of these groups further.

To increase our support to those within BAME and LGBTQ+ community within our service and learn from the voices of those within this community.

Develop a newsletter across all 4 Inspire North dementia services.

“After mums diagnosis we felt totally adrift. Jackie's help and valuable information has opened up so many ways to help us and mum and we no longer feel overwhelmed as to how to access help. With grateful thanks

“To know there is someone there to ask and talk to if needed when Mums Dementia symptoms get worse To know there are other services that can be accessed

“Being able to talk to someone who understands and able to ask for advice. Thank you

“We have a much better idea what is available for mum & dad and the family going forward. Also knowing that help is there if needed for advice going forward.

“Mum has recently been diagnosed, I found the telephone conversation very helpful, informative and friendly . I was given contact numbers of other organisations to contact. Came off the telephone feeling satisfied with what I had learned.

“Julia was very professional and explained everything in detail.