



Nottinghamshire Carers Association Case Study

Community Case Study Alheimers Society - Dementia Wellbeing Service Nottingham & Nottinghamshire

Nottinghamshire Carers Association



**Carer-friendly
Service**

Introduction

Alzheimer's Society's Dementia Wellbeing Service in Nottingham and Nottinghamshire is comprised of 1:1 dementia support, Cognitive Stimulation Therapy and Carers Information Sessions. The 1:1 dementia support is a personalised support and advice service for anyone affected by dementia. It's free to access, and puts people in touch with Alzheimer's Society's dementia advisers. Their expert dementia advisers will listen and help with all dementia-related questions, and connect people to the support they need, from local help to phone and online advice. The team works with a wide variety of people, including people worried about their memory, people with dementia and their carers, family and friends. The service also oversees a selection of community peer hubs across Nottingham and Nottinghamshire, each of which run on a monthly basis at different locations.

What was already in place

<https://www.alzheimers.org.uk/get-support/help-dementia-care>

An initial meeting was held with Tom Carter, Local Services Manager – Nottingham & Nottinghamshire in 2024 to discuss working with them to achieve the Community Carer Friendly Award. They already had a lot in place for Carers already. Carers Information Sessions were running across the county each year and they had an offer of training and support for carers of those with a new diagnosis of dementia.

The service offers Cognitive Stimulation Therapy sessions for individuals with mild to moderate dementia, therefore indirectly impacting their carers, both through providing some respite while their loved ones attend the sessions, and also benefitting the relationship between the person with dementia and their carers outside of the sessions.

The service is prevalent at local events across the county that can offer carers the potential to meet Dementia Advisers and learn more about the service and how to refer themselves in.

They have a dedicated Dementia Friendly Communities Coordinator for Nottinghamshire County dedicated to supporting health services, organisations and community groups which support carers to work towards becoming dementia-inclusive through offering such support as environmental audits and guidance on best practice.

The service can provide information materials in a variety of different languages and in easy-read format to meet as many people's needs as possible.

A Carers peer hub was established in the Bassetlaw area providing a one-stop shop for carers in the Bassetlaw area to come and take advantage of local services sending representatives to talk in person and provide support.

A Dementia Voice group was set up to cater for those with lived experience (including carers) who are interested in supporting both ourselves and external professionals to continually look at improving practice and approaches to dementia across the city and county.

Work Completed

NCA Carer Awareness Webinar information was sent to Tom Carter for distribution to any new staff to join and have training on Carer awareness. All staff present with the service working over a year have accessed the carer training awareness course provided by NCA.

3 Carer Champions were identified and trained. The NCA Carer Champion badges were sent for them to use and promote their position as Carer Champions within the service.

Regular up to date information and resources are sent to the service by NCA and information is shared across both services.





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Carer Friendly Award

The Alzheimers Society - Dementia Wellbeing Service recieved the Community Carer Friendly Award in January 2024. They have since been re-awared the community Carer Friendly Awrd in 2025 and 2026.



'We are really proud to continue being a Carer Friendly Service, providing help and hope to carers across the county of Nottinghamshire and supporting them however we are able to. We work alongside the Carers Association regularly, and are delighted that our continued partnership continues to grow and develop for the benefit of Nottinghamshire's carers.'

Tom Carter - Local Services Manager – Nottingham & Nottinghamshire

In addition to the above, the community peer hubs are involving NCA whereby specific support can be provided to carers at the point of accessing these hubs. NCA and other carer-specific organisations have the opportunity to expand their service user base and reach in turn more carers than they otherwise might have done, all through the benefits of local partnership working.

The Alzheimer's Society - Dementia Wellbeing have developed a streamlined referral pathway with the Carers Hub, alongside strong partnership working that continues to support carers effectively.

'It is becoming increasingly obvious just how essential carers are to the wellbeing, care and support to people impacted by dementia. Without their love, dedication and devotion our system simply wouldn't be able to cope. This is why it is so important that organisations such as ourselves here at Alzheimer's Society, within our local Nottinghamshire service, are so keen to ensure that carers are as properly supported as possible. We immensely value and take pride in our commitment to this, hence why it means so much for us to be awarded the Carer Friendly Quality Mark, as it means we are doing the right thing by carers and are appropriately scrutinised. Our relationship with Nottinghamshire Carers Association has been and continues to be a key element of carer support in Nottinghamshire and we are delighted to be able to continue this.'

Tom Carter - Local Services Manager – Nottingham & Nottinghamshire

Outcomes and Impact

The clearest indication of impact is the support they are able to provide carers with. It is of the highest quality and up-to-date in terms of available local services and knowledge. They are confident to be able to approach NCA to support carers in a wrap-around service model, and are able to utilise the training provided by NCA and put it to use in their service through the support they provide carers with.

