

## Dudley Dementia Gateway Services Crystal Gateway



Dudley MBC has two 'Dementia Gateways' situated in central and south Dudley Borough. They are Brett Young Centre and The Crystal Gateway. These centres are working together with the hospitals in offering continuity of care for when a patient leaves the hospital and is mobilised back home to the community setting. Often in these situations, when a patient leaves hospital, the continuity of care is lost, so working together in this way is significant.

The Service Users are benefitting from this new approach to the care and treatment of people with dementia, as well as the high level of support that is offered to carers and family members.

These gateways support people diagnosed with dementia, their families and carers. They are staffed by people from the NHS, the council's adult social care team and work closely with the 'Alzheimer's Society' and the wider community.

The Gateways offer access to a wide range of support for a person living with dementia. It is intended that once an individual has been referred to a gateway, contact and support will be maintained indefinitely.

This is just some of the feedback that we have recently received from Crystal Gateway:

**Prevention** One individual would continually walk with purpose for very long periods of time (4 to 5 hours) The individual would then become very tired and unsteady and at risk of falling. The fish tank activity on RITA not only proves to calm his manner and encourage him to sit and rest, it also assists with his mental stimulation.

**Challenging behaviour** One lady thought that another service user was staring at her and she became verbally challenging towards her. Using distraction techniques, the staff put on one of the lady's favourite songs in another area of the hall, but loud enough to distract her away from the provoking situation. Through meaningful music and dancing with her, the staff were able to quickly turn the challenging situation around and create a fun and happy moment for the lady.

**Music Therapy** One lady was being cared for in bed (end of life care), RITA played a big part in supporting family during this difficult time. Using the personal playlist, all of that lady's favourite songs could be played – songs that hold dear memories for her and her family. The lady visually engaged by smiling and tapping her fingers which helped her become much calmer.