



Aiming to make Falmouth a Dementia Friendly Community.

Bringing together

- businesses
- organisations
- services

Promoting

Improvements for people with dementia and their carers in Falmouth



## The Health Centre supports the Alliance

We are indebted to The Falmouth Health Centre (Trevaylor Road) for their generosity in providing the funds to produce more booklets 'How to Help Customers with Dementia'. When we started recruiting businesses at the beginning of March, we printed 1,000

copies—surely that's enough!!! but support for the Alliance has been so good we've exhausted those supplies. The Health Centre has donated £500 which had to be spent on health-related resources—and considered that the current dementia awareness training initiative fell into this category.

150 businesses and organizations have signed up so far, and we're not even halfway. So there's a long way to go. We'll continue to visit businesses throughout April mainly during the late afternoon—but if you'd like us to visit at a particular time, please let us know (Phone 01326 373830).

## Can I have my money in pound notes please?

Not a question you get everyday, but it was asked by a customer in a Falmouth bank recently. She received an unkind response which caused her anxiety. This is the sort of thing we're trying to eliminate providing instead a kind, stress free,

smiley environment which encourages people with dementia to visit the town. We hope that customer facing staff can interpret ubiquitous company targets to treat each customer as an individual. The older generation would appreciate that.

It is apparently down to individuals because we know that the same customer in the same bank was treated sympathetically and patiently by a former bank employee.

## Training—more on the way if you want it

Most businesses have committed to undertake training and improve awareness of dementia as their Action to make Falmouth more Dementia Friendly. The booklets we supplied achieve that aim, but there is more: Cornwall College is designing a free online NVQ2

course Dementia Awareness, aimed at those in retail/hospitality to add another qualification to their CV. Dementia Champions are undertaking training during April, and will be able to offer free Dementia Friends sessions in the town. These will last about

an hour, and can be held in the workplace. More details soon. Become a 'dementia friend' by going to [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk) and just registering—no cost but huge benefits!!!

### The Official launch of the Alliance

**Wednesday 22 May**  
**National Maritime Museum**  
**10 to 4**  
**Displays, presentations and music**

### Fund raiser

In conjunction with Dementia UK Cornwall  
**COFFEE MORNING**  
**SATURDAY 20 APRIL**  
**ORD STATTER PAVILION**  
**MYLOR BRIDGE**  
**10 to 12**  
Bric a brac, Cakes. Raffle. Scarves & Jewellery. Bottles  
**WANTED PLEASE: RAFFLE PRIZES**  
**01326 373830**

### Thanks

We wish to express our gratitude to St Mary's Primary School in Mongleath Road. Their Lent Collection raised £94.06 and was donated to the Alliance. Thank You. Also to the volunteers who have pounded the streets of Falmouth in the wet and the cold to tell businesses in the town about the work of the Alliance