



A publication of
Alzheimer's Queensland.

Dementia Matters

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Alzheimer's Queensland

Alzheimer's Queensland is Queensland's largest not-for-profit community organisation whose primary aim is to maintain the quality of life of people with dementia and their caregivers.

We support the desire of most people to remain living in their own home as long as possible and assist families and caregivers to facilitate this.

We aim to do this by offering the following:

Statewide Information, Education and Support Services:

- 24 hour 7 days per week professionally staffed Advice Line (ph: 1800 639 331)
- Community education
- Library resources
- Interactive website at www.alzheimersonline.org
- Professional education
- Family carer education
- Support groups – face to face and telephone support groups
- Individualised support
- Fact sheets and specific information requests posted as required
- Dementia Matters newsletter

Alzheimer's Queensland

47 Tryon Street

Upper Mt Gravatt Qld 4122

Telephone: (07) 3422 3000

Fax: (07) 3343 2557

Email: helpline@alzheimersonline.org

Website: www.alzheimersonline.org

Dementia Advice line: 1800 639 331

Alzheimer's Queensland Good News Stories

24 hour Dementia Advice Line

The Alzheimer's Association of Queensland operates a 24 hour Dementia Advice Line 7 days a week including public holidays (Phone 1800 639 331). We welcome callers to speak with our experienced staff at any time of the day or night. Staff address callers' diverse needs including to clarify the dementia diagnostic process, general and specific dementia information related to a variety of causes of dementia, supports to stay in their own home for as long as possible, advice about managing dementia behaviours of concern, transitioning to residential care, managing grief, loss and stress, being informed about medication guidelines, research or education opportunities.

The Dementia Advice Line staff can provide information and support on issues of concern or interest to the person living with dementia, their friends, family, neighbours or support persons. We offer support and resources to health professionals who call in relation to issues impacting on their clients living in the community or in residential aged care.

We are able to assist callers to navigate My Aged Care. Callers are provided with information related to local Aged Care services or the National Disability Insurance Scheme for those under the age of 65 years.

All calls are confidential and you can remain anonymous if you wish.

Nursery Volunteers

Evan, Richard and Barry attend the Alzheimer's Queensland Gordon Park Multiservice Centre and are volunteering at Kumbartcho Sanctuary's Community Nursery at Eatons Hill. They prepare the seeds ready to be planted as well as repotting plants to be sold to the community. All the plants in the Nursery are native plants with the seeds having been gathered locally ranging from Bribie Island to Redcliffe.



Quality Dementia Education

Free Education Days are held by Alzheimer's Queensland annually throughout Queensland. Michelle Bambridge, the Manager of the Ipswich Multiservice Centre was thrilled with the success of the Education Day in May. Very positive feedback was received from an audience of service providers, carers and community members who attended from Brisbane, Ipswich and surrounds. Topics chosen provided an opportunity for participants to gain valuable information that they will use to support people living with dementia and their families.

Alzheimer's Queensland is proud of its commitment to dementia education. Free education is provided to community groups to increase community awareness in relation to dementia. Paid education delivered to community and residential care staff can be tailored to the individual needs of participants. Alzheimer's Queensland commitment to quality service provision is reflected also in the education they provide to their own staff who deliver a variety of Community and Residential Aged Care services as well as NDIS services.

Social Isolation and Special Needs Groups

Social Isolation is a predictor for dementia. Social isolation and loneliness is an issue concerning not only the person living with dementia but also their carers. Both are at an increased risk of depression and anxiety with suicide rates high in people over the age of 80yrs. Alzheimer's Queensland works closely with the individual and families to help reduce the risk of suicide in this group, by supporting them through the dementia diagnosis, social exclusion, grief, pain and chronic illness. Early in the disease process there may be thoughts related to future loss of autonomy, being a 'burden' on others and a retained ability to make decisions and carry out a suicide plan. As executive functions decline later in the disease the risk of suicide may lessen.

Alzheimer's Queensland is aware of potential losses which accompany ageing and dementia including loss of roles, relationships, self-worth, self-esteem, changes to physical, social and mental health including goals and future planning. Grief and loss and feeling disconnected from society, friends and family can be significant for the carer, significant others and the person living with dementia. It is often not a need acknowledged as important by themselves or others in our modern fast-paced society. Alzheimer's Queensland provides a 24hour Advice Line, Carer Support Groups, education and family support to assist families to cope with these changes.

Social isolation can be greater also for some special needs groups particularly when dementia is also present. People who are homeless or at risk of homelessness, those from culturally and linguistically diverse groups, those from the LGBTIQ and Aboriginal and Torres Strait Islander groups are at particular risk. The Commonwealth Government funds services to address their unique issues including inequity in access and provision of adequate resources. Services are available when eligibility is assessed for the following programs: My Aged Care, The National Disability Insurance Scheme and Department of Veteran Affairs services.



Homelessness

Almost 15,000 older Australians experience homelessness or are at risk of homelessness. Through My Aged Care 1800 200 422 and the Assistance with Care and Housing (ACH) sub-program of the Commonwealth Home Support Program, people with dementia can access service providers with expertise to support those who are homeless or at risk of homelessness. As people may be on a low income and age more quickly due to mental health issues, drug and alcohol and trauma (psychological, social or physical), the government age for these services is 50yrs or older or 45 years or older for Aboriginal and Torres Strait Islander people.

Accommodation may be fully supported by the government due to financial hardship, when entering Residential Aged Care provided eligibility criteria are met. No-one can be denied a service on the basis of financial disadvantage.

Work is ongoing to improve the supports for an increasing number of older women who are homeless or at risk of homelessness. Women with dementia are more at risk of abuse, eviction and reduced ability to advocate for themselves. These women are needing affordable, appropriate and secure housing and acknowledgment of their culture, sexual identity, disabilities and health care support needs including independence and social connection.

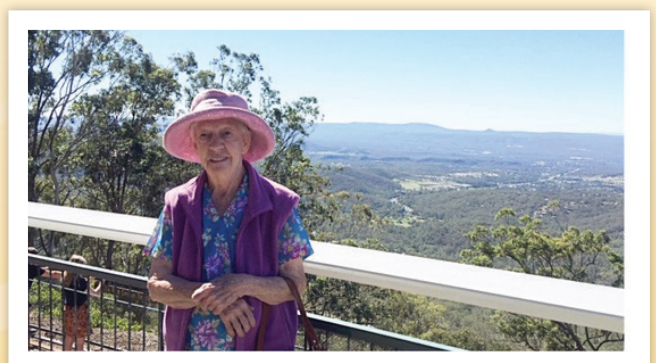
Opportunities to establish relationships and deliver person-centred care is essential to identification of individual needs. This is difficult when there are no family or friends as historians or support people to inform in relation to the person's life story and preferences particularly when the person's cognition, function or behaviour declines. Early assessment and diagnosis is crucial but limited community and individual resources impede this.

Cultural Diversity

36% of older Australians over 65yrs old were born overseas. Over 50% of people living in residential care have a dementia diagnosis and 1 in 3 residents were born overseas. Socioeconomic status may be lower in people from Culturally and Linguistically Diverse groups (CALD). Reversion to a primary language may be an early sign of cognitive impairment or development of dementia particularly when paired with low level of education. Familiar cultural cues and reminiscence may trigger emotional responses that enhance a sense of safety, security and wellbeing in CALD people with dementia with resultant physical, social and psychological benefits.

Resources on many health and aged care topics have been translated and can be found on the Centre for Cultural Diversity in Ageing site <http://www.culturaldiversity.com.au/consumers-and-carers/multilingual-health-and-aged-care-information>. Communication cards and signage for Residential Aged Care are included covering multiple areas such as nutrition, hygiene, pain, spirituality, activities, sleep, mobility and health.

To ensure informed consent and full access to comprehensive dementia assessment and government funded services within residential care or in the person's own home a Translating and Interpreting Service (TIS) is available at no cost to the person Phone TIS National on 1300 655 820. Each service provider has a TIS National Unique Client Code allocated to them. Across cultures and for individuals different attitudes and perceptions in relation to dementia and ageing will exist and these need consideration during assessment, treatment, establishing goals and reducing barriers to support services.



LGBTI

More than 1 in 10 people have diverse sexual orientation, gender identity or intersex characteristics. For people living with dementia who are lesbian, gay, bisexual, transgender or intersex, there are supports for themselves and their partners through the National Disability Insurance scheme for those under 65 years of age or My Aged Care if over 65 years. Alzheimer's Queensland can provide services to support clients in either program to maintain optimal independence, achievement of personal goals and community engagement. Their potential history of social exclusion, family rejection, isolation and discrimination can be a trigger for anxiety and agitation when distant memory and experiences

and blurred time frames are recalled in dementia. Smaller documented numbers of same sex couples in the over 65yrs age group may reflect the unwillingness of this group to openly identify their relationships or sexual orientation and also the lack of statistics in relation to their access to services.

The Government has shone a light on the special needs of this group in the National Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Ageing and Aged Care strategy 2012. Service providers should have rainbow tick or complete a self-assessment, policy and conflict processes to demonstrate LGBTI inclusive and sensitive services which are dementia friendly are being provided.

Aboriginal and Torres Strait Islander Peoples

It is well documented that those over 65yrs from the Aboriginal and Torres Strait Islander have a shorter life expectancy, reduced access to services particularly in rural and remote areas and a preference for community rather than residential services. Dementia in this group has a 3-5 times greater incidence than in the broader community and it occurs earlier in life. Addressing modifiable risk factors such as diabetes, hypertension, low education levels, smoking and alcohol intake and trauma could markedly reduce the incidence of dementia.

Indigenous Australians can access mainstream aged care services and also through the National Aboriginal and Torres Strait Islander Flexible

Aged Care Programme (NATSIFAC) 2018. The aim of this program is 'recognising, respecting and nurturing the unique cultural identity of Aboriginal and Torres Strait Islander people and meeting their needs'. This is particularly important in the presence of dementia where individualised and flexible support and environments are essential to maintain wellbeing and connection with familiar family and community networks. The Kimberley Indigenous Cognitive Assessment tool is a culturally appropriate tool when assessing older Indigenous people. A lower age eligibility of 50 years of age and over exists for aged care services.

Intellectual disability

People living with intellectual disability have a higher incidence of dementia than the general population. They experience dementia risk factors such as age as they are now living longer, poverty and low education, poor diet and housing and social isolation. Early onset dementia with an average age of 50-55 years is common for people living with Down Syndrome with a risk of 80% at 60 years. Specific changes from baseline behaviour,

function and cognition in people with Intellectual disability should be identified by people who have known the person well. The person should be comprehensively assessed including to identify the onset, rate and duration of progression and to rule out pre-existing developmental abnormalities, other mental illnesses, seizures and reversible causes such as depression, delirium related to medication, infection or pain, sensory impairment.



Pin on your notice board

Alzheimer's Queensland Services and Contacts

www.alzheimeronline.org

Dementia Advice Line

1800 639 331

Open 24 hours a day, 7 days a week.

Free call from landline and public phones.

Or email: helpline@alzheimeronline.org

For information and emotional support for people with dementia, families, friends and staff.

The Dementia Advice Line has a database of services to provide information and referrals.

Call for free information

e.g. fact sheets or brochures to be mailed out.

AQ Rehab

In home - Physiotherapy
Occupational Therapy
Speech Therapy

1800 180 023

Care Services

Brisbane North, Brisbane South, Ipswich, Toowoomba

Seven days per week including:

- Personal Care; Domestic Assistance
- Social Support; Transport
- Allied Health Assessments
- Respite - Centre-based – day, overnight or emergency
- Respite for Working Carers
- Home Maintenance

Multi-Service Respite Centres located at:

- Gordon Park; Mt Gravatt; Ipswich; Toowoomba

Residential Aged Care located at:

- Garden City Aged Care Services, Upper Mt Gravatt
- Rosalie Nursing Home
- Windsor Aged Care Services

Home Care Packages at:

- Brisbane South
 - Logan River
 - Brisbane North
 - West Moreton
 - Darling Downs
 - Gold Coast to Byron Bay
-

Call the Advice Line for vacancies for Home Care Packages and for Residential Aged Care both permanent and respite.

Carer Support Groups - 2018

Provide information and support for those caring for a friend or family member with dementia.

Please phone 1800 639 331 for more information, or to be placed on the mailing list.

- **Toowoomba:** First Monday of month: 9:30am – 11:30am
Blue Care Community Training Room, Ramsay Street
Toowoomba.
3 June, 1 July, 5 Aug, 2 Sept, 14 Oct, 4 Nov, 2 Dec
- **Ipswich:** Third Wednesday of month: 10:00am – 12 noon
Cottage 85 Chermside Road, Ipswich.
19 June, 17 July, 21 August, 18 Sept, 23 Oct, 20 Nov, 18 Dec
- **Windsor:** First Thursday of month: 10:00am – 12 noon.
Windsor Aged Care Services. 26 Palmer Street, Windsor
(Enter via Reception).
6 June, 4 July, 1 Aug, 5 Sept, 3 Oct, 7 Nov, 5 Dec
- **Redcliffe:** First Thursday of month: 2:00pm – 4:00pm.
Redcliffe Cultural Centre, Terry Walker Room, Downs Street Redcliffe.
6 June, 4 July, 1 Aug, 5 Sept, 3 Oct, 7 Nov, 5 Dec
- **Mt Gravatt:** First Friday of month: 10:00am – 12 noon.
47 Tryon Street, Upper Mount Gravatt.
7 June, 5 July, 2 Aug, 6 Sept, 4 Oct, 1 Nov, 6 Dec
- **Mt Gravatt Chat Group:** 2nd Wednesday of month:
10 am – 12 noon. The Village Upper Mount Gravatt:
32/1932 Logan Road, Upper Mt Gravatt.
12 June, 10 July, 14 Aug, 11 Sept, 9 Oct, 13 Nov, 11 Dec
- **Garden City Evening:** 52 Khandalla Street, Upper Mount
Gravatt 6:00pm – 7:00pm. 21 Aug, 15 Nov
- **Gordon Park Evening:** 45 Shamrock Street, Gordon Park
6:00pm – 7:30pm. 15 Aug, 17 Oct
- **Qld-wide Telephone Support Group:** Last Wednesday of
month: 1:00pm – 2:00pm. AQ organises telephone link-up
at no cost to members.
26 June, 31 July, 28 Aug, 25 Sept, 30 Oct, 27 Nov

Dementia Advice Line: 1800 639 331 (24 hours per day / 7 days per week)

