

Be Dementia Aware



A guide to accessibility for people living with dementia.

Produced by **Carlisle Forget me Nots** -
A group of people whose lives have been affected by dementia

Thank you for your interest in our project.

We would like this information to support cafes to be as accessible as possible for people living with dementia and those accompanying them. We have written this short guide based on our own experiences. We appreciate it's not always possible to do everything we suggest, but we hope there will be some things to consider. We are meeting with interested cafes in Carlisle to discuss ideas. Cafes will be awarded the 'We are dementia aware' window sticker.

Tips for enhancing your building/space...

Access

- Is it obvious how and where to enter?
It helps to be met at the door.
- Is it free from obstacles?

Indoor space

- Is there space to move around?
- Could there be a quiet area or time which is quieter for us to come?
- Background music can be overwhelming.
- It's nice to have interesting things to look at on the walls.
- Flooring – shiny floors, mats and thresholds can be difficult for us to navigate.

Seating and ordering

- Is it obvious how to choose a seat? – it's good to be shown to our seats.
- Is it clear how and where to order? – table service is best for us.



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Table/seating

- It's best to have only essential objects on the table.
- We prefer it when there is space around us.

Toilets

- Are they clearly signed, with words and clear symbols?
- Can we go in together? Is this clear?
- Contrasting coloured toilet seats are good for us.
- Have you got rails in the toilet?
- Are your taps easy to use, are there clear instructions?
- Is there a way out of the toilet sign?



Cutlery and crockery

- Are there options? Plates with sides, larger cups etc?
- Is it ok for us to bring and use our own items?



How staff can help

- Uniforms, badges help us identify who is staff.
- Time and patience are the main thing for us when ordering, during eating, and after we have finished eating.
- Accept and don't judge if our behaviour seems unusual, if we need help with eating/ ordering/or bring our own items (protective clothes, cutlery, crockery, cups etc.)
- Notice and offer assistance if you think we might need it, don't be afraid to ask if we need help.

Food/menu

- Menus with pictures and words are helpful.
- Is it ok for us to share foods?
- Are you able to liquidise or mash foods if needed?
- Is it ok if one of us brings our own food?
- Sometimes the person with us will order for us.

Top Five Tips

1. Clear signage
2. Give us time
3. Notice if we need help
4. Offer assistance
5. Offer variety

