

Supporting people with dementia



About us

KEY have a long history of supporting people with learning disabilities, who develop dementia, to lead fulfilled and engaged lives in their communities.



Often we will have supported people for many years prior to them developing dementia and we are committed to adapting and developing a person's support to meet their changing needs. We have also developed a range of new support services for people, with or without a learning disability, already living with dementia.

For every person we support we are committed to working alongside them and the people closest to them to ensure that they can:

- Have the best possible quality of life and make the most of each day.
- Exercise as much choice as possible.
- Remain in the familiarity of their own home for as long as possible.



Our support

We deliver supports which are person-centred, and focused on what is important to the person and their family. We provide a wide range of support in the home and in the community to help people:



- Maintain daily living skills such as completing household tasks and meal preparation.
- Keep healthy, safe and well.
- Maintain and develop activities and interests.
- Maintain and develop relationships and connections.
- Enjoy short breaks away from home.

Our support for people with dementia reflects the Standards of Care for Dementia in Scotland:

The right to be regarded as a unique individual and to be treated with dignity and respect



Each person we support has a person-centred plan which focuses on what is important to the individual and their family. We help people think about the support they need and how they want that to be delivered, ensuring that we tailor support to meet their unique needs and circumstances. Support is delivered by a small team of workers who get to know the person well and are committed to listening carefully to the person and their loved ones and involving them in all decisions and choices in their daily life.

“Throughout we felt they respected his dignity, and him as a person, never once undermining his integrity as an adult human being with rights.”

Family member

The right to be as independent as possible and be included in the person's community



For people with dementia we recognise the importance of maintaining strong links with their family and friends and of finding creative ways of keeping the person engaged with the places and activities that are important to them. We focus on finding and promoting opportunities for people to participate in a range of meaningful activities which keep people socially connected and engaged with their communities.

We continually review and adapt the person's support as their condition progresses to maintain independence. Where appropriate, we use assistive technology to enable the person to continue to live safely in the familiarity and security of their own home for as long as possible.

“ To have removed him from his home would have been very detrimental. His quality of life would have been severely adversely affected.”

Family member

The right to have carers who are well supported and educated about the person's illness



Our commitment to building genuine, caring partnerships with the families and friends of the people we support is deeply rooted in our history. Working in ways which value and support families is at the heart of everything we do. We develop supports that balance the needs of the person with dementia with those of their family and work hard to complement any day-to-day routines which support their wellbeing.

“ I am very pleased with the support to my sister, I couldn't wish for a better place. I feel my life is made easier knowing that my sister is living here and have no worries. Workers are more like family than carers.”

Family member



Equally important is ensuring our workers are well informed and supported to deliver high quality dementia care and support. We provide dementia specific training that is individually tailored around the person receiving support. This training equips workers with the knowledge and skills they need to understand the impact of dementia on the person's life; enabling them to offer high quality, individualised support in a dementia friendly way.

In line with the National Dementia Framework: Promoting Excellence, we offer training at 2 levels – Dementia Informed and Dementia Skilled. dementia diagnosis are trained to Dementia Skilled level, whilst workers supporting someone who is at risk of developing dementia are trained to Dementia Informed level.

“ The training gave me an insight into how someone with dementia sees the world. The training was directly linked to the man I was supporting – it helped me understand the changes that he is going through due to his dementia.”

Support Worker

The right to end of life care that respects the person's wishes



We have considerable experience in supporting people with their end of life care and ensure our workers, the person and their loved ones receive the support and back-up they need to manage and cope through these difficult times.

“ As Raymond’s dementia progressed, this was met by an extraordinarily skilled response from KEY’s staff... throughout this long period what the staff gave not only to Raymond and Mary, but to their closest friends, and us his family, was an irreplaceable whole of life experience and for this we are profoundly grateful. ”

Family member



Our commitment



Our commitment to every person with dementia we support.

We will:

- Place you at the centre of all decisions about your life and provide support that is based upon dignity, empathy and respect.
- Nurture warm, caring relationships with you, and your family and friends.
- Involve you and those closest to you in choosing your own worker team, who will get to know you and your family well.
- Provide the necessary training to ensure your worker team understands the impact your dementia has on your daily life.
- Be alongside you through the good and not so good times.
- Help you make the most of every day, whilst ensuring your safety and wellbeing.
- Actively involve you and your family in regularly reviewing, adapting and developing your support to meet your changing needs.

Get in touch

If you would like to talk to someone about support for a family member or someone you care about, please get in touch.

We will arrange for one of our local Managers to come and meet you to discuss your requirements.

You can reach us at the contact details below:

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Glasgow

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T: 0141 342 1890

E: hello@key.org.uk

W: www.key.org.uk