

16 February 2010

## **ENGAGEMENT AND FEEDBACK ON POYNDER VIEW OUT REACH SERVICE PILOT**

In January 2009, a new Community Resource Centre and Out Reach Service opened for people with Dementia, initially to be tested for 12 months. Located at Poynder View in Kelso Hospital, the Service covers the Kelso and Berwickshire areas and the Resource Centre is open Monday to Friday including up to 9pm on Mondays and Thursdays. Users are able to drop in and take part in a range of activities and groups have also been established in Duns, Eyemouth and Coldstream to enable easier access to the service. Carers are also able to access support and advice.

The Centre replaced the inpatient Dementia Ward in Kelso Hospital and the focus of the Outreach Service is to enable individuals to remain within their own community and maintain their independence for as long as possible. Support can be provided at home, in Community Hospitals, Care Homes or Nursing Homes and more people can now be supported in the early stages of dementia. The Service operates seven days a week. In addition, the Poynder View team has also been able to provide support and training to other staff, for example in the Community Hospitals which will help to improve care for individuals if they are admitted to hospital.

At the outset, it was anticipated that the redevelopment of the service would have a number of benefits including:

- Improving the quality of care across the service
- Improving access to support for patients and carers
- Making care more person centered and meeting the needs of the whole person

**More..!**

### **Contacts**

For further information, contact Public Involvement & Communications NHS Borders on 01896 825589 / 8250

- Avoiding unnecessary admissions to hospital.
- Enabling individuals with dementia to remain within their community for as long as possible promoting and maintaining independence.
- Supporting GPs to diagnose dementia.

The project has already had a positive impact. More people have received support since the changeover to the Out Reach Service. The Mental Welfare Commission visited the Service in August 2009 and described Poynder View as an example of exemplary practice. The Service has also been welcomed by users and carers who feel that the service is tailored to the needs of individuals and some have felt that participating in the groups makes a real improvement to their lives.

The 12 month pilot of the Resource Centre and Outreach Service is coming to an end and NHS Borders is considering the long term future of Dementia services in the area. NHS Borders would therefore like to gain feedback and the views of the public to help shape Dementia Care within Eastern Borders.

A series of drop-in sessions are being held at Kelso Hospital on:

- February 17, 6-8 pm
- February 22, 2-4 pm
- February 27, 2-4 pm

These drop in sessions will give you the opportunity to ask questions and meet some of the staff. If you are unable to attend any of the events but would like to share your views, please contact NHS Borders on 0800 7314052 or e-mail [publicinvolvement@borders.scot.nhs.uk](mailto:publicinvolvement@borders.scot.nhs.uk). Details can also be sent in writing to Freepost RLXT-AXZY-USKU, NHS Borders, Newstead, Melrose, TD6 9DA.

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