

# DMCC MEMORY CAFÉ

## Resource

### A guide to setting up and the delivery of a Memory Café



Many Memory Cafés are run independently but they do form an ideal opportunity for statutory bodies and charitable organisations (now called 'The Third Sector') to work together in full partnership. Indeed, it is recognised that cost effective delivery of this support service is best made via this arrangement. Many of the volunteers who come forward have experience of dementia and those who have not can be given training in dementia awareness.

Whilst the majority of the admin organisation is done by the third sector and volunteers supply the greater part of the workforce, most organisations consider it advantageous when a Memory Café is supported by a health professional from an Older Person Mental Health Team. Usually this person is a Mental Health Professional, able to talk with and to conduct an initial / early assessment of any person who 'drops in' without an appointment. This is not as onerous as it sounds. The Mental Health Professional need only stay if someone wishes to see him / her.

To run a Memory Café most effectively there is merit in considering the employment of 'Session Workers'. They are paid but only when working.

Staffing levels vary and are often dependent upon availability of volunteer staff. Generally, it is accepted that a ratio of one volunteer worker to four or five clients is workable. It must be borne in mind that whilst teas and coffees are important the time and ability of volunteers to listen is of equal importance. Just having someone to talk to makes a great deal of difference and is of support to a stressed carer.

Whilst this is a guide it should be noted that it is in the interest of the local health authority that they provide some admin help as well. A Memory Café should not be looked upon as a cheap service or an alternative to day care.

'Partnership working' should mean just that and it is in the interest of all parties to ensure that this service delivers one of its key objectives. That is to enable people to stay within the home environment for longer

## 1.1 Things to consider when setting up a new Memory Café

1. Set up a Memory Café steering group.
2. Funding / Charity.
3. Costings.
4. Constitution of the Memory Café.
5. Locate premises.
6. Facilities required in the premises.
7. Health and Safety.
8. Recruit staff (volunteers).
9. Train staff.
10. Liaise with health professionals.
11. Visit existing Memory Cafés
12. Equipment.
13. Activities.
14. Information available at the Memory Café.

15. Advertising the Memory Cafe.

**16. SET A LAUNCH DATE. NO LAUNCH DATE. NO MEMORY CAFÉ**

## 1.2 Set up a Steering group

Set up a steering group, to oversee the running of the Memory Café, comprising of various organisations and interested people, with all members of the steering group working together for the benefit of the Memory Café. Appoint a facilitator / coordinator.

Have a wide spread of interested people involved eg:

- Local Councillors.
- County Partnership NHS Trust.
- County Primary Care Trust.
- Doctors' Surgeries.
- Lions Club.
- Rotary Club.
- Volunteer organisations.
- Volunteers.

## 1.3 Locate Premises

- If possible, locate a venue on a bus route.
- Parking available if possible.
- St John Ambulance Hall.
- Church hall. Methodist, Church of England, Roman Catholic, Baptist, United Reform, Pentecostal.
- Town Hall.
- Hotel (ideal for lunch).
- Village Hall.
- Community centre.
- Public house.
- Ensure that the venue is available on a regular basis. Nothing can be worse than getting a successful group up and running only to lose your venue. Try to negotiate a long term contract with the venue owners, most are willing to do this as it is in their interest to get good, long term, community based client groups in place.

## 1.4 Facilities required in the premises

The venue should have:

- Easy access for wheel chairs.
- Good toilet facilities with access suitable for those with a disability.
- Safe and good fire escape facility.
- Well equipped kitchen. A dishwasher will free up volunteers time.
- Ground floor capacity to seat up to 50 people.
- Entrance and exit points that enable people to be seen. This should help to eliminate wandering.
- Fixed gap or secure low gap windows.
- Adequate heating capacity.
- No tendency toward any echo situation as this can be disturbing to those with hearing difficulties.
- Enough furniture to seat the group comfortably, tables and chairs.
- Ensure the venue chosen will not be too small. The demand for the service is rising all the time. One Memory Café is now hosting nearly 50 people every week.
- Memory Cafés evolve slowly and may take months to achieve full capacity.

## **1.5 Health and safety**

- Carry out risk assessment.
- Have fire escape procedure in place.
- All electrical equipment to be must be tested and certified.
- Public liability Insurance, suggest:  
Methodist Insurance [www.methodistinsurance.co.uk/community](http://www.methodistinsurance.co.uk/community)
- Maintain an attendance register.
- Keep records of the Memory Café including Register.
- Provide first aid kit.
- Train First Aider.

## **1.8 Liaise with health professionals**

Contact Doctors surgeries and the Mental Health Team for a Mental Health Professional to attend the Memory Café.

## **1.9 Visit existing Memory Cafes**

See how a Memory Café is run. Speak to the Memory Café facilitator / coordinator for their ideas on the function of their Memory Cafés.

## **1.10 Contact Devon Memory Café Consortium**

Contact Devon Memory Café Consortium for a: map of Memory Café locations near you, information and advice Go to: [www.dmcc.org.uk](http://www.dmcc.org.uk).