



Town Break

Dementia Support Services

2023–26 Strategy



MAKING TIME COUNT

for people living with dementia and their unpaid carers.



our group -

- Sociable
- Interested in each other
- Perceptive
- Willing to try
- Good humour
- Kind
- Enthusiastic
- Grateful
- Creative
- Honest & open
- often decisive
- wanting new skills

and some outstanding volunteers!



Our mission, purpose, vision, and values underpin everything that we do at Town Break. They define us and set the tone for the way we work.

Our Mission:

To inspire and enable people across Forth Valley to live well with dementia.

Our Purpose:

To provide a highly personal and holistic approach that places the physical, emotional, and spiritual well-being of people living with dementia and their unpaid carers at our heart. This means that we can achieve something special.

Our Vision:

- To draw on the knowledge, energy, and experiences of people living with dementia and their unpaid carers ensuring our service commitment and compassion continues to reflect and meet their individual needs.
- To be creative, vibrant, and resourceful in our thinking.
- To seamlessly collaborate with healthcare professionals and other partners to ensure an efficient and timely referral process.
- To be proactive and responsive to an ever-changing dementia landscape.

Our Values:

Our values are our heart**BEAT**. They are at the centre of who we are and run throughout everything we do. They inspire our thinking, guide our actions, and ensure we deliver the best for people living with dementia and their unpaid carers. We are:

- **B**old - we listen, challenge stigma, learn, and find better ways to make a difference.
- **E**xpert – we continuously develop our knowledge and skills.
- **A**mbitious - we strive to be the very best in our field and positively influence those around us.
- **T**ogether – we embrace diversity, work collaboratively and provide people with the care, consideration, and respect they deserve.

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We are **BOLD**



Making discoveries. Driving progress. Bringing hope.

At Town Break, we strive to be flexible and adaptable to changing circumstances, growing and building on everything that we have learned over the past 30-years and throughout the COVID-19 pandemic.

On the basis of this new learning, our 'Making Time Count' three-year strategy seeks to build on our experience and expertise, harnessing our unique position at the heart of the local community. Guiding us forwards to become a more robust, resilient, and engaging organisation.

Whilst this is a three-year strategy, it will not sit on a shelf and gather dust – this strategy is a living, breathing document, which will flex and grow. Our ethos of continuous improvement and firm commitment is found in the voice of lived experience.

Town Break is unique. We offer direct support services for anyone affected by dementia. We know you. We laugh with you, and we cry with you. We are your voice in a system where it can feel like you have none. We are here to support you every step of the way.

We would not be where we are without our supporters. We give you our continued commitment that every penny received will be used in the delivery and development of services. To do this we will be innovative in our outlook and efficient in our processes to ensure we can significantly and sustainably increase our reach.

Our services are ready to meet your need.

We will maintain our robust partnerships and strive to forge new ones within the various sectors, learning and sharing knowledge and collaborating wherever possible.

Reaching new audiences with our message, we aim to ensure every person in Forth Valley knows that we are here to help.

Together, let's make time count!

Helen Duncan

Chief Executive Officer (CEO)



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Tenth and last session.

The completed books!
Once we had put the finishing touches,
we shared our books
with each other
before taking
them home.

Short pieces of narrative,
images from the web,
decorative papers
and most of all -
people's own artwork that
so much creativity and produced
expression.



We are **EXPERT**



Behind our philosophy sits a personal and holistic approach that place the physical, emotional, and spiritual well-being of people living with dementia and their unpaid carers at our heart.

30 years ago, the idea of Town Break was first discussed when Rosas Mitchell, and Central Regional Council (presently Stirling Council) highlighted the need for local statutory support for People living with dementia (PLwD) and their unpaid carers.

The idea was to have a safe place for people living with dementia to meet, have a cuppa and a chat. This allowed unpaid carers some respite to meet up with a friend, do a bit of shopping, or whatever they desired for a few hours. Therefore, Town Break was born and held its first support group on 16 September 1992 in the Stirling Baptist Church.



[Enjoying a stroll. Rosas and her mother. Sep 1994]

Whether our support has been helping families make memories, attending one of our support services, or making meaningful relationships, we have been there to help.

We are a helping hand of support, so you can make precious time count with the one you love.

A word from Co-founder Rosas Mitchell



Thirty years ago, Rosas Mitchell, and Central Regional Council (presently Stirling Council) founded Town Break. Their mission was to provide innovative social care support for people living with dementia and their unpaid carers.

Since 1992, our name and logo have changed. However, the one constant is our ethos and commitment to people living with dementia and their unpaid carers.

"We did amazing fun things, such special memories. It makes me well up thinking about what a strong position Town Break is in".

R. Mitchell
Co-Founder

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We are **AMBITIOUS**

Town Break has a long and proud history at the forefront of dementia support that began in Stirling, developed into Falkirk and latterly branched into Clackmannanshire. Making Town Break Forth Valley wide.

For 30 years, we have been there for people living with dementia and their unpaid carers.

In Forth Valley there are around 2,500 (EMIS_WEB/FV_2023 figures) people living with a diagnosis of dementia. In many ways, attitudes, behaviours and laws saw transformational change since 1992. We have stayed informed and adapted our services each stage of the way.

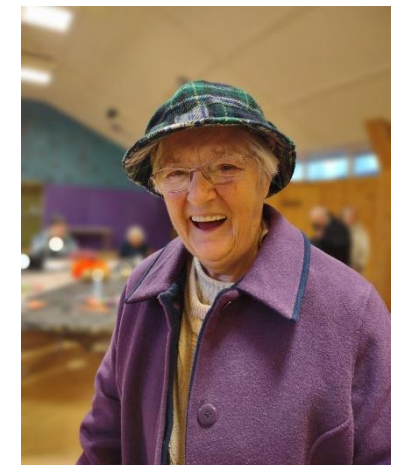
Our achievements over the last 30 years include (but are not limited to):

- Supported over 5000* families affected by dementia.
- 1000* volunteers have supported our activities.
- We have developed more than 100 partnerships.
- Betty Kinghorn was first dementia services coordinator in 1992.
- 52* employees.
- 67* Board of Trustee members.
- Expanded reach to rural areas.
- Over one million pounds through grants/ trusts.
- Volunteer Friendly Award.

*We acknowledge that this number may be higher and is based purely on statistical data that we hold.



[Picture above: Betty K]




[Picture above: Irene B (member)]

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“This strategy offers the one thing we all seek: hope.

Behind our philosophy sits a personal and holistic approach that places the physical, emotional and spiritual well-being of people living with dementia and their unpaid carers at the heart of what we do.

This means we can achieve something special.

Making time count is a principle that runs to the very heart of our organisation.”

Helen Duncan
Chief Executive Officer (CEO)

We are TOGETHER



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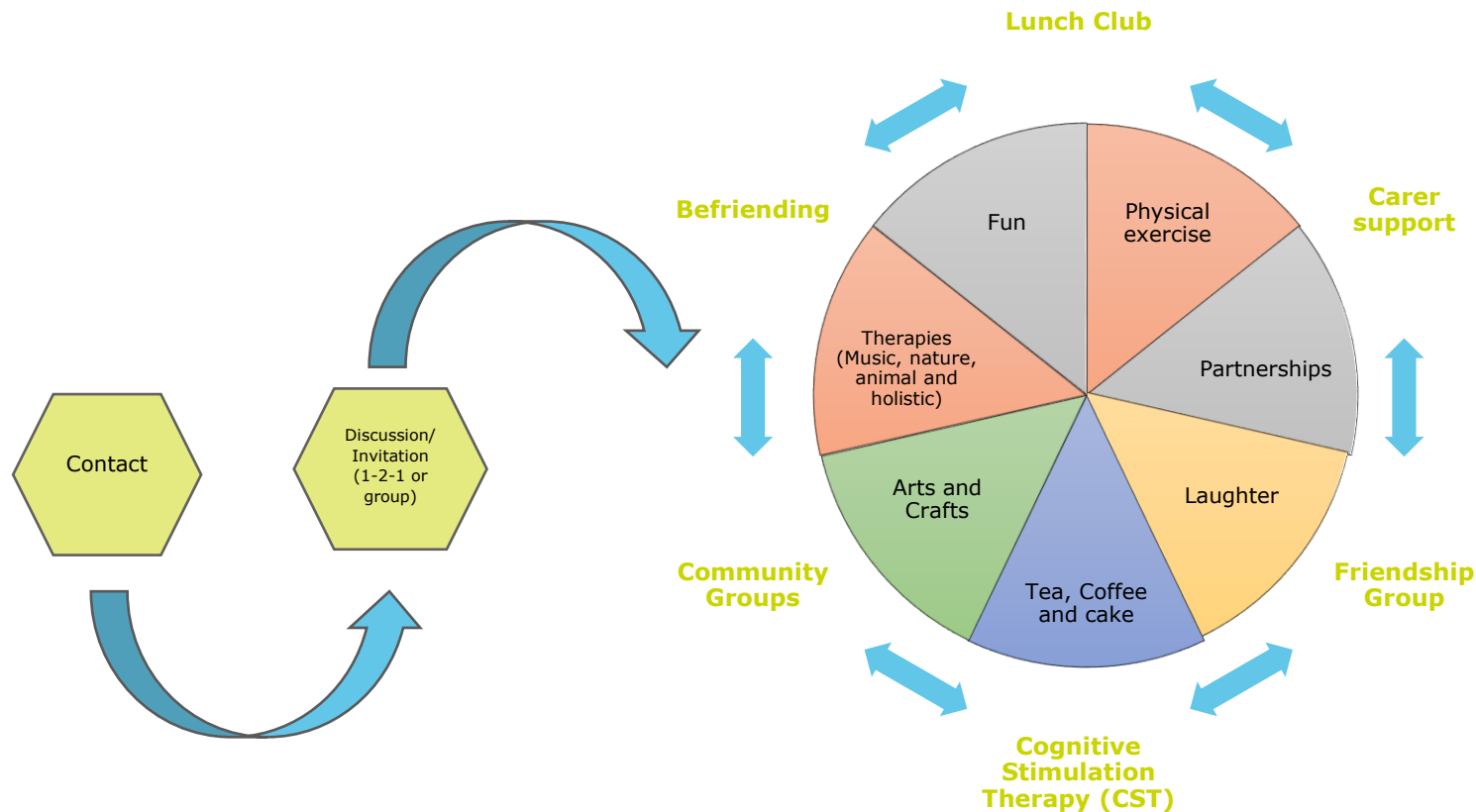
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Support Pathway



Town Break offers support and guidance to people living with dementia and their unpaid carers.

The graph below outlines our holistic approach to support. This new process allows us to ensure that the support we offer meets your needs and continues to do so throughout your time with us. This pathway offers applicable support when most needed. The majority of our support takes place in the community and follows the 'social model' of support, however, we recognise dementia is a progressive condition and also offer support in a safe and secure hospital setting.

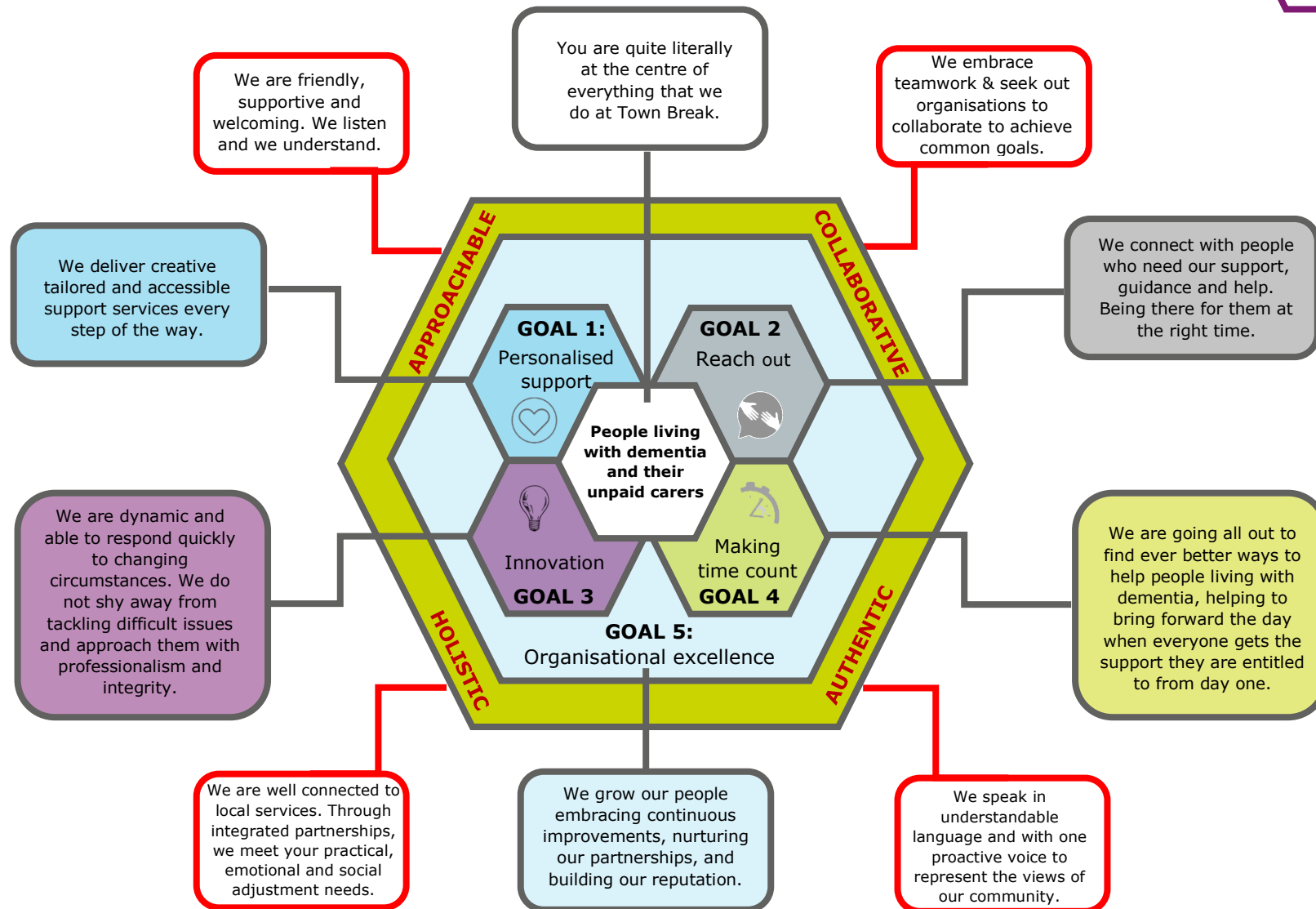


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How we will make time count



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Goal 1: Personalised support



We provide tailored, consistent support to each person living with dementia in Forth Valley.

We already:

- ✓ Listen to you.
- ✓ Offer a range of appropriate services.
- ✓ Address your individual needs.
- ✓ Respect you.
- ✓ Understand you.
- ✓ Collaborate with you.

Over the next three years, we will:

- ✓ We will strive to educate others and challenge stigma.
- ✓ Be more efficient in collating and using data.
- ✓ Try new things through targeted funding.
- ✓ Diversify our support services.
- ✓ Further, develop our support for unpaid carers.
- ✓ Find better ways to make difference.

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Goal 2: We will reach out



We will expand our reach.

We already:

- ✓ Are strategic in our thinking.
- ✓ Target our support.
- ✓ Use live statistics.
- ✓ Integrate ourselves within local communities.
- ✓ Build strong relationships within communities.
- ✓ Build strong relationships with our partners.

Over the next three years we will:

- ✓ Increase our visibility and further extend our reach.
- ✓ Target the most isolated communities.
- ✓ We keep people connected to their communities.
- ✓ Help reduce the risk of families going into crisis by continuing to offer safe environments for people living with dementia and regular respite for their unpaid carers.
- ✓ Strengthen our existing relationships.
- ✓ Seamlessly work collaboratively with like-minded organisations.
- ✓ Nurture our network.
- ✓ Help to influence change.

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Goal 3: We will be innovative

We will adopt a collaborative approach in everything that we do, avoid duplication and continue to introduce additional services. We will help to improve the quality of life and bring forward the day when everyone gets the support they are entitled to from day one.

We already:

- ✓ Deliver a varied range of services.
- ✓ Use digital technology.
- ✓ Have the creativity and flexibility to try new things.
- ✓ Create and successfully implement online activities across a wide range of platforms.

Over the next three years we will:

- ✓ Be more creative and daring with digital technology.
- ✓ Be dynamic and respond quickly to changing and challenging circumstances.
- ✓ Keep up-to-date with the changing landscape of dementia.
- ✓ Be reflective of dementia as a syndrome and reach out to other areas of cognitive impairment.
- ✓ Future proof our organisation.

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Goal 4: We will make time count



Making time count is a principle that runs to the very heart of Town Break. Everything that we do, and the way in which we do it, put people living with dementia and their unpaid carers at our heart.

We already:

- ✓ Offer that Town Break “magic”.
- ✓ Offer support and guidance.
- ✓ Signpost to other organisations.
- ✓ Make you relaxed.
- ✓ Make you laugh.
- ✓ Offer fun.
- ✓ Are guided by you.
- ✓ Listen.
- ✓ Are approachable.
- ✓ Are local.

Over the next three years we will:

- ✓ We will continue to be holistic in our approach and support the true spectrum of dementia/ cognitive impairment.
- ✓ We will be guided by you.
- ✓ We will listen to you and make changes accordingly.
- ✓ We will make you smile and laugh.
- ✓ We will continue to offer safe and secure services to meet your individual needs.
- ✓ We will continue to offer fun.
- ✓ We will strengthen our presence and more people will know who we are.
- ✓ We will continue to build on your individual strengths.

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Goal 5: We will embody organisational excellence



We will be the best in everything that we do.

We already:

- ✓ Put teamwork, communication and staff wellbeing at the core of what we do.
- ✓ Forth Valley wide.

Over the next three years we will:

- ✓ Ensure that the views of people living with dementia and their unpaid carers are central to the development, implementation, and ongoing evolution of all activities and services across Town Break.
- ✓ Raise awareness of dementia and be reflective of it as a syndrome.
- ✓ Be efficient, ethical and transparent in our processes.
- ✓ Developing our Environmental, Social and Governance (ESG) Strategy.
- ✓ Be reflective of the communities that we work in.
- ✓ Implementing strong communication, collaboration, and fundraising skills across Town Break to ensure we are cohesive in everything that we do and are able to fully engage with our supporters.
- ✓ Maintain our existing partnerships and developing new ones.

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“Giving up my independence and the ability to do things for myself was one of the hardest things I’ve ever had to do, and it really affected my daily mood. Then I found Town Break. Their support was my lifeline! I honestly do not know what I would have done without them.”

K. Walker – *Unpaid carer.*



Evaluating our progress



To ensure that we meet our strategic goals, whilst remaining true to our values, every decision will be assessed against six key questions:

1. Will it improve the quality of life and wellbeing of people living with dementia and their unpaid carers, foster hope, and continue to be founded on lived experiences?
2. Will it increase our reach to ensure a wider engagement and an understanding of dementia with our purpose and commitment to making time count?
Can the work be undertaken within the existing Governance, risk, and compliance framework of the organisation?
3. Will we be able to invest in our staff so that they can continue to reflect our values and develop both personally and professionally?
4. Will it improve the diversity, sustainability, and strength of our funding base? In addition, does it build on our existing strengths, skills and allow for sustainable, organic growth?
5. Ultimately, does it future proof our organisation and the needs of our people?



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Acknowledgments



We are hugely grateful to everyone who contributes to our success, including members of the community, our staff, Members, and Trustees. Their breadth of views and depth of insight proved invaluable. We are particularly indebted to all the families affiliated with Town Break. As an organisation that exists to support those living with dementia and their unpaid carers, it is critical that our strategy reflects their needs. We remain committed to your involvement and make sure that peoples' lived experiences of dementia guide, shape and inform everything that we do.

Our Funders: Falkirk Health and Social Care Partnership; Stirling Council; Clackmannanshire & Stirling Health and Social Care Partnership; NHS Forth Valley; Age Scotland; R.S MacDonald; The Robertson Trust; Corra Foundation; Foundation Scotland; Souter Trust; Woodroffe; Benton Foundation; Life Changes Trust; Garfield Weston Foundation; Sir Robert McAlpine; The Edward Gostling Foundation; COVID-19 Grant Support Opportunities; Skipton Foundation; Wiseman Foundation; Awards For All; Agnes Hunter Trust and The National Lottery Community Fund.

Partner Org: Art Link Central; Our Connected Neighbourhoods; The Sensory Centre; Stirling University; Dementia Services Development Centre (DSDC); Stirling Carers Centre; Falkirk and Clackmannanshire Carers Centre; Tesco; Asda; Co-op; Waitrose; Morrison's; Befriending Networks; and Dementia Dogs.

Our Founders: Rosas Mitchell, and Central Regional Council (Presently Stirling Council)

Our Patron: Gina McKie

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TOWN BREAK



These 4 photos were taken by Jack



Mary preferred the black and white photos and her favourite was this one the front of the shop.

FAVOURITE PHOTOS



John was very pleased of her photo of the waterfall. (As you see how the dark Mary got in the photo there?)



Mary's favourite photo the girls + "Communication"



Black and white version.



Margaret took some nice photos of the front of the shop. (As you see how the dark Mary got in the photo there?)



Another black and white version. It gives it a better effect.

Below is Helen's favourite. She has captured the 5 girls along with Margaret, Joan, Irene and Nancy taking photos of their father's red car in a picture.



John's favourite photo was this one of Helen and Joan.



NEW LANARK



Helen took this photo of the Millstream Road.