



Newcastle
Libraries

The Memory Room Project

NSW Public Libraries Association
Colin Mills Scholarship
Report 2021

Kay Pisel

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1. Background

1.1 Colin Mills Scholarship

The Memory Room Project, the focus of this report, was created due to the opportunity offered by the Colin Mills Scholarship. This scholarship provides the opportunity for public library staff to fulfill a professional development need that is outside of their library's normal staff development training resources and demonstrates value for the broader NSW public library network.¹

1.2 Project focus and goals

In my role as Home Library Service team leader for Newcastle Libraries, I lead a small team to provide resources to members of our community who cannot access the physical library due to age, illness or disability. Working in this service, I have gained an insight into the difficulties that living with dementia present to those who wish to continue to enjoy their public spaces and cultural centres and remain active members of their local community.

It is timely and necessary for public libraries to engage in dementia service provision. With increasing life expectancy, there will be a significant increase in people living with dementia. In 2021, there are an estimated 472,000 Australians living with dementia. Without a medical breakthrough, the number of people with dementia is expected to increase to almost 1.1 million by 2058.² In the Newcastle LGA, 2021 estimates indicate there are 3212 cases of dementia and the rate is expected to increase to 5250 by 2058.³ It is becoming a growing health and societal issue as our population ages. Dementia Australia's 2021 report, *Discrimination and dementia – enough is enough*, draws attention to the widespread discrimination endured by people living with dementia and challenges us as individuals, organisations, and communities to shift established attitudes.⁴

70% of people with dementia live in our communities and want to continue to access and use their local services.⁵ A diagnosis of dementia increases a person's feeling of social isolation. Libraries can create inclusive services and spaces and playing a vital role in helping those with dementia remain included, accepted and connected to their community. There is a clear gap in our service provision to this group.

The Colin Mills Scholarship provided an opportunity to learn about dementia, assess the needs in our local Newcastle community, and design and deliver programs to meet this need.

Areas of inquiry:

1. Partnering with Dementia Australia to provide education and training to staff to raise awareness of living with dementia to develop a dementia-friendly service.
2. Establish a continuing program in our libraries to serve those living with dementia and their carers.
3. Auditing our libraries' physical spaces using dementia enabling environmental principles.



70% of people with dementia live in our communities and want to continue to access and use their local services.⁵

1.3 Knowledge base

The Wicking Dementia Research and Education Centre, through the University of Tasmania, provides preeminent research and support for issues confronting people with dementia and their carers. The centre offers a series of free online courses that provides an opportunity to learn about the latest research in dementia risk and protective factors and engage with the perspectives of a global dementia network. The courses, *Understanding Dementia and Preventing Dementia* were completed to build a foundation on which to develop the public library programs.

The information provided on the Dementia Australia and Dementia friendly communities websites has been an invaluable resource as have the opportunities to learn through the personal support of educational specialists at Dementia Australia - Hunter Region and the Greater Newcastle Dementia Advisory Service.

1.4 Collaborations - Dementia Australia

Building a strong relationship with Dementia Australia (Hunter area) was instrumental in gaining an understanding of the services offered in the region and where gaps lay. Dementia Australia is the peak body in Australia and supports an estimated half a million people living with dementia and almost 1.6 million people involved in their care. It provides information, education and support services, and advocacy. An initiative of Dementia Australia is the Dementia-Friendly Communities program. This program encourages the development of grass roots community initiatives by providing access to grant funding for local projects and by formally recognising organisations creating change. The Memory Room Project was designed to meet the aims of this program.

1.5 COVID-19

This project has been heavily impacted by lockdowns and restrictions during the COVID-19 pandemic. 6 months of in-person engagement was lost and the program was moved to an online platform. Notably, with the easing of restrictions, the program has bounced back to full participation and sufficient numbers to start a second group.

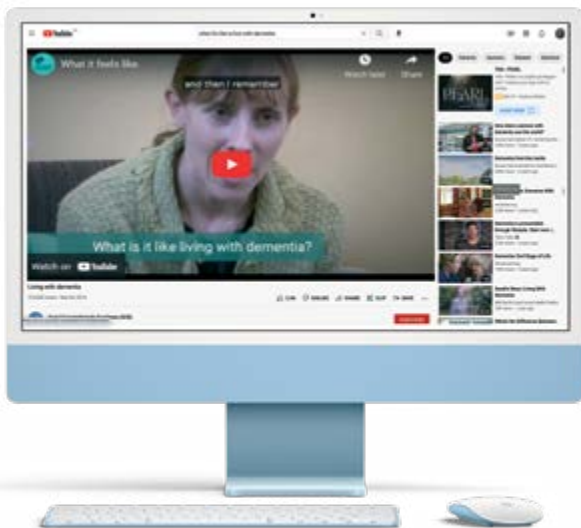


2. Project outcomes

2.1 Staff training

Newcastle Libraries staff undertook a dementia education course as part of its core customer service focus. The training selected was the Dementia Friends program, an initiative of Dementia Australia. It is a series of short educational videos designed to increase knowledge of the disorder, and of the challenges that people face when living with dementia. The training provides an overview of what a dementia-friendly community looks like and how to build essential community connections. Training was undertaken in both large groups and individual online sessions.

Approximately 90 percent of staff have completed the training. It is offered to all new recruits. Access to the training is through the following link.



Video examples from course.

By learning about the disease, library staff are provided basic tools to help someone with dementia remain connected and engaged with their local library and community. Ongoing refresher training is available through the site.

2.2 Memory Room Project

The Memory Room is a program designed specifically for people living with dementia and their family members. The aim of the Memory Room program is to:

(a) Provide free social inclusion opportunities for people living with dementia and their carers

(b) Engage with members of this community in a familiar, safe, and welcoming environment

(c) Encourage conversation opportunities using visual stimuli to recall memories

(d) Provide online engagement activities for the dementia community

The fortnightly sessions are facilitated by a local art therapist, Alice Ropata meeting with a maximum of 12 participants in each 1½ hour workshop. Each session follows a similar format:

Welcome morning tea

Set the scene for the discussion using images and memorabilia provided

Provide opportunities for all participants in the program to view and touch items and to add to and enhance the evolving conversation. (Alice is instrumental in facilitating the gentle development of the discussion).

Provide an opportunity to make an art piece based on the theme and conversation

Initially, Ms. Ropata delivered a program using images and items from the Local Studies collection and current exhibitions from the library's Lovett Gallery to encourage discussion, sharing of stories, laughter, and connection.

Participant feedback and collaboration has seen the program evolve. Sessions are held in the library as well as in a variety of community spaces such as local art galleries and museums, surf clubs, parks, and cafes.



Alice Ropata facilitating a Memory Room session



Participants engaging in an art activity



Memory Session at Newcastle Art Gallery

Memory Room session at the Warwar exhibition at the Newcastle Art Gallery; Woven art activity based on the sculptures





Memory Room session at Nobby's Beach

Sensory stimulation activities at the beach.

"You made my day! Paddling in my tin is sand and seawater ... and a couple of seagull feathers, was magic! Closest I've come to walking on the beach in a long time."

Margaret Mowbay, participant and carer

The "Memory Room" project – online

An alternative online option was created during the first Covid lockdown period and continues to be offered. The library website provides access to selected historical images. Each image has a short narrative and conversation starter questions to encourage dialogue between viewers such as those living with dementia and their family and/or carers. The images are selected from the Local Studies 'Hunter Photobank' and other collections.

The repository of images continues to grow. They are included both on the website and reproduced on A3 presentation board for face-to-face sessions.



Example of some of the images and narratives



Evaluation

To date effectiveness of the program has been measured by:

- _____ (a) Attendance at sessions
- _____ (b) Verbal and written feedback from participants
- _____ (c) Waiting list for sessions
- _____ (d) Website click statistics

Attendance

The program attendance is limited to ensure opportunities for everyone to fully participate. It has been at capacity for several months. Most of our participants have been regular attendees. Given the unpredictable nature of dementia and the ability for carers to support family members to attend, the program endeavours to be as flexible as possible.

While initially using Eventbrite as an online booking tool, it was found to be a barrier for several members, particularly the older participants. After the first 3 months of the program, it was abandoned for phone and email bookings.

The program has been marketed through the libraries' online channels, and e-newsletters, and flyer placement in Newcastle's 10 libraries. Networks through Dementia Australia, The Hunter Ageing Alliance and Hunter Health have assisted in its promotion. The Greater Newcastle Dementia Advisory Service has also provided presentation opportunities through their dementia carers support groups.

Qualitative evaluation

Feedback has been overwhelmingly positive and has emphasised the lack of social engagement activities for people living with dementia.

Waiting list

The program initially was limited to 12 participants. This has increased on occasion depending on the activity and location of the session. There is sufficient interest to grow the program to a second group and further marketing opportunities to consider.

Examples of responses

"What a wonderful program! This program fills a gap in community services for an often forgotten group. ... Full marks to both Kay Pisel of Newcastle Library, and Alice Ropata the facilitator - you have created a relevant, very welcoming and relaxed environment, and successfully engaged a group who can be challenging to engage, all with great respect. The topics (and obvious preparation before each workshop) have been interesting informative and stimulating. So nice to arrive, enjoy a cuppa and little treat. Therapeutic for carers! It's fun too. That these dates exist is enough, in what can be an isolating journey for both the people with dementia and those who walk beside them in the journey. An accessible meeting venue has been a real plus, and a necessary consideration, as this "client group" can have changing capacities to access mainstream facilities, and continuity/ familiar surrounds become important."

– Margaret Mowbay

"Your kind thoughts are most appreciated. Knowing lovely friends are thinking of us is keeping me strong. Graham did enjoy the Memory Room and even though he was quiet he would comment on the discussions at home. It was a lovely diversion for him."

– Lynn Flanagan

"A few weeks ago, we visited the digital library in the new premises of the Newcastle City Council and saw pictures of the Newcastle 1989 earthquake which were digitally displayed on one of the walls. This was most impressive, and everyone expressed an interest to revisit the digital library again. These images trigger memories for those with Dementia and we have had some wonderful discussions. We also have found some new artists amongst us!!! We have also been to the Newcastle Art Gallery for a morning's experience and had a morning tea at a local Motel on Newcastle Beach."

– Cath Claydon

"I know that Bob and I have only attended one of the memory sessions, but I just want to say thank you for organising them. I think that Bob really enjoyed the session, and I am so sorry that we haven't been able to repeat it and it looks as though that it might be a few weeks before we can. I hope that as my involvement with the group progresses."

– Meryl and Bob Bishop

2.3 Story Wall

Newcastle Libraries opened its 11th library in September 2020. The new Digital Library showcases its digital collection and several new technologies including a digital Story Wall. This platform enables visitors to engage with unique Newcastle stories and local history in new, interactive ways.

Memory Room sessions have been held in in the Digital Library. Participants have accessed images, video, and sound recordings on the story wall as an interactive tool to stimulate memories and conversation. For example, the Newcastle Earthquake series created an emotive stimulus for group discussion. The Story Wall also features the Google Earth application. Participants were fascinated to journey to favourite local, national, and global destinations and visit these sites at street level.

Local images used in the Memory Room sessions have also been loaded to the Story wall. Visitors to the wall can interact with the images through the enormous touchscreen. Touching an image allows the user to increase its size, read the accompanying narrative that promotes reflection and conversation, and listen to a short conversation about the image. The accompanying sound recordings have music and audio effects that enhance the user's experience. The Story Wall has been a valuable addition to the program offerings.

2.4 Life Scripts

In August 2021, the second COVID lockdown prevented all in-person programs and events and Newcastle Libraries again pivoted to deliver some of its programs online. Life Scripts utilised Zoom to connect with Memory Room participants. In each online session, Ms. Ropata, engaged with a person living with dementia and a family member to create a written timeline and narrative of their life story highlighting major events and milestones. The script is secondary to the conversation and recollection of memories for the participants. Some sessions were recorded and the audio made available to participants and family members as a keepsake.



2.5 Memory Kits

Newcastle Librarians have created memory kits to complement the Memory Room project. Each kit includes curated resources such as pictorial books, music CDs, DVDs, puzzles, tactile games, and activity cards specifically designed to stimulate memories, encourage conversation, and provide entertainment for people living with dementia, their families and support workers. Examples of kits include:

Our Aussie Birds

In the Garden

Building, Building

In the Kitchen

Memories of Childhood

Popular Music of Yesteryear

They are available for loan to participants in the program and to the general library membership as part of the library collection. As the program grows, the kits will also be available for use in aged care facilities for (a) general use by activity officers and (b) in conjunction with memory programs offered by the Newcastle Libraries outreach team.

Detailed information about each kit is available on the library website and through the library catalogue.



2.6 Podcast Series – Laughter and Tears

Dementia Action Week occurs in September each year. Creating a podcast series provided an excellent platform for information sharing about dementia and promotion of the library programs. Hosted by ABC broadcast journalist, Dan Cox, the Laughter and Tears podcast series invited members of the Newcastle community living with dementia to share their experiences of love, loss, courage, and hope.

It provided current information from medical experts and looked at dementia services available in the Hunter region and beyond.

Three episodes were produced:

-
1. How do I know If I have Dementia?

 2. Dementia Australia: here for you

 3. The Memory Room – Your libraries and dementia

Guests included Professor Sue Kurrle, Australia's pre-eminent academic in dementia research and care, Gina Haywood, a local Dementia Australia support specialist and Alice Ropata, the Memory Projects art therapist and facilitator, and community members Rob and Alison Board, Wilhelmina and Ian Chalmers, and Kevin and Catherine Claydon.

The podcasts can be accessed through the library website.



Details about each podcast is available in Appendix B.

Podcast response

The podcasts have been accessed 241 times in September/October 2021 period. Opportunities to promote the podcasts across health networks will be considered to increase audience participation.

2.7 Tovertafel

A **Tovertafel** (Dutch for magic table) projects interactive light onto a table to stimulate and engage people with dementia and other cognitive disabilities or dementia. As the colourful objects respond to hand and arm movements, participants play with the light images reflected on the table. The interactive games stimulate both physical and cognitive activity and encourage social interaction. The series of games are specifically designed for these groups and are available in different levels of complexity. The Tovertafel's success is demonstrated in its growing use in aged care homes across Europe and the successful integration into programming in public libraries in England and Ireland.^{5,6}

To value-add to the Memory Room program and create further opportunities to engage with the dementia community, Newcastle Libraries undertook a trial using a Tovertafel. Demonstrations and 'play' sessions were arranged for groups including the Memory Room participants, groups living with disability, aged care activity officers and lifestyle consultants, dementia support specialists, health care professionals, library staff and members of the community. The sessions were lively and when evaluated by participants, the feedback was overwhelmingly positive.

The successful outcome of the trial led to the acquisition of the device for Newcastle libraries to be used in dementia specific programs as well as freely available for members of the community. The Tovertafel will allow Newcastle Libraries to be a 'destination' for visits from residents of aged care homes, people living with dementia and their family members and support workers.

2.8 Building relationships

The Memory Room project further developed its relationship with the dementia community and with Dementia Australia. Newcastle Libraries now provides free spaces to Dementia Australia to run some of their face-to-face programs. To date, these information sessions include:

Understanding Dementia

Dementia care navigator – a better way to connect with services and supports

Blokes in a caring role

EDIE for family carers – VR technology

Presentations about the program have also been delivered to participants who are supported through the Greater Newcastle Dementia Advisory Service.



2.9 Physical spaces

While Newcastle Libraries follow the Australian Standards for buildings for access for people with disabilities, participants of the Memory Room have provided insight into how people living with dementia view and use the spaces. Their observations have been limited to the City Library spaces including the Library Lounge, the Lovett Gallery, and the Digital Library. Generally, the spaces have been appropriate for use with some exceptions. They include:

The lack of easily accessible disability parking spaces at both library locations. It has required some participants to be dropped off and assisted by staff while appropriate parking is secured by the family member.

The toilets in the vicinity to the program are poorly designed. The doors are very heavy and difficult to open, particularly if using a walker.

Floor markings that create the illusion of a hole or well for those whose spatial awareness has been affected by dementia

The Memory Room will also move to a new library location in 2022. Lambton Library has undergone a significant renovation, including ramp access, disability toilets, sliding doors and comfortable amenities as well as close parking. It will better meet the needs of the participants in the program.

Newcastle Libraries are also implementing their new Disability Access and Inclusion plan (DIAP). Below are actions that directly relate to the dementia project.

Libraries access and disability action plan 2021-2023 (excerpt)⁷

| Key outcome area | Action | Key Performance Indicators |
|--|--|--|
| Attitudes and Behaviours | 1.1 Include Access and Inclusion awareness training as component of staff PDPs and tie in with CREW statements | 80% of staff undertake ongoing access and inclusion training with a learning outcome focus for 2 training sessions per year. |
| | 1.2 Include access and inclusion awareness training in corporate induction of staff and volunteers. | 100% of staff and volunteer inductions include access and inclusion awareness training. |
| | 1.3 Inclusion is embedded in Newcastle Libraries planning and delivery of activities, programs, and exhibitions. | An increase in the participation of people from diverse backgrounds in programs, events, and exhibitions. |
| Accessible and Liveable communities | 2.1 Ensure all library branches and sites meet accessibility requirements and design maximises inclusion outcomes. | Full building accessibility and inclusion audit of 100% library branches and sites delivered. |
| | 2.2 Ensure accessibility principles are incorporated into future building works and renewal projects. | 100% of designs include documented accessibility principles. |
| | 2.3 Provide accessible and multilingual signage and wayfinding in our libraries. | Library signage upgrade undertaken to include universal access symbols and braille at a rate of 2 libraries per year. |

3. Program sustainability

3.1 Considerations

A supportive dementia program has challenges not present in many programs delivered in public libraries. Since its inception, a few important aspects of its delivery require careful consideration.

Selective participation

The Memory Room program is specifically designed for people living with the early stages of dementia. However, dementia can present in a range of physical and social behaviours that may not be appropriate. Receiving general advice from health professionals and family members as well having a thoughtful conversation with a potential member greatly assists to ensure the sessions run smoothly.

Informed departure

Due to the progressive nature of dementia, there may be occasions where a long term and valued participant is not benefiting from the program. This can be complicated by the valuable support that the program provides the carer. These are very difficult decisions that require understanding, empathy, and expert advice.

Death of participants

Participants create close bonds after attending the program regularly. It can be emotional and confronting for all members when there is a death in the group. Expert advice and counselling is recommended.

Target marketing

Memory Room participants with dementia have mainly been men, supported by their wives or partners. Given that there are more women in the community living with dementia than men, it is important the program create pathways to reach male carers and determine how this program could be of value to them, in its current form or an adapted model.

Program size

The value in having limits on the number of participants allows for more opportunities for conversation and reflection. The interest in the program has grown to a point where another session can proceed. There are staff, roster, and budgetary considerations to take into account as the program grows.

3.2 Recommendations

The Memory Room program has demonstrated there is a need in the community for social engagement / dementia programs across the broader public library network. While every library and the community it serves is unique, there are four main points to consider in creating a program.

Understand

Have a fundamental understanding of Dementia, including its causes, symptoms, and ways of responding to the needs of people living with dementia and a consideration for the needs of their family members and carers. As mentioned, there are several free online courses available through the Wicking Institute, Dementia Australia, and other organisations. A sound knowledge of dementia and its impact is essential in creating an environment that is safe and supportive for participants.

Collaborate

Find out about the dementia services available in the community to inform the shape and focus of the program. Every community's needs will be slightly different. Meeting with local dementia services provides an opportunity to develop an overview of service provision in the community and where the gaps may be.

Listen

Those living with dementia and their carers are best placed to provide feedback about prospective programs. Their insight is invaluable and ensures that the program is endeavouring to meet their needs. Use the networks in the local community to meet prospective participants and carers. Focus group sessions for community members and dementia experts are very helpful in guiding the direction of the program.

Adapt

Regular evaluation and participant feedback from participants allows the program to grow and change with the needs of the group.

3.3 Opportunities

The Memory Room project will continue to seek out opportunities to grow and adapt as it is guided by its members. The addition of music therapy is being considered. There is strong evidence to suggest that music improves cognitive function in people living with dementia, as well as a sense of wellbeing.⁶ The program could also be strengthened by providing group support and counselling for carers as a concurrent program. The program will continue to run both in the library and in other public spaces.

Grants such as the Dementia Friendly Communities Community Engagement Program (CEP) can provide up to \$15000 to collaborate with and support local not-for-profit community associations and groups. Partnerships with Dementia Australia and local businesses may also provide both financial and in-kind support.

Volunteers have yet to be utilised in the program. They can offer support in a variety of ways from preparing physical spaces, assisting participants with mobility issues, and performing basic administration tasks.



4. Conclusion

A diagnosis of dementia should not be a life sentence of social isolation and inactivity. Public libraries can create inclusive services and spaces and play a vital role in helping those with dementia to remain included, accepted and connected to their community.

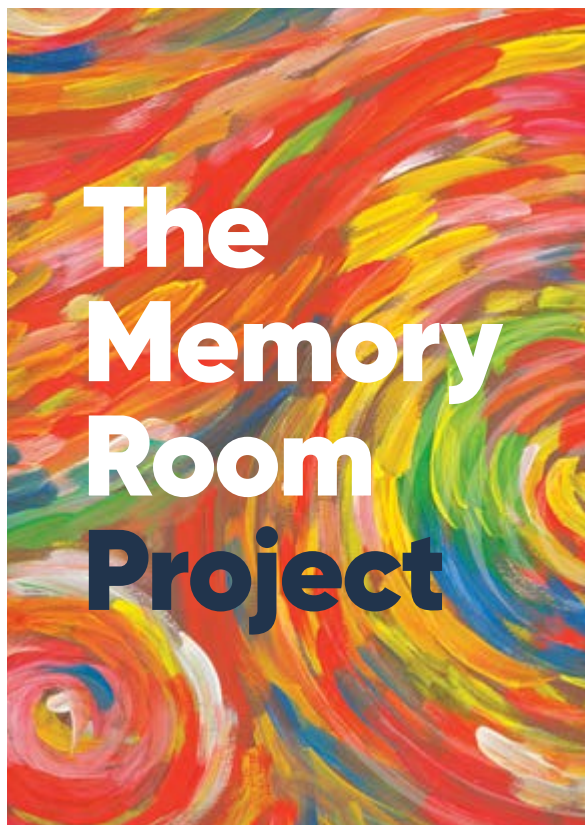
Let's change the narrative around dementia and help improve the quality of life for the growing number of people living with it.

"A dementia-friendly community is a place where people living with dementia are supported to live a high quality of life with meaning, purpose and value."

dementiafriendly.org.au

Appendix A

Project flyers




Newcastle Libraries invite you to take part in the Memory Room project.

Join art therapist Alice Ropata as she draws upon images and items from our Local Studies collection and current exhibitions to enable participants to take a journey back in time.

Tailored for people living with dementia and their carers, the workshops encourage conversation, laughter and connection.

2021 Sessions

| | | | |
|--------------|----------------|-------------|----------------|
| 2 July | 11am - 12.30pm | 8 October | 11am - 12.30pm |
| 16 July | 11am - 12.30pm | 22 October | 11am - 12.30pm |
| 30 July | 11am - 12.30pm | 5 November | 11am - 12.30pm |
| 13 August | 11am - 12.30pm | 19 November | 11am - 12.30pm |
| 27 August | 11am - 12.30pm | 3 December | 11am - 12.30pm |
| 10 September | 11am - 12.30pm | 17 December | 11am - 12.30pm |
| 24 September | 11am - 12.30pm | | |

Location: Newcastle (City) Library, 15 Laman St Newcastle.
We also venture out for some sessions.

Bookings essential. Please contact Kay Pisel on **02 4974 5302** or homelibraryservice@ncc.nsw.gov.au

The Memory Room Workshops

A photo can evoke more than a memory...

You're invited to take part in the Memory Room Workshops being held at Newcastle Libraries.

Join Art Therapist Alice Ropata as she draws upon images and items from our Local Studies collection and current exhibitions from the Lovett Gallery to take participants on a journey back in time.

Tailored for people living with dementia and their carers, the workshops encourage conversation, laughter and connection.

2021 Sessions

| | | | |
|-------------|----------------|----------|----------------|
| 5 February | 11am - 12.30pm | 23 April | 11am - 12.30pm |
| 19 February | 11am - 12.30pm | 7 May | 11am - 12.30pm |
| 5 March | 11am - 12.30pm | 21 May | 11am - 12.30pm |
| 19 March | 11am - 12.30pm | 4 June | 11am - 12.30pm |
| 9 April | 11am - 12.30pm | 18 June | 11am - 12.30pm |

Location: Local History Lounge, Newcastle Library
15 Laman Street Newcastle

Bookings essential via the Newcastle Libraries website:
newcastle.nsw.gov.au/library/whats-on
or contact Kay Pisel on **02 4974 5302** or homelibraryservice@ncc.nsw.gov.au



Memory Kit 1

Our Aussie Birds

For people living with dementia, or other forms of memory loss, a remembered moment from the past is a treasured gift. Words, pictures and sounds can trigger memories. They can provide mental stimulation and inspire conversation.

Each Memory Kit contains resources built around a theme. These resources include books, a CD, DVDs and activities. They are designed to stimulate memories along with providing new experiences and entertainment.

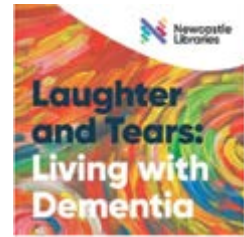
We hope you enjoy this kit!

| 8 items | Title of items |
|------------|---|
| Book 1 | 1. Amazing facts about Australian birds |
| Book 2 | 2. Backyard bird sounds |
| Book 3 | 3. Birds of Australia |
| CD 1 | 4. Australian creeks and waterfalls |
| DVD 1 | 5. Storm boy |
| DVD 2 | 6. Lake Eyre |
| Activity 1 | 7. Kookaburra kookaburra card game |
| Activity 2 | 8. Lacing shapes |

newcastle.nsw.gov.au/library

Appendix B

Podcast information



'Laughter and Tears: Living with Dementia'

Series blurb: Dementia Action Week occurs in September each year. Hosted by ABC broadcast journalist, Dan Cox, the Laughter and Tears podcast series invites members of our community living with dementia to share their experiences of love, loss, courage, and hope. It provides current information from medical experts and looks at dementia services available in the Hunter region and beyond.

Episode 1: How do I know if I have Dementia?

A diagnosis of dementia can be a frightening and overwhelming experience for the individual and their family. It can also provide relief. Australia's pre-eminent researcher in the field, Professor Sue Kurrle will provide answers to many of the questions we have about dementia. As director of the Cognitive Decline Partnership Centre, Faculty of Medicine and Health, Sydney University and Curran Professor in Health Care of Older People, Susan Kurrle places the person living with dementia at the heart of her research and advocacy. Susan will be joined by locals, Rob and Alison Board who describe their journey with dementia so far.

[Biography](#)



Episode 2: Dementia Australia: here for you

Dementia Australia represent the nearly half a million Australians living with dementia and the almost 1.6 million Australians involved in their care. It provides education, support and advocacy for every Australian impacted by dementia. Dementia support specialist, Gina Hayward joins Dan to discuss the array of services that are available to the Hunter community. Gina will be joined by Ian and Wilhelmina Chalmers who share their experiences of using Dementia Australia's services.

[Dementia Australia](#)



Episode 3: The Memory Room – Your libraries and dementia

Libraries connect with community and this special dementia-focused program does just that! Join art therapist, Alice Ropata and Kay Pisel as they unlock the treasures of the Memory room and invite members of the program, Kevin and Catherine Claydon, to share their experiences as the program celebrates its first anniversary. Learn about a new dementia program, 'Playing with Light' about to be launched in our libraries.

[Memory Room](#)



Drop – From 20 September to 26 September 2021

Appendix C

Tovertafel promotion



TOVERTAFEL
the magic table

Tovertafel provides a sense of wonder as it responds to your every movement, creating shared moments of happiness and laughter bringing young and old together

leef.
innovation

Our mission:
10 million moments of happiness in healthcare!

Tovertafel Support & Training

We provide training for your Care Team and an experiential session with the residents as part of the purchasing process. We coach your Care Team to understand how Tovertafel is working with their clients, how to use the different games to stimulate cognitive, social and physical benefits with different groups and how to manage sessions with residents to achieve different goals.

We are available by phone and email for your team to discuss using the Tovertafel and to answer any questions as they arise supporting the implementation of this technology into the daily routine.

It is our commitment to your Care Team to maximise the benefits of Tovertafel in every setting it is installed.


If you would like to experience the impact the Tovertafel can have with your residents and care personnel, please contact us directly to request a free demonstration.

✉ tovertafel@leef.com.au
🌐 www.leef.com.au
☎ +31 13 LEEF

leef.
innovation

Benefits of the Tovertafel Original

- Is proved to be effective in breaking through apathy
- Is the result of scientific research
- Is developed through co-design and therefore fits in perfectly with the target group
- Is hygienic and leaves the familiar environment intact
- Is a pioneer in the market for interactive games for people with dementia. More than 3500 locations in Europe are already playing with the Tovertafel. Now we can offer this to Australia & New Zealand.
- Projects intuitive games that provide immediate positive feedback



TOVERTAFEL
the magic table

The result of scientific research

In 2009, industrial designer Hester Le Riche began her PhD research at the TU Delft. Her ambition was to design a product that helps break through apathy for people with late-stage dementia. After years of research and design sessions with care experts, residents of nursing homes and their family members, the Tovertafel Original emerged.

Tovertafel Original moves people


Doing something fun and active together: it seems simple but for many people with dementia and their loved ones it poses a real challenge. In the later phases of dementia, people can become withdrawn and suffer from apathy. This, while staying active and social interaction is so important for quality of life.

The Tovertafel Original breaks through that apathy in a novel and effective way by inviting people with dementia and those around them to play together with beautiful, interactive light projections. And it appears that you are never too old to play!

Playing with interactive light projections

The Tovertafel is a box, hung from the ceiling, for instance above the familiar dining table. In the box are, among other things, a high-quality projector, infrared sensors, a loudspeaker, and a processor, that work together to project the interactive games onto the table. The device doesn't take up space and leaves the familiar living environment intact.

With a single press on the button, you turn on the Tovertafel and begin the activity. Because the Tovertafel is connected to the internet, new games and software updates can be installed without much effort.



Dr. Hester le Riche



Effects on participating players

- Increases physical activity^(3,4)
- Breaks through apathy^(3,5)
- Reduces restless and tense behavior^(3,5)
- Reduces negative emotions and increases positive emotions^(3,5)
- Increases social activity and contributes to more fun^(5,6)

Effects on care workers

- Improves the relationship between care workers and residents^(4,5)
- Promotes interaction and helps to make contact^(4,5)
- Increases work pleasure^(5,6)

Effects on family and friends

- Increases fun during visits^(4,5)
- Increases possibilities for activities during visits.^(4,5)

Continuous development

Co-design: developed together with the target group

We develop and test our products closely together with the people for whom the Tovertafel is made. Our co-design activities consist of creative sessions and game tests with care personnel, therapists, family and people with dementia. We continually translate their practical insights into the (further) development of the games – so that they seamlessly fit in with the target group.

Scientifically proven effective

Research is still an important pillar for the development and evaluation of the Tovertafel. In cooperation with universities all over the world, research is being conducted into how the Tovertafel can contribute to a better quality of life for people with dementia. Various scientific studies show effects for residents, care personnel and relatives. The outcomes for care personnel show that playing with the Tovertafel improves the interaction between the care worker and the resident. This has a positive effect and stimulates the relationship with residents^(4,5).

"With the Tovertafel, elderly are activated and stimulated, both in body and mind."

Laurent de Vries - Chairman of the board ViStance

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