



REPOD

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A GUIDE TO SETTING UP A MEMORY CAFÉ

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Section 1

What is a Memory Café?

A Memory Café provides a place where any member of the public, who feel that they, or a person they know, may have a short term memory problem, can drop in without an appointment, and talk to an experienced volunteer or a professional member of the Mental Health Team.

The staff of a Memory Café are not able to refer a person directly to a consultant and do not take the place of a doctor in the diagnosis of a memory problem. If however, the attending health professional considers that further assessment is necessary, or advisable, then an individual may be supported in that referral via their own doctor.

A Memory Café provides a useful addition to the process of an early diagnosis to those who may not wish to go directly to their doctor.

A Memory Café may provide an alternative entry point to the system.

Some Memory Cafés provide strong levels of stimulation for the service users and an opportunity for carers to exchange experiences and information.

It has been found, in nearly every case, that a social element overtakes the original mission statement. Peer support and social contact, without stigma, rapidly becomes the main focal point of the service.

Trained volunteers enable support to be given to carers during difficult periods, for example, when loved ones are in hospital. Staff and volunteers can monitor situations that might develop and, as a further example, have been instrumental in reporting instances where violence is occurring within a home environment.

Bringing together groups of people in common cause, Memory Cafés provide a very important addition to support services, and enable a single point of contact where information and education can be distributed directly to the point where it is of most use.

People with memory problems or dementia and their carers have the opportunity to meet regularly with other people in similar circumstances. Information is available, as well as practical tips about coping with dementia and memory problems. Many people make friendships as a result and are able to support each other outside the Memory Café setting. This informal setting provides emotional support and also reduces the isolation often felt by people with dementia, their carers and families.

The National Dementia Strategy, launched by the government in February 2009, places great importance on places of contact where 'Peer Support' may be found and where education and information can be distributed.

Memory Cafés align very nicely with that aim. They should not, however, be considered a drop off facility or as a form of short break or respite resource.

Memory Cafés are distinct from Memory Clinics which are formal assessment and diagnostic services for dementia run by the NHS.

Section 2

What is a Memory Clinic?

A Memory Clinic is a venue where a full medical assessment of the mental health of a person will take place under the auspices of a qualified consultant and his / her team.

Referral to a Memory Clinic can only be effected via a General Practitioner (GP) or in certain circumstances via a hospital or social services. Memory Clinics are not able to accept any direct referral from the public.

This pathway is important as a person's GP should have eliminated any physical cause that might lead to symptoms mimicking those of early onset of dementia.

Section 3

Who is the service for?

The service is for people who:

- Have received a diagnosis of dementia.
- Are worried about their memory.
- Have concerns about someone who may be experiencing problems due to dementia or memory problem.

Those with dementia or memory worries may attend unaccompanied where appropriate, or with family, friends or carers. It should be made clear to family, friends and carers that the service is not suitable for people with dementia to attend alone if they have specific care needs such as:

- Problems with continence.
- Mobility issues that require aid.
- High levels of anxiety.
- Challenging behaviour.
- Medical conditions that require monitoring.

The service should be offered as an open service, no pre-booking necessary. No formal referral or assessment is required.

The Coordinator has the right to consult with individual service users and their carers if it is found that the service is no longer appropriate. This might be because:

- The behaviour of the person with dementia is disrupting the event to the detriment of other service users.
- The physical health of the person with dementia has deteriorated and their needs cannot be met within this informal social environment.
- In the event of a person being deemed unsuitable to attend the Memory Café, a system should be in place to refer them to support and alternative services appropriate to the level of needs, such as statutory partners, or local Mental Health Teams.

Carers who no longer have caring responsibilities should not be discouraged from attending any memory café. However, the focus of the café is the person with dementia and their carer, whilst able to support a former carer for a limited period of time through the café; a more appropriate service should be sensitively suggested.

Section 4

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 essential that a Memory Café is supported by a health professional from an Older Person Mental Health Team. Usually this person is a CPN, 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 CPN 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 dependant 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.

Section 5

Good practice guidelines

- Committed to achieving the best quality of life for people with dementia and their carers.
- Regularly offering a structured, non-clinical social session in an environment of safety, confidentiality so that people can talk openly about their problems without the risk of stigma.
- Regularly offering a structured, non-clinical social session in an environment of safety, and confidentiality so that people can talk openly about their problems without the risk of stigma.
- Offering trained volunteers to meet the needs of the Memory Café and the individuals visiting.
- Aiming to work collaboratively with mental health and care professionals, and persons who have expertise in given areas, to deliver information and refer to the appropriate formal agency as required.
- Mindful that people with dementia and their carers are always at the centre of planned activities.
- Actively supporting carers enabling people with dementia to maintain the maximum possible level of independence and remain in their home environment.
- Willing to listen and support people to express their concerns, problems and questions whilst respecting their right to privacy.
- Working proactively to ensure that people from every group and community are reached and involved, reducing isolation and being sensitive to cultural and individual needs.
- Committed to achieving excellence in the provision of the service.
- Committed to implementing meaningful evaluation mechanisms to ensure a high quality standard of service is consistently provided.
- Providing additional access to information and signposting to other relevant services.

Volunteers and staff should be offered relevant awareness training to enable them to assist at the Memory Café.

Volunteers and staff are only ever acting in a facilitation capacity, there to support the running of the café and help people who need additional help to access or understand information provided, therefore:

- Memory Café should not be regarded as a formal care service.
- No formal assessment of visitors may be undertaken.
- No intensive case management for individuals will take place.
- No personal care should be carried out.
- No medical or clinical care should be carried out (e.g., insulin injections, wound dressings, giving of generic or prescribed medication) other than basic first aid.
- No formal responsibility will be undertaken for any individual who attends the café.
- No formal advice or advocacy services will be given.
- Carers should not use the Memory Café as a 'drop off' for short periods of respite, and the facilitator should have the right to refuse to accept people with dementia who are dropped off by carers using the service as respite.
- Memory Café sessions should be offered on a regular basis. A mental health professional, with specific dementia training, should be present for some or all of the session to provide professional advice and support.
- CRB checking of volunteers and staff is not mandatory, because no "one to one" personal care is offered.

Section 6

Funding and long term running of a Memory Cafe

Funding

Memory Cafés have only been given a higher priority since the launch of the National Dementia Strategy in February 2009. Until that time they had been seen, perhaps merely, as a useful addition to the services for this client group. Now they are becoming recognised as being a vital part of helping to maintain care within the home environment for longer.

The majority of Memory Cafés have been started by individual people within local health authorities or by local voluntary organisations. Nearly all are run on small budgets and are held every week, fortnight or month.

There are overhead costs to consider, rent, insurance, provision of tea, coffee, biscuits etc. Account must be made of admin costs. Some capital cost may also be involved but this can be spread over time. Preparation of a proper business plan is important.

Although not making a donation compulsory some Memory Cafés provide a collection box at the venue. This will not cover the overhead cost but usually raises enough to recover the expense of provisions such as tea, coffee and biscuits.

There is now a clearer pathway emerging. Primary Care Trusts and Statutory Bodies are talking about commissioning Memory Café services. This is good but may bring other demands with it. However, groups should not be reliant on statutory funds to deliver the service, and should continue to seek funding from a variety of sources.

It is acknowledged that whilst statutory funding is welcomed, local ownership by voluntary organisations, businesses and others has to be encouraged and maintained to ensure that local communities remain engaged and that awareness of dementia continues to be raised, reducing the associated stigma.

It is likely that Memory Cafés will have to open more frequently. This will come about as the need to provide services to more people gathers pace.

Long term running of a Memory Café

It is essential to consider the sustainability of the Memory Café network. For the longer term consider the setting up of a small charity in the name of the Memory Café, this will help fundraising and ensure the longer term running of a Memory Café.

Section 7

Setting up a new Memory Café

1. Set up a Memory Café steering group comprising of various local organisations and appoint a facilitator / coordinator.
2. Funding / Charity.
3. Prepare a business plan. (See Section 10 Costings).
4. Locate premises.
5. Facilities required in premises.
6. Health and Safety.
7. Recruit staff (volunteers).
8. Train staff.
9. Liaise with health professionals (Mental Health Team for CPN attendance etc).
10. Visit existing Memory Cafés to see how a Memory Café is run. Speak to the Memory Café coordinators for their ideas on the function of their Memory Cafés.
11. Equipment.
12. Activities.
13. Information at the Memory Café.
14. Advertising the service. Go to www.memorycafes.org.uk to see examples of Memory Cafés and their advertising.
- 15. Set a launch date**

1. 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.

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.

2. Funding / Charity

Funding

- Target organisations and groups with a view to setting up a Memory Café in your area
- Apply for funding from various organisations / statutory grants etc.
- Hold fund raising events.

Charity

In the longer term consider setting up a small charity in the name of the Memory Café, with members of the steering group as trustees and co-opted members

- As a charity, you can apply for grants etc. from various organisations. Community Voluntary Services (CVS) can assist with your application.
- Visit the Charity Commissions website. Small charities (with an income under £5000) www.charitycommission.gov.uk

4. 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.

5. Facilities in 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 40 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 and yet, only three years ago was used by just a handful of people.
- 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 and yet, just three years ago was used by just a handful of people.
- Memory Cafés evolve slowly and may take months to achieve full capacity.

6. 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
- Maintain an attendance register.
- Keep records of the Memory Café including Register.
- Provide first aid kit.
- Train First Aider.

7. Recruit staff

- Memory Café facilitator / co-coordinator.
- Volunteer staff.
- Carers and former carers are ideal as they understand the problems involved in coping with memory loss.
- 1 member of staff to 4/5 clients.
- Health professional.
- Bring in contracted staff. Masseuse, reflexology, have talks on stress and relaxation.

Recruiting volunteers is debatable before finding premises. They can be helpful in finding premises, but many prefer to know where they will be working before agreeing to commit themselves

Volunteers should all have awareness of the problems relating to dementia and be prepared to have training. Not all volunteers are suitable to do this work and there should be a probationary period on both sides.

Many different skills are required to run a successful cafe and this should be taken into account when choosing volunteers, these may include:

- Communication at all levels.
- Ability to speak confidently to a larger group.
- Ability to speak to health care workers.
- Listening skills.
- Catering skills.
- An understanding of confidentiality.
- Ability to empathise.
- No one person possesses all of these skills which is why it is important to look for different skills when recruiting.

8. Train staff

- Dementia awareness.
- First aid.
- Health and safety.
- Basic hygiene.
- Volunteer role.

11. Equipment

- First aid box.
- Music centre to play CDs. Take account of your group regarding the choice of music.
- White board and markers.
- Flip chart.
- Large piece wooden jigsaw puzzles (not more than 60 Pieces) to encourage development.
- Memory box. Items from a bygone era.
- Memory cards of nostalgic scenes provoke discussion.
- Old photographs.
- Overhead projector.
- Large wooden dominoes.
- Tablecloths and flower vases.
- Tea towels, rubber gloves, detergent etc.

12. Activities

- Mind stimulating / development games, such as anagram games (like Countdown).
- Music, always popular and a co-ordinated sing a long will get most people joining in.
- Bingo is enjoyed and usually you will find that the client group bring little prizes with them. Ensure that volunteers are available to help those who may not be able to keep up with play.

13. Information

- Leaflet table.
- Provide Memory Café questionnaires to gather information to improve the Memory Café service provided.
- Posters and flyers.
- Use “Dementia Carers’ Pathway” to assist carers in obtaining information from relevant sources, obtainable from the Rotarians Easing the Problems of Dementia (REPoD) website www.repod.org.uk
- Invite speakers in to talk on specific subjects e.g. benefits, safety, financial and legal implications.

14. Advertising the Memory Café

Place posters and flyers in:

- GP surgeries.
- Community mental health centre offices.
- Carer support workers offices.
- Chemists sometimes allow a poster to be put up in their premises.
- Public library.
- Local Information and community boards.
- Church Halls.
- Offices of local and National Charities.
- Local signposting services.
- Press and local radio coverage is beneficial particularly at the launch of a new Memory Café venture.
- Lions Clubs, Rotary Clubs and other voluntary organisations.
- Continually advertise and promote Memory Cafés to maintain reaching new people.

15. SET A LAUNCH DATE. NO LAUNCH DATE. NO MEMORY CAFE

Section 8

General Information

The running of a Memory Café

How a Memory Café Operates

- As a drop in centre, no appointment necessary.
- Tables and chairs café fashion.
- People greeted at the door signed in and made to feel at home.
- Tea /coffee/squash/biscuits offered.
- CPN available for private consultation in another room or a quiet corner.
- If the CPN considers it necessary the person may be referred to their own doctor, for referral to a specialist for tests at a Memory Clinic.
- Information table.
- An important role of the Memory Cafe is to enable peer support to the people attending.

What outcome is sought from a Memory Café?

- Social inclusion for client group.
- Peer support.
- Provision of information / education.
- Access to professional health services on an informal basis.
- Aid to an earlier diagnosis.
- Provide a relaxed atmosphere.

New client procedure (carried out by coordinator or deputy)

The coordinator or deputy should establish:

- How the client heard of the group?
- Have they been referred?
- Have they had a diagnosis?
- Are there any specific health or physical problems?
- Take contact details and note these into a register.
- Keep register safe and not in open view.
- Assess if new client will fit into group in terms of being within the bounds of a Memory Café brief and discourage those who are just seeking a day care outlet. (In other words screening).

Coordinator

- The ultimate success of a Memory Café depends upon the initial set up organisation, a good coordinator will have a large part to play in this.
- Organise main venue.
- Maintain a team of volunteers.
- Advertise the service.
- Maintain contact with health professionals.
- Maintain simple register and statistics for reporting to funding source.
- Organise training.
- Have a program for each week. Volunteers will know what is going on.
- Organise volunteer team into categories, i.e. meeting and greeting, kitchen duties and conversation providing peer support and entertaining.

Note. It is a good idea to rotate duties, especially meeting and greeting, so that all volunteers are able to get to know the client group.

Valuing volunteers

Before discussing the role of a volunteer, it must be stated how important this aspect is.

- Volunteers are the life blood of a Memory Café.
- Ensure that the volunteers have clarity of their role.
- Training and encouragement is paramount.
- We are all human and appreciate a word or two of praise.
- Put time aside for volunteer team outings, meals out together as a group. This can do wonders for moral.

The Role of a Volunteer in a Memory Café

Commitment of the provider to a volunteer

To provide:

- Induction training.
- Basic dementia awareness training.
- On going support.
- Reimbursement of travelling and agreed incidental expenses.

Commitment of a volunteer at the Memory Café

Time

- 3 hours per memory café session (depending on the length of the Memory Café session).

Summary of tasks and responsibilities

- Prepare venue.
- Prepare and set up the venue at the start of the session.
- Set up tables to accommodate projected numbers attending. Six to eight people at a table. Use previous meetings as experience in setting up table layout.
- Provide a small separate table where the CPN or health professional can talk with new clients or existing clients who may have problems to discuss. Ideally this should be in a side room or quiet area.
- Maintain an attendance register.
- Welcome visitors to the Memory Café. Provide name badges by having a box with several names pre - prepared.
- To serve as mentors and to make new and regular visitors to the Memory Cafe welcome and at ease.
- Prepare light refreshments such as tea, coffee, squash and biscuits.
- Socially interact with the visitors to encourage them to feel at ease while visiting the café.
- Direct visitors, as required, to the facilities and activities on offer. Examples of this could be to the seating area, the health professional or specialist adviser in attendance.
- To be alert for signs of stress in visitors and be aware of who to call to help.
- Attend training sessions relevant to the role as a volunteer, for example, basic food hygiene, health and safety.
- Tidy up and clear away at the end of the session.

Volunteers set up the Memory Café before client group arrives

- Provide a small table with information leaflets. (Down load copies from National Charities). Provide 'Dementia Carers' Pathways' booklets and any other information leaflets thought to be appropriate.
- Issue name badges identifying volunteers before client group arrive. Use given names only and produce these in large, clear, font ideally from a computer.
- Provide a collection box or tin for voluntary cash contributions.

Skills and experience

- No specific skills or experience are required although previous dementia service experience would be useful.
- An enjoyment of meeting and dealing with the general public.
- An understanding and tolerant nature is essential.
- The ability to listen and interpret when a person appears to require further help, to know how to follow this up with the health professionals.

Specialist tasks and responsibilities

- An activity co-ordinator.
- An excursion organiser.
- First aid.

Welcome on entry. Set up a small table. Have name badges ready

- Have a 'Meeter and Greeter' at the entrance.
- Enter name into attendance register. (Doubles as fire register).
- Issue name badge to every client.
- Meeter and Greeter should discourage any carer who wishes to just drop off a client and leave them. A Memory Café is not for day care.
- When a new client and carer arrive take them to one side so that the team leader can talk to them before integration into the group.
- Escort new clients to their seats and introduce them to other clients.
- Try to mix group on a meeting to meeting basis. It is often the case that strong friendships form and in these cases they will, of course, sit together.

Memory Café programme

These are only ideas and suggestions for a Memory Café programme

- Have a possible 2 / 3 month programme planned.
- Do not be too rigid with the programmes, be flexible and go with the flow. It should be enjoyable for cared for, carers and volunteers alike.
- Distribute the programme to all the volunteers for them to know what is going on. If the coordinator is unable to attend, the volunteers can carry on with the programme as normal.

Mix and match from the following suggestions

Suggested programme

- Memory Café open for 2 hours.
- 1st session meet and greet, tea / coffee / cake / biscuits. Chat to carers and cared for. Any problems refer the person to any information available, CPN or simply have a chat with them. Not all people arrive at the start.
- 2nd session Singing, word games, musical session, speakers (benefits, solicitors etc) Have an area away from the activities where carers who do not want to join in can just sit and have a chat.
- Set up a table(s) with games, books, painting books, memory box, large wooden piece jigsaws (60 pieces max) etc. laid out for the activities to take place for the full 2 hours.

Activities at the Memory Cafe

- Ask carers what they would like to do at their café.
- Massage.
- Reflexology.
- Relaxation.
- Gentle exercise.
- Memory box.
- Bingo.
- Word games on white board.
- Board games etc, set up on 1 or 2 tables, can continue for the full 2 hours.
- Quizzes.
- Sing along.
- Musical session rhythm. tambourines, triangles, castanets, bongo's, drums.
- Speakers.
- Outings.
- Lunch out.

Catalogue for all sorts of activities for memory cafes:

www.winslow-cat.com Telephone 0845 230 2777 Fax 01246 551195

Entertaining client group

- Many Memory Café staff entertain their client group by playing simple games designed to stimulate the mind. Anagrams (Like Countdown) are popular.
- Equipment such as a whiteboard, marker pen, eraser will be needed if this suggestion is adopted.
- Popular also are simple quiz games, usually these are presented in the form of an A4 sheet.
- Simple, large piece, jig saw puzzles are popular.

Suggested activities

- Music, sing along.
- Sitting exercise (Take prior professional advice).
- Nostalgia / memory box.
- Photographs / Postcards.
- Slide shows.
- Masseur very popular.
- Occasional lunches.
- Excursions. (Garden Centres etc).

Themed parties

- Christmas.
- Valentines.
- Easter.
- Halloween.

Section 9

Memory Café questionnaire

Welcome to the _____ Memory Café. So that we can continue to provide this service for you and your family we need to understand why you come along, and how useful you find it. This short questionnaire asks 11 simple questions, by which we hope you can provide an honest view about the café. All questionnaires are anonymous so no-one will know who fills it in, and all forms will be destroyed, once the information has been collected and collated. If you require help to answer any of the questions then please ask a member of staff.

Thank you for your time.

1. How did you hear about the Memory Café?

2. How many times have you attended the Memory Café?

This time only 2 – 9 times more than 10 times

3. Have you found any information at the Memory Café Yes No

If you have, how useful was it?

(Please Circle a Number)

	Not at all useful					Very useful					
Pensions/Benefits.....	0	1	2	3	4	5	6	7	8	9	10
Information on Dementia	0	1	2	3	4	5	6	7	8	9	10
Information on Services	0	1	2	3	4	5	6	7	8	9	10
Other	0	1	2	3	4	5	6	7	8	9	10

4. What types of information would you like to see at the Memory Café?

5. Have you received advice, information or support from a member of staff?

Yes No

If so, how helpful was it? (Please Circle a Number)

Not at all helpful					Very helpful					
0	1	2	3	4	5	6	7	8	9	10

6. How easy have you found it to talk to the members of staff?
(Please Circle a Number)

Not easy at all

Very easy

0 1 2 3 4 5 6 7 8 9 10

7. How easy have you found it to talk to other people that attend?

(Please Circle a Number)

Not easy at all

Very easy

0 1 2 3 4 5 6 7 8 9 10

8. What do you value most about the Memory Café?

(Please Circle a Number)

Please score from 1 to 10 with 1 being low and 10 high

Social contact and sharing experiences 0 1 2 3 4 5 6 7 8 9 10

Coffee and cakes..... 0 1 2 3 4 5 6 7 8 9 10

Access to information about Dementia.... 0 1 2 3 4 5 6 7 8 9 10

Access to Aromatherapy and massage... 0 1 2 3 4 5 6 7 8 9 10

Being able to speak to professionals..... 0 1 2 3 4 5 6 7 8 9 10

Getting support at the Café..... 0 1 2 3 4 5 6 7 8 9 10

8. What do you think would be the best way to let people know about the Memory Café?

9. Is there anything you feel would improve the Memory Café?

10. Any other comments

Section 10

Costings

An example of a Memory Café breakdown of costs

Receipts	
Grants	£750.00
Donations/cheques	£1000.00
Donations/cash	£75.00
Other	£0.00
Total receipts	£1825.00
Payments	
Capital expenditure	Portable CD player £80.00 2 CD's £20.00 White board and stand £130.00 4 Storage boxes x £5.00 = £20.00 Jigsaws / games £20.00 Total £270.00
Rent	£360.00
Salary	£10.00/hour x 4hour x 12 £480.00
Insurance	£100.00
Telephone	£40.00
Postage	£15.00
Office supplies	Box ball point pens / felt tip pens / white board marker pens petty cash book / register book / name tags / box files / lever arch files Total £55.00
Travel expenses	5 volunteers x 5 miles x 0.45p/mile x 12 visits Total £135.00
Advertising	Paper / printing ink £75.00
Consumables	Tea / coffee / sugar / biscuits / milk / squash Washing up liquid / Rubber gloves / brush Total £20.00
Sundries	4 Table clothes / 2 tea towels 4 Vases / contents for memory box Song book Total £30.00
Training	Total £65.00
Other	Total £15.00
Total payments	Total £1660.00

Memory Café pre-start breakdown of costs

Receipts	
Grants	
Donations/cheques	
Donations/cash	
Other	
Total receipts	
Payments	
Capital expenditure	
Rent	
Salary	
Insurance	
Telephone	
Postage	
Office supplies	
Travel expenses	
Advertising	
Consumables	
Sundries	
Training	
Other	
Total payments	

Memory Café cash flow forecast – 12 Months

Month	Pre-Start	1	2	3	4	5	6	7	8	9	10	11	12	Total
Receipts														
Grants														
Donations/cheques														
Donations/cash														
Other														
Total receipts														
Payments														
Capital expenditure														
Rent														
Salary														
Insurance														
Telephone														
Office supplies														
Travel expenses														
Advertising														
Consumables														
Sundries														
Training														
Other														
Total payments														
Cash flow +/-														
Opening balance														
Closing balance														

Memory Café budget

	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Receipts													
Grants													
Donations													
Donations													
Other													
Total receipts													
Payments													
Capital expenditure													
Rent													
Salaries													
Training													
Insurance													
Telephone													
Postage													
Office supplies													
Travel expenses													
Advertising													
Consumables													
Sundries													
Other													
Total payments													
Cash flow +/-													
Opening balance													
Closing balance													

Memory Café actual

	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Receipts													
Grants													
Donations													
Donations													
Other													
Total receipts													
Payments													
Capital expenditure													
Rent													
Salaries													
Training													
Insurance													
Telephone													
Postage													
Office Supplies													
Travel Expenses													
Advertising													
Consumables													
Sundries													
Other													
Total Payments													
Cash flow+ / -													
Opening balance													
Closing balance													
Budget													
Actual													

Section 11

Suggested example of a letter to a doctor's surgery

This is a suggested letter to a Doctors surgery, asking them to send the letter out to their patients who have dementia, and their carers, advising them of the Memory Café.

Dear Carer,

Re: Memory Café

We have recently opened a Memory Café in to offer a free drop in service for anyone who has concerns about their memory or the memory of a loved one or friend. The café provides an opportunity for participants to meet regularly with other people with memory problems and their carers and present a chance to exchange experiences and to give and receive emotional support.

The Memory Café is run by trained volunteers with the support of health professionals. You can come along and discuss your concerns in confidence. We look to provide support and information within a relaxed, friendly and stigma free environment. A programme of events is being developed for both carers and the cared for. The Memory café is an opportunity to take a break from your caring role. The earlier someone seeks advice and support will assist with the understanding of issues relating to memory loss.

Everyone is welcome and we are available at:-

**Address of venue
on the fourth? Tuesday? of the month between 2.00 – 4.00 pm?**

Parking is available????

Transport can be arranged????

If you have any queries or would like to find out more please phone on the above number.

Kind regards.