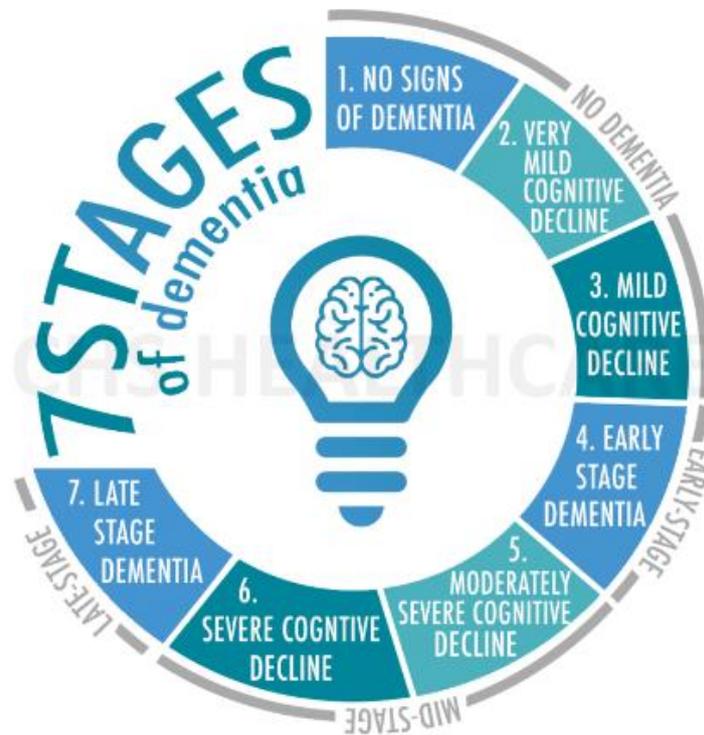




Report for Transport for Wales

North Wales Coastal Railway

A DEMENTIA FRIENDLY LINE PROPOSAL



Cllr Joan Butterfield President
Cllr Peter Morton Chair
Robert A Robinson MBE FRICS Secretary

Dated:



CONTENTS

1. Introduction
2. Remit
3. Dementia
4. Aims and objectives
5. Cambrian Lines
6. Dementia Assessment Levels
7. Consultations
8. Level 1 stations
9. Level 2 stations
10. Level 3 stations
11. Executive summary

APPENDIX

- a) Map of North Coast Lines
- b) Schedule level 1 works for each station
- c) Schedule level 2 works for each station
- d) Schedule level 3 works for each station



1. Introduction

1.01 The purpose of this report is to inform those making decisions at Transport for Wales and Network Rail regarding achieving a Dementia Friendly Line status for the North Coast Lines from Chester to Holyhead and Llandudno to Llandudno Junction.

1.02 The report contains not only information about Dementia but also practical suggestions as to how this can be achieved.

1.03 A consultation process has taken place in the preparing of this report involving the following:

- i) The representatives of the North Wales Transport Liaison Committee.
- ii) Dementia UK.
- iii) Local people with Dementia experience.
- iv) Local Dementia groups .
- v) Welsh Assembly Members
- vi) Members of Parliament
- vii) Anglesey County Council
- viii) Conwy County Council
- ix) Denbighshire County Council
- x) Flintshire County Council
- xi) Wrexham Council
- xii) Gwynedd County Council

1.3 The trains are generally dementia friendly with the following exceptions:



2. Remit

2.1 The remit set out for this report is:

To prepare a report which identifies the requirements and works to all stations on the North Wales Coast Lines to inform on the creation of a Dementia Friendly Line Status?

To consult and carry out investigations as required to ensure the report is accurate and of value.

3. Dementia

This section covers details about Dementia.

3.1 How common is dementia

Research shows there are more than 850,000 people in the UK who have dementia. One in 14 people over the age of 65 have dementia, and the condition affects 1 in 6 people over 80.

The number of people with dementia is increasing because people are living longer. It is estimated that by 2025, the number of people with dementia in the UK will be more than 1 million.

3.2 About dementia

It's normal for the memory to be affected by stress, tiredness, certain illnesses and medicines. But when people become increasingly forgetful, particularly those over the age of 65, it's time for people to consider the early signs of dementia.

Memory loss can be annoying if it happens occasionally, but if it's affecting one's life. Dementia is not only about memory loss. It can also affect the way you speak, think, feel and behave.

It's also important to remember that dementia is not a natural part of ageing.

3.3 What is dementia?

Dementia is a syndrome (a group of related symptoms) associated with an on-going decline of brain functioning.

There are many different causes of dementia, and many different types.

People often get confused about the difference between Alzheimer's disease and dementia. Alzheimer's disease is a type of dementia and, together with vascular dementia, makes up the majority of cases.



3.4 Symptoms of dementia

Dementia symptoms may include problems with:

- memory loss
- thinking speed
- mental sharpness and quickness
- language, such as using words incorrectly, or trouble speaking
- understanding
- judgement
- mood
- movement
- difficulties doing daily activities

People with dementia can lose interest in their usual activities, and may have problems managing their behaviour or emotions.

They may also find social situations difficult and lose interest in relationships and socialising.

Aspects of their personality may change, and they may lose empathy (understanding and compassion).

A person with dementia may see or hear things that other people do not (hallucinations).

Because people with dementia may lose the ability to remember events, or not fully understand their environment or situations, it can seem as if they're not telling the truth or are wilfully ignoring problems.

As dementia affects a person's mental abilities, they may find planning and organising difficult.

Maintaining their independence may also become a problem.

A person with dementia will usually need help from friends or relatives, including help with making decisions.

The symptoms of dementia usually become worse over time. In the late stage of dementia, people will not be able to take care of themselves and may lose their ability to communicate.

3.5 What can be done to help?

To create a line with the status of being Dementia Friendly the stations need to reflect certain guidelines which are described in more detail later in this report.

The general guidelines will include those set out in this section.



3.5.1 Better lighting

Most people with dementia, and older people in general, benefit from better lighting in their home – it can help to avoid confusion and reduce the risk of falls.

Try to reduce glare, shadows and reflections.

Lighting should be good, even and natural (as much as possible). Increase natural light by making sure:

- curtains are open in the day
- there are no unnecessary nets and blinds
- hedges and trees are cut back if they overshadow the window and block out sunlight

Lighting is particularly important on the stairs and in the toilet. Light switches should be easily accessible and straightforward to use.

Automatic light sensors can be a good addition. Lights come on automatically when someone passes the sensor.

3.5.2 Reduce excess noise

Carpets, cushions and curtains absorb background noise. If you have laminate or vinyl flooring, simply walking across the room can be very noisy. If the person with dementia wears a hearing aid, it will magnify these sounds which can be uncomfortable.

Reduce background noise by turning the television or radio off if nobody is paying attention to it.

People with dementia can have their symptoms made worse by problems with sight and hearing together (known as deafblindness or dual sensory loss).

3.5.3 Safer flooring

Try to avoid rugs or mats on the floor, as some people with dementia may become confused and think the rug or mat is an object that they need to step over, which could lead to trips or falls.

Avoid shiny or reflective flooring, as this may be perceived as being wet and the person with dementia may struggle to walk over it.

The best flooring to choose is matt and in a colour that contrasts with the walls. It might help to avoid colours that can be mistaken for real things, such as green (grass) or blue (water) or a hole (black).



3.5.4 Contrasting colours

Dementia can affect how well someone can tell the difference between colours. Choose:

- contrasting colours on walls and floors
- furniture and furnishings in bright or bold colours that contrast with the walls and floors, including beds, tables and chairs
- contrasting colours for doors and banisters to make them stand out
- a toilet seat in a contrasting colour to the rest of the bathroom
- crockery in contrasting colours to the tablecloth or table help to define the edges of plates and dishes
-

Avoid bold patterns and stripes as they can be confusing and disorientating.

3.5.5 Reflections can be troubling

Check mirrors and cover or remove them if they're likely to cause confusion in the person with dementia. They may be distressed if they don't recognise themselves. Similarly, it can help to close the curtains in the evening so they can't see their reflection in the window glass.

3.5.6 Labels and signs can help someone get around

Labels and signs on cupboards and doors can be helpful, such as a toilet sign on the bathroom or toilet door. Signs should be:

- clear
- have words and an appropriate picture that contrast with the background
- placed slightly lower than normal as older people tend to look downwards

It may also help to put photos on cupboards and drawers to show what's inside them. For example, you could put a photo of cups or mugs on the cupboard that contains these.

Alternatively, see-through cupboard doors can be a great help to someone with dementia, as they can then see what's inside.

3.5.7 Dementia-friendly daily items

It's possible to get products that are specifically designed for people with dementia. For example:

- clocks with large LCD displays showing day and date as well as the time
- telephones with big buttons
- reminder devices that give an audio prompt to help people remember to take medicines or lock the front door
- Ticket machines with larger buttons with contrasting colours.



These products are often known as assistive technology. Apps for smartphones and tablets can also help.

You may find that the person you care for prefers traditional fixtures and fittings, such as taps, a toilet flush or bath plugs.

Ensure that any tables are stable and have round, smooth edges. They should be at a suitable height, so that food and drink can be seen and a wheelchair can fit underneath if needed.

3.5.8 Gardens and outside spaces

Like everyone else, people with dementia may benefit from going outside to get some fresh air and exercise. Make sure that:

- walking surfaces are flat to prevent trips or falls
- any outdoor space is secure to prevent someone wandering off
- flower beds are raised to help people with restricted mobility look after their garden
- there are sheltered seating areas to enable someone to stay outside for longer
- lighting is adequate – any entrance to the garden should be easy to see and return home from

4. Aims and objectives

The aim and objective of this report is as follows:

- ii) To identify the needs of those people with Dementia who travel using rail services.
- iii) To identify what can practically be done to help travellers using the service.
- iv) To complete an audit of each station on the North Coast Lines creating a schedule of works to be completed to make the station Dementia friendly.
- v) To make recommendations of what needs to be completed to gain a 'Dementia Friendly Status' for the North Coast Lines.

There are three main aims to the project. The Bentham Line is 'working to become dementia friendly', by:

- + Supporting the journeys of those living with dementia, their carers and supporters;
- + Raising awareness of dementia with staff, volunteers and passengers; and
- + creating dementia-friendly station environments, services and activities.



5. North Wales Coast Lines

The North Wales Coast Lines shall include all stations from Chester to Holyhead and from Llandudno Junction to Llandudno. This report does not include Chester.

The stations and North Wales Coasts Line area is as shown on the map at appendix A.

6. Dementia Assessment Levels

6.1 The report recognises that some stations can with works meet a Dementia Friendly level easily whilst it may be difficult to achieve the same level with others.

6.2 This report had categorised each station into 3 levels recognising the restraints that may be in place.

6.3 Each station has been assessed taking on the following basis:

Level 1

These stations will be the more heavily used.

The works required will be to a full 'Dementia Friendly Status'.

Level 2

These stations will be those who are used regularly but not as heavily used as those in Level 1.

The works required will be to a good standard taking into account the restraints of these locations but reaching a standard which is the best that can be done to meet as far as possible 'Dementia Friendly Status'.

Level 3

These stations will be the least used locations.

The works required will be minimal but take into account the 'Dementia Friendly Status' requirements.

7. Consultations

7.1 Consultation methods

A short paper was prepared setting out the object of the consultation seeking responses on what could be done to help those with Dementia with regard to rail travel with particular reference to stations and the facilities offered at each station.



7.2 Responses received

The responses received from the consultations are noted below:

Dementia UK (Information Officer)
Local Dementia Group at Montgomery
Local City, Town and Community Councils with a station in their area
The North Coast Transport Liaison Committee

8. Level 1 stations

8.1 Level 1 stations

The stations included in level 1 are:

Shotton
Flint
Prestatyn
Rhyl
Abergele and Pensarn
Colwyn Bay
Llandudno Junction
Llandudno
Conwy
Bangor
Holyhead

8.2 Level 1 Dementia specification

The specification for stations in level 1 is:

Platforms - to be clear of 'clutter' with posts and obstacles in contrasting colours.

Fences/railings – to have handrails in contrasting colours.

Signage – to be located at the right height for readability and in Contrasting colours.

Notice Boards – to be the right height for readability and in Contrasting colours.

Lighting – good lighting to all platforms and accesses.

Toilets – to be colour contrasted.

Electronic Display Boards – provision of electronic indicator boards.

Communication speakers – clear speaker announcements.

SOS telephone – provision of an emergency phone/information point.



9. Level 2 stations

9.1 Level 2 stations are defined as:

The stations included in level 2 are:

Daganwy
Llanfair fechan
Penmaenmawr

9.2 Level 2 Dementia specification

The specification for stations in level 2 is:

Platforms - to be clear of 'clutter' with posts and obstacles in contrasting colours.

Fences/railings – to have handrails in contrasting colours.

Signage – to be located at the right height for readability and in Contrasting colours.

Notice Boards – to be the right height for readability and in Contrasting colours.

Lighting – good lighting to all platforms and accesses.

Electronic Display Boards – provision of electronic indicator boards.

Communication speakers – clear speaker announcements.

SOS telephone – provision of an emergency phone/information point.

10. Level 3 stations

10.1 Level 3 stations

The stations included in level 3 are:

Llanfairpwll
Bodorgan
Ty Croes
Rosneigr
Valley



10.2 Level 3 Dementia specification

The specification for stations in level 3 is:

Platforms - to be clear of 'clutter' with posts and obstacles in contrasting colours.

Fences/railings – to have handrails in contrasting colours.

Signage – to be located at the right height for readability and in Contrasting colours.

Notice Boards – to be the right height for readability and in Contrasting colours.

Lighting – good lighting to all platforms and accesses.

Electronic Display Boards – provision of electronic indicator boards.

Communication speakers – clear speaker announcements.

SOS telephone – provision of an emergency phone/information point.

11. Executive Summary

There are three main aims to creating a Dementia Friendly Line.

This can be done by:

- + Supporting the journeys of those living with dementia, their carers and supporters;
- + Raising awareness of dementia with staff, volunteers and passengers; and
- + creating dementia-friendly station environments, services and activities.

The actions identified by this report and which lead to Dementia Friendly Line status are:

- i. All staff who meet the public should be 'Dementia Friends' and complete the relevant course. (approx. 1 hour)
- ii. Station works to be completed to create a Dementia Friendly experience for passengers who have Dementia.
- iii. Trains to be Dementia Friendly (which they are).
- iv. Signage (particularly notice timetables and notices) need to be reviewed with larger text and less 'clutter' on the information posters.
- v. Notice Boards should be 900mm from the ground so that wheelchair users can also access the information.

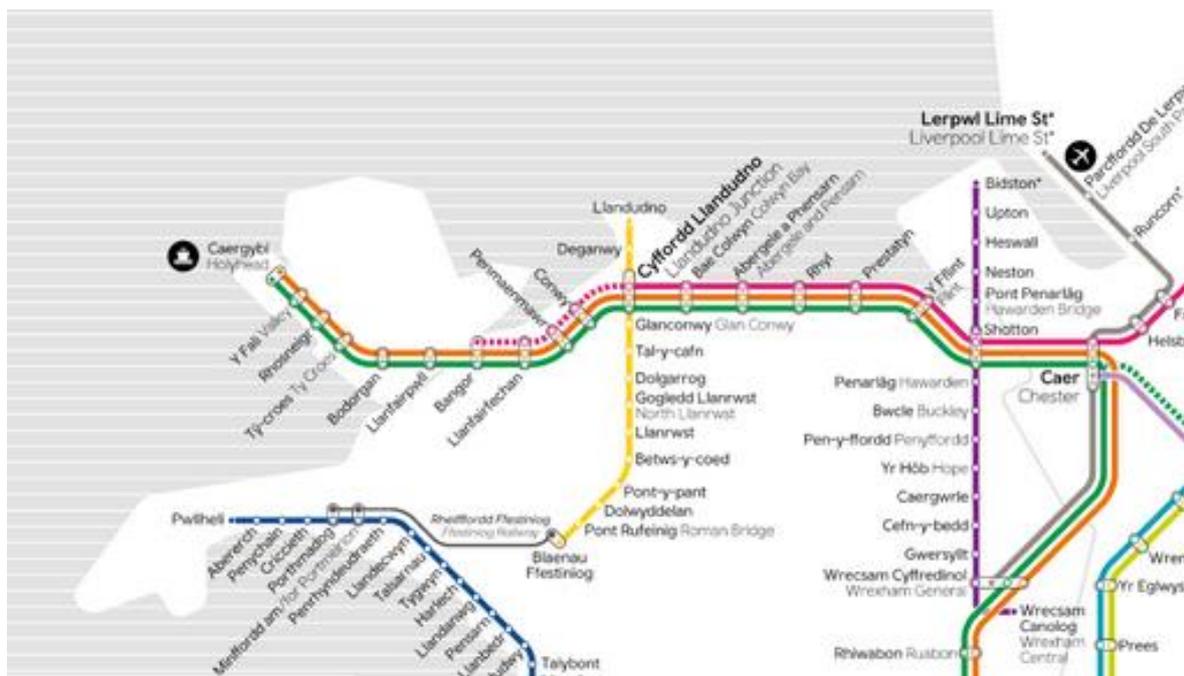
It is envisaged that all the above could be achieved in 6months.

The Transport Liaison Committee is committed to helping where it can to aid the Line becoming Dementia Friendly as soon as possible.



APPENDIX A

MAPS OF NORTH COAST RAILWAY LINES





APPENDIX B

SCHEDULE OF WORKS FOR EACH STATION IN LEVEL 1

STATION	SHOTTON	FLINT
Car Parking	Not applicable.	Not applicable..
Access	Nothing to complete	Nothing to complete
Hand rails	Handrails painted TfW red	Handrails painted TfW red
Benches and seats etc	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.
Signage	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Timetables	Clearer bolder type with less 'clutter on the posters'	Clearer bolder type with less 'clutter on the posters'
Communications	A working help point,	A working help point,
Toilets	Not applicable.	Not applicable.

STATION	PRESTATYN	RHYL
Car Parking	No actions required.	No actions required.
Access	Nothing to complete	Nothing to complete
Hand rails	Handrails painted TfW red	Handrails painted TfW red
Benches and seats etc	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.
Signage	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Timetables	Clearer bolder type with less 'clutter on the posters'	Clearer bolder type with less 'clutter on the posters'
Communications	A working help point,	A working help point,
Toilets	Not applicable.	Review colour scheme and implement contrasting colours to meet Dementia requirements.



STATION	ABERGELE	COLWYN BAY
Car Parking	No actions required.	No actions required.
Access	Nothing to complete	Nothing to complete
Hand rails	Handrails painted TfW red	Handrails painted TfW red
Benches and seats etc	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.
Signage	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Timetables	Clearer bolder type with less 'clutter on the posters'	Clearer bolder type with less 'clutter on the posters'
Communications	A working help point,	A working help point,
Toilets	Not applicable.	Not applicable.

STATION	LLANDUDNO JUNCTION	LLANDUDNO
Car Parking	No actions required.	No actions required.
Access	Nothing to complete	Nothing to complete
Hand rails	Handrails painted TfW red	Handrails painted TfW red
Benches and seats etc	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.
Signage	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Timetables	Clearer bolder type with less 'clutter on the posters'	Clearer bolder type with less 'clutter on the posters'
Communications	A working help point,	A working help point,
Toilets	Review colour scheme and implement contrasting colours to meet Dementia requirements.	Review colour scheme and implement contrasting colours to meet Dementia requirements.



STATION	BANGOR	HOLYHEAD
Car Parking	No actions required.	No actions required.
Access	Nothing to complete	No actions required.
Hand rails	Handrails painted TfW red	Handrails painted TfW red
Benches and seats etc	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired. Needs updating.	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.
Signage	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Timetables	Clearer bolder type with less 'clutter on the posters'	Clearer bolder type with less 'clutter on the posters'
Communications	A working help point,	A working help point,
Toilets	Review colour scheme and implement contrasting colours to meet Dementia requirements.	Review colour scheme and implement contrasting colours to meet Dementia requirements.



APPENDIX C

SCHEDULE OF WORKS FOR EACH STATION IN LEVEL 2

STATION	DAGANWY	LLANFAIRFECHAN
Car Parking	No actions required.	No actions required.
Access	Nothing to complete	Nothing to complete
Hand rails	Handrails painted TfW red	Handrails painted TfW red
Benches and seats etc	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.
Signage	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Timetables	Clearer bolder type with less 'clutter on the posters'	Clearer bolder type with less 'clutter on the posters'
Communications	A working help point,	A working help point,
Toilets	Not applicable	Not applicable

STATION	CONWY	PENMAENMAWR
Car Parking	No actions required.	No actions required.
Access	Nothing to complete	Nothing to complete
Hand rails	Handrails painted TfW red	Handrails painted TfW red
Benches and seats etc	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.	To be painted in TfW red. Lamp posts etc with white or yellow strip around them for the sight impaired.
Signage	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Timetables	Clearer bolder type with less 'clutter on the posters'	Clearer bolder type with less 'clutter on the posters'
Communications	A working help point,	A working help point,
Toilets	Not applicable	Not applicable



APPENDIX D

SCHEDULE OF WORKS FOR EACH STATION IN LEVEL 3

STATION	Llanfairpwll	Bodorgan
Car Parking	No actions required.	No actions required.
Access	Nothing to complete	Nothing to complete
Hand rails	Handrails painted TfW red	Handrails painted TfW red
Benches and seats etc	To be painted in TfW red	To be painted in TfW red
Signage	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Timetables	Clearer bolder type with less 'clutter on the posters'	Clearer bolder type with less 'clutter on the posters'
Communications	A working help point,	A working help point,
Toilets	Not applicable	Not applicable

STATION	Ty Croes	Rosneigr
Car Parking	No actions required.	No actions required.
Access	Nothing to complete	Nothing to complete
Hand rails	Handrails painted TfW red	Handrails painted TfW red
Benches and seats etc	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Signage	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Timetables	Clearer bolder type with less 'clutter on the posters'	Clearer bolder type with less 'clutter on the posters'
Communications	A working help point,	A working help point,
Toilets	Not applicable	Not applicable



STATION	VALLEY
Car Parking	No actions required.
Access	Nothing to complete
Hand rails	Handrails painted TfW red
Benches and seats etc	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Signage	Signage in bold colour contrast. Boards to be 900mm from the ground to the underside.
Timetables	Clearer bolder type with less 'clutter on the posters'
Communications	A working help point,
Toilets	Not applicable