



Young Dementia
Network

Welcome to Sensitivi-tea

What matters most
during diagnosis



www.youngdementiauk.org/webinars

What people said about receiving a diagnosis...

Convenience

Being involved

Active listening

Meeting in person

Considerate use of language

Home visits

Time to ask questions

Calm approach

Private discussions

Reaction to diagnosis

Private location

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Active Listening

The clinicians should listen to the person with dementia and their family as a whole

'Believing me that something was wrong and not saying it was all down to stress'

'The process could have been improved if it could have been diagnosed quicker and again if they listened to us as a family'

- Quotes from people with young onset dementia

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Clinicians should be compassionate, empathic and respectful during the assessment and particularly sensitive when providing information

'The diagnosis was handled sympathetically and very re-assuring'

'Being tactful and careful when discussing how quickly the person's dementia may deteriorate'

- Quotes from family supporters

What people told us about services...

GP recognition of young onset dementia

Appointment notice period

Contact family supporters as well

Single point of contact

Avoid repetition

Using lay terms

Follow-up letter

Quick referral

Referrals to specialist services

Multi-disciplinary team

Enhanced awareness of young onset

Understanding all forms of dementia

Explanation of assessments

Improved access to clinics

Pleasant MRI experience

Results issued more quickly

Diagnosis explained

Shorter time to diagnosis

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Referrals to specialist services

Referrals should ideally be made to specialist young onset dementia clinicians and services

'For referrals to be made to specialist units. Better awareness and training in Mental Health Trusts on the issues faced by younger people with dementia'

- Family supporter

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Follow-up letter

Providing the person with dementia and their supporters with a letter which details the diagnosis

‘Delivering the diagnosis face-to-face, and providing a subsequent letter’

- Person living with dementia

‘...the diagnosis has difficult terminology but this was explained and having the follow up letter I was able to research and look up the reference’

- Family supporter

Question for the audience...

If you are living with young onset dementia or are working in a memory service

How would this information that we have gathered about people's experiences be useful for you?

Taking things forward...



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Thank you for joining us



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