

Community Pharmacy Dementia Friendly Environment Checklist

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Contractors must demonstrate that they have reviewed their pharmacy premises based on the elements described in this checklist. Due consideration should be given to what is reasonably achievable, which actions can be acted upon and by when. Some elements of the checklist may need to be considered as part of future development work to the pharmacy.

Pharmacy name:

Pharmacy ODS code:

Date checklist completed:

	Element description	Currently available in your pharmacy (Please circle)	If no, identify if an action can be taken and state when this will be completed by
1.	Quiet Space		
	<p>Do you have a quiet space for someone who might be feeling anxious or confused? <i>A few minutes of talking to a supportive person in a quiet space might be all that's needed to continue the transaction.</i></p>	YES/NO	
2.	Signage		
	<p>Are your signs:</p> <ul style="list-style-type: none"> - clear? - in bold face? - contrasted well between the text and background? - for the exit and the toilet (if applicable) clear? <p><i>For example, using a very dark coloured background and a very light colour for the text of a sign will make it easier to read. It is recommended to also ensure there are exit signs inside the toilet cubicle and the inside of the toilet room showing how to get out.</i></p>	YES/NO YES/NO YES/NO YES/NO	
	<p>Are your signs fixed to the doors they refer to? <i>Signs should not be on adjacent surfaces if at all possible. E.g. a toilet sign should be on the door of the toilet (rather than an adjacent wall) as people will know to push the door as it has a sign on it.</i></p>	YES/NO	
	<p>Are your signs at eye level and well-lit? <i>This will make signs easier to see and read.</i></p>	YES/NO	
	<p>Have you ensured signs are not:</p> <ul style="list-style-type: none"> - highly stylized - using abstract images or icons as representations? <p><i>For example, it is preferred to use the words 'Male' and 'Female' on toilet signs rather than Mars (♂) and Venus (♀) symbols for males and females respectively as these are easily understood.</i></p>	YES/NO YES/NO	

	<p>Have you ensured signs are placed at key decision points (e.g. where there is a choice to turn left or right) for someone who is trying to navigate your premises for the first time? <i>People with dementia may need signs every time they come to your building.</i></p>	YES/NO	
	<p>Are your glass doors clearly marked? <i>Glass doors can sometimes be hard to see which means people may walk into them.</i></p>	YES/NO	
3.	Lighting		
	<p>Are your entrances well lit? <i>Try to make as much use of natural light as possible. This can be done by opening blinds and ensuring that windows are not too busy or cluttered where possible to let natural light in.</i></p>	YES/NO	
	<p>Have you taken measures to avoid any pools of bright light or deep shadows? <i>Pools of darkness or light can affect people's perception and depth and could make them fall over. Checks can be made by ensuring there is sufficient lighting throughout the pharmacy and carrying out regular checks to ensure all bulbs are working.</i></p> <p>Are all light bulbs working?</p>	YES/NO	
4.	Flooring		
	<p>Have you avoided having any floor surfaces that are:</p> <ul style="list-style-type: none"> - highly reflective - slippery? <p><i>Reflections can cause confusion and slippery surfaces are dangerous. Non-black mats or runners could help with this.</i></p>	YES/NO YES/NO	
	<p>Have you avoided bold patterned carpets? <i>Plain or mottled surfaces are easier; patterns can cause problems to people with perceptual problems.</i> <i>If the carpet cannot currently be replaced, purchasing uniform colour mats that will obscure the patterned carpet temporarily may be an option.</i></p>	YES/NO	
	<p>Have you ensured changes in floor finish are flush rather than stepped? <i>Changes in floor surfaces can cause some confusion due to perceptual problems. If there is a step at the same time you also introduce a trip hazard. If you are unable to change your floor surfaces you may wish to consider signage to alert patients to the presence of steps or uneven flooring.</i></p>	YES/NO	
	<p>Do the floors in your pharmacy have plain finishes? <i>Avoid blue or black floors and avoid putting a black mat at the entrance to the pharmacy as it can look like a hole to someone with dementia. Other less dark primary colours have helped those affected.</i></p>	YES/NO	

5.	Toilets		
	If your pharmacy does NOT have space for a toilet/other facilities, can you provide information about the nearest toilet/changing facility locally?	YES/NO	
	If your pharmacy does have a toilet/other facilities available for patients, does it allow someone to have assistance without causing them or other's embarrassment? <i>A disabled cubicle would be helpful.</i>	YES/NO	
	If your pharmacy does have a toilet available for patients, have you ensured that the toilet seats are of a contrasting colour to the walls and rest of the toilet? <i>Using contrasting colours for each part makes it easier to see that it is a toilet.</i>	YES/NO	
6.	Seating		
	If space allows, does your pharmacy provide a seating area, especially in areas where people are waiting?	YES/NO	
	Have you ensured that any seating looks like seating? <i>People with dementia will find this easier - so for example a wooden bench would be preferable to an abstract metal Z-shaped bench</i> <i>If pharmacies cannot currently replace their seating, signage with words such as 'Take a seat' may help this challenge</i>	YES/NO	
7.	Navigation		
	Does your pharmacy have any 'landmarks' present to help with navigation of the environment? <i>Research shows that people with dementia use "landmarks" to navigate their way around, both inside and outside. The more attractive and interesting the landmark (which could be a painting, or a plant) the easier it is to use it as a landmark. Have you had a good look round and thought about these landmarks?</i>	YES/NO	
8.	Information		
	Do you have information such as leaflets and posters about local support groups for patients and carers available?	YES/NO	

NHS England and Improvement would like to acknowledge [Dementia Action Alliance](https://www.dementiaaction.org.uk/assets/0000/4336/dementia_friendly_environments_checklist.pdf)¹ and The Alzheimer's Society whose original check list informed the basis of this checklist and action plan.

¹ https://www.dementiaaction.org.uk/assets/0000/4336/dementia_friendly_environments_checklist.pdf