



**PERSON-CENTREDNESS**

**FUNCTIONAL CONSISTENCY**

**ORGANISATIONAL COHERENCE**

In-person support

Collaborative

User-friendly material

Concise Material

Simple Language

Age-appropriate

Dementia-friendly environment

Regular

Care managed by specialists

Continuity

Uninterrupted

Affordable

Accessible

Local

Time-appropriate

Flexible tailoring of support

Services for the whole family

Holistic

Coherent Pathway

Integrated Care

Collaborative Services

Multi-faceted approach to needs

Timely

Responsive

Proactive

Attentive listening

Genuine & Going the extra mile

Compassionate

Positive attitude of professionals

Respectful