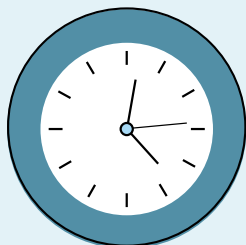


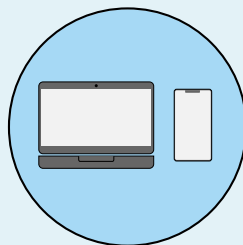
# Key findings

## At a glance guide

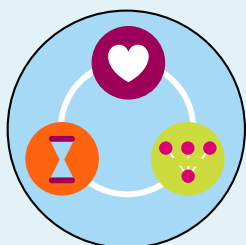
### Understanding dementia diagnosis during the Covid-19 pandemic



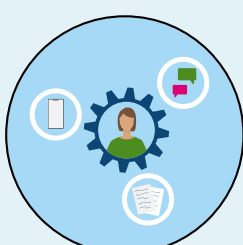
**Time is precious:** in dementia time is everything. People need time to talk and listen, to grieve and to live.



**Digital choice:** you can use technology, but it has to work for people and they need choice.



**People need time when receiving a diagnosis of dementia:** for every person who experiences patience, compassion and choice from well supported healthcare professionals, there will be more time for the most important thing, to live well.



**People need to be properly supported:** ensuring people receive the right resources and are not overwhelmed with too much written information. There is an important role for the voluntary sector in providing post-diagnostic support.



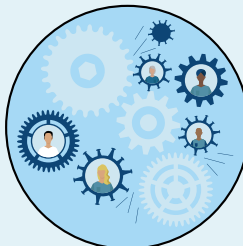
**Supporting people to do what they love for as long as they can:** you need to manage the risk, but giving someone the confidence is a gift. Some changes are inevitable, but minimising these and providing reassurance is important.



**Compassion for healthcare professionals:** they faced huge challenges and did their best under difficult circumstances. They care too, that is clear. They need to be supported with the right sort of technology and training.



**Diagnosis best face-to-face:** bad news is best face-to-face. Diagnosing digitally is impersonal and more difficult.



**Learning from the pandemic for future practice:** we need to think about the future, how to cope now and if there is a next time. Healthcare leaders should ensure services don't stop in a future crisis, adaptability is vital.