

Case studies

Awareness raising



Glasgow Prestwick Airport staff were motivated to seek advice, initially from Alzheimer Scotland, to help improve their facilities for people living with hidden disabilities, including dementia.

Dementia Friends training was carried out with some of the management team and airport trainers in September 2017. This training was led by Dementia Friendly Prestwick and culminated in the production of a Business Audit training video.

The goal was to ensure that the journey through the airport itself was as pleasant and stress free as possible for individuals living with dementia. The video, developed by Dementia Friendly Prestwick was launched on 28 September 2017 and has been used by other businesses to help raise awareness of dementia and highlight areas such as signage and layout that are important in helping navigate unfamiliar surroundings.

Since the initial training, Glasgow Prestwick Airport has developed 'Dementia Friends' e-learning and all 150 passenger-facing staff have now completed this. This online training includes facts, information, viewing the Business Audit video alongside viewing the Dementia Friends video on the Alzheimer Scotland website. Employees then have to achieve a score of 80% in an assessment to pass. Feedback after viewing the video and completing the online training indicates that team members feel more confident in their ability to recognise behaviours associated with dementia and have an increased knowledge of what might help when communicating to people living with dementia and their carers.

An employee who has completed the training said:

"This training has helped me greatly, it has opened my eyes to the impact of dementia and what I can do to help minimise any anxiety by providing better support and assistance if it is needed"

Jane Thomson, Landside Operations Manager for Glasgow Prestwick Airport said:

"Working with Dementia Friendly Prestwick has made such a difference to the way we support our customers when travelling through the airport. They've really helped us identify practical things we can do to improve by making simple changes to the layout, signage and upskilling our team"

The airport's hidden disability policy offers 'sunflower' lanyards to individuals and their carers, providing a discreet way to identify those who may require additional help. Recently, Glasgow Prestwick Airport was assessed by the Civil Aviation Authority in its yearly accessibility report as very good, the highest rating that airports can achieve.

Glasgow Prestwick Airport also run their own Charity and Fundraising Committee where the employees have their say on where money raised from activities will go for the year. This year's chosen charity is Dementia Friendly Prestwick.