

# Managing Memory 2gether Information Sheet

Telephone: 0800 694 8800

This information sheet is intended to give a general overview of support services for people with dementia and family/friends (carers) of people with dementia. **Information specific to carers is on page 5.** We hope you find this helpful.

## Living with Dementia

A diagnosis of dementia does not mean that life is over. Living one day at a time, staying healthy, doing the things you enjoy and finding ways to maintain independence for as long as possible are just some of the ways to live with the condition.

## Staying healthy

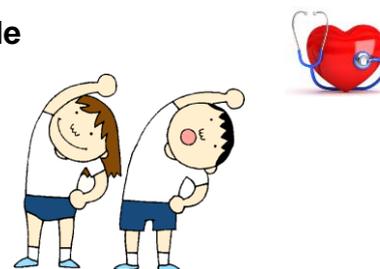
**Try to maintain a healthy diet and exercise as often as you feel able**

**Rest when you are tired**

**Take medications as prescribed**

**Stay connected to family members and friends**

**Ask for help when you need it**



## Doing things you enjoy

**Hobbies:** If you enjoy cooking, gardening, fishing or sports, continue making them a part of your everyday routine.

**Living in the moment:** You can also take pleasure in living in the moment, appreciating the small joys of life, such as seeing flowers coming into bloom, watching birds at a feeder and listening to your favourite music. Capture these moments and enjoy them.

**Reminiscing:** Consider starting a life history book. Use a simple scrapbook or photo album to record details of your past and present life that will be helpful for anyone who may be supporting you. This is something your family and friends can help you with, and it is a great opportunity to share your history, memories and thoughts with those close to you.

## Things that can help

**Helpcards** are a credit sized card printed with either 'I have memory problems', or 'I have Alzheimer's disease' or 'I have dementia' you can then add personal details and contacts. Carrying a card can help if you get confused and need help when you are out on your own. For more details and to get a Helpcard contact the **Alzheimer's Society 01452 525222**.

**Living Well with Dementia Sessions:** these sessions can help you to find out more about dementia and enable you to meet others who also have the condition. Please contact Managing Memory 2gether for more details.

**Local Support and Activity Groups** provide an opportunity for people with dementia and their carers to meet and socialise with others. This may be a local walking group, a memory café or club, or maybe an art or singing group. To find out what is available locally contact **Managing Memory 2gether 0800 694 8800**.

## Health Research

Dementia research is important. It can help people living with the condition now, as well as helping to prevent people from developing dementia in the future. If you want to register your interest in finding out about local and national research please call **Managing Memory Together** or contact the **Together Trust Research Department 01452 894048** or email [2gnft.Research@nhs.net](mailto:2gnft.Research@nhs.net)

## Help with Medication

If remembering to order prescriptions or to take medication is an issue you can get help with this. Pharmacies can advise you about dosette boxes. These can help people to remember to take tablets at the right time. You can find out how this works from your doctor's surgery or pharmacy who can also advise about repeat prescription and collection services.

## Dementia and Driving

**A diagnosis of dementia does not automatically exclude you from driving; however there is a legal obligation to inform the Driver and Vehicle Licensing Agency (DVLA) of the diagnosis.** You should also inform your car insurance company. The DVLA will ask you to complete a questionnaire and with your permission will contact medical professionals involved in your care. They may also ask you to complete a driving assessment at a DVLA driving assessment centre.

If you do not want to carry on driving you should return your driving licence to the DVLA.

**Safer Driving with Age (SAGE)** can provide drivers with assessment, support, guidance and coaching to continue driving if it is safe to do so. They currently charge £30 for this service. For further information call **Road Safety Partnership 01452 888714**. To book an assessment call **01452 425662**.

**Contact Managing Memory Together 0800 694 8800 for a copy of our leaflet 'Memory problems, dementia and driving'**

## Financial Help – Welfare Benefits

The main benefits to consider are:

**Disability Living Allowance (DLA) or Personal Independence Payment (PIP)** for people aged under 65 who need help with personal care and have problems getting around.

**Attendance Allowance (AA)** for people aged 65 and over whose illness or disability means that they need help to manage everyday activities including personal care.

Claims for **DLA** or **PIP** and **AA** are not affected by the amount of savings or income you have. Awards are based on the help the person with dementia needs to live independently.

**NB: People are entitled to these benefits whilst they are still physically capable of carrying out activities but need prompting and supervision to do them safely.**

For enquiries and to request a claim form call **0345 605 6055** or visit [www.gov.uk](http://www.gov.uk)

**Carers Allowance** is paid to the carers who are looking after someone for 35 hours a week or more. The person they care for must be receiving either DLA or AA. Although this benefit is not means tested there are certain conditions around other income that may affect claims.

**Council Tax Discount:** People diagnosed with dementia who are also in receipt of AA or DLA (Middle Rate Care) can claim full council tax discount if they live alone or 25% reduction if another adult lives with them. Your doctor will need to verify that you meet the criteria for claiming discount. To claim council tax discount contact your local council offices for a claim form. The discount category that dementia comes under is severe mental impairment.

**The rules for claiming welfare benefits are complicated so talk to us 0800 694 8800 or seek specialist advice and help from one or more of the agencies listed at the end of this document.**

## Lasting Power of Attorney

This is a legal document that lets you appoint someone you trust as an 'attorney' to make decisions on your behalf. This document can be drawn up at any time while you have capacity (are still mentally capable). Lasting Power of Attorneys (LPA) replaced enduring power of attorneys (EPAs) in October 2007, when the Mental Capacity Act 2005 came into force. EPAs made before October 2007 are still valid. There are two types of LPA

**Property and affairs LPA** - this relates to decisions about financial matters

**Personal Welfare LPA** – relating to decisions affecting health or personal welfare

You must register your LPA with the Office of the Public Guardian if your document is to have a legal standing.

For more information contact the **Office of the Public Guardian 0300 456 0300**

<https://www.gov.uk/government/organisations/office-of-the-public-guardian>

**If you want to talk it through with someone first please contact one of the information, advice and support services listed.**

## Planning for your Future Care – Advance Care Planning

Advance Care Planning (ACP) can help you prepare for the future. It gives you an opportunity to think about, talk about and write down your preference and priorities for your future care.

**The Planning for your Future Care Booklet** can help you to do this. This booklet has five main parts:

- A statement of your wishes and care preferences
- Advance decision making
- Putting your affairs in order
- Making a will
- Funeral planning

To obtain a copy of Planning for your Future Care contact **Managing Memory 2gether 0800 694 8800** [2gnft.ManagingMemory2g@nhs.net](mailto:2gnft.ManagingMemory2g@nhs.net)

## Dementia Adviser Service – Alzheimer's Society

The Dementia Adviser Service provides support for people with dementia and their carers to help maintain independence, improve your sense of well-being, and put you more in control of your life. They can also help you to access appropriate services. This service can be provided through one to one support and home visits.

For more information contact: **Alzheimer's Society 01452 525222** or [gloucestershire@alzheimers.org.uk](mailto:gloucestershire@alzheimers.org.uk)

## Community Dementia Nurses – Managing Memory 2gether (NHS)

Community Dementia Nurses (CDN's) are nurses who are experienced in working with people with dementia and their families. If difficulties arise in managing the condition a CDN can arrange to meet with you to assess the situation and to develop a plan with you to address issues and any immediate care needs. CDN's also provide support to GP practices in the diagnosis, management and treatment of dementia. Part of the CDN role is also to provide annual reviews of dementia medications.

You can be referred to the service by your GP or you can access the service by contacting **Managing Memory 2gether** directly on **0800 694 8800**.

## Personal Care and Support in the Community

If you or the person who supports you, need help with personal care, nutrition, mobility or safety at home you can:

**Organise and purchase services yourself.** However before you go ahead it is usually worth talking to one of the agencies that can provide information and advice. A full list of home and day services can be requested by contacting **HEALTHWATCH**. Information is also available on the **Your Circle** website. (See information and advice services)

### **Request an assessment from the Community and Adult Care Directorate via the Adult Helpdesk**

When you contact the Adult Helpdesk they will take information from you in order to assess your need and eligibility for services. **Depending on individual circumstances charges for services may be applied.** Ask the Adult Helpdesk for more information about paying for services. **You can also email your enquiry to [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)**

Contact the **Adult Helpdesk 01452 426868** for more information about the following services

**Personal Care** Assessments for people who need help with washing, dressing, meals and medication.

**Community Meals** This can be set up straight away and is not means tested. Delivered hot meals currently cost £3.50 each and a direct debit can be set up for payment.

**Telecare** The use of electronic assistive technology which is easy to install and uses sensors in the home to monitor potential accidents and emergencies. (e.g. falling, flood, fire etc.) There are activity monitors which can allow a carer to check if the cared for person visits the bathroom or kitchen or if they wander from home. Where people meet the criteria for help, equipment can be provided free of charge. For more information and online assessment tool visit <https://www.staysafeandindependentathome.co.uk/>

**Occupational Therapy Assessment** If you or the person you care for is starting to have mobility problems you can request an assessment to find out if equipment and aids in the home such as bath seats, handrails, and raised toilet seats etc. would help. Where people meet the criteria for help, equipment can be provided free of charge.

**Respite Care** In certain circumstances Adult Social Care can help or advise about accessing short and longer term breaks. It is always best to contact the Adult helpdesk for further advice.

**Gloucestershire Care Directory** A comprehensive guide to care homes in Gloucestershire and home care services is available by contacting the helpdesk.

**Specialist Services Team** can enable and assist people from Black Minority Ethnic and migrant communities to access appropriate services and maximise their own, or their families' independence. The team specialisms cover the South Asian, African Caribbean, Chinese and Eastern European (particularly Polish) communities.

**Blue Badges** In some cases people with dementia are eligible for this service, however the criteria is quite strict. (The badge can be used in any car that the badge holder is travelling in) You can request an application form from the **Adult Helpdesk** or from the **Blue Badge Team 01242 532302** or email [bluebadge@gloucestershire.gov.uk](mailto:bluebadge@gloucestershire.gov.uk)

# Carers Information

## Carers Assessments

Carers providing regular and substantial care are entitled to a Carers Assessment in their own right. A Carers Assessment will explore what help and support you might need to continue looking after the person you care for. It is not an assessment of how well you carry out the caring role.

**To request a Carers Assessment contact Carers Gloucestershire 0300 111 9000**

## Carers Emergency Scheme

This scheme is free to carers and offers peace of mind so that if anything happens to the carer or they are called away suddenly to an emergency elsewhere, the person they care for will not be left without help and support. To access the scheme carers **must have a Carers Assessment**. The scheme operates at two levels:

**Level 1:** The carer is asked to nominate two contacts who would be willing to respond in an emergency. These details are passed to a 24hr helpline.

*Carers Gloucestershire will refer to the Guideposts Trust to register you for Level 2 of the scheme*

**Level 2:** Carers looking after someone with high care needs have the additional option of having a support worker supplied in an emergency by Crossroads Care to take over their caring role for up to 48 hours (72 over a bank holiday). The care is provided free of charge.

**Contact Carers Gloucestershire 0300 111 9000 for further details.**

## Carer Break Services

Crossroads provide home based short breaks or outdoor activities for the cared for person. This provides carers with a break and can help relieve stress.

The following services receive some funding to provide **free breaks for carers who have had a Carers Assessment** (up to three hours per week).

**Crossroads Care (Central & East Gloucestershire) 01452 302542**  
[infoglos@crossroadscandeg.org.uk](mailto:infoglos@crossroadscandeg.org.uk) [www.crossroadscandeg.org.uk](http://www.crossroadscandeg.org.uk)

**Crossroads Care (Forest of Dean & Herefordshire) 01594 823414**  
[admin@crossroadsfd.org.uk](mailto:admin@crossroadsfd.org.uk) [www.crossroadsfd.org.uk](http://www.crossroadsfd.org.uk)

It is a good idea to ask for help at an early stage as Crossroads often have waiting lists and it may be some time before the free service can be offered. You can also pay for Crossroads services.

There are a number of **private home care agencies** that will provide carer break/befriending/respite and help with personal care, overnight care and 24 hour care in the home. Please see the Gloucestershire Care Directory available from the Adult Helpdesk 01452 426868 for more details. You can also view lists of agencies by area online at [www.healthwatchgloucestershire.co.uk](http://www.healthwatchgloucestershire.co.uk) find a service.

## Carers Gloucestershire

Provide information advice and guidance for carers, including advice on benefits and form completion, carers assessment and support planning, carers counselling service and a peer mentoring service. They also have a quarterly membership magazine, training and trips for carers.  
**0300 111 9000** [www.carersgloucestershire.org.uk](http://www.carersgloucestershire.org.uk)

## Positive Caring Programme (Carers Gloucestershire)

A series of sessions that provide an opportunity for people who look after a friend, relative or neighbour to meet with others in similar circumstances to gain and share information knowledge and skills to help in their caring situation.

**01452 500885** [positivecaring@carersgloucestershire.org.uk](mailto:positivecaring@carersgloucestershire.org.uk)

## Useful Contacts

Listed below are contact details for a number of organisations in Gloucestershire that provide information, advice and support services. If you are not sure who it would be best to contact to please call

**0800 694 8800 or email**

**[2gnft.ManagingMemory2g@nhs.net](mailto:2gnft.ManagingMemory2g@nhs.net)**

**ADULT HELPDESK** (Gloucestershire Adult & Community Care Directorate) provides information, advice and access to social care services.

**Adult Helpdesk Specialist Services Team** helps people from BME and migrant communities to access appropriate services and maximise their own, or their families' independence. The team specialisms cover the South Asian, African Caribbean, Chinese and Eastern European (particularly Polish) communities.

**01452 426868** [www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)

**ADMIRAL NURSING DEMENTIA HELPLINE** can offer you specialist practical and emotional support on their dementia helpline or their online service. Their website also has information on dementia.

Admiral Nursing Dementia Helpline **0800 888 6678**

**Wednesday** 6:00pm – 9:00pm **Thursday** 6:00pm – 9:00pm **Saturday** 9:00am – 5:00pm

**Sunday** 9:00am – 5:00pm <https://www.dementiauk.org/>

Please call **Managing Memory Together 0800 694 8800** during office hours Monday-Friday 9am-5pm

**Please note: If you need emergency support you should contact your GP or emergency services.**

### **Age UK Gloucestershire**

Provide a number of services to support older people including Information and Advice, Out of Hospital, Clean Sweep Plus and Engage Day Care. You can contact them by telephone or visit their website for more information.

**01452 422660** [www.ageukgloucestershire.org.uk](http://www.ageukgloucestershire.org.uk)

### **ALZHEIMER'S SOCIETY (GLOUCESTERSHIRE)**

The local branch has many services including the **DEMENTIA ADVISER SERVICE**, singing for the brain, memory cafés and a specialist group for younger people with dementia.

**01452 525222** [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### **ALZHEIMER'S SOCIETY (NATIONAL)**

A range of free factsheets about memory problems and dementia are available in a range of languages.

Information, advice and guidance available by contacting the Alzheimer's Society National Dementia Helpline. Can also provide interpreters for people whose first language is not English.

**National Helpline:** 0300 222 1122 (Mon-Wed 9am-8pm, Thur & Fri 9am-5pm, Sat & Sun 10am-4pm)

**Printed information:** 0300 303 5933 or [www.alzheimers.org.uk/factsheets](http://www.alzheimers.org.uk/factsheets) **Talking Point:** an on-line forum for people with dementia and their carers is available at [www.forum.alzheimers.org.uk/index.php](http://www.forum.alzheimers.org.uk/index.php)

**BENEFIT ENQUIRY LINE** for benefit enquiries and requests for Attendance Allowance and Disability Living Allowance forms.

0345 605 6055 [www.gov.uk](http://www.gov.uk)

**CARERS GLOUCESTERSHIRE** has a carers advice service, they provide carers assessments. They also have a counselling service, a peer mentoring service and have a magazine, training and trips for carers.

0300 111 9000 [www.carersgloucestershire.org.uk](http://www.carersgloucestershire.org.uk)

**GLOUCESTERSHIRE FIRE AND RESCUE SERVICE – SAFE AND WELL CHECKS**

Contact the fire service to request a **FREE** Home Safety Check to ensure that your household is as safe as possible from the dangers of fire and to get smoke alarms installed or checked. They can also provide specialist equipment e.g. hearing impaired alarms and linked alarms for people with memory issues.

0800 180 4140 email: [home.safety@glosfire.gov.uk](mailto:home.safety@glosfire.gov.uk) [www.glosfire.gov.uk](http://www.glosfire.gov.uk)

**HEALTHWATCH Gloucestershire** supports people to have a voice and influence the delivery and design of local health and social care services. Healthwatch also provide telephone advice and have an information database on their website of health and social care services locally and nationally.

0800 652 5193 Email: [info@healthwatchgloucestershire.co.uk](mailto:info@healthwatchgloucestershire.co.uk) [www.healthwatchgloucestershire.co.uk](http://www.healthwatchgloucestershire.co.uk)

**MEMORY CLUBS UK** Young at Heart Memory Clubs are free friendly clubs for people with memory concerns, dementia and their friends, families and carers. Clubs are held at a number of locations across Gloucestershire although currently the majority of clubs are in North Cotswolds area.

01451 810637 Email: [enquiries@memoryclubs.co.uk](mailto:enquiries@memoryclubs.co.uk)

**PALS** (Patient Advice and Liaison Service) is a confidential service to help people who are having problems with local health services and to provide health service information.

0800 0151 548 [www.palsglos.org.uk](http://www.palsglos.org.uk)

**POSITIVE STEPS SERVICE** is a joint initiative between the Mears Safe at Home Service and the British Red Cross to help you to stay safe, happy and independent at home or outside.

This free service can include a visit by Mears Safe at Home or the British Red Cross to complete a Home Safety Check and/or British Red Cross staff or volunteers visiting you once a week for up to six weeks to support you to stay independent at home.

**They do not provide personal care services.**

0117 301 2601 Email: [supportathomeavon@redcross.org.uk](mailto:supportathomeavon@redcross.org.uk) [www.redcross.org.uk](http://www.redcross.org.uk)  
[www.mearsgroup.co.uk](http://www.mearsgroup.co.uk)

**VILLAGE AND COMMUNITY AGENTS** provide information, promote access to services and identify needs within their community. Village agents are able to visit people in their own homes. The service is aimed primarily at the over 50's.

The service also has agents that work specifically with Black, Minority Ethnic and Migrant communities across Gloucestershire.

01452 528491 01452 426868 (Adult Helpdesk) [www.villageagents.org.uk](http://www.villageagents.org.uk)

**This document is only a guide and we would encourage people to contact us if they need information and advice on dementia, dementia services and support services.**

## **Managing Memory 2gether 0800 694 8800**

Please contact us by phone or email. We can offer specialist advice and information to people who are worried about their memory, people with dementia and carers of people with dementia.

### **FOR FAMILY AND FRIENDS THAT SUPPORT SOMEONE WITH DEMENTIA**

#### **Understanding Dementia**

- Symptoms of dementia
- The different types of dementia
- How dementia is diagnosed
- Treatments available for dementia

#### **The Brain and Behaviour**

- What it feels like to have dementia
- How feelings lead to behaviours
- What responses may be useful/not useful

#### **Positive Communication**

- Communication used in everyday situations
- How communication is affected for the person with dementia
- Help in communicating

**Each session lasts two hours with a break for refreshments.**

**Help is available to cover travel and care costs**

### **FOR PEOPLE WITH EARLY STAGE DEMENTIA AND FOR FAMILY AND FRIENDS THAT SUPPORT THEM**

#### **Living Well With Dementia Part One**

- What we know about dementia
- How dementia affects you
- Treatments available
- What helps people with dementia

#### **Living Well With Dementia Part Two**

- Impact of diagnosis
- Adjustments and choices
- Practical ideas to cope with change
- Keeping well

**To find out more and to book places please telephone**

**0800 694 8800** or e-mail [2gnft.ManagingMemory2g@nhs.net](mailto:2gnft.ManagingMemory2g@nhs.net)

The service also co-ordinates and delivers a countywide programme of education sessions – see details below:



**To the best of our knowledge the information in this document is correct at the time of publication. If you find information to be incorrect please contact us on 0800 694 8800 [2gnft.ManagingMemory2g@nhs.net](mailto:2gnft.ManagingMemory2g@nhs.net)**

Version: February 2017