

Dementia Information Sheet

This information sheet is intended to give a general overview of support services for people with dementia and carers of people with dementia. The document has also been organised to provide a starting point and a record of any help you and the people who support you need now or in the future. We hope you find this helpful.

| Please record your contact details | |
|---|---|
| Name: | |
| Address: | |
| Home telephone number: | Mobile telephone number: |
| GP Name and address: | |
| GP phone number: | |
| Family/support contact details | |
| First Contact | Second Contact |
| Name: | Name: |
| Address: | Address: |
| Telephone: | Telephone: |
| Main Contacts for Support | |
| <p>Your own doctor (GP) should be your first point of contact for health issues. Always contact the GP if there is a sudden change in the person with dementia</p> | |
| <p>Managing Memory 2gether –Community Dementia Nurses, Information and Education Service</p> | <p>0800 694 8800 2qnft.managingmemory2g@nhs.net</p> |
| <p>Gloucestershire Alzheimer's Society – Dementia Adviser Service and Support Groups</p> | <p>01452 525222 gloucestershire@alzheimers.org.uk</p> |
| <p>Carers Gloucestershire – Carersline, information, advice, carers support, counselling and carers assessments</p> | <p>0300 111 9000 mail@carersgloucestershire.org.uk</p> |
| <p>Gloucestershire County Council – Adult Social Care – advice and access to social care service (Telecare, home care, care homes, day care)</p> | <p>01452 426868 socialcare.eng@gloucestershire.gov.uk</p> |

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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 things that can help you to live as well as possible 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

Notes:

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.

Notes:

About Dementia and Social Activities

Information about dementia can be found in the Dementia Guide, the Alzheimer's Society www.alzheimers.org.uk and Alzheimer's Research www.alzheimersresearchuk.org websites. Reading Well Books on Prescription recommends books about dementia you might find helpful and these are available in all Gloucestershire Libraries.

Managing Memory Together Information sessions: attending these can help you to find out more about dementia and enable you to meet others who also have the condition. There are also sessions for people supporting someone with dementia.

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.

Notes:
Dementia Guide issued

Support for people for Black Minority Ethnic Communities (BME)

Support is available to enable people from BME and migrant communities to access appropriate services and maximise their own, or their families' independence. Details of groups and services are available from Managing Memory 2gether.

If you need further information about dementia and/or local support and activity groups contact **Alzheimer's Society 01452 525222** email gloucestershire@alzheimers.org.uk or **Managing Memory 2gether 0800 694 8800** email 2gnft.managingmemory2g@nhs.net

Notes:

Staying safe at home and out and about

Gloucestershire Fire and Rescue Service – Safe and Well Checks

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. Contact: **0800 180 4140** Email: home.safety@glosfire.gov.uk www.glosfire.gov.uk

Pendant alarm is a button worn around the neck or wrist that can be pressed to call for assistance. A Community Alarm provider may be able to cover this need. To check suitability and for details of the provider in your locality contact **Managing Memory 2gether 0800 694 8800**

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**

Telecare – Help Me Home is a simple wrist-worn bracelet engraved with a unique ID number. The bracelet also has the telephone number for the monitoring centre that holds contact details of family members or friends who can respond. They can then be contacted if the wearer becomes lost or needs help when out and about. Contact Adult Helpdesk **01452 426868**

The Herbert Protocol is a form which is kept at home, or in a safe place, with important information about a vulnerable person. Should they go missing, information is easily on hand about their routines, medical requirements and favourite places. This can easily be handed over to the police without the worry of collecting it together during a stressful time. <https://www.gloucestershire.police.uk/> Call **101** or **01452 726 920**

Lions Message in a Bottle is a simple and effective way to keep your basic personal and medical details where they can be found in an emergency - in the fridge. You can get a free bottle from health centres, doctor's surgeries and chemists. If you have difficulty obtaining one please call **0845 833 9502** or Email: miabcenorder@lions.org.uk

Keysafes are useful to have fitted in case you lock yourself out or lose your key and/or need to allow access to care workers. They are available to purchase from most DIY stores and locksmiths.

Notes:

Help with Medication

Ask your doctor's surgery or pharmacy about repeat prescription and collection services. Pharmacies can advise you about dosette boxes. These can help people to remember to take tablets at the right time. Electronic medication reminders can also help – in certain circumstances these may be available via **Telecare**. (See page 11 for more details)

Notes:

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.

Safer Driving with Age (SAGE) can provide drivers with a driving assessment and guidance to continue driving if it is safe to do so. There is a charge for this service. For further information call **Road Safety Partnership 01452 888714**

If you do not want to carry on driving you should return your driving licence to the **DVLA, Swansea SA99 ITU Telephone: 0300 790 6806**

Contact Managing Memory 2gether 0800 694 8800 for a copy of our leaflet 'Memory problems, dementia and driving'

Notes:

Financial help – Welfare Benefits

For people aged under 65 who need help with personal care and have problems getting around **Disability Living Allowance (DLA) or Personal Independence Payment (PIP)**. To claim call the PIP claim line **0800 917 2222** Textphone: **0800 917 7777**

For people aged 65 and over whose illness or disability means that they need help to manage everyday activities including personal care **Attendance Allowance (AA)**. To request a form call **0345 605 6055** www.gov.uk

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.

Carers Allowance is paid to 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 with a diagnosis of dementia may be entitled to full Council Tax Discount if they live alone or 25% reduction if another adult lives with them. To qualify the person with dementia must be in receipt of **AA** or **DLA** (Middle Rate Care) and a doctor must agree that they are 'severely mentally impaired'. Request a claim form from your local Council offices to claim Council Tax Discount. The discount category that dementia comes under is severe mental impairment.

You may be eligible for other benefits. Rules for claiming welfare benefits are complicated, so you should contact one or more of the agencies listed at the end of this document for advice.

Notes:

Lasting Power of Attorney (LPA)

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). LPAs replaced Enduring Power of Attorney (EPA) 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 Financial Affairs LPA - this relates to decisions about financial matters

Health & 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>

The Alzheimer's Society provides a LPA digital assistance service offering telephone support to help people create and register LPAs. The service is for people with dementia and carers who do not have access to the internet or find completing forms online difficult. Contact **0300 222 1122**

For further advice contact one of the information advice and support services listed at the end of this document.

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 preferences 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 Together 0800 694 8800

2gnft.managingmemory2g@nhs.net

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Dementia Adviser Service – Alzheimer’s Society

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

For more information contact: **Alzheimer’s Society 01452 525222** or gloucestershire@alzheimers.org.uk

Notes:

Community Dementia Nurses (CDN’s) – 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**

Notes:

Young Onset Dementia

Dementia is considered ‘young onset’ when it affects people under 65 years of age. It is also referred to as ‘early onset’ or ‘working age’ dementia. As well as the other services listed in this document that people can access, people with Young Onset Dementia may also be able to access support from a **Specialist Young Onset Dementia Nurse** who works within the **Managing Memory 2gether** service.

The Alzheimer’s Society also has a Young Onset Dementia Activity (YODA) group that meets monthly.

For more details contact **Alzheimer’s Society** on **01452 525222**

Notes:

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 contact

2gether Trust Research Department on **01242 634490** or Email 2gether.research@glos.nhs.uk

Notes:

Carers Information

The term carer in this document refers to people who provide unpaid support to someone with dementia who could not cope without their help.

Carers Emergency Scheme

This scheme is free and offers you peace of mind, about what would happen to the person you look after, if you were taken ill or caught in some kind of emergency.

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.

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.

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

Contact Carers Gloucestershire 0300 111 9000 for further details

Carer Break Services

A number of services provide home based short breaks or outdoor activities for the cared for person. This can help relieve stress for carers and give them some time to themselves. Sometimes these breaks can be free if a carer's assessment has identified the need for one under the Care Act.

It is a good idea to ask for help at an early stage as agencies and services often have waiting lists.

There are a number of **private home care agencies** that will provide carer break/befriending/respice 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 search for agencies that operate in Gloucestershire online at www.yourcircle.org.uk

As well as support at home, attendance at a day care facility can benefit the person with dementia, enabling the carer to have a break. Contact one of the agencies listed in **Useful Contacts** for advice about services available and how to access them.

Carers Assessments

Carers may be 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. An assessment will usually start with an initial telephone conversation with Carers Gloucestershire.

Notes:

To request a Carers Assessment contact Carers Gloucestershire 0300 111 9000

GP Carers Register

Ask to be placed on the Carers Register at your GP surgery. The services offered by GP surgeries to carers vary from surgery to surgery. Find out how your surgery can support you. At a minimum you should be offered an annual flu jab.

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. Carers can sign up to receive e-newsletters and are invited to training events and trips for carers.

0300 111 9000 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**

Notes:

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:-

1. **Organise and purchase services yourself** A comprehensive online directory of home and day services in Gloucestershire is available on the **Your Circle** <http://www.yourcircle.org.uk> website. You can also request a copy of the **Gloucestershire Care Directory** from Gloucestershire County Council Adult Helpdesk.

It is advisable to discuss your situation and to get advice, from one of the agencies listed towards the end of the information sheet, prior to arranging services yourself.

2. **Request an assessment from the Community and Adult Care Directorate via the Gloucestershire County Council Adult Helpdesk 01452 426868**

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

Notes:

The following services can also be accessed by contacting the Gloucestershire County Council Adult Helpdesk 01452 426868

Notes:

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 are reasonably priced 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 and maintained 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 Helpdesk can help or advise about accessing short and longer term breaks. It is always best to contact the 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

Enable and assist 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.

Blue Badges

Are usually issued for people with physical mobility problems however, in some cases people with dementia may be eligible for this service. (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

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

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

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 2gether 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 for all over 50's and support to access welfare benefits. An Out of Hospital Service, Exercise Classes and Walking Sports, Clean Sweep Plus – (domestic and shopping support) and Engage Day Care. You can contact them by telephone or visit their website for more information.

01452 422660 www.ageukgloucestershire.org.uk

ALZHEIMER'S RESEARCH UK

Alzheimer's Research UK is the world's leading dementia research charity dedicated to causes, diagnosis, prevention, treatment and cure.

For information about dementia contact Supporter Care

0300 111 555 enquiries@alzheimersresearchuk.org

For questions about dementia research and how to get involved

0300 111 5111 infoline@alzheimersresearchuk.org

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

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 is 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

Talking Point: an on-line forum for people with dementia and their carers is available at https://www.alzheimers.org.uk/info/20013/talking_point_-_our_online_forum

Lasting power of attorney digital assistance service provides telephone support to help people create and register LPAs. **0300 222 1122**

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

0345 605 6055 www.gov.uk

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. Carers can sign up to receive e-newsletters and are invited to training events and trips for carers.

0300 111 9000 www.carersgloucestershire.org.uk

COMMUNITY CONNECTORS can offer one to one support for individuals and can also signpost or refer people to activities and groups available in their area.

Cheltenham & Tewkesbury

CCP **0300 365 6463** CommunityConnectors@ccp.org.uk www.ccp.org.uk/connectors

Cotswolds District

Gloucestershire Rural Community Council **01452 528491** Info@grcc.org.uk

Forest of Dean

Forest of Dean District Council **01594 812447** or **01594 812399**
community.connectors@fdean.gcsx.gov.uk

Gloucester

Home Group **0300 131 0024** communityconnector.gloucester@homegroup.org.uk

Stroud District

Independence Trust (Herefordshire Housing) **0345 863 8323**
Referrals-CCStroud@independencetrust.co.uk www.independencetrust.co.uk

COMMUNITY CONNEXIONS (Community Transport Throughout Gloucestershire)

Accessible transport solutions for groups and individuals to any destination. Using minibuses and volunteer cars driven by experienced, DBS checked, highly trained drivers. They provide door-to-door community transport, community bus routes, excursions, vehicle loan and more.

0345 680 5029 Email: info@communityconnexions.org.uk www.communityconnexions.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 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.

0800 652 5193 Email: info@healthwatchgloucestershire.co.uk.
www.healthwatchgloucestershire.co.uk

LET'S TALK may be able to help if you are feeling stressed, anxious or depressed. The service is part of the Gloucestershire 2gether NHS Foundation Trust Mental Health Intermediate Care Team, which offers nursing and therapy in primary care to people older than 18 in Gloucestershire, with depression and/or anxiety. They offer talking therapy treatments through courses, one to one telephone support and face to face individual support.

To discuss the best treatment and support for your situation contact

0800 073 2200 Email: 2gnft.talk2gether@nhs.net www.talk2gether.nhs.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

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

Young Dementia UK is a national information and support charity focusing specifically on young-onset dementia. Created with and for younger people, families, friends and supporters.

01993 776295 mail@youngdementiauk.org www.youngdementiauk.org

Your Circle a website managed by Gloucestershire County Council that provides information about services in the county to help people stay independent, safe and well. This includes information on home care, care homes, health and social care organisations as well as local groups and activities.

www.yourcircle.org.uk Any questions please email yourcircle@gloucestershire.gov.uk

Local Group Information Sessions

Managing Memory 2gether

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 and a half 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
Managing Memory 2gether 0800 694 8800
2gnft.managingmemory2g@nhs.net**

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 call 0800 694 8800 or email 2gnft.managingmemory2g@nhs.net

People with dementia, carers of people with dementia, Age UK, Alzheimer's Society, Carers Gloucestershire, Fairshares, Gloucestershire Care Services, Gloucestershire Clinical Commissioning Group, Gloucestershire Dementia Education and Training Strategy, Gloucestershire Hospitals NHS Foundation Trust, 2gether NHS Foundation Trust (Managing Memory 2gether) have been involved in developing this document.

Version 1. Review date April 2018

Notes



A large, empty, light blue rounded rectangular area intended for writing notes.

