

**Dementia Connect; a new
personalised dementia
support service from
Alzheimer's Society**

A guide for healthcare professionals



**DEMENTIA
CONNECT**

Dementia support you can trust

As a healthcare professional in your community, you want to do the best for your patients with dementia. At Alzheimer's Society, we do too.

That's why, as the UK's leading dementia charity, we've developed Dementia Connect. A free personalised service that connects anyone affected by dementia to the support they need, when they need it. Not just people with dementia but their carers, family and friends too.

Dementia Connect is endorsed by the NHS Long Term Plan, recognising its role improving dementia care and support alongside other healthcare organisations.

How Dementia Connect can help your patients

We understand that dementia affects everyone differently, so we tailor our support to a patient's individual needs. Our Dementia Advisers provide direct support as well as signposting to other local services. We know it's never easy for a patient to tell their story. That's why we only ever ask them to tell it once.

Support provided can include:

- Advice on how to cope and live with dementia
- Tips for making a home dementia-friendly
- Help navigating social services
- Advice on legal documents and Lasting Power of Attorney
- Connection to dementia groups within local communities



Phone support

Our Dementia Advisers are available on the phone to give the support your patients need. They will offer them the option of regular calls to keep in touch and help meet changing needs.

Support Line Opening Hours*

Monday – Wednesday:

9:00am – 8:00pm

Thursday – Friday:

9:00am – 5.00pm

Saturday – Sunday:

10:00am – 4:00pm



Online Support

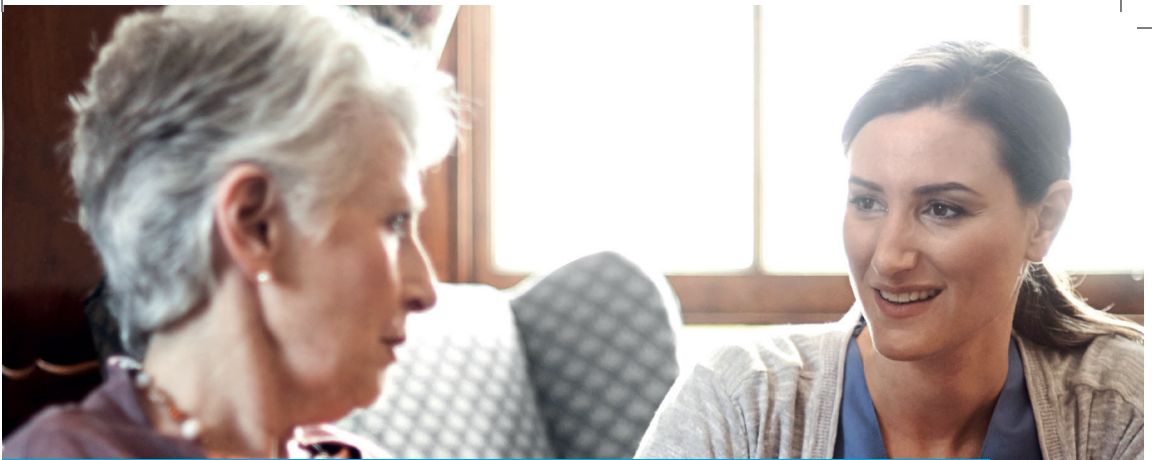
Online support is available round the clock through our website. Our online community Talking Point offers anyone dealing with dementia the chance to chat with others in a similar situation. People can read, download and order support materials and search for local dementia services in their area through our dementia directory.



Face to Face Support

Our local Dementia Advisers go out and meet people in the community to offer further support, practical advice and information, from someone who understands what they're going through.

*Calls charged at standard local rate



How you can help

In addition to the care you already offer your patients, we need your help to refer people with dementia, their carers and families to Dementia Connect, so they can get the support they need.

It's easy to register. Go to alheimers.org.uk/register enter your surgery or pharmacy details and you'll receive immediate confirmation of your successful registration. You can register individually or as an entire surgery or pharmacy, all you need is an email address.

You can then start referring patients to Dementia Connect.

Referral to Dementia Connect

If you know someone who would benefit from our support, talk to them about Dementia Connect. They could refer themselves, but to flag particular needs or urgency and be assured that they'll get the support they need, we recommend you make the referral for them.

To make a referral, go to alheimers.org.uk/refer and complete the simple referral form. It only takes a minute or two. Then give the person one of our Dementia Connect referral cards to remind them that we'll be in touch.

Your patient should receive a call from a Dementia Adviser within a week for a full assessment of their needs. In cases of crises or the need for more urgent support, we should contact them within two days.

96%



of people who used Dementia Connect felt the Dementia Advisers provided useful information*

*Dementia Connect User Survey 2019. 164 respondents in the Birmingham and Solihull pilot area.

Thank you for your support

You're a crucial part of this support network. With your help, Dementia Connect means your patients are only a phone call or click away from the support they need.


For further information, connect with us:

alzheimers.org.uk/refer
0333 150 3456*

As Dementia Connect is new, parts of the service may not be available in your area just yet.

*Calls charged at standard local rate

Alzheimer's Society operates in England, Wales and Northern Ireland. Registered charity no. 296645
DCNDE



'The Dementia Adviser was lovely and full of information. Without Alzheimer's Society and the Dementia Adviser we'd have nothing. She is a major networker and knows everything and everyone local.'

Katherine, a Dementia Connect Service User

'(Dementia Connect) patients have support throughout the whole process and are prepared and able to understand their diagnosis and prognosis with less anxiety. Families also feel that something is being done right away.'

Dr Elizabeth Gonzalez, GP at Erdington Medical Practice