



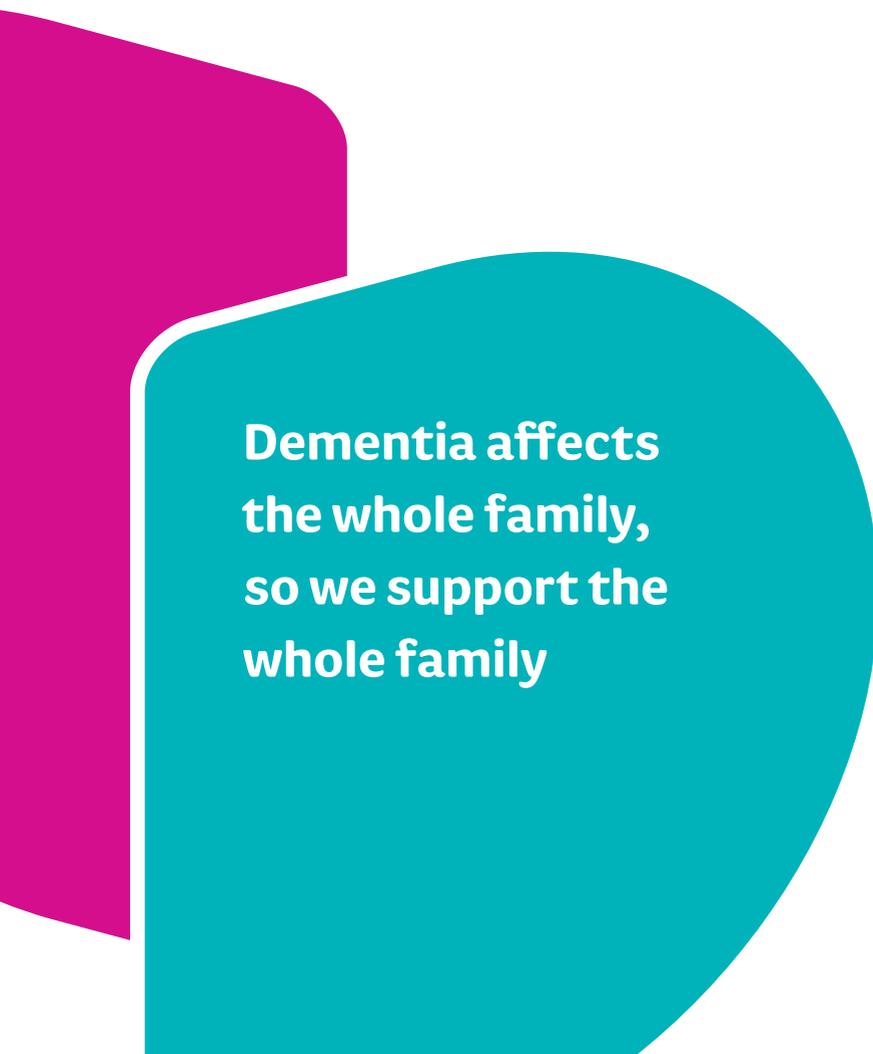
DementiaUK

Helping families face dementia

Sources of support and advice

For carers of people living with dementia or for
someone with dementia

November 2015



**Dementia affects
the whole family,
so we support the
whole family**

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What is dementia?

Dementia is a word that describes the progressive decline in someone's mental ability. Symptoms of dementia could include: memory loss, changes in behaviour and personality, problems with reasoning and communication skills, and a reduced ability to carry out daily activities, such as washing and dressing.

There are many different forms and causes of dementia. The most common are: Alzheimer's disease, vascular dementia, mixed dementia, dementia with Lewy bodies and frontotemporal dementia.



About Dementia UK

Dementia UK offers specialist one-to-one support and expert advice for families living with dementia through our renowned Admiral Nurses.

Admiral Nurses are specialist dementia nurses who give expert practical, clinical and emotional support to families living with dementia to help them cope. By providing compassionate support, we help families to live more positively with dementia in the present, and face the challenges of tomorrow with more confidence, and less fear.

We also run a national helpline and email service, called Admiral Nursing Direct, which is staffed by experienced Admiral Nurses. It's for family and professional carers, people with dementia and those worried about their memory. Call 0800 888 6678 or email direct@dementiauk.org

What does an Admiral Nurse do?

Admiral Nurses support families living with the effects of dementia across the UK. They:

- Work with both the person living with dementia and their family
- Focus on the needs of the family, including psychological support and relationship centred work to help them understand and deal with their feelings and learn different coping strategies
- Help families better understand dementia and use a range of specialist clinical interventions that help people live well with the condition, and develop skills to improve communication and maintain relationships
- Help families cope with feelings of loss and bereavement as dementia progresses
- Provide advice on referrals to other appropriate services and liaise with other health and social care professionals on behalf of the family
- Provide consultancy and specialist dementia education to professionals to improve dementia care in a variety of care settings.

Introduction

Living with dementia can be an incredibly hard and lonely experience for both the person with dementia and their family.

This booklet contains up-to-date information to help you through the journey of dementia. It has practical advice on everything from what financial support you or the person you care for might be entitled to, to equipment and assistive technology.

If you have any concerns which you cannot find answers for in this information sheet, do please get in touch. Dementia UK runs the only nurse-led dementia helpline in the country, called Admiral Nursing Direct.

Our staff are here to answer your calls on 0800 888 6678 9:15am - 4:45pm Monday to Friday and 6pm - 9pm Wednesdays and Thursday evenings.

You can also send any questions you have by email to direct@dementiauk.org and one of our Admiral Nurses will reply.

Susan Drayton

Clinical Lead for Admiral Nursing Direct



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Financial support

Getting a dementia diagnosis can make you feel out of control. Many people find that planning ahead for the future can help them feel more assured.

If you have a dementia diagnosis, or are caring for someone who does, you are entitled to a number of benefits. Use the online Benefits Calculator to see the benefits you, or the person you care for, might be entitled to.

Visit www.gov.uk/benefits-adviser

Attendance Allowance

What is it?

A benefit paid by the UK government to people over 65 years old in Great Britain.

Am I eligible?

You can claim it if your ability to keep safe or look after your own personal care is affected by physical or mental illness or disability.

How much is it? There are two weekly rates:

- £55.10 if you need help in the day or at night
- £82.30 if you need help both in the day and at night

Claiming Attendance Allowance will not reduce any other income you receive, and it is tax-free. If you are awarded it, you may become entitled to other benefits, such as Pension Credit, Housing Benefit or Council Tax Reduction, or an increase in these benefits. Successful claims can be backdated to when you first applied.

How do I apply?

Call 0345 605 6055 from 8.00am to 6pm, Monday to Friday. Or download forms at www.gov.uk/attendance-allowance/overview

Carer's Allowance

What is it?

A UK government payment to the carer of someone who receives other benefits, like Attendance Allowance or Personal Independence Payment.

Am I eligible?

You need to be:

- 16 or over and spend at least 35 hours a week caring for someone
- earn no more than £110 a week, once allowable expenses are deducted
- not be receiving some other benefits, like Incapacity Benefit or a state pension

How much is it? You can get £62.10 a week. The person being cared for may lose some of their benefits if their carer receives this allowance, so it's important to get advice before making a claim.

How do I apply? Call 0345 608 4321 between 8:30am and 5pm, Monday to Thursday. Or apply online at www.gov.uk/carers-allowance.

Carer's Credit

What is it?

It's a benefit paid by the UK government to carers which helps build your entitlement to the basic State and additional State Pension.

Am I eligible?

Your income, savings or investments won't affect eligibility for Carer's Credit. You need to be:

- caring for someone for at least 20 hours a week
- over 16 but under State Pension age
- looking after someone who gets specific benefits, like Attendance Allowance

How much is it?

You won't get cash but will get credits to help fill gaps in your National Insurance record.

How do I apply?

Call 0345 608 4321, from 8:30am to 5pm, Monday to Thursday. Or download the Carer's Credit claim form online at www.gov.uk/carers-credit.

Council Tax Reduction

What is it?

Council tax is a fee local authorities charge to people living in residential properties to help meet the cost of local services. Certain reductions on the charge are available for some people.

Am I eligible?

If a person with dementia receives either Attendance Allowance or Personal Independence Payment at the middle or higher rate, they should be exempt from paying council tax in England, Wales and Scotland.

Also, some carers are not counted for council tax if they are living with and caring for a person with dementia who gets the higher rate of Attendance Allowance or Personal Independent Payment.

How much is it? If a person with dementia lives in a house with someone else, the council tax should be reduced by 25%. If that person lives alone, they are exempt from paying council tax. You'll get a discount on your bill if you're eligible.

How do I apply? Call your local council tax department and ask for a form for 'mental impairment'. Find out more at www.gov.uk/apply-council-tax-reduction

Direct payments

What is it?

Cash payments made by local authority social service departments to people who need community care services. This allows you to choose and buy services you need, instead of getting them from your local council.

Am I eligible?

This is a means tested benefit. You need to be over 16 and living in England, Scotland or Wales needing community care services. The decision to award a direct payment takes place after an assessment from your local council.

How much is it?

It depends. Local councils should pay enough to cover the support that you have been assessed as needing. You'll be expected to manage the direct payments independently but you can ask social services for help to do this.

How can I apply?

If you live in England, Wales or Scotland, visit www.gov.uk/apply-direct-payments. If you live in Northern Ireland, visit www.nidirect.gov.uk/index/contacts/contacts-az/health-and-social-care-trusts.htm.

Disability Premium

What is it?

It's a benefit from the UK government which is added to Income Support or income-based Jobseeker's Allowance if you qualify for it.

Am I eligible?

You must be under the age when you'll get a pension and be getting the benefits mentioned above.

How much is it?

You could get at least £32.25 a week if you're single and £45.95 a week if you're part of a couple.

How do I apply?

You don't have to claim Disability Premium as it's automatically added to your Income Support if you're eligible. Call your local Jobcentre Plus on 0800 055 6688 from 8am to 6pm, Monday to Friday, if it hasn't been paid.

Find out more at www.gov.uk/disability-premiums-income-support

Employment and Support Allowance (ESA)

What is it?

A UK government benefit paid to people whose illness or disability affects their ability to work.

Am I eligible?

You need to be:

- under State Pension age
- not getting Statutory Sick Pay or Statutory Maternity Pay
- not getting Jobseeker's Allowance

You might be transferred from Incapacity Benefit to ESA and won't be expected to return to work.

How much is it?

You'll get an assessment rate of between £57.90 and £73.10 when you first claim. Then, after 13 weeks, you can get between £102.15 and £109.30 a week.

How do I apply?

Call 0800 055 6688 between 8am to 6pm, Monday to Friday.

Find out more at www.gov.uk/employment-support-allowance

Personal Independence Payment (PIP)

What is it?

A benefit paid by the UK government which helps with some of the extra costs caused by long-term ill-health or a disability.

Am I eligible?

You need to be aged 16 to 64 and living in Great Britain. PIP is tax-free and you can get it whether you're in or out of work.

How much is it?

You could get between £21.80 and £139.75 a week, depending on how your condition affects you.

How do I apply?

To apply, call 0800 917 2222 from 8am to 6pm, Monday to Friday.

Find out more at www.gov.uk/pip/overview



Legal issues

Power of Attorney

If you've been diagnosed with dementia, you might want to think about choosing someone to make health, welfare and/or financial decisions for you in the future when you may not have the capacity to make them for yourself.

The person you choose is called an attorney and is appointed by a formal document called a Lasting Power of Attorney (LPA).

There are two types of LPA:

1. A personal welfare LPA – for decisions about health and personal welfare, such as where you might live, your day-to-day care or medical treatment.
2. A property and affairs LPA – for decisions about finances, such as selling your house or managing your bank account.

Contact your solicitor to make an LPA, or use a special form from the Office of the Public Guardian. You can download this from www.gov.uk/government/organisations/office-of-the-public-guardian. Or call the Office of the Public Guardian on 0300 456 0300, from 9am to 5pm, Monday, Tuesday, Thursday, Friday and between 10am and 5pm on Wednesdays.

Enduring Power of Attorney (EPA)

EPAs have been replaced by Lasting Power of Attorneys. However, if you made and signed an EPA before 1 October 2007, it's still valid. But it only covers decisions about your property and financial affairs. That means an attorney does not have power under an EPA to make decisions about your health and welfare.

When you become unable to make your own decisions relating to financial and property matters, the EPA must be registered with the Office of the Public Guardian before your attorney can take any further action on your behalf.

EPA continued

Find out more at www.gov.uk/government/publications/register-an-enduring-power-of-attorney

Call the Office of the Public Guardian on 0300 456 0300, from 9am to 5pm, Monday, Tuesday, Thursday, Friday and between 10am and 5pm on Wednesdays.

Deputyship under the Court of Protection

The Court of Protection might be able to help you if you're caring for someone with dementia. It deals with issues relating to people who lack capacity to make decisions for themselves.

Under the Mental Capacity Act, the court has the power to make:

- decisions about the personal welfare or property and financial affairs of people who lack the capacity to make such decisions themselves
- declarations about a person's capacity to make a decision, if this can't be resolved informally
- decisions about medical treatment around providing, withdrawing or withholding treatment to someone who 'lacks capacity'

The court can appoint a 'deputy' to take control of someone's affairs:

- in the absence of an EPA or LPA
- if they believe someone is in immediate danger or at risk and another person needs to act on their behalf

To find out more about becoming a deputy or what the court does, please visit www.gov.uk/apply-to-the-court-of-protection.

Or call 0300 456 4600 from 9am to 5pm Monday to Friday.

Practicalities



Accessible parking

If you have dementia, or care for someone who has it, you should be able to apply for a Blue Badge. It's a scheme which helps you park closer to your destination if you're disabled or have a health condition.

To apply for a badge online, please visit www.gov.uk/apply-blue-badge

Call your local council or the Blue Badge Initial Enquiry Support Service on 0844 463 0213 (England), 0844 463 0214 (Scotland), 0844 463 0215 (Wales).

Send an email to bluebadge@northgate-is.com.

Blocking calls

It can be distressing and expensive if you, or your family member diagnosed with dementia, make repeat phone calls to certain numbers, especially if they are premium rate ones.

British Telecom (BT) can set up a service that allows you to dial 10 numbers, which might include friends, family, your GP etc, but block others. It's called Network Controlled Dialling.

To download a brochure about the service, visit: www.bt.com/includingyou/redesign2012/assets/downloads/NetworkControlledCalling.pdf

For more information, call 0800 919 591, from 8am to 5pm, Monday to Friday.

Driving

If you, or a person you are caring for, has a dementia diagnosis and drives, the Driver and Vehicle Licensing Agency (DVLA) and insurance company need to be informed. Your GP, a psychiatrist or neurologist can do this for you but might charge a fee.

You won't necessarily have to give up driving straight away and could be issued with an annual license or be required to take a free driving test. But if you do not tell the DVLA, you can be fined up to £1,000.

To download a form to tell the DVLA about a dementia diagnosis, visit www.gov.uk/dementia-and-driving

Call the DVLA on 0300 790 6806 from 8am to 5:30pm, Monday to Friday and 8am to 1pm on Saturdays.

Eye care

It's important to have your eyes checked regularly to make sure problems, like cataracts and Glaucoma, are diagnosed promptly and that you have the correct prescription for your glasses/contact lenses.

Opticians can visit you at home to conduct an eye test, prescribe lenses and show you a range of frames.

For more information, please visit the Royal National Institute for the Blind (RNIB) website: www.rnib.org.uk/eye-health-looking-after-your-eyes-eye-examinations/having-eye-examination-home

Call them on 0303 123 9999 or send an email to helpline@rnib.org.uk.

Food

Wiltshire Farm Foods is a home food delivery service available throughout the UK. They can normally deliver food to someone with dementia weekly or fortnightly. You get the same police-checked driver each time and they can put meals into the freezer if you want them to.

Visit www.wiltshirefarmfoods.com

Call their 24 hour number 0800 077 3100

Identity cards

It's a good idea for someone diagnosed with dementia to carry an identity card explaining that they have memory problems. This can help if they have an accident, or are unsure of where they are as the card can provide details of emergency contacts.

You could sew this information into a jacket or a handbag so that it's not easily removed. Or get an identification bracelet, like those provided by MedicAlert. They have jewellery engraved with details of the person's condition, an ID number and a 24-hour emergency phone number.

If you're a carer, carrying an identity card saying that you are caring for a person with dementia can help make sure they get support if you are taken ill.

Call our helpline Admiral Nursing Direct on 0800 888 6678 and ask us to send identity cards for you and the person you care for in the post.

For more information on MedicAlert, visit www.medicalert.org.uk
Call 01908 951045

Incontinence pads

Incontinence can be embarrassing and prevent you from leaving your home. To help prevent it from stopping you, or the person you care for, doing things, you can buy incontinence pads in major chemists. Also ask your GP for a continence assessment.

There are many companies which supply incontinence pads, one is Modern Living Aids.

For more information on Modern Living Aids, visit www.modernlivingaids.co.uk
Call 0800 043 0852.

Medication

Taking the right dose of your prescribed medication at the right time is very important. But when there are lots of tablets to take, it can be easy to lose track of when they were last taken. Pharmacies offer ways to prompt your memory. They can:

- get your prescription straight from your GP
- remind you when you are due to have a medication review with you GP
- deliver you medication to your door at the same time each week/month
- package your medication up so it's in day and time slots delivered to you on a weekly/monthly basis.

We do not recommend any one pharmacy, but Boots have some useful information about this online at http://www.boots.com/en/Medisure-Taking-medicines-correctly_1282213

Paying for care

Provision of care in the UK is the responsibility of the NHS who provides healthcare, and the local authority social services who provide social and personal care. Services that the NHS provides are mostly free. But, you may have to pay for all or some of the services that have been arranged by your local authority social services, depending on your income and the amount of your savings.

Any decision as to whose responsibility it is to provide care can have significant financial consequences. A booklet produced by the Alzheimer's Society, called 'When does the NHS pay for care?' offers guidance on eligibility. It explains what NHS Continuing Care is, how you might be able to get it, and what to do if your request is turned down.

For more information on free care outside of hospital that is arranged and funded by the NHS, visit www.nhs.uk/conditions/social-care-and-support-guide/pages/nhs-continuing-care.aspx

Public toilets

You can get access to 9,000 locked public toilets around the country if you have a health condition like dementia. This is through the National Key Scheme (NKS). You'll find the toilets in shopping centres, pubs, cafés, department stores, bus and train stations in most parts of the country.

Keys to unlock the toilets cost £5.40, including VAT for delivery in Europe. You can also download an app to your smartphone which gives you directions to your nearest NKS toilet.

For more information on NKS, visit <https://crm.disabilityrightsuk.org/radar-nks-key>
Call 020 7250 819, from 10am to 12.30 and 1.30pm to 4pm, Monday to Friday
Send an email to shop@disabilityrightsuk.org

Stopping cold calls

To stop unsolicited cold and sales calls, you can register for free with the Telephone Preference Service. Once you're registered, telemarketers are legally bound not to call you.

Register at www.tpsonline.org.uk

Call 0845 070 0707

Write to Telephone Preference Service, 70 Margaret Street, London W1W 8SS

Stopping unsolicited mail

To stop unsolicited mail arriving, you can register with the Mailing Preference Service for free. Please visit www.mpsonline.org.uk

You can also stop unaddressed mail to your home, like free newspapers and magazines, catalogues, information leaflets, advertising brochures and money-off coupons, local directories and product samples. To do this, ask the Direct Marketing Association UK for details of their 'Your Choice' Preference Service for Unaddressed Mail.

Call them on 020 7291 3300

Send an email to yourchoice@dma.org.uk

Write to them at 'Your Choice' Preference Scheme Dept, Direct Marketing Association (UK), DMA House, 70, Margaret Street, London, W1W 8SS

Equipment and assistive technology



Your first port of call for equipment should be Social Services, request an assessment from the Occupational Therapist who can give you advice. There are also a number of other suppliers who can help. From wheelchairs to washing aids, there's lots of useful things you can get and buy – VAT-free – to help you live more independently with dementia or to support the person you care for.

ADAPTAwear

Company selling clothes which may make it easier to get dressed when you have dementia or dress the person you care for with the condition. For example, they sell open back trousers, shirts, blouses, dresses, skirts and nighties.

Visit www.adaptawear.com
Call telephone 0800 051 1931

AT Dementia

A charity providing information and advice on assistive technology for people with dementia. Visit www.atdementia.org.uk

Contact4Me

This is an electronic system which allows the emergency services to access information about you or the person you care for. The person with dementia carries an identification card or wrist band saying they are signed up to the Contact4Me system. Then if a police person, for example, finds them they can call a number to access 10 phone numbers, including their GP.

Visit www.contact4me.com
Call 0870 389 2299

Dementia Pal

A company which provides a paid for assessment tool, called MyPAL which allows you to assess the level of ability of someone with dementia. It then offers daily activities and tips to help you care for them.

Visit www.dementia-pal.com

Nottingham Rehab Supplies

A national company selling daily living aids including grab rails, bath seats and incontinence pads.

Visit www.nrs-uk.co.uk

Call 0345 121 8111 Monday to Friday 8.30am to 5pm

Personal safety alarm

If you're worried that you might fall or need help when you're on your own, or that the person you care for could, a personal safety alarm can help calm your anxieties. It's a portable alarm that the person with dementia wears on a cord or wrist band. They press it and someone from the personal safety alarm company will speak to them through a loud speaker. They will assess the situation and call for medical assistance or a family member if necessary.

You can get one of these through a needs assessment from your local authority.

The Disability Living Foundation

A charity which has useful advice and information on equipment which can help you or the person you care for live well with dementia. You can borrow electronic aids, such as memory prompts or big button phones, for two weeks from their loan library and there's a database of daily living equipment, from beds and chairs to alarms.

Visit www.dlf.org.uk

Call the charity's helpline on 0300 999 0004, from 10 am to 4 pm, Monday to Friday

Send an email to email helpline@dlf.org.uk

Washing and grooming

You can buy no rinse shampoo and body wash, skin care, disposable gloves, and personal care items from a number of suppliers, such as Amazon and the Complete Care Shop.

Visit www.completecareshop.co.uk

Call 0845 5194 734

Wheelchairs

If you need a wheelchair, your GP can refer you to an Occupational Therapist who may be able to provide one free of charge.

Organisations offering help and support

Age UK

A UK-wide charity which can provide: information and advice, subsidised holidays, insurance, legal and financial advice and wills, day care, carers groups, and community dementia support workers.

Visit www.ageuk.org.uk for more information about local services
Call 0800 169 2081

Alzheimer's Society

A national charity providing support to people with all types of dementia and their carers. It provides: a helpline, day care, support services, carers groups, social events, advice and help with claiming benefits and a monthly e-newsletter with articles about research and tips from other carers.

Visit www.alzheimers.org.uk
Call 020 7423 3500 for details of your local branch

Carers Trust

A charity which supports unpaid carers through: short breaks, information, advice, education, training and employment opportunities, emotional and practical help. They have a network of 116 independent carers centres, 55 Crossroads Care schemes – which provide care in people's home so carers can take a break – and 99 young carers services.

Visit www.carers.org
Call 0844 800 4361
Send an email to support@carers.org

Carers UK

A charity offering expert advice, information and support for all carers. This includes a very useful handout 'Your Guide to a Carer's Assessment' and a telephone advice and support service, called The Cares UK Adviceline.

Visit www.carersuk.org
Call the Carers UK Adviceline on 0808 808 7777, from 10am to 4pm, Monday to Friday.
Send an email to advice@carersuk.org

Cinnamon Trust

A charity which helps older people and those with health conditions to be with their pets for longer. Volunteers offer dog walking and the charity can provide long term care for animals whose owners have died or moved to residential accommodation which don't accept pets.

Visit www.cinnamon.org.uk
Call 01736 757900 from 9am to 5pm, Monday to Friday

Dementia Adventures

A social enterprise which runs small group short breaks and holidays for people living with dementia and their carers. They offer an alternative to traditional 'respite' as their short breaks mean people living with dementia can get outdoors, connect with nature and retain a sense of adventure in their lives.

Visit www.dementiaadventure.co.uk
Call 01245 237548 from 9am to 5pm, Monday to Friday

Elderly Accommodation Counsel

A charity offering older people and their carers advice and information about care and housing options in later life so they can access the local services they need.

Visit the main charity website www.eac.org.uk

Visit the charity's advice service website www.firststopadvice.org.uk

Visit the charity's housing and care options website www.housingcare.org

Call free on 0800 377 7070 from 9am to 5pm, Monday to Friday

Friends of the Elderly

A charity offering one-off grants to people over 60 in England and Wales on a low income and not in a residential care home. The grants help with replacing 'essential' items, such as basic furniture, flooring, and household appliances. They can also help with paying utility bills. The charity hosts an Admiral Nurse Service and runs a dementia support service in Surrey and care homes in England.

Visit www.fote.org.uk

Call 020 7730 8263

Send an email to enquiries@fote.org.uk

Frontotemporal Dementia Support Group

Charity providing support, forums and information for carers of people with frontotemporal dementia.

Visit www.ftdsg.org

Call 020 760 30550

Independent Age

A charity which has lots of accessible information about getting and paying for social care and welfare benefits. They also run a befriending service.

Visit www.independentage.org

Call the charity's advice line on 0800 319 6789 from 9am to 4.30pm, Monday to Friday.

Send an email to advice@independentage.org

Parkinson's UK

A UK-wide charity which offers friendship, support and the opportunity to meet other people affected by Parkinson's through a network of local groups. They also have a free confidential helpline.

Visit www.parkinsons.org.uk

Call the helpline on 0808 800 0303 from 9am to 7pm, Monday to Friday and from 10am to 2pm on Saturdays.

Send an email to hello@parkinsons.org.uk

Pathways Through Dementia

Charity which helps people plan ahead for dementia. They: offer free lunchtime and after work seminars for businesses who want to support staff caring for someone with memory problems now, or who might need to in the future; provide free talks to community groups on dementia and planning ahead; and respond to emails from the public on all aspects of dementia, including legal enquiries.

Visit www.pathwaysthroughdementia.org

Call 020 8605 3992

Revitalise

A charity which provides short breaks and holidays for people with physical disabilities and carers.

Visit www.revitalise.org.uk

Call 0303 303 0145

Samaritans

A charity providing a 24-hour telephone listening service for anyone feeling life is not worth living, and wanting to talk to someone.

Visit www.samaritans.org

Call 116 123 – 24 hours a day 365 days a year

Send an email to jo@samaritans.org

Social services

It is your right as a carer, or someone with dementia, to have an assessment of your needs from your local council. They can advise on what local services can support you or provide a package of care. This can include personal, short break and day care, meals on wheels and support through technology.

Only the financial details of the person with dementia have to be disclosed and this does not include the property they live in if it's shared with their partner or spouse.

Find the number of your local social services department online at <http://local.direct.gov.uk/LDGRedirect/index.jsp?LGSL=209>

For more information, visit this web page from Carers UK about carer's assessment: <https://www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/carers-assessment>

Society for the Assistance of Ladies in Reduced Circumstances

A charity which offers regular grants to women of working age in need of financial help. To qualify, women need to: live alone, have limited savings, receive some form of means tested benefit and not be eligible for help from any other charity.

Visit www.salrc.org.uk

Call 0300 3651886, from 9am to 1pm and 2pm to 4.30 pm, Monday to Friday

Symponia

A company offering financial advice for people looking for care. Symponia can offer legal and care home fee planning advice.

Visit www.symponia.co.uk

Call 01789 774595

Send an email to info@symponia.co.uk

The Lewy Body Society

The only charity in Europe exclusively concerned with dementia with Lewy bodies which offers information and support for people with the condition and their carers.

Visit www.lewybody.org

Call 0131 473 2385

Send them an email using the online form on their website

Your notes

The Mede

Company which has three bungalows offering short breaks and day care for people with dementia and their carers.

Visit www.themede.org

Call 01392 421189

Send an email to sallie@themede.org

The Relatives and Residents Association

This charity runs a helpline which offers information, comfort and support to carers helping someone make the move into a residential home or with concerns about the care someone might be receiving. They can make calls or write to relevant people about these matters on your behalf.

Visit www.relres.org

Call 020 7359 8136 from 9.30am to 4.30pm, Monday to Friday

Send an email to info@relres.org

The Silver Line

A charity which runs a free confidential helpline providing information, friendship and advice to older people. It's open 24 hours a day, every day of the year. They also offer a befriending service.

Visit www.thesilverline.org.uk

Call 0800 470 8090

Contact us

Dementia UK runs a national helpline and email service, called Admiral Nursing Direct, for family and professional carers, people with dementia and those worried about their memory.

It is the only nurse-led dementia helpline in the country.

If you have a question or concern about dementia or memory problems, our nurses are here to answer your calls.

Call **0800 888 6678** from
9:15am - 4:45pm Monday to Friday and
also from 6pm - 9pm on Wednesdays and
Thursday evenings.

Send an email to
direct@dementiauk.org

For more information about Dementia UK
visit www.dementiauk.org