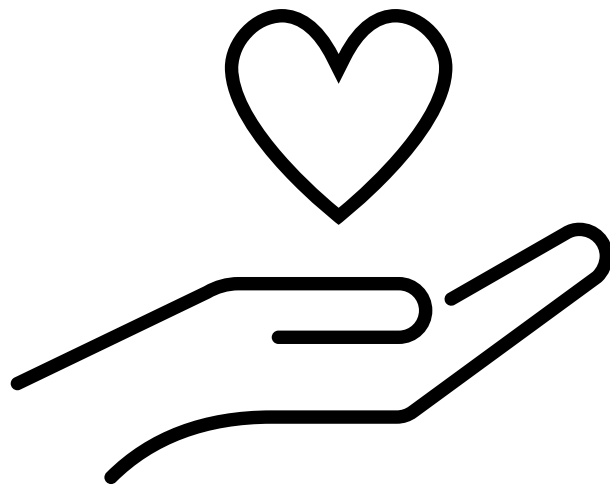


My Memory Advice Record



Memory Advice Service



0116 223 7363



Memory.advice@ageukleics.org.uk

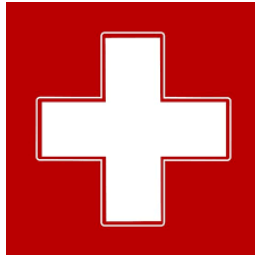
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My Details

My full name	
My preferred name	
My date of birth	
My address	
My phone numbers	



My Emergency Contact Details

Name of 1st emergency contact	
Their relationship to me	
Their phone numbers	

Name of 2nd emergency contact	
Their relationship to me	
Their phone numbers	

My Medication Information

(If it is easier, you can staple your prescription to this page)

Medication I take	The health condition it is for

My Health Needs / Disabilities

Things that are important to me

Professionals Supporting Me

Name	
Their job	
Address	
Phone number	
Other information	

Name	
Their job	
Address	
Phone number	
Other information	

Name	
Their job	
Address	
Phone number	
Other information	

Name	
Their job	
Address	
Phone number	
Other information	

Information about the Memory Advice Service



0116 223 7363



Memory.advice@ageukleics.org.uk

- The Memory Advice Service is here to support people living with memory difficulties and their carers. We can provide you with information and support tailored to your individual situation as you require.
- We will enable you to explore strategies that will support you to live well with your memory difficulties by focusing on your strengths and abilities.
- We will provide emotional support and help you to access other health, social care and community services.

Support Options:

Information, advice and signposting:

Our Memory Advisors can provide information and support around a broad range of topics and will make referrals to other organisations where required. The most commonly discussed topics include the following:

- Memory Strategies
- Keeping safe and well
- Support from health, social care & local services
- Assistive technology, aids around the home
- Having a benefits check (disability benefits, carers allowance and income related benefits)
- Planning ahead including discussion around Lasting Power of Attorney

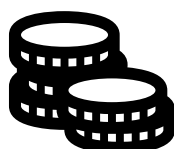
Memory Advice Social Groups



**Places must be booked in advance by contacting
0116 2237363**

Our groups are based in the community and are designed to keep you active and connected to other people. They are relaxing, social and non-judgmental groups for you to meet others affected by memory difficulties, take part in a variety of fun activities and reminiscence, enjoy a cuppa and receive support from our team.

Costs



Our social groups are free to attend and refreshments are also provided free of charge.

Transport



Transport is not provided or paid for by Age UK Leicester Shire & Rutland. You will need to organise your transport to and from the memory café or social group. However, our Memory Advice Team can provide you with information about community transport options in your area.

Memory - Useful Information:



Local support for people affected by dementia:

Dementia Support Service, Age UK Leicester
Shire & Rutland, 0116 2237363

dementia.support@ageukleics.org.uk

Information about health conditions that can impact on memory and cognition:

<https://www.nhs.uk/conditions/>

Information to help if you are waiting for a memory assessment:

<https://www.nextsteps.org.uk/>

More information about dementia and strategies to help with memory loss:

<https://www.alzheimers.org.uk/>

Memory Assessment Service



The memory service provides assessment, diagnosis and treatment for people who are experiencing memory difficulties. You may be offered an appointment with a psychiatrist or a specialist memory service nurse.

You may be prescribed some medication from the memory service and referred back to your GP.

You can be referred back to the Memory Service if your GP feels you require additional support from this service.

Memory Clinics in Leicestershire:

- Bennion Centre, Glenfield Hospital: 0116 2252775
- Neville Centre, Leicester General Hospital: 0116 2256143
- Loughborough Hospital: 01509 564232
- Hynca Lodge, Hinckley: 01455 443600

Support from your GP



If you have been given a diagnosis of Mild Cognitive Impairment, we suggest you should have an annual review with your GP to monitor your memory, review your medication, assess your overall health, discuss planning for the future and support you to access additional support if needed.

Medication



Medication DOs and DON'Ts

Always speak to your GP if:

- You are concerned about side effects.
- Medication isn't being taken regularly.
- You are struggling to take medication

Never do this without speaking to your GP:

- Stop or alter the dose of medication
- Grind down tablets or mix it in food / drinks

Care Technology and Aids around the home



Aids around the home

- Your GP can refer you for an assessment for mobility aids, such as wheelchairs and walkers.
- You can contact Adult Social Care to ask for an assessment of your home to make things safer, such as grab rails, raised toilet seats, motion sensor lights, bath hoists.

Care technology

There is a range of care technology available to support people to remain independent and safe at home. This technology can help you to:

- Remember the day, date and time and any appointments.

- Remember to eat your lunch, take your pills, walk the dog.
- Ask for help if you have a fall or if you do not feel safe.
- Find key items like your keys.
- Continue to walk independently and safely.

Getting an assessment for aids around the home and Care Technology

City Residents

Adult Social Care: 0116 4541004

County Residents

Adult Social Care: 0116 3050004

Lightbulb Project

Provides aids and adaptations, energy advice, home safety, home improvements and support with the transition from hospital to home.

- 0116 272 7655
- lightbulb@blaby.gov.uk
- <https://lightbulbservice.org>

Accessing care and support



You may wish to increase the amount of support you receive in the future, such as support with cooking, cleaning, bathing, shopping, companionship, daycare, respite and long term care.

Adult Social Care may be able to provide financial support with care but this is means tested.

City Residents

Adult Social Care: 0116 4541004

County Residents

Adult Social Care: 0116 3050004

Carer Support



Age UK Leicester City Carer Support Service (0116 2220538): Providing support groups, information and advice, personalised support in Leicester City.

Support for Carers Leicestershire (01858 468543). Providing support over the phone, telephone befriending and carer support groups across the county of Leicestershire.

Carers Passport



Any of the above organisations can support people to obtain a 'Carer's Passport' which will help carers to be recognised with the aim of increasing the support available.

Carer's Assessments

‘A carer's assessment will look at your existing support network, for example, family or friends. It considers the things that you want or need to achieve outside of your caring role and the impact this has on your ability to carry out those activities and how this affects your wellbeing’.

To request a Carer's Assessment from Adult Social Care

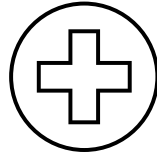
When you care for someone living in:

- Leicestershire: 0116 3050004
- Leicester City: 0116 4541004

How GPs can support carers

- Register yourself as a carer at your GP surgery.
- They may be able to offer you more flexibility with appointments
- Provide you with an annual health check.
- Carers are eligible for Flu vaccination every year.

Support in Hospital



**Switchboard number for all
University Hospitals of Leicester**

0300 303 1573

Car-park concessions

For families who are visiting an inpatient regularly or when a person has multiple outpatient appointments per month.

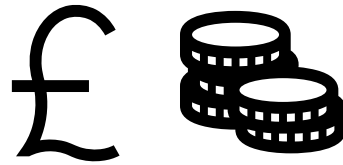
Carers may be eligible for a free car parking pass when the person they care for has been an inpatient for more than 6 weeks.

Buggy service

To transport you to a ward that may be a long distance to walk. It is run by volunteers and is open from 9am-4pm, Monday to Friday.

- Leicester General Hospital: 07432 629 730
- Glenfield Hospital: 07977 957 888
- Speak to reception if you cannot get through

Benefits



You may be able to claim money related to your pension, your home and your wellbeing such as:

- Pension Credit
- Help with heating costs
- Paying for rent or a mortgage
- Council tax reductions
- Health costs such as eye tests
- Disabilities / care needs
- Carers Allowance

Common benefits claimed by families affected by memory difficulties:

Attendance Allowance

- If you are over 65 and have a disability or health condition severe enough that you need someone to help look after you.
- Not means tested and not taxable.

Personal Independence Payment (PIP)

- If you are between 16-65 years old and have a long-term physical or mental health condition or disability.
- Assesses any challenges you are having with daily living tasks and mobility.
- Can increase any income related benefits you are receiving.

Carers Allowance

- If you are caring for someone more than 35 hours per week who is in receipt of a relevant benefit related to their care needs.
- Your earnings are less than £196 per week.

Support to apply for benefits

There are various organisations who can complete a benefits check and support you in applying for benefits. This depends on where you live. Below are a couple of the larger agencies who can support you. However, there may be smaller organisations more local to you.

Contact Age UK's Memory Advice Service for further information: 0116 2237363

Age UK Leicester Shire & Rutland's Information & Advice Service:

(Covers city and county residents)

Email: info@ageukleics.org.uk

Telephone: 01162992278

City Residents

- Citizen's Advice Bureau: 0808 278 7970
- Community Advice and Law Service (CALS):
0116 242 1120

County Residents

- Citizen's Advice Bureau: 0808 278 7854
- First Contact Plus: firstcontact@leics.gov.uk

Foodbanks

The Trussell Trust can provide advice as to where your nearest Foodbank is and advise as to how to get an emergency food parcel or food voucher.

Telephone: 01722 580180

Email: enquiries@trussell.org.uk

Website: <https://www.trussell.org.uk/>

Support accessing the community

Blue Badge

A Blue Badge is a disabled parking permit that allows eligible individuals to park closer to their destination. Request a form:

- Leicester City Residents: 0116 454 1000
bluebadge@leicester.gov.uk
- Leicestershire Residents: 0116 232 3232

Radar Key

RADAR keys (also known as National Key Scheme keys) can be obtained by individuals with disabilities or their carers, allowing access to over 9,000 locked public toilets across the UK. These keys can be purchased from local authorities or specialist retailers such as

Disability Rights UK

Phone: 0203 687 0790

Email: shop@disabilityrightsuk.org

Website:

<https://shop.disabilityrightsuk.org/products/radar-key>

Keeping Safe

Lions Message In A Bottle



Lions Bottles have key information about a person such as emergency contacts, any health conditions or medication being taken and are kept in a person's fridge. They come with a green sticker to stick on your door so that the emergency services know that you have this bottle in the fridge and have quick access to important information about you.

Safer Walking

The 'Herbert Protocol' is a document that can be completed in advance for people who like to go walking but are concerned that they may get lost. By knowing what a person looks like and where a person like to walk, it helps organisations to locate the person sooner to provide support.

If you would like a Lions Message in a Bottle or Herbert Protocol Form, please contact the Memory Advice Team: 0116 2237363

Concerns About Safety

Non urgent: Contact your GP or Adult Social Care

Urgent: You cannot get hold of your GP but need to speak to a medical professional: Call NHS 111

Urgent: A person's life is not in danger but extra care and support is needed as soon as possible. Call Adult Social Care:

- City Residents: 0116 4541004
- County Residents: 0116 3050004

Emergency (physical threat to life): Call 999

Mental Health Support



Age UK Leicester Shire & Rutland is part of the Mental Health Friendly Places Initiative. Below are some useful numbers if you feel you are struggling with your mental health.

Non urgent: Contact your GP or Call Samaritans: 116 123

Urgent: Call the Central Access Point (CAP) on 111 (option 2 if it is mental health related)

Emergency (physical threat to life): Call 999

Other Support Options

Domestic Abuse: If you are currently or have previously experienced domestic violence, rape or sexual assault call your local helpline 0808 802 0028

Talking Therapies: Call Vita Health Group: 0330 094 5595

Digital Mental Health Support: TellMi Support for anyone aged 11+ info@tellmi.help

Text Service for Mental Health Support: Text 85258 for 24/7 free confidential mental health support from SHOUT.

Information, Advice and Support regarding Self Harm, Suicide Prevention and Support for people bereaved by suicide:

Harmless & the Tomorrow Project: 0115 880 0280

Planning for the future

The impact of living with a memory difficulty is different for everyone. There is no right or wrong way to feel. Planning for the future is important as our memory can become worse over time. It is often useful to have conversations early on about what you would like to happen in the future as this can help your family, friends and professionals to support your wishes.

Lasting Power of Attorney (LPA):

There are two types of LPA: 'Property & Finance' and 'Health & Welfare'. You can complete the forms yourself or ask a solicitor to support you with this.

- The Property and Finance LPA allows you to appoint someone to support you with paying bills, managing your bank account and selling property.
- The Health & Welfare LPA allows you to appoint someone to support you with day to day care needs and medical decisions in the future.

Support in completing Lasting Power of Attorney forms:

Age UK Leicester Shire & Rutland's Lasting Power of Attorney Service

Telephone: 07715 961435

Email: wills@ageukleics.org.uk

Completing Lasting Power of Attorney forms yourself:

Office of the Public Guardian

Telephone: 0300 456 0300

Email: customerservices@publicguardian.gov.uk

Website:

<https://www.lastingpowerofattorney.service.gov.uk/home>

Managing money & Property

There are a variety of ways to support people to manage their financial affairs. It is best for you to seek specialist financial advice.

Society of Later Life Advisors (SOLLA)

SOLLA helps people and their families in finding trusted accredited financial advisers who understand financial needs in later life.

- Telephone: 0333 2020 454 E: Email: admin@societyoflaterlifeadvisers.co.uk
- Website: <https://societyoflaterlifeadvisers.co.uk/>

Advanced Decisions

Advanced decisions can let other people know which medical treatments you would want to refuse and how you would like to be cared for, should a time come when you cannot make or communicate these decisions yourself.

- Speak to your GP to discuss this further.
- Contact Age UK's Memory Advice Service for more information: 0116 2237363

Information in other languages

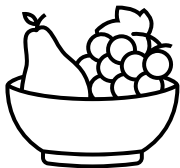
The Memory Advice Service may be able to send you information and video links in different languages. Please contact the team on 0116 2237363.

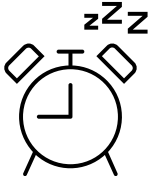
Local Services

There are many community, activity, social and support groups available. For personalised information and advice, please contact the Memory Advice Service on 0116 2237363.

Staying Healthy- Top tips



	Drinking plenty of fluids keeps your brain and body hydrated and reduces the risk of infection.
	Maintaining a healthy diet provides your brain and body with the nutrition it needs to stay well.

	Access regular dental checks to maintain good mouthcare, reduce pain and risk of infection.
	Exercise helps to increase oxygen to the brain, maintains mobility, reduces risk of falls and boosts mood.
	Consider accessing footcare services to maintain foot health. Ensure footwear is safe.
	Our brain needs enough sleep to remove toxins and recuperate.
	Have regular eye tests to make sure your eyesight isn't affecting your ability to remain independent.
	Get your hearing checked. When we can't hear it affects our ability to join in conversation which can make our memory worse.
	Music stimulates multiple areas of the brain. It can reduce anxiety, improve your mood, make difficult tasks more manageable, link into our long-term memories. Singing can also help maintain our hearing.
	If you are feeling low in mood or anxious, speak to your GP. Our mood can impact our memory and thinking processes.

Age UK Services

Age UK Leicester Shire & Rutland offer a wide range of other services across the city and county of Leicestershire that you may be interested in accessing.

These include but are not limited to the following:

- Information and advice
- Benefits Advice
- Memory Advice & Dementia Support
- Neighbourhood Mental Health Cafes
- Carer support
- Men & Women in Sheds
- Befriending
- Lunch clubs
- Day clubs
- Community resource centres with various activities
- Homecare - personal care, cleaning, shopping
- Footcare
- Cleaning
- Gardening & Handyman services
- House Clearance
- Accessible transport
- Warm and Wise (energy advice)

Volunteers



The Memory Advice Support Service relies upon the support of our wonderful volunteers. Our volunteers help us to make 'keep in touch' calls to people with memory difficulties and their carers. Our volunteers also help us to run our groups.

We are particularly in need of volunteers who can help us in running Memory Cafes and Social Groups. This role mainly involves:

- Communicating with attendees and helping people to take part in activities.
- Making refreshments for attendees.
- Helping to set up the groups and tidy away.
- Working with the staff to develop the group.

If you are interested in volunteering or know somebody who would like to volunteer, please contact the Memory Advice Team for more information on **0116 2237363**.

My Support Plan

My Support Needs	Actions agreed	Date

Notes

Booklet Reviewed 27.08.2025