

Memory Advice Service

Leicester City & Leicestershire



0116 223 7363



memory.advice@ageukleics.org.uk

weekdays between 08:30 - 17:30



Age UK Leicester Shire & Rutland, Thorncroft,
244 London Rd, Leicester, LE2 1RH



<https://www.ageuk.org.uk/leics/>

What Is Memory Advice?

- The Memory Advice Service provides tailored information and support to those who are worried about their memory and their families and carers.
- 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.
- We will provide support as you require, over the phone, face to face or online as your needs may change over time.

Eligibility for support

- You are a person aged 18+ experiencing undiagnosed memory difficulties who is registered with a general medical practice within Leicester City or Leicestershire.
- You have been diagnosed with Mild Cognitive Impairment or Vascular Cognitive Impairment.
- You have been referred to the NHS Memory Assessment Service and are on the waiting list for assessment or you have been assessed

but have not yet received a diagnosis.

- You are caring or supporting someone who is experiencing undiagnosed memory difficulties.

How to refer

- We accept self-referrals and referrals from professionals.
- Referrals accepted via telephone or email.

Support available through this service:

When we receive a request for support, one of our team will make contact within 2 weeks to discuss your individual support needs.

We will provide you with different support options you may wish to access within the Memory Advice Service as well as other services.

Pre-Diagnostic Support:

If you are currently on the waiting list for the Memory Assessment Service, we can provide you with information to help you to:

- Understand more about the memory assessment process.

- Learn strategies to support you to manage your memory difficulties.
- Access key information about planning ahead and local services.

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. Common topics discussed include the following:

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

