Dementia Services and Support Booklet

North Somerset Council
NHS North Somerset
Avon and Wiltshire Mental Health Partnership NHS Trust
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1. After diagnosis: What happens next and what to expect?

You will receive your assessment and diagnosis of dementia from the North Somerset Memory Service, provided by Avon and Wiltshire Mental Health Partnership Trust or from your GP. As part of the diagnosis appointment you will receive information about the support available in North Somerset.

Approximately six weeks after the dementia diagnosis a member of the Alzheimer’s Society team will contact you by telephone (unless you opt out of receiving this). The team will then contact you on a three, six or nine monthly basis so that they can keep in touch and provide information and support. This service will give you the opportunity to discuss thoughts and feelings and provide a point of contact. This service will ensure that you have all the information you need and are that you are aware of all the services that are available. This team will support you to get extra support from the services included in this leaflet if and when you need it. The Alzheimer’s Society support people with any type of dementia and their carer(s).

Your GP will be informed of the dementia diagnosis. If you think your condition is changing or you need further help from a health professional to manage your condition you should contact your GP.

If you have problems with your medication outside working hours, please contact your out-of-hours GP or NHS 111. 111 is the NHS phone number to call when it is less urgent than 999.
2. Services for people with dementia and their carers in North Somerset

Dementia Information and Advice
Information and advice on dementia are available to support people living with dementia and their families, and carers. Details are below.

- **The Dementia Guide**
  The Dementia Guide is a book to help you understand more about dementia and the treatments, support and services that are available and about making plans for the future. It is published by the Alzheimer's Society.

  **If you would like a copy please call the Alzheimer’s Society on 0300 303 5933 or email orders@alzheimers.org.uk**

- **North Somerset Dementia Roadmap**
  The North Somerset Dementia Roadmap is a website providing information about living with dementia and details of local services and support in North Somerset. It is aimed at health professionals but is useful for people with dementia and their families too.

  [http://dementiaroadmap.info/northsomerset/](http://dementiaroadmap.info/northsomerset/)

- **Dementia support telephone line**
  A support telephone line for confidential and impartial advice relating to dementia, support and services in North Somerset. This is run by the Alzheimer’s Society.

  **Call 01934 414 214**
**Reading Well Books on Prescription**
Books on dementia are available in all North Somerset libraries on the Reading Well scheme. Titles cover information and advice, living well with dementia, support for relatives and carers, and personal stories. They have been recommended by health professionals, people with dementia and carers. Staff can direct you to these in your local library.

**Description of services**
Below are descriptions of services for people with dementia and their carers in North Somerset. Some of these are funded by North Somerset Council and North Somerset Clinical Commissioning Group (CCG). Some are run on a voluntary basis by local community groups. Services can vary over time. Please contact a service before attending for the first time, to ensure it is still current.

**Active8**
A social event for younger people with dementia (under 70) and their carers. This service is run by the Alzheimer’s Society.

**Active Minds**
A group session providing activities to stimulate cognitive function for people living with dementia. This service is run by the Alzheimer’s Society.

**Care2gether**
An opportunity for people living with dementia, and their carers, to meet others in a similar situation. A variety of purposeful activities are on offer, supported by trained staff. A meal and refreshments are available for a small cost. This service is run by the Alzheimer’s Society.

**Carer support groups**
Support and information for people looking after someone with dementia. At some support groups an on-site service with activities is provided for people with dementia to enable the carer to attend.
Carers Group – Make and Bake
An opportunity for carers to have a break while making and baking something new. This service is run by the Alzheimer’s Society.

The Lighthouse Cafe
A community hub and information point.

Memory Café
Provides a friendly and supportive environment where people can meet, talk, and learn more about dementia and what support is available. A range of information is available at each café.

Motive8
An activity group for people with dementia aged 70 and over. Carers can also attend if they wish. This service is run by the Alzheimer’s Society.

Singing for the brain
A structured group session for the person with dementia and their carer. It is focused around music therapy and singing. It provides opportunities for active participation, social interaction, and peer support. This service is run by the Alzheimer's Society.

Self-supporting groups
There are a number of self-supporting groups and coffee mornings for people living with dementia and their carers. There are no staff at these events. Those who attend organise the regular meetings themselves.

A timetable of the services above and contact details are included in this pack for easy reference.
**Alzheimer’s Society North Somerset**

Alzheimer’s Society support people with any type of dementia and their carer. They can provide a wide range of information and advice about dementia and about caring for someone with dementia. As well as running some of the services listed above they also offer the Befriending Scheme and Dementia Support Worker services below:

**Befriending Scheme**

Volunteer befrienders will make home visits on a regular basis to provide companionship and may help the individual to take part in social and recreational activities.

**Dementia Support Worker Service**

Dementia Support Workers will:

- help you to improve your understanding of dementia
- provide one-to-one support following a diagnosis
- signpost to relevant support
- offer advice on managing behaviour
- support people to make informed decisions about legal and future care arrangements
- provide information on benefits
- work in partnership with other statutory and voluntary services.

For more information on the above services call the

**Alzheimer’s Society on 01934 414 214**

or email: north.somerset@alzheimers.org.uk

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Rethink Mental Illness**

Rethink Mental Illness provides the Reconnect floating support service to older people with dementia or memory problems. The support is delivered within their own homes, to assist people to develop or maintain their independence and quality of life.
The support may cover housing issues, safety in the home, budgeting, benefits, life skills and improving social networks. This service is offered free of charge to eligible people living in North Somerset. North Somerset Reconnect is a partner within the Older Persons Support Alliance.

Ring Rethink 01823 365 307
Email: info@rethink.org

Help at home
If more help is needed at home then Care Connect can provide information and advice on the range of support available. They can arrange for a worker from Adult Social Services to carry out a assessment of needs for care and support to look at the help the person with dementia needs. Support can be arranged by North Somerset Council following this if they meet the eligibility criteria. A financial assessment will be required to see whether they will be chargeable for any services arranged.

If you would like to purchase care privately Care Connect can also arrange for you to speak to a Care Navigator for free advice and support to do this.

Call Care Connect 01275 888 801
Email: care.connect@n-somerset.gov.uk

Community Connect
Community Connect is a service for people over 50 living in North Somerset who would like information, advice or guidance to help them stay living independently at home. The service, provided by Curo, also gives people the chance to offer their time and skills at events and groups in local communities.

Call Curo on 0300 123 2461
Email: communityconnect@curo-group.co.uk
3. Services for Carers

This section gives information on support available for family, friends or neighbours looking after a person living with dementia.

Advice on caring for someone with dementia
The Alzheimer’s Society provide helpful factsheets on all aspects of caring for someone with dementia. For details of how to obtain these please see Section six – useful further information at the back of this booklet.

Age UK Somerset (including North Somerset)
Age UK offer information and advice sessions on a regular basis throughout North Somerset, men’s cookery classes, computer classes for older people, and the Something To Do activity group in Clevedon. They also run exercise classes, Ageing Well. For more details call Age UK on 01823 345 613.

Carers Emergency Response Scheme
A free emergency service for carers, operating 24-hours a day, seven days a week, that will ensure the person with dementia is supported if the carer is unavailable in an emergency.
Care Connect 01275 888 801

Carer Information and Support Programme (CrISP)
This provides information in a group session to carers of people with dementia. Carers are able to share their experiences and find out about local and national services that may be of help. The service is delivered by trained local staff from Alzheimer’s Society and supported by volunteers. For further details please call the Alzheimer’s Society on 01934 414 214.
Crossroads Alliance
Crossroads Alliance is a partnership led by Alliance Living with Carers Trust Phoenix (formerly known as Crossroads), Age UK and North Somerset Community Partnership (NSCP). It offers carer support services throughout North Somerset such as carer support groups, an information and advice service, and Carers Assessments. Carers Trust Phoenix also offer a number of other services such as day opportunities, domiciliary care, and counselling for carers.

Carers Trust Phoenix 01934 411 840

Help at home
If you are looking after someone with dementia and feel you need more help to manage or that you cannot continue to provide your current level of support, please see ‘help at home’ in section two above, and the sections below on ‘carers assessment’ and ‘getting a break from caring’.

Carers assessment
If you are looking after someone with dementia you can request a carers assessment. This is an opportunity to discuss with someone the impact that caring has on you and your life. It can be a way to find out useful information and advice, to identify new ways of coping, to learn about the support available to you such as breaks, and to think about what would help you to continue caring if you feel able to do so. For many carers there is a huge value in just sitting down with someone who listens to ‘their side of the story’. If caring is having a significant impact on your wellbeing you may be eligible for support in your caring role. North Somerset Council commissions the Carers Trust Phoenix through the Crossroads Alliance to carry out carers assessments on its behalf.

Carers Trust Phoenix 01934 411 840
Getting a break from caring
If you are looking after someone with dementia and you feel that you need a break from this, you can request a ‘carers assessment’ to look at the help you need to enable you to do so. You can also request an assessment of needs for care and support for the person you look after to identify the support that they will need while you have a break, for example, someone to sit with them.

If you wish to request an assessment of needs for care and support for the person you look after call Care Connect on 01275 888 801. For a carers assessment call Carers Trust Phoenix on 01934 411 840.

Positive Step
Positive Step provides fast access to free psychological support for carers. When a carer is referred the Carers Lead will contact them within a day or two to discuss options. Carers can then attend a workshop or have one to one cognitive behavioural therapy (CBT).
Positive Step 01934 523 766
http://positivestep.org.uk/carers/

Other local support available
Other services are available such as Community Meals, telecare, Carelink. For further details please contact Care Connect.
Care Connect 01275 888 801
Email care.connect@n-somerset.gov.uk

Other advice for carers
The NHS offers a website and a free confidential helpline for carers, NHS Carers Direct. Details are in Section six – useful further information at the back of this booklet.
4. Financial information

There are a range of benefits which you may be able to access. Brief details are below.

**Attendance allowance**
When someone needs help with their care they are able to apply for attendance allowance. This is money to help with the extra cost of long-term illness. It is not means-tested.

**Carers allowance**
When someone is in receipt of attendance allowance the person looking after them can apply for carers allowance if they spend over 35 hours per week caring for them and have an earned income of less than £110 per week.

**Council tax**
In some circumstances a person with dementia is entitled to a discount or exemption from their council tax. In order to check call North Somerset Council on 01934 888 888.

**Further help and advice**
For more specific confidential benefit advice and help to complete benefit application forms please contact Age UK Somerset on 01823 345 616.

Further information on benefits can be found on the website: www.gov.uk
5. Additional information

Activities
Staying physically active can also help our mental well-being and relieve stress. It can help to develop a healthy appetite and promote a better night’s sleep. An ‘Activity Directory’ is available which lists all sorts of activities in North Somerset, from line-dancing to gardening, from bowls to tai-chi. If you would like a free copy please ring the Sports and Active Lifestyles Team on 01275 882 730 or email: go4life@n-somerset.gov.uk

Age UK Somerset run regular ‘Staying Steady’ exercises classes in North Somerset. For details call Nikki Smith on 07530 777 895.

Help to make decisions
If you have dementia there may come a time when you need help to make decisions or someone to make decisions on your behalf. The Mental Capacity Act, 2005, introduced Lasting Power of Attorney (LPA). Lasting Power of Attorney is a legal document which lets you appoint someone to make decisions on your behalf.

For more information on the Mental Capacity Act and Lasting Power of Attorney you can call the National Dementia Helpline run by Alzheimer’s Society on 0300 222 1122 or look at the following websites:

- www.gov.uk
- www.alzheimers.org.uk

Driving
Driving is an important activity but it is vital from a legal and practical point of view to ensure that it is safe for a person with dementia to still drive.
It is very important that you inform your car insurance company of your diagnosis. You must also inform the DVLA. You could be fined up to £1000 if you fail to tell DVLA about a condition which affects your driving. You could face prosecution if you’re involved in an accident as a result. The DVLA can be contacted on:

Drivers Medical Enquiries
Tel: 0300 790 6806 (car or motorcycle),
    0300 790 6807 (bus, coach or lorry)
or write to:
Drivers Medical Enquiries, DVLA,
Swansea SA99 1DF.

A driving assessment is strongly advisable. This is not a driving test but an assessment of the impact dementia has on someone’s ability to drive. A fee is payable for the assessment. This assessment is available at the Regional Driving Assessment Centre at:

The Vassall Centre
Gill Avenue, Fishponds, Bristol BS16 2QQ
Tel: 01179 659 353
Fax: 01179 653 652
email: mobserv@thisisliving.org.uk
www.thisisliving.org.uk

The Alzheimer’s Society produce a helpful factsheet about driving and dementia. If you would like a copy please see the ‘useful further information’ section.

Enclosed in this pack is a list of ‘transport schemes in North Somerset’ which you may find useful if you no longer drive.
6. Useful further information

Websites
If you have access to the internet you can find more information on dementia, benefits and caring on the following websites:

- Information on dementia and local services North Somerset
  Dementia Roadmap [http://dementiaroadmap.info/northsomerset/](http://dementiaroadmap.info/northsomerset/)
- Information on public services including advice on benefits and caring [www.gov.uk](http://www.gov.uk)
- Carers UK [www.carersuk.org](http://www.carersuk.org)
- Age UK [www.ageuk.org.uk](http://www.ageuk.org.uk)
- Carers Trust [www.carers.org](http://www.carers.org)
  Carers Trust Phoenix [www.carerstrustphoenix.org.uk](http://www.carerstrustphoenix.org.uk)
- NHS [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)
- Alzheimer’s Society [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- Dementia UK [www.dementiauk.org](http://www.dementiauk.org)

Useful local telephone numbers

- Age UK Somerset (including North Somerset) 01823 345 610
- Alzheimer’s Society in North Somerset 01934 414 214
- Care Connect 01275 888 801
- North Somerset council enquiries including Council Tax and Housing Benefit 01934 888 888
- Carers Trust Phoenix 01934 411 840
- Rethink Mental Illness 01823 365 307
Useful national telephone numbers

- National Dementia Helpline (Alzheimer's Society) 0300 222 11 22
- Carers UK (advice line) 08088 087 777
- NHS Carers Direct (information and advice for carers) 0300 123 1053

Factsheets

The Alzheimer’s Society publishes factsheets on a wide range of topics related to dementia and caring, for example:

- Frequently asked legal questions
- Drug treatments for Alzheimer’s Disease
- Driving and dementia
- Benefits and council tax
- Travelling and going on holiday

You can download copies of these and other factsheets from the Alzheimer’s Society website www.alzheimers.org.uk
If you would like to order paper copies please call the Alzheimer’s Society on 0300 303 5933 or email orders@alzheimers.org.uk

This information is correct up to August 2016.