

Living well with memory loss and dementia in Dorset

A directory of services and support



Preventing Well



Living Well



Supporting Well



Diagnosing Well



Dying Well



Living well with dementia and memory loss in Dorset



Welcome to the fourth edition of the directory of services and support for people with dementia and memory loss, their carers and families.

When someone receives a diagnosis of dementia it can be frightening for them and their loved ones.

Having the right information about dementia through all its stages, knowing where to find support, how to apply for any relevant benefits and the legal aspects of the disease can be invaluable.

With this in mind we have gathered together as much information as possible on these and other topics such as keeping well and keeping active, which we hope you will find helpful.

The booklet has been compiled by the NHS Dorset Clinical Commissioning Group in partnership with Dorset HealthCare NHS Foundation Trust, Bournemouth Borough Council, the Borough of Poole, Dorset County Council (Learning and Development), Age UK, Alzheimer's Society (Dorset) and local community groups.

The content of this guide was correct at the time of publication and is reviewed and updated frequently but contact details for some of the voluntary groups may change from time to time.

An electronic version of this guide is available at www.dorsetccg.nhs.uk

The NHS Dorset Clinical Commissioning Group is unable to take responsibility for the actions of these providers and their inclusion does not imply any approval or inspection of their work on our part.

Contents

This Directory is divided into 12 individual topics which are grouped together as shown below. The groups can be identified by their page borders in the following colours **Preventing Well**, **Diagnosing Well**, **Living Well**, **Supporting Well** and **Dying Well**.

Preventing Well

SECTION 1 Making positive lifestyle changes Pages 6 - 7

Diagnosing Well

SECTION 2 Understanding Dementia Pages 8 - 11

SECTION 3 Financial and Legal Help Pages 12 - 13

Living well

SECTION 4 Staying Healthy Pages 14 - 20

SECTION 5 Keeping Active Pages 21 - 26

Supporting Well

SECTION 6 Local services offering care and support Pages 27 - 30

SECTION 7 Support for Carers Pages 31 - 34

SECTION 8 Adult Social Care and Support Pages 35 - 36

SECTION 9 This is Me Page 37

SECTION 10 Residential Care Pages 38 - 40

Dying Well

SECTION 11 Dying Well Pages 41 - 43

There are two additional sections:

SECTION 12 Additional information & contact details Pages 44 - 49

SECTION 13 Further Reading Page 50

Not sure where to start? You can call your local authority for help - see page 51

Section 1

The brain changes caused by dementia usually begin to develop years before dementia is diagnosed. However, evidence suggests that around one in three cases of dementia might be preventable.

There are a variety of factors that are known to increase your likelihood of developing dementia. These are known as risk factors.

Some risk factors, like ageing and genetics, can't be changed, but there are others, like stopping smoking and doing regular exercise, that you could try to do something about.

They also have additional benefits such as increasing your chances of living a longer, healthier life:

- making positive lifestyle changes such as giving up smoking, doing regular exercise and maintaining a healthy weight
- keeping your mind active and having good social contact with family and friends
- taking control of your health
- seeking treatment early for depression

LiveWell Dorset

There is a lot of information on the website below.

web: www.livewelldorset.co.uk/

The following section includes some more information on each of the modifiable risk factors for dementia.

Positive lifestyle changes

Whats good for your heart is good for your head. Reduce your risk of

Making positive lifestyle changes

developing dementia and cardiovascular disease by stopping smoking, losing weight, drinking less alcohol and exercising more.

For free advice and support call LiveWell Dorset on 0800 8401628 or 01305 233105.

Stop smoking

Smoking increases your risk of developing dementia.

Lose weight not your memory

Being a healthy weight reduces your risk of developing dementia. Your practice nurse can measure your Body Mass Index and it should ideally be between 20 and 25.

Be active

Active adults have a significantly lower risk of developing dementia. Get your heart rate up several times a week! Enjoy a brisk walk, jog on the beach, swim, join a class ...your GP or nurse can refer you for support to exercise more regularly.

Eating a healthy diet and drinking alcohol within recommended levels are also likely to reduce your risk of developing dementia.

Keep your mind active

Keeping your mind active could help delay symptoms of dementia by several years. If you are looking for ideas you could try:

- Signing up for a class
- Reading the newspaper or a book
- Doing a crossword or Sudoku
- Joining a book group

Social relationships are crucial for our wellbeing and a good social network can also help reduce your chance of developing mental health conditions and dementia. Carers and those with physical and mental health conditions often feel socially isolated.

Section 1

We can all play a part in helping to reduce social isolation and to look after and look out for one another. Some suggestions include:

- Visiting family and friends
- Volunteering
- Joining a walking group.
- Stepping into Nature uses Dorset's outstanding natural and cultural landscape to provide dementia friendly activities and sensory rich visits to places of interest in Dorset.

Alzheimer's Society 'Risk factors for dementia' factsheet gives helpful advice and information and the links at the back of the factsheet are very useful.

Web: www.alzheimers.org.uk/downloads/file/1770/factsheet_risk_factors_for_dementia

Take control of your health

Managing your health can reduce your risk of dementia. High blood pressure, obesity and type 2 diabetes are known risk factors for dementia.

The NHS Health Check is a health check-up for adults in England aged 40-74 that do not already have diagnosed health conditions.

It can spot early signs and help you lower your chance of developing conditions like high blood pressure, heart disease, type 2 diabetes or dementia.

For more information on health checks look at the Public Health Dorset website

Web: www.healthcheck.nhs.uk/

New research suggests that hearing loss is a risk factor for dementia. The reason for this is not yet clear, and it is also not clear whether correction measures such as hearing aids, can reduce this risk.

Making positive lifestyle changes

If you are already living with a long term condition, you may be able to reduce your chance of developing dementia by keeping your condition under control as much as possible.

Family carers are at high risk of depression and effective treatment is known to reduce the risk of depression and treat the symptoms.

Depression is also linked to a higher risk of developing dementia although it is unclear whether the high depressive symptoms seen in those who go on to develop dementia are a cause of dementia or an early symptom

Seek treatment early if you feel that you might be getting depressed. If you are concerned about your memory call Dorset Memory Support & Advisory Service on **0300 1231916**

Prevention measures are also important for those who are diagnosed with dementia and these are outlined in later sections.

Acknowledgements:

The lifestyle messages on smoking, heart, losing weight and being active are adapted from prevention messaging produced in a collaboration between Poole Central locality and Public Health Dorset. PHE Dementia resources including PHE and Alzheimer's Research UK booklet 'The Power to Defeat Dementia'

Web: www.alzheimersresearchuk.org/wp-content/uploads/2015/01/RRD-0515-0517-Risk-Reduction-Low-Res.pdf

An extensive overview of research on dementia prevention is included in the following journal article from the Lancet 2017.

Web: www.thelancet.com/commissions/dementia2017

Section 2

Understanding Dementia



Not drinking enough water throughout the day also can lead to confusion and memory loss.

The NHS website has more information about dementia:

www.nhs.uk/Conditions/dementia-guide/pages/dementia-choices.aspx

Who is likely to develop dementia?

It is more common in older people, but in some cases dementia can also affect people under 65.

However, it is not an inevitable part of ageing; the vast majority of people stay mentally healthy. It is estimated that there are 850,000 people with dementia in the UK.

Are you worried about your memory?

If you are worried because you, or someone you care for, is becoming confused and forgetful, you should visit your GP.

It is important to have a proper assessment because there are other conditions which may respond to medical treatment.

Spotting the signs of dementia early means the right treatment and support can be given.

What is dementia?

Dementia is not a single illness but a group of symptoms caused by damage to the brain.

Becoming forgetful does not necessarily mean that someone has dementia.

Memory loss can be a normal part of ageing and it can also be a sign of depression or stress.

What are the early signs of dementia?

The following signs could be the early symptoms of dementia:

- Struggling to remember recent events, but easily recalling things that happened in the past
- Struggling to follow conversations or television programmes, losing interest in things that you used to enjoy
- Forgetting the names of friends or everyday objects
- Repeating things or losing the thread of what's being said
- Having problems thinking or reasoning
- Feeling anxious, depressed or angry about memory loss
- Feeling confused even when in a familiar environment.

Section 2

Understanding Dementia

What forms of dementia are there?

Dementia is caused by a number of different types of diseases to the brain, including:

- Alzheimer's disease
- Fronto-temporal dementia
- Vascular dementia
- Lewy body disease.

The most common types of dementia are Alzheimer's disease and vascular dementia. They have similar symptoms but develop in different ways. Alzheimer's Society has the following factsheets and guides:

- The Dementia Guide
- What is dementia?
- What is Alzheimer's disease?
- What is vascular dementia?
- What is dementia with Lewy bodies?
- What is frontotemporal dementia?
- Younger people with dementia.

Tel: **0300 303 5933** or

Email: orders@alzheimers.org.uk to order or log on to the website to download or print. There are also audio versions online:

Web: www.alzheimers.org.uk/factsheets

Can dementia be treated?

Dementia is a progressive illness and although there is no cure, treatments can slow the progression of the disease.

Dementia is a life-limiting condition but people often live with the disease for many years.

How might having dementia affect me or the person I care for?

People with dementia will sometimes forget to do things or repeat tasks and may also have trouble remembering names, dates or everyday words.

Over time dementia can reduce people's abilities to carry out everyday tasks such as washing, going to the toilet, getting dressed and cooking or cleaning.

Not everyone with dementia will have all of these difficulties and every person will experience them in their own way. Many people with dementia live happy and fulfilling lives for years.

What support and services are available?

It is not easy to come to terms with either having dementia or living/caring for someone who has dementia, but there is help and support available from a variety of sources.

In Dorset, this is provided by a range of agencies, including the NHS, Dorset County Council, Bournemouth Borough Council, Borough of Poole and community and voluntary organisations.

Normally, the initial point of contact to access these services is your GP.

You might also find it useful to join a support group for people with dementia.

You can meet people who are going through similar experiences, get advice on coping with dementia, share stories and make new friends.

Section 2

Understanding Dementia

Memory Gateway

Memory services for people living in Dorset providing help and support for you and your family to maintain choice, independence, and control over your life if you are worried about your memory, in need of a memory assessment or living with dementia. Contact the Memory Support and Advisory Service for help and more information.

What to expect from a diagnosis

Memory advisors will be your first point of contact when you are referred to the Memory Gateway.

They provide expert guidance and support to people concerned about their memory and support to people who have been diagnosed with dementia their carers and families.

The Memory Advisor will see you at home and provide screening for you. You may then need to go to the next phase of the pathway the Memory Assessment Service.

If not you will be referred back to your GP. There are many causes of memory loss including dementia, strokes, depression and other mental health problems.

The Memory Assessment Service

Provides assessments for people with a memory problem and diagnoses the causes of memory problems.

The service offers treatment and advice and signposts to other services that can provide support.

The team is made up of Memory Assessment Nurses, Occupational Therapists and Psychiatrists. In most cases you will have an assessment with a nurse or occupational therapist.



They will ask you questions about your memory concerns, health and medication and you will be asked to complete some memory exercises.

The doctor will explore with you possible diagnosis and what treatment and support is best for you.

The memory advisor will support you throughout your journey towards getting a diagnosis of your memory problems.

This will help you and your family gain a further understanding of your diagnosis and signpost you to relevant services to support you and your carers.

If you are prescribed medication due to your diagnosis you will receive support from the memory assessment nurses, occupational therapists and psychiatrists who will review your medication for a period of time to ensure it is working for you.

Section 2

Understanding Dementia

Memory Support and Advisory Service

This service is run by Alzheimer's Society who support people with memory loss and dementia, and their carers by providing information, advice, guidance and signposting.

Tel: **0300 123 1916**

Email: **Dorset@alzheimers.org.uk**

Some useful practical tips

These are some tips that people with dementia may find helpful:

- Keep a notebook or diary for things such as appointments, people's names, telephone numbers, to-do lists and thoughts and ideas
- Keep important items like money, glasses and keys in the same place
- Follow a daily routine; this can stimulate the memory and help feelings of calm and balance
- Put labels on doors and cupboards
- Place important numbers such as family, friends, doctor and care staff by the phone where they can be seen easily
- Put a note on the back of the door as a reminder to take keys
- Label family photographs both on display and in albums
- Pin a weekly timetable to the wall
- Mark a calendar with the date, or get an electronic calendar that changes automatically

- Write reminders – to lock the door at night, turn the gas off and put the rubbish out on a certain day
- Focus on what you can do rather than what you can't
- Carry a card which tells people that you have dementia, this can be useful if you get into a difficult situation and need someone to help you - include the telephone number of someone you trust who can be called if necessary
- Get to know as much about dementia as you can - this pack gives some basic information and includes details of organisations where you can get further information.

USEFUL CONTACTS

Age UK

Tel: **0800 678 1174** (advice line)

Web: www.ageuk.org.uk

Alzheimer's Society

Offers support and advice, services and activities including Singing for the Brain and Memory Cafés.

Tel: **0300 222 11 22**

Web: www.alzheimers.org.uk

Help and Care

Local charity providing a range of services including information and advice, carers' services and one-to-one support.

Tel: **0300 111 3303**

Email: **contact@helpandcare.org.uk**

Web: www.helpandcare.org.uk

Section 3

Financial and Legal Help

Planning ahead

It is important that people with dementia and memory loss organise their financial and legal affairs while they are still able to do so. This ensures that their affairs will be set up in a way that they have chosen. A Lasting Power of Attorney (LPA) allows you to appoint another person (an attorney) to make decisions about your health and personal welfare and/or your property and financial affairs.

Lasting Power of Attorney (LPA) has replaced the Enduring Power of Attorney (EPA) which only covered decisions about property and financial affairs. If an EPA was made before 1 October 2007 it is still valid, but it does not apply to health and personal welfare issues.

Lasting Power of Attorney

Property and Affairs

This enables an attorney to make decisions on your behalf about your property and affairs at a time when you are no longer able, or lack the mental capacity, to make those decisions yourself.

This could include paying bills, collecting your income and selling your house. It can only be used once it has been registered at the Office of the Public Guardian.

Personal Welfare

This enables an attorney to make decisions on your behalf about your personal welfare i.e. where you live. It can include the power for the attorney to give or refuse consent to medical treatment if this power has been expressly given in the LPA.

A personal welfare LPA can only be used once it has been registered at the Office of the Public Guardian and you have become mentally incapable of making decisions about your own welfare.

USEFUL CONTACTS

Advocacy

Advocacy is speaking up for, or acting on behalf of, yourself or another person. It can enable people to take more responsibility and control for decisions affecting their lives. If someone lacks decision-making capacity and has no one to speak for them, they have a legal right to support from a qualified independent advocate (IMCA). An IMCA can help protect a person's rights when decisions are made about their long-term care and major medical treatment. Advocacy helps people with dementia to:

- Make clear their own views and wishes
- Express and present their views effectively and faithfully
- Obtain independent and accurate information
- Negotiate and resolve conflict.

Citizens Advice Bureau

Provides advice about a wide range of topics to include information about legal aspects of health and care.

Dorset: 0344 245 1291

Web: www.citizensadvice.org.uk

Poole and Bournemouth: 03444 111 444

Web: www.bournemouthcab.co.uk

Community Legal Advice

A free and confidential service paid for by Legal Aid and set up to help people tackle their legal problems.

Tel: **0345 345 4 345**

Web: www.gov.uk/civil-legal-advice

Driving

People with dementia may be able to continue driving for some time but they must, by law, inform the DVLA if they wish to continue.

Section 3

Financial and Legal Help

Failure to do so could lead to a fine of up to £1000. Notification of the diagnosis should be sent with the person's full contact details to the Drivers Medical Group. Car insurance companies should be informed, as their policy may become invalid.

When they become unsafe on the road, a person with dementia must stop driving. Driving assessments are available via an assessment centre if necessary. Further information from the Drivers Medical Group, Driver and Vehicle Licensing Agency (DVLA)

Tel: **0300 790 6806**

Web: www.gov.uk/contact-the-dvla

Dorset Advocacy

Provides an advocacy service to older people. Will also provide further information about IMCA.

Tel: **01305 251033**

Email: enquiries@dorsetadvocacy.co.uk

Web: www.dorsetadvocacy.co.uk/

Memory Support and Advisory Service

Run by Alzheimer's Society - supports people with memory loss and dementia, and their carers by providing information, advice, guidance and signposting.

Tel: **0300 1231916**

Email: Dorset@alzheimers.org.uk

The following Alzheimer's Society factsheets may be useful:

- Financial and Legal Affairs
- Mental Capacity Act 2005
- Benefits
- Enduring Power of Attorney and Lasting Power of Attorney
- Driving and Dementia
- Council Tax.

Call **0300 303 5933** to order or log on to the website to download or print. See page 45 for more general information.

Law Society

Represents solicitors in England and Wales, providing details of law firms and solicitors and information about legal specialties and fees, as well as tips about what to ask and what to expect from a solicitor.

Tel: **020 7320 5650** (general enquiries)

Web: www.lawsociety.org.uk

Memory Support and Advisory Service

Run by Alzheimer's Society - supports people with dementia and memory loss and their carers by providing information, advice, guidance and signposting.

Tel: **0300 123 1916**

Email: Dorset@alzheimers.org.uk

Mind Legal Advice Service

Tel: **0300 466 6463**

Email: legal@mind.org.uk

Web: www.mind.org.uk

Office of the Public Guardian

Provides legal information and general advice on mental health-related law such as mental capacity and community care.

Tel: **0300 456 0300**

Email: customerservices@publicguardian.gsi.gov.uk

Web: www.gov.uk

Welfare Benefits

Make sure the person with dementia and their carer receive the benefits to which they are entitled. These include possible reductions in council tax payments.

Web: www.gov.uk/browse/benefits

Section 4

Staying Healthy



When someone has dementia, it is important that they remain as fit and healthy as possible – both physically and mentally.

Exercise

Everyone needs some form of regular exercise which can:

- Encourage mobility and independence
- Improve circulation and help prevent stiffness and muscle wasting
- Aid relaxation, promote a sense of calm, and help ensure a good night's sleep
- Reduce anxiety, stress and depression
- Remaining mobile.

If someone becomes unsteady on their feet, an occupational therapist should be able to provide information on aids and equipment, such as grab rails, to help them move around.

They can also give advice on how you can help the person experiencing balance problems while not injuring yourself.

More information about occupational therapy is on page 20.

Contact your local occupational therapy team as follows:

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Web: www.dorsetforyou.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Web: www.bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Web: www.poole.gov.uk

Eating and drinking well

Eating too little or missing out on essential nutrients will reduce resistance to illness and can make someone with dementia feel more confused. If someone refuses to eat a balanced diet, the GP may suggest alternatives, or may prescribe vitamins or supplements.

It is also important to drink enough fluids. Dehydration is a health risk and can increase confusion in someone with dementia.

Section 4

Staying Healthy

Further information and advice is available on the following website: www.dorsetforyou.gov.uk/nutritional-care-strategy

Meal delivery (Meals on Wheels)

A number of suppliers will deliver hot, chilled or frozen meals directly to your door.

You can find out more about meal providers in your local area online:

Web: www.mylifemycare.com/directory-of-meal-providers

Or contact:

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Drinking alcohol

Enjoying a drink in company can be a pleasant way to relax. However, people with dementia can become more confused.

Alcohol also doesn't mix well with certain medicines. If in doubt, get further advice from your GP.

Hearing problems

In people with dementia, poor hearing can add to feelings of confusion and isolation. If someone seems to have a hearing problem, ask the GP for a referral for a hearing test. The test and hearing aids, if required, are free on the NHS.

Smoking

Smoking can cause a fire risk, as some people with dementia have been known to simply forget to extinguish a cigarette properly. If they do smoke try to make it as safe as possible, for example, by replacing matches with disposable lighters. Contact [Dorset SmokeStop](#) for support and advice about giving up smoking and details of sessions held in your local area:

Tel: **0800 00 76653**

Email: admin@dorsetsmokestop.co.uk

Web: www.livewelldorset.co.uk/content/ouk-dorsetco/livewelldorset/en.html

If you are worried about fire risks generally, [Safe and Independent Living \(SAIL\)](#)

Provide free Home Safety Checks and can fit free smoke detectors. You can complete a SAIL form online or over the telephone with Age UK Dorchester.

Tel: **01305 269444**

Email: info@ageukdorchester.org.uk

Web: www.mylifemycare.com/Safe-and-independent-living

Sleeping well

Dementia can cause difficulties in getting to sleep. People can become confused about night and day, and may get up in the middle of the night, thinking that it is morning. Things that can help:

- Limiting daytime naps and offering a range of stimulating activities
- Reducing fluid intake in the evening and avoiding stimulating drinks such as tea and coffee
- Taking some form of exercise during the day.

Section 4

Good eyesight

Problems with sight can increase confusion in people with dementia and can make it harder for them to recognise people or objects. Optometrists have special techniques for assessing sight, even for people in the later stages of dementia.

If someone with dementia has sight problems, you may need to tactfully remind them to wear their glasses and check that their lenses are clean.

Managing other long term health conditions

As well as dementia, there may also be another long-term condition such as arthritis, asthma, diabetes, epilepsy or high blood pressure.

My Health My Way is a free support service provided by the NHS to help you develop the confidence, knowledge and skills to tackle symptoms such as immobility, breathlessness, anxiety or daily pain. More information about the service and how to register can be found at:

Tel: **0303 303 0153**

Web: www.myhealthdorset.org.uk

Hospital stays

Hospital stays can be frightening for someone with dementia and can make them more confused than usual.

It is important to let hospital staff know if somebody has dementia as it may affect the type or nature of their medical treatment.

It can be helpful to complete a 'This is Me' form to hand to hospital staff. See page 37 for more details. The Alzheimer's Society has more information about hospital stays.

Tel: **0300 222 11 22**

Web: www.alzheimers.org.uk

Staying Healthy

Safe and Independent Living (SAIL)

SAIL offers Dorset residents a wide range of FREE support, services or information to help keep people safe and independent in their own homes. The type of help available includes:

- Fitting free smoke detectors and having a home safety check
- A home energy check and information about grants for insulation
- Benefit checks to ensure that people are receiving everything they are entitled to
- Debt advice
- Information about local social activities such as lunch clubs, befriending and volunteering
- Support to stay healthy including falls prevention and help to stop smoking
- Equipment and advice for those with sight and/or hearing problems
- Maintaining your home.

You can complete a SAIL form online or over the telephone with Age UK Dorchester.

Tel: **01305 269444**

Email: info@ageukdorchester.org.uk

Web: www.mylifemycare.com/safe-and-independent-living

There is a range of suppliers of equipment to help with every day living, remaining mobile and staying independent. Please look at website:

www.mylifemycare.com/directory-of-Equipment

Section 4

Staying Healthy

The [Equip For Living](#) service can loan equipment following an Individual assessment of your clinical needs. Equipment is supplied to help you cope with a diagnosed condition or to support you to remain independent. If you are ineligible to receive loan equipment you can get advice on purchasing equipment that may help you with your daily living needs.

Tel: **0344 893 63 64**

Email: Enquiries@EquipforLiving.nrs-uk.net

Preventing falls

Improving safety in the home can help prevent people from having falls and injuring themselves, whilst allowing them to continue to live independently.

Clearing away clutter, ensuring floors and carpets are safe, making sure the home is well lit and warm and installing handrails where necessary are all useful suggestions for improving safety.

Taking steps to improve and maintain your health and general wellbeing is an important aspect of falls prevention. Remaining active, eating well, drinking enough fluids, paying attention to foot problems and wearing properly fitting shoes and slippers can contribute to avoiding falls. Contact Safe and Independent Living (SAIL) if you would like further help and advice.

Depression and anxiety

Depression and dementia share many of the same symptoms. This can make it difficult to identify depression in people with dementia. The following Alzheimer's Society factsheets may be useful:

- Drug treatments for Alzheimer's disease
- Dementia – drugs used to relieve depression and behavioural symptoms
- Adaptations, improvements and repairs to the home
- Equipment to help with disability
- Depression
- Dental care and dementia
- Moving and Walking About
- Eating and Drinking
- Pressure Sores
- Hallucinations in people with dementia
- Staying Healthy
- Unusual Behaviour.

Tel: **0300 303 5933** or

Email: orders@alzheimers.org.uk to order or log on to the website to download or print.

There are also audio versions online:

www.alzheimers.org.uk/factsheets

Please see page 45 for more information.

Unusual behaviour

People with dementia may develop symptoms including restlessness, delusions, hallucinations, apathy and sleep disturbances. Their behaviour can be confusing or difficult to deal with and this could leave you feeling stressed or helpless.

Section 4

Staying Healthy

Alzheimer's Society have produced a number of leaflets which may help.

Factsheets are also available about drugs that can be used to treat these symptoms if non-drug treatments have not worked.

Web: www.alzheimers.org.uk/info/20162/drugs/105/drug_treatments_for_alzheimers_disease/2

USEFUL CONTACTS

Steps 2 Wellbeing

This service provides assessment and treatment for common mental health problems such as depression, anxiety, obsessive compulsive disorder, phobias and post-traumatic stress disorder across Dorset. Treatments include individual and group therapy, self-help materials and signposting to other services.

The services are provided in GP surgeries and other venues. People can either be referred by a professional or self-refer, according to where you live:

Web: www.steps2wellbeing.co.uk

West Dorset:

Tel: **01305 367051**

North Dorset:

Tel: **01305 367051**

Bournemouth and Christchurch:

Tel: **0300 7900 542**

Poole, Purbeck and East Dorset:

Tel: **0300 1231120**

Weymouth and Portland:

Tel: **01305 367051**

Community Mental Health Teams for Older People

The Community Mental Health Teams for older people (CMHT-OP) help people who have a mental health problem and live in their home or a care home.

The team includes occupational therapists, mental health nurses and support workers.

The service is for people aged 65 or over but the team does see people of any age suffering from memory loss or dementia.

You can contact the team yourself according to where you live or be referred by a GP, social worker or district nurse.

Web: www.dorsethealthcare.nhs.uk

Web: www.dorsetmentalhealthforum.org.uk

Blandford

Blandford Community Hospital
Tel: **01258 394045**

Bournemouth

Kings Park Hospital
Tel: **01202 705609**

Bridport

Bridport Community Hospital
Tel: **01308 426291**

Christchurch

Fairmile House
Tel: **01202 858158**

Dorchester

Atrium Health Centre
Tel: **01305 250861**

Ferndown & West Moors

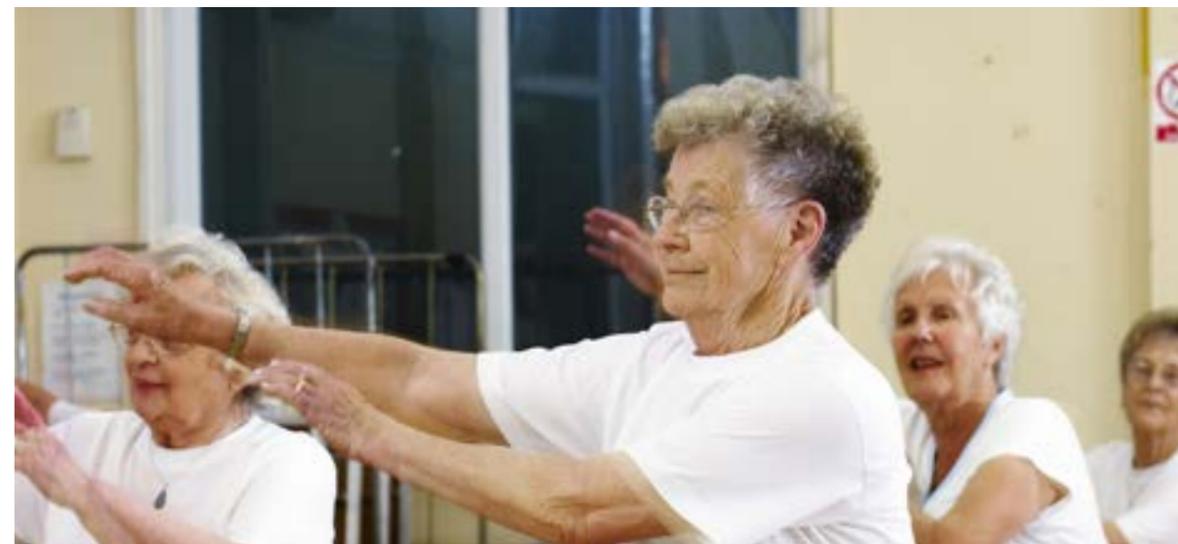
15 Oakley Lane, Canford Magna
Tel: **01202 639560**

Poole

Alderney Hospital
Tel: **01202 305115**

Section 4

Staying Healthy



Shaftesbury

Melbury Unit, Westminster Hospital
Tel: **01747 851625**

Sherborne

Yeatman Hospital
Tel: **01935 815598**

Weymouth & Portland

Weymouth Community Hospital
Tel: **01305 762505**

Wimborne & Purbeck

15 Oakley Lane, Canford Magna
Tel: **01202 639560**

Useful local organisations that offer support for people with memory loss and their carers.

Memory Support and Advisory Service

This service is run by Alzheimer's Society who support people with memory loss and dementia, and their carers by providing

information, advice, guidance and signposting.

Tel: **0300 1231916**

Email: dorset@alzheimers.org.uk

Alzheimer's Society

Offers support and advice, also offers services and activities including Singing for the Brain and Memory Cafés.

National Helpline Tel: **0300 222 11 22**

Web: www.alzheimers.org.uk

Red Cross Medical Loan Equipment Service

Provides short-term loan of equipment for those in need, which includes wheelchairs, high-back chairs, etc. Telephone for a full list of equipment available.

Web: www.redcross.org.uk

Bridport and Dorchester

Tel: **01305 215951**

Poole

Tel: **01202 699453**

Section 4

Staying Healthy

Occupational Therapy

Occupational therapy teams can assess the needs of the person for whom you care and arrange for suitable help to be provided. Contact the teams as follows:

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Web: www.dorsetforyou.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Web: www.bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Web: www.poole.gov.uk



Independent Living

There are two centres for independent living in Dorset, providing information and advice on a wide range of products to aid independent living.

Products are available to test and information and advice is given as to where you can purchase.

West Dorset

Mi Life Greenwood Centre for Independent Living

Maiden Castle Road, Dorchester DT1 2ER

Open Monday to Thursday: 9am-4pm,
Friday: 9am-1pm.

Tel: **033 300 30010**

Email: milifegreenwood@millbrookhealthcare.co.uk

North Dorset

Mi Life Blandford, Millennium House,
Sunrise Business Park, Higher Shaftesbury
Road, Blandford DT11 8ST

Open Monday to Friday: 9am-5pm

Tel: **0333 777 3693**

Email: dorsetHIAcontactus@millbrookhealthcare.co.uk

Section 5

Keeping Active

People with memory loss problems and dementia can continue to enjoy many activities, both individually and with others. Remaining physically and mentally active can help them focus on the positive and fun aspects of life.

There are numerous activities to get involved in, for example:

- Interest groups
- Lunch groups
- Physical activities
- Social groups and activities
- Memory Cafes and Singing for the Brain.

To find clubs and activities in your area:

Web: www.mylifemycare.com/directory

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Dorset Libraries

Libraries are free to join and use and give you access to wide collection of books, films and music. Items can be renewed and reserved online.

Dorset POPP Wayfinders

(Dorset County Council area only)

Provide free, impartial and confidential information and advice to people on a range of issues including:

- Benefits
- Social activities and learning opportunities
- Community transport
- Care agencies
- Reliable traders
- Keeping healthy
- Legal issues
- Housing options
- Health care
- Safety and security.

Dorset POPP Wayfinders service is run by Help and Care.

Tel: **01305 548111**

Email: poppadmin@helpandcare.org.uk

Web: mylifemycare.com/directory-of-wayfinders

Section 5

Keeping Active

Lunch clubs

For information on groups in your area, contact:

Web: www.mylifemycare.com/directory-of-lunch-clubs

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Physical activities

Leisure centres

There are numerous leisure centres across the county of Dorset, which includes Bournemouth and Poole, offering a wide variety of leisure and sports activities such as dementia friendly swimming, please contact your local leisure centre to find out more.

Healthy walks

Regular short guided health walks every week throughout Dorset, which includes Bournemouth and Poole, to help keep you fit and healthy. All walks are free.

Web: www.dorsetforyou.gov.uk/healthwalks

Web: www.walkingforhealth.org.uk

Stepping into Nature is working to improve health and wellbeing for Dorset's older people, those living with mild to moderate dementia and their carers.

By providing sensory activities in Dorset's landscape for people to experience a personal and emotional connection to nature.

Stepping into Nature is funded by the National Lottery through the Big Lottery Fund.

Web: www.dorsetaonb.org.uk/our-work/health-and-wellbeing

Facebook: www.facebook.com/stepin2nature

Twitter: www.twitter/stepin2nature

Social clubs and activities

There are lots of different clubs and activities across Dorset. For more information about what activities are taking place near you:

Web: www.mylifemycare.com/directory-of-day-opportunities-and-activities

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Section 5

Keeping Active



Groups for people with early onset dementia

There are groups for people with dementia under the age of 70 and their carers run by the Alzheimer's Society.

Tel: **01202 764352**

A carer support group for people caring for someone under the age of 65 years with a diagnosis of dementia meets every two months at the Haymoor Day Hospital in the grounds of Alderney Hospital.

Tel: **Sue Mitchell, occupational therapist, 01202 705568**

Singing for the Brain and Memory Cafés

If you are affected by dementia or care for someone with dementia and would like to meet others in a similar situation, you will be welcomed at the Alzheimer's Society groups and activities.

Memory Cafés

The café is a place for people with dementia and their carers to meet others in a friendly, informal environment over a cup of tea and cake, with optional activities and talks.

Staff are available to provide information and support.

For details of your nearest group call Alzheimer's Society on

Tel: **01202 764352** or look online:

Web: www.mylifemycare.com/directory-of-day-opportunities-and-activities

Singing for the Brain

Singing for the Brain is a fun, stimulating and social activity for people in the early to moderate stages of dementia and their carers.

Call Alzheimer's Society on **01202 764352** for details of your nearest group or look online:

Web: www.mylifemycare.com/directory-of-day-opportunities-and-activities

Section 5

Keeping Active



Section 5

Keeping Active

Melodies for Memories

Informal and fun music groups across Dorset run by Age UK for anyone who enjoys music and is affected by memory loss.

Web: www.mylifemycare.com/directory-of-day-opportunities-and-activities

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Arts 4 Dementia

Gives information on arts events and dementia friendly arts and heritage venues available locally for people with dementia and their families in the community.

Tel: For more information, call Veronica Franklin Gould on **07713 636381** or

Email: veronica@arts4dementia.org.uk

Web: www.arts4dementia.org.uk/

The Countrymen's Club

The Countrymen's Club runs programmes for those aged 50+ from Rylands Farm and also there is a separate club for their carers.

As the session content is led by the Countrymen it is a varied programme but it always involves time outside in the fresh air – come rain or shine!

The project is open to all, but is designed to address rural isolation and meet the needs of those with lifelong conditions who find it difficult to socialise & access the countryside or work activity.

Rylands Farm
Boyshill Drove, Holnest,
Sherborne
Dorset DT9 5PS

Tel: **01963 210703**

Web:

www.futureroots.net/who-we-help/the-countrymens-club/

Section 5

Keeping Active



Day Centres

Day centres provide support to enable people to live as independent and fulfilling a life as possible and also to give carers a break.

They are run by qualified and experienced staff and provide a number of activities, intended to:

- Help you gain the practical skills needed for independent living, such as cooking and laundry
- Give you advice on a range of subjects including opportunities to try out equipment to help with daily living tasks
- Provide gentle exercise and help with mobility
- Provide social activities such as craft and hobbies, games, outings and entertainment.

Dorset has a number of day centres in towns and villages throughout the county.

Web: www.mylifemycare.com/directory-of-day-opportunities-and-activities

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Section 6

Local services offering care and support

As well as health and social care information and support, practical help can make all the difference to the person with dementia and their carers. For example, you can get help with the following:

- Household tasks such as shopping, odd jobs around the house and gardening
- Equipment and aids to make life easier and which can help to remain independent
- Community transport to help you get to appointments or social and leisure activities
- Opportunities to look at alternative housing to suit your needs.

Accommodation services

Dorset Accessible Homes Service

Dorset County Council area only.

Dorset Accessible Homes Service offers free information, advice and support to anybody who needs it. The service provides:

- Adapting and repairing your home
- Helping to keep your home safe
- Exploring your housing options
- Helping you access other local services
- Checking whether you are entitled to any financial help.

Tel: **0333 00 300 10**

Web: dorsetaccessiblehomes.co.uk/

Dorset Home Choice

Dorset Home Choice is the housing register for the whole of Dorset. You can register

online and bid for properties you would like to be considered for.

Web: www.dorsethomechoice.org

Bournemouth

Tel: **01202 451467**

Christchurch

Tel: **01202 795213**

East Dorset

Tel: **01202 795213**

North Dorset

Tel: **01258 454111**

Poole

Tel: **01202 633804**

Purbeck

Tel: **01929 557370**

West Dorset

Tel: **01305 251010**

Weymouth and Portland

Tel: **01305 838000**

Aids and equipment

Help and Care Handiworks

Handiworks is a low-cost home repairs service for people over 18 and their carers living in Bournemouth, Poole, Christchurch, East Dorset and Purbeck.

For an annual fee of around £30 and a low hourly rate, membership of the scheme provides residents with reliable help with minor DIY jobs around the home and takes the worry out of finding reliable contractors.

Tel: **0300 111 3303**

Email: contact@helpandcare.org.uk

Web: www.helpandcare.org.uk

Section 6

Local services offering care and support

Handy Van Service

The Handy Van service enables people aged over 60 in Bournemouth and Poole to get minor repairs, security measures and smaller adaptations carried out in their homes. Depending on the person's individual circumstances there may be a charge for materials or labour or both.

East Boro Housing Trust

Tel: **01202 883503**

Email: handyvan@ebht.org.uk

Web: www.ebht.org.uk

Red Cross Medical Loan Equipment Service

Provides short-term loan of equipment for those in need, which includes wheelchairs, high-back chairs, etc. Telephone for a full list of equipment available:

Web: www.redcross.org.uk

Bridport and Dorchester

Tel: **01305 215951**

Poole

Tel: **01202 699453**

Independent living

There are two centres for independent living in Dorset, providing information and advice on a wide range of products to aid independent living. Products are available to test and information and advice is given as to where you can purchase.

West Dorset

Mi Life Greenwood Centre for Independent Living Maiden Castle Road, Dorchester DT1 2ER. Open Monday to Thursday: 9am-4pm, Friday: 9am-1pm.

Tel: **033 300 3010**

Email: milifegreenwood@millbrookhealthcare.co.uk

North Dorset

Mi Life Blandford, Millennium House, Sunrise Business Park, Higher Shaftesbury Road, Blandford DT11 8ST

Open Monday to Friday: 9am-5pm

Tel: **0333 777 3693**

Email: dorsetHIAcontactus@millbrookhealthcare.co.uk

Personal care in the home

Personal care means getting help with your daily routine from getting up in the morning through to going to bed at night. Some of the things personal care can help you with include:

- Dressing and undressing
- Washing, showering and bathing
- Using the toilet
- Food shopping and cooking.

A care agency can arrange for a care assistant to visit you at home to help for a few hours a week or more. You can also employ a care assistant to live in your home as a full time carer. To find a care agency:

Web: www.mylifemycare.com/directory-of-home-care

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Section 6

Local services offering care and support



Blue Badge Scheme

The Disabled Parking (Blue Badge) scheme is a national arrangement of parking concessions for people with severe walking difficulties, who travel either as drivers or passengers. www.gov.uk/blue-badge-scheme-information-council

Dorset

Tel: **01305 224321**

Email: parkingbadges@dorsetcc.gov.uk

Apply online: www.dorsetforyou.gov.uk/blue-badge

Bournemouth

Tel: **01202 458744**

Email: caredirect@bournemouth.gov.uk

Apply online: www.gov.uk/apply-blue-badge

Poole

Tel: **01202 633605**

Email: bluebadges@poole.gov.uk

Apply online: www.gov.uk/apply-blue-badge

Community transport

Community Transport is complementary to public transport and aims to work with commercial operators, feeding into main routes as well as providing door-to-door services for mobility impaired passengers.

You can find details of your local schemes online or by telephone.

Web: www.mylifemycare.com/directory-of-transport

Dorset

Dorset County Council produces a directory of voluntary car schemes, dial-a-ride and other community transport initiatives.

Tel: **01305 221053**

Email: adultaccess@dorsetcc.gov.uk

Web: www.dorsetforyou.gov.uk/travel-dorset/bus/community-transport

Bournemouth

Tel: **01202 451451**

Email: caredirect@bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

National key scheme for toilets

This scheme offers disabled people access to about 9,000 locked public toilets across the UK.

You can buy a key for around £4.50 (including postage and packaging) from Disability Rights UK.

Visit the online shop at: www.disabilityrightsuk.org/ or call **020 7250 8191** or from some local Tourist Information Centres.

The Dorset Loo Guide gives a comprehensive list of disabled toilet facilities throughout the county and is also available from some Tourist Information Centres.

Section 6

USEFUL CONTACTS

Age UK

Tel: **0800 678 1174** (Advice Line)

Email: contact@ageuk.org.uk

Web: www.ageuk.org.uk

Alzheimer's Society

Offer support and advice, also offers services and activities including Singing for the Brain and Memory Cafés.

The Alzheimer's Society helpcard is for people with dementia to use and carry with them, to maintain their independence. To obtain a Helpcard Pack containing copies of the helpcard, a plastic wallet and information:

Tel: **0300 303 5933** or

Email: orders@alzheimers.org.uk to order or log on to the website to download or print.

There are also audio versions online:

web: www.alzheimers.org.uk/factsheets

Dorset POPP Wayfinders

(Dorset County Council area only)

Provide free, impartial and confidential information and advice to people on a range of issues including:

- Benefits
- Social activities and learning opportunities
- Community transport
- Care agencies
- Reliable traders
- Keeping healthy
- Legal issues

Local services offering care and support

- Housing options
- Health care
- Safety and security.

Dorset POPP Wayfinders service is run by Help and Care.

Tel: **01305 548111**

Email: poppadmin@helpandcare.org.uk

Web: www.mylifemycare.com/directory-of-wayfinders

Help and Care also provides a range of other services including information and advice and one-to-one support.

Tel: **0300 111 3303** (Helpline)

Email: contact@helpandcare.org.uk

Web: www.helpandcare.org.uk

Memory Gateway

Memory services for people living in Dorset providing help and support for you and your family to maintain choice, independence, and control over your life if you are worried about your memory, in need of a memory assessment or living with dementia. Contact the Memory Support and Advisory Service for help and more information.

Memory Support and Advisory Service

Run by Alzheimer's Society. Supports people with memory loss and dementia, and their carers by providing information, advice, guidance and signposting.

Tel: **0300 123 1916**

Email: Dorset@alzheimers.org.uk

My Life My Care

Information and advice about care and support for adults in Dorset, including Bournemouth and Poole.

Web: mylifemycare.com/safe-and-independent-living

Section 7



A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help.

This may be physical, emotional or social care. It may involve a lot of daily input or more occasional help.

Caring for a friend, partner or relative can be a rewarding and fulfilling experience, but it is also a big undertaking and can leave you feeling tired and stressed, but there is support available.

You can find a wide range of information and advice for carers on My Life My Care: mylifemycare.com/safe-and-independent-living

Support for carers

Your rights as a carer

As a carer you have the right to:

- A carer's assessment
- Have your views taken into consideration by social services when they are deciding how best to provide for the person you care for.

You may also have the right to:

- Request flexible working from your employer
- Receive financial support through Carer's Allowance
- Assistance from social services
- Respite care to give you a break.

Carer's assessment

Carers can request an assessment by contacting:

Bournemouth

Tel: **01202 454979**

Complete online: www.mylifemycare.com/support-and-services-for-carers/assessment

Poole

Tel: **01202 633902**

Dorset

Tel: **01305 221016**

Complete online: www.mylifemycare.com/support-and-services-for-carers/assessment

Section 7

Support for carers

An assessment will be undertaken by a member of the Community Care Team or a specialised caseworker and may lead to a support plan for the carer.

A carer's assessment is a way of getting a clear picture of the circumstances of a carer and the person they care for.

It looks at the difficulties and pressure both are under and it acknowledges the help already received and looks at what help may be needed.

It is not an assessment of how good you are at caring, but is about the support that may be available to help you in your role as a carer.

Support to carers

Support for carers is available from several sources.

Dorset

Help & Care on **0300 111 3303**

Bournemouth or Poole

Carers Centre on **01202 458204**

Register as a carer with the council

Registering as a carer with the council will give you access to a wide range of support, advice and information.

You should register with the council responsible for the person you are caring for (even if this is not your local council).

Dorset

Tel: **01305 221016**

Register online: www.mylifemycare.com/support-and-services-for-carers/registration

Bournemouth or Poole

Tel: **01202 458204**

Register online: www.crispweb.org

Carer's Allowance

The Carer's Allowance is a benefit to help people who look after someone who is disabled. You don't have to be related to, or live with, the person you care for.

To find out who is eligible contact the Carer's Allowance Unit:

Tel: **0345 608 4321**

0345 604 5312 (Textphone)

Email: cau.customer-services@dwp.gsi.gov.uk

Web: www.gov.uk/carers-allowance

Short Break Service

The Short Break Service is available to carers in Dorset who look after a friend or relative with an illness or disability and who cannot be left alone.

Help and Care manage the service and will organise a carer from a registered agency to stay with the person while you take a break.

You will need a carer's assessment to use this service.

Please see page 31 for more information.

Carers' groups

When you are caring for someone, life can sometimes feel like a constant battle and carers can feel exhausted, worried, upset and isolated.

There are a number of carers groups available that can help, meeting regularly, some weekly, fortnightly or monthly.

Many offer a varied programme of events, which may include speakers, leisure and health activities and outings.

Section 7

Support for carers

They may be run by national or local organisations or local people who have the direct experience of being a carer.

If you would like to join a group but feel you can't because of caring responsibility, talk to your carers' caseworker who will be able to look at supporting you to do so.

To find your nearest group:

Web: www.mylifemycare.com/directory-of-carers-support-groups

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Carer group of loved ones with early onset dementia

A new carers group for carers of a person with a young onset dementia. It is going to be held once every two months on a Saturday. Contact Sue Mitchell, occupational therapist, for further information:

Older Persons Mental Health Services

Tel: **01202 705568**

Mob: **07796272614**

Email: sue.mitchell1@nhs.net

Web: www.dorsethealthcare.nhs.uk

Carers' training

If you are a carer, you may find it useful to attend a carers' training course.

Oakley Friends (a carers' group) are a volunteer based group of carers of family and loved ones with dementia based in East Dorset. Their aim is to provide support and helpful advice to carers to enable them to cope with the difficult tasks ahead of them. It offers emotional support and reduces isolation for carers.

The group meets on the last Wednesday of each month at The Canford Magna Centre in Oakley Lane, Canford Magna, Nr Wimborne, Dorset.

Tel: **01202 880114/ 690554/ 021705**

Email: oakleycom@oakleyfriends.co.uk

Web: www.oakleyfriends.co.uk

Kings Park carers training for carers of family and loved ones with dementia is provided by Dorset HealthCare NHS Foundation Trust and is run over 10 weeks with three courses held per year.

Email: Sue.mitchell1@nhs.net

Tel: **01202 705568**

Web: www.dorsethealthcare.nhs.uk

Emotional support training for carers

This training is for carers of loved ones or family members with dementia who would like to learn how to manage stress, gain wellbeing advice and know how to look after themselves to cope with the demands of caring.

The training explains dementia from diagnosis, the different types and stages, and behaviours and how to manage these and how to prevent a crisis.

To find out more about the training courses please contact:

Tel: **01202 305093**

Email: w.merrell@nhs.net

Web: www.dorsethealthcare.nhs.uk

Section 7

Support for carers

Carers in crisis

If, due to an emergency or accident, you were unable to provide the usual care to the person you are caring for, Carers in Crisis can help. More information is available from:

Dorset

Tel: **01305 221016**

Apply online: www.mylifemycare.com/support-and-services-for-carers/carers-in-crisis

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Bournemouth

Tel: **01202 458204**

USEFUL CONTACTS

Age UK

Tel: **0800 678 1174** (advice line)

Web: www.ageuk.org.uk

Alzheimer's Society

National Dementia Helpline

Tel: **0300 222 11 22**

The following factsheets may be useful:

- Respite Care
- Dealing with guilt
- Looking after yourself.

Tel: **0300 303 5933** or

Email: orders@alzheimers.org.uk to order or log on to the website to download or print. There are also audio versions online:

Web: www.alzheimers.org.uk/factsheets

Carers UK

Provides information and support for carers including information about benefits, carer's assessments and employment rights. If English is not your first language Careline will provide an interpreter. Advisers can also be contacted through typetalk.

Tel: **0808 808 7777**

Web: www.carersuk.org

Citizens Advice

National network of free advice centres offering confidential and independent advice, face-to-face or by telephone.

Tel: **0344 245 1291** (Dorset AdviceLine)

Web: www.citizensadvice.org.uk (self-help website offering practical information)

See page 45 for further information and local numbers.

Carers Trust

The Carers Trust works to improve the support services and recognition of carers. Provides information, support services and practical help.

Tel: **0300 772 9600**

Email: info@carers.org

Web: www.carers.org

Help and Care

Provides advice and support to carers on a wide range of issues.

Tel: **0300 111 3303** (Helpline)

Email: contact@helpandcare.org.uk

NHS Carers Direct

Provides help and support if you want to talk to someone about your caring role and the options available to you.

It offers free confidential information and advice for carers by email or phone.

Tel: **0300 123 1053**

Web: www.nhs.uk/Carersdirect

Section 8

Adult care and support



Providing care and support

People with or without dementia and their carers sometimes need care and support.

In Dorset this is provided by a range of agencies including the NHS, Adult Social Care and community and voluntary organisations.

Adult Social Care can provide help and advice on the following services and also act as a referral to other organisations.

Occupational Therapy

Occupational Therapists (OTs) offer help and advice to people who are unable to do everyday tasks due to physical illness, long-term disability, learning disability or issues associated with ageing. They will help you to be as independent as possible and to reduce obstacles within your environment. Services available include:

- Free loan of equipment such as commodes, perching stools and items to raise the height of a chair or bed
- Advice and equipment to help you transfer from a bed to a chair or to get in and out of the bath

- Signposting to alternative equipment suppliers, benefits advice and other services
- Minor adaptations to improve access to areas of your home, such as hand rails and ramps, up to £1000
- Recommendations for major adaptations to improve access to areas of your home, such as stair lifts or wet rooms - advice and assistance can be given about funding
- Assistance in your discharge from hospital.

Reablement

If you have had an illness, accident or just come home from hospital, you might find it difficult to look after yourself. You might not feel strong enough to cope or you may simply have lost confidence.

Reablement is a short period of intensive support in your home. Staff will work with you to help you regain old skills or develop new ones.

Section 8

Adult care and support

This service is available to all adults in Dorset and Poole, but only to adults over 65 in Bournemouth.

Reablement is free of charge, provided that:

- The council agrees that reablement can help you
- You are not already receiving care services
- You are finding it difficult to manage your personal care or daily living needs due to frailty following an illness or fall, or after a stay in hospital.

Telecare

Telecare is a telephone-based service which can help a person of any age feel safer and more supported in their own home, 24 hours a day, 365 days a year.

Telecare sensors working alongside a community alarm system can provide automatic and direct communication with a monitoring centre.

Alternatively the person can call for help by pressing the button on a personal alarm/pendant worn around the neck or wrist.

Eligibility for council services

It is important to understand that most people will have to pay something towards the cost of their care.

You may be eligible to receive financial support from the council if your savings or capital is less than the current threshold.

If you have more than the current threshold you are likely to have to cover the full cost of your care.

If you are not eligible for financial help, the council may still be able to advise you on the type of support you might need and the organisations that can provide it.

CONTACT DETAILS

To ask for help with deciding what care and support is right for you and to find out if you are eligible for council support:

Dorset

If you do not already receive a service from Adult Social Care contact the Adult Access Team as follows:

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Web: www.dorsetforyou.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Web: www.bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Web: www.poole.gov.uk

Out of hours service for all areas

Tel: **01202 657279**

Section 9

This is me

'This is me' is a leaflet produced by Alzheimer's Society to help care and hospital staff better understand the needs of people with dementia.

This simple form provides a snapshot of the person with dementia and helps staff to learn about a person's likes, dislikes, preferences, routines, interests and background.

It can be completed by the person with dementia or their carer with help from the person they care for where possible.

The completed form provides staff with information about the person to help support them while in an unfamiliar environment. It is not a medical document.

All community hospitals in Dorset are encouraged to use 'This is me'. It is available to download and complete electronically or can be printed out to fill in manually free of charge or you can order printed copies at a cost of £3.20 for a pack of 25 copies.

Tel: **0300 303 5933**

Email: orders@alzheimers.org.uk

Web: alzheimers.org.uk/thisisme



Section 10

Residential care

This section provides information and what to consider before moving to a care or nursing home.

Care homes may be an option if the person with dementia can't manage at home and other housing options are not right for them. However they are not the right choice for everyone.

While care homes offer support, security and companionship, they can restrict freedom and reduce independence.

Taking the decision to move into residential care will always be a difficult one, for the person with dementia and their family, but having the right information can make any decision a lot easier.

Different types of residential care

Residential Care Homes

These homes provide support to ensure that basic personal needs such as meals, bathing, going to the toilet and medication are taken care of.

In some homes more able residents have greater independence and take care of many of their own needs.

Nursing Care Homes

Nursing care homes are registered to provide nursing care, which means they have a qualified nurse on duty 24 hours a day, although the nurse may not be a mental health nurse.

In addition, some homes specialise in certain types of conditions, for example dementia.

The type of home required will depend on the general health and needs of the individual concerned and your care co-ordinator can assist you in finding a suitable home.

Choosing a care home

Arrangements for choosing a care home can be made either through the local authority or independently.

It is a good idea to visit a number of homes before making a final choice. It would be worth considering the following:

The location of the care home. Would the person you're caring for prefer to be near family and friends?

- Do staff have the knowledge and skills to meet what the person needs?
- How do they make sure they really know the person, what they like, their routines and interests? (The This Is Me leaflet can help – see Section 9)
- Are there shops, leisure or educational facilities in the area?
- Will the care home meet specific religious, ethnic or cultural needs?
- Will a correct diet be provided?
- Will the person's language be spoken?
- Will there be opportunities to participate in religious activities?
- Is the care home you're looking at focused on the individual needs of residents and concerned to provide for those needs, or do they insist that residents adapt to a particular routine?
- What contacts with the community does the care home have?
- What arrangements are there for visitors?

Section 10

Residential care

- Can residents come and go as they please, as far as it is safe to do so?
- Are staff able to help residents to go out?
- Are outings arranged?
- Are residents, carers and their families involved in decision making, i.e. through regular meetings with staff?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues for the person you're looking after, what arrangements or supervision can the care home provide?
- Have a majority of staff worked there for a long time, do they know residents well and are friendly, supportive and respectful?
- Is the home a clean, bright and hygienic environment that's been adapted appropriately for residents?
- Are single bedrooms available and can residents personalise their room?
- Is the home staffed with well-trained people, for example nurses trained in dementia care?
- Do all staff respect people's dignity by ensuring that they are dressed appropriately?

Inspection reports

Before making a final decision, you may want to look at a recent inspection report for the home, as care homes for adults are regulated by the Care Quality Commission (CQC).

The inspection report will detail how well the care home is doing and if there is anything of concern.

All care homes vary in their quality and it can be hard to know what qualities to look for when choosing a home.

Care Quality Commission (CQC)

Tel: **0300 061 6161**

Web: www.cqc.org.uk

Finding suitable homes in my area

A list of care homes and reports are available from the Care Quality Commission.

In addition a carers' caseworker or care co-ordinator may be able to provide the information or a copy of the Adult Care & Support Services Directory.

You can find a copy online or contact them as follows:

Web: www.carechoices.co.uk/region/south-west/dorset/

Section 10

Supporting Well

Help with decisions about what is right for the person and funding

The local councils' Adult Social Care service will help with making decisions that are right for the person concerned whether or not they are eligible to receive financial support.

Dorset

Tel: **01305 221016**

Email: adultaccess@dorsetcc.gov.uk

Web: www.dorsetforyou.gov.uk

Bournemouth

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Web: www.bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: sshelpdesk@poole.gov.uk

Web: www.poole.gov.uk

USEFUL CONTACTS

Age UK

Tel: **0800 678 1174** (advice line)

Web: www.ageuk.org.uk

Alzheimer's Society

Has a number of factsheets (with their reference numbers) which may be useful when looking at a care home:

- What standards of care can people expect from a care home?
- Assessment for NHS-funded nursing care
- Paying care home fees
- When does the local authority pay for care?
- Selecting a care home
- Putting care right – Your guide to choosing a care home (booklet).

Tel: **0300 303 5933** or

Email: orders@alzheimers.org.uk

to order or log on to the website to download or print. There are also audioversions online:

Web: www.alzheimers.org.uk/factsheets

Section 11

Dying Well

During the later stages of dementia people may become increasingly frail, relying on others for all of their care.

Knowing what to expect can help everyone prepare, and enable the person with dementia to write an informed advanced decision so they can have some say over how they will be cared for.

Each person with dementia will experience the illness in their own individual way.

Some of the symptoms listed below may come in the early stages of dementia.

However, it is likely some of these symptoms may occur in the later stages of dementia:

- Memory loss
- Communication
- Loss of mobility
- Eating and weight loss
- Incontinence
- Behaviour that seems puzzling.

Information factsheets on these different stages are available from Alzheimer's Society.

Please see page 45 for more information.

Intermediate Care Service for Dementia (ICSD)

The Intermediate Care Service for Dementia provide intensive, community-based support for people (and their carers) struggling with degenerative brain illnesses, such as Alzheimer's disease.

The service offers urgent assessment, care

and treatment for people with significant complex needs who require regular and intensive support, which cannot be provided by a community nurse.

The team will visit you to make a full and comprehensive assessment of your needs and risk, and prepare a care plan tailored to you.

The team will provide support, for up to six weeks, until your current difficulties are resolved – from which point more low-level care will be provided by your local Community Mental Health Team.

If the team cannot resolve your problems, care may need to continue on one of the hospital wards.

The specialist team includes consultant old-age psychiatrists, mental health nurses, occupational therapists and healthcare support workers. The team will see you in your own home, or in a residential/care home setting.

The aim of the Intermediate Care Service for Dementia is to help people live safely and independently at home, and avoid unnecessary admissions to hospital.

Support is available seven days a week. If you or your loved one has an established diagnosis of dementia, you can be referred to the service by your care co-ordinator.

Alternatively, you can access the service by contacting your local Community Mental Health Team.

Support is available 7 days a week:

- Bournemouth, Christchurch and Poole from 07.30 to 19.30
- Weymouth, Portland, Bridport and Dorchester from 09.00 to 17.00

Section 11

Dying Well

Advance decisions

As part of the Mental Capacity Act 2005, people are strongly encouraged to write an advance decision (previously known as a living will or advanced directive), setting out the types of treatments they would not want doctors to provide at the end of their life.

This gives people in the early stages of dementia the opportunity to make choices about any palliative care that they may need as the illness progresses.

The following Alzheimer's Society factsheets may be useful:

- The later stages of dementia
- Mental Capacity Act 2005
- Advance Decision – with a form to create an advance decision
- Communicating
- Dealing with aggressive behaviour
- Eating and Drinking
- Hallucinations and delusions
- Coping with memory loss.

Tel: **0300 303 5933** or

Email: orders@alzheimers.org.uk to order or log on to the website to download or print. There are also audio versions online: www.alzheimers.org.uk/factsheets

Section 11

Dying Well

USEFUL CONTACTS

Cruse

Provides support following a bereavement. Cruse has a telephone helpline and useful information on their website. Trained volunteers provide face-to-face support and practical advice locally.

National

Tel: **0808 808 1677**

Web: www.cruse.org.uk

Dorset Cruse

Tel: **01305 260216**

Age UK

Tel: **0800 678 1174** (advice line)

Web: www.ageuk.org.uk

Memory Support and Advisory Service

Run by Alzheimer's Society. Supports people with memory loss and dementia, and their carers by providing information, advice, guidance and signposting.

Tel: **0300 1231916**

Email: Dorset@alzheimers.org.uk

Advance care planning

Advance care planning can help you and your carers to understand what is important to you.

Planning provides an opportunity for you to:

- Discuss your wishes with those who are close to you
- Record your wishes in writing so that they can be carried out at the appropriate time.

It can also help you to:

- Be clear about the decisions you make
- Decide with whom you share the information
- Ensure that your wishes are taken into account by recording your preference for care in a booklet.

The plan will focus on different aspects of care required in those final days.

These include comfort measures, medication and discontinuation of inappropriate treatment as well as psychological and spiritual care.

Remember that your feelings and priorities may change over time. You can change what you have written whenever you wish.

It would be advisable to review your plan every so often to make sure that it still reflects what you want.

End of life care is support for people who are approaching death. It helps them to live as well as possible until they die, and to die with dignity. It also includes support for their family or carers.

There is a wealth of information for people approaching the end of their lives and their carers via the website www.dorsetforyou.gov.uk/end-of-life-care



Section 12

Additional information and contact details

Age UK

Age Concern and Help the Aged are now Age UK. The organisation offers information and advice for the elderly about benefits, care, age discrimination and computer courses.

Tel: **0800 678 1174** (Advice Line)

Web: www.ageuk.org.uk

Alzheimer's Society

Alzheimer's Society works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland.

Tel: **0300 222 11 22**

Factsheets

Alzheimer's Society has a number of factsheets which cover a wide range of dementia-related topics. The factsheets are available online (via the internet) and can be saved as a PDF, printed as seen on screen or emailed to a friend.

The most popular factsheets are also available on tape and CD and some can also be printed in larger text if required.

To order printed copies of the factsheets (six factsheets can be obtained free of charge), further factsheets are available at a small charge contact **0300 303 5933**.

Citizens Advice

The Citizen's Advice Service helps people resolve their legal, money and other problems by providing free, independent and confidential advice and by influencing policymakers. Local contact details:

Bournemouth

Tel: **03444 111 444**

Web: www.bournemouthcab.co.uk

Bridport and surrounding villages

Tel: **01308 456594**

Web: www.citizensadvice.org.uk/

Christchurch

Tel: **0344 245 1291**

Web: www.citizensadvice.org.uk/

Dorchester

Tel: **0344 2451291**

Web: www.westdorsetca.org.uk

Ferndown

Tel: **0344 2451291**

Web: www.eastdorsetcab.org.uk

New Forest, Ringwood

Tel: **03444 111 306**

Web: newforestcab.org.uk/

North Dorset

Tel: **0344 245 1291**

Web: www.citizensadvice.org.uk/

Poole

Tel: **0344 111 444**

Web: www.poolecab.co.uk

Purbeck

Tel: **0344 245 1291**

Web: www.purbeckadvice.org.uk

Sherborne and surrounding villages

Tel: **0344 245 1291**

Web: www.westdorsetca.org.uk

Weymouth & Portland

Tel: **0344 245 1291**

Web: www.citizensadvice.org.uk/weymouthcab

Section 12

Additional information and contact details

Dorset Mental Health Forum

A local peer-led charity that aims to improve the lives of everyone affected by mental illness including dementia by promoting wellbeing and recovery.

Tel: **01305 257172**

Email: admin@dorsetmentalhealthforum.org.uk

Web: www.dorsetmentalhealthforum.org.uk

Dorset Race Equality Council

Works to eliminate racial discrimination and promote shared values of peace, responsibility and racial harmony.

It also works to reduce racial conflict, increase confidence and self-worth amongst the diverse communities of Dorset.

The council gives support to the victims of racial discrimination and take measures to ensure perpetrators are dealt with accordingly.

Tel: **01202 392954**

Web: www.dorsetrec.org.uk

Dorset Wellbeing and Recovery Partnership

This is a partnership between Dorset HealthCare and Dorset Mental Health Forum which aims to change the culture of mental health services and people's attitudes to mental health in Dorset through promoting the principles of wellbeing and the philosophy of recovery.

The partnership co-delivers the Dorset Recovery Education Centre which delivers education courses to people who access mental health services, their supporters and carers and staff who work within services.

Tel: **01202 584478**

Email: dhc.recovery.educationcentre@nhs.net

Web: www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/

Web: www.dorsetmentalhealthforum.org.uk/recovery

Faithworks Wessex

Faithworks Wessex provide emotional & practical support through befriending carers.

Tel: **01202 429037**

Email: focus@faithworkswessex.org.uk

Web: www.faithworkswessex.org.uk

Healthwatch

Healthwatch gives citizens and communities a stronger voice to influence and challenge how health and social care services are provided locally and nationally. Contact Healthwatch Dorset:

Tel: **0300 111 0102**

Web: www.healthwatchdorset.co.uk

In person at any Citizen's Advice Bureau (see previous page for contact details)

Write to:

Healthwatch Dorset

Freepost RTJR-RHUU-XBLH
896 Christchurch Road
Bournemouth BH7 6DL

Section 12

Help and Care

Help and Care is a registered charity working with older people, carers and communities. Provides information and advice.

Tel: **0300 111 3303**

Web: www.helpandcare.org.uk

Mind

Mental health charity whose aim is to ensure that anyone with a mental health problem has somewhere to turn for advice and support.

Web: www.mind.org.uk

There are two confidential mental health information services:

Mind Infoline

Tel: **0300 123 3393**

Email: info@mind.org.uk

Mind Legal Advice Service

Tel: **0300 466 6463**

My Life My Care

Information and advice about care and support for adults in Dorset, including Bournemouth and Poole.

Web: www.mylifemycare.com

NHS Choices

Information from the National Health Service on conditions, treatments, local services and healthy living.

Web: www.nhs.uk

Get the right NHS treatment

Talk to your pharmacist if you have: minor cuts, grazes, colds, a runny nose, tummy upset, headache, cough or sore throat. Keep a well-stocked medicine cabinet at home.

Additional information and contact details

NHS 111

If you need medical help fast but it's not a 999 emergency; you don't know who to call or you don't have a GP to call; or if you need health information or reassurance about what to do next.

Tel: **111**

Your GP or local Minor Injuries Unit can offer emergency appointments.

Both may offer extended opening hours so may be able to see you early morning or in the evening.

Please call your GP or check opening times by calling NHS 111 before going to a minor injuries unit, which are at community hospitals as follows:

- Blandford
- Bridport
- Portland
- Swanage
- Wimborne (Victoria Hospital)
- Shaftesbury (Westminster Memorial Hospital)
- Weymouth
- Sherborne (Yeatman Community Hospital).

Dial 999

In a life-threatening emergency, for example a suspected heart attack or stroke or go to your nearest emergency department.

Samaritans

Samaritans say 'Talk to us any time you like, in your own way, and off the record – about whatever's getting to you. You don't have to be suicidal.'

Tel: **116 123**

Section 12

Saneline

Runs a national, out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers.

Tel: **0300 304 7000**

Web: www.sane.org.uk

TELEPHONE NUMBERS

Age UK

Advice line

Tel: **0800 678 1174**

Web: www.ageuk.org.uk/

Alzheimer's Society

Advice line

Tel: **0300 2221122**

Web: www.alzheimers.org.uk/

Blue Badge Scheme

Dorset

Tel: **01305 224321**

Bournemouth

Tel: **01202 458744**

Poole

Tel: **01202 633605**

Bournemouth Care Direct

Tel: **01202 454979**

British Red Cross

Bridport

Tel: **01305 215951**

Poole

Tel: **01202 699453**

Care Quality Commission (CQC)

Tel: **0300 061 6161**

Web: www.cqc.org.uk/

Additional information and contact details

Carers Direct

Tel: **0300 123 1053**

Carers in Crisis

Bournemouth Tel: **01202 458204**

Dorset Tel: **01305 221016**

Poole Tel: **01202 633902**

Carers UK

Tel: **0808 808 7777**

Citizens Advice Local Offices:

Bournemouth

Tel: **03444 111 444**

Bridport

Tel: **01308 456594**

Christchurch

Tel: **0344 245 1291**

Dorchester and District

Tel: **0344 245 1291**

Ferndown

Tel: **0344 245 1291**

New Forest

Tel: **03444 111 306**

North Dorset

Tel: **0344 245 1291**

Poole

Tel: **03444 111 444**

Purbeck

Tel: **0344 245 1291**

Sherborne

Tel: **0344 245 1291**

Weymouth and Portland

Tel: **0344 245 1291**

Wimborne

Tel: **0344 245 1291**

Section 12

Additional information and contact details

Community Legal Advice

Tel: **0345 345 4345**

Web: www.gov.uk/civil-legal-advice

Community Mental Health Teams for Older People

Blandford

Tel: **01258 394045**

Bournemouth

Tel: **01202 705609**

Bridport

Tel: **01308 426291**

Christchurch

Tel: **01202 858158**

Dorchester

Tel: **01305 250861**

Ferndown & West Moors

Tel: **01202 639560**

Poole

Tel: **01202 305115**

Shaftesbury

Tel: **01747 851625**

Sherborne

Tel: **01935 815598**

Weymouth & Portland

Tel: **01305 762505**

Wimborne & Purbeck

Tel: **01202 639560**

Cruse Bereavement Support:

National

Tel: **0808 808 1677**

Dorset Cruse

Tel: **01305 260216**

Dorset Advocacy

Tel: **01305 251033**

Dorset and Wiltshire Fire and Rescue Service

Tel: **01722 691000**

Dorset HealthCare NHS University Trust

Tel: **01202 277 000**

Dorset Race Equality Council

Tel: **01202 392954**

Drivers Medical Group (DVLA)

Tel: **0300 790 6806**

Healthwatch

Tel: **0300 111 0102**

Help and Care

Tel: **0300 111 3303**

Law Society

Tel: **020 7320 5650**

Marie Curie

Tel: **0800 090 2309**

Memory Support and Advisory Service

This service is run by Alzheimer's Society who support people with memory loss and dementia, and their carers by providing information, advice, guidance and signposting.

Tel: **0300 1231916**

Email: Dorset@alzheimers.org.uk

MIND

Tel: **0300 1233393**

NHS 111

If you need medical help fast but it's not a 999 emergency; you don't know who to call or you don't have a GP to call; or if you need health information or reassurance about what to do next.

Tel: **111**

Oakley Friends

Tel: **01202 880114 / 690554 / 021705**

Email: oakleycom@oakleyfriends.co.uk

Web: www.oakleyfriends.co.uk

Office of the Public Guardian

Tel: **0300 456 0300**

Section 12

Additional information and contact details

Poole Adult Social Care

Tel: **01202 633902**

Poole Housing & Community Services

Tel: **01202 633804**

POPP

Central Wayfinders Numbers

Tel: **01305 548111**

Email: poppadmin@helpandcare.org.uk

Samaritans

Tel: **116 123**

Saneline

Tel: **0300 304 7000**

Web: www.sane.org.uk

Smokestop Services

Tel: **0800 00 76653**

Web: www.dorsetsmokestop.co.uk

Steps 2 Wellbeing:

Poole, Purbeck and East Dorset

Tel: **0300 1231120**

Bournemouth and Christchurch

Tel: **0300 7900 542**

North Dorset

Tel: **01305 367051**

West Dorset:

Tel: **01305 367051**

Weymouth and Portland

Tel: **01305 367051**

Web: www.steps2wellbeing.co.uk



With thanks to Norman, who drew the Spitfire

Section 13

Further Reading

Living with dementia can be a lonely, frustrating and confusing time for both the person with dementia and the person who cares for them.

Reading may help you understand the issues that surround dementia and may give you some practical tips and suggestions for problem solving. Reading about dementia and other people's experiences may also help reduce the feelings of isolation and loneliness.

Books

The following is a selection of books which may be available through libraries, carers groups or available to buy both online or in book shops:

- **Is the cooker turned off? Caring for an older person with failing memory** Josephine Woolf & Michael Woolf (2003)
- **Just Love Me: my life turned upside – down by Alzheimer's** Jeanne L. Lee (2003)
- **Past Caring** Audrey Jenkinson (2004)
- **The Simplicity of Dementia: A guide for family and carers** Huub Buijssen (2005)
- **Dancing with dementia: my story of living positively with dementia** Christine Bryden (2005)
- **Now where did I put my glasses? Caring for your parents – a practical and emotional lifeline** Jackie Highe (2007)
- **Keeping Mum: caring for someone with dementia** Marianne Talbot (2011)
- **Alzheimer's from the inside out: my attempt to leave a record of what is going on between my ears** Richard Taylor (2007)
- **Knickers in the Fridge: Alzheimer's is no laughing matter...or is it?** Jane Grierson (2008)
- **The Selfish Pig's Guide to Caring: how to cope with the emotional and practical aspects caring for someone.** Hugh Marriott (2009)
- **And still the music plays: stories of people with dementia** Graham Stokes (2010)

Leaflets and booklets

A number of leaflets and small booklets have been produced by various mental health organisations and may be of use:

- **Living well with dementia action plan** - outlines the progress and actions of the Dorset Dementia Partnership (2016)
- **Still Going Strong** – A guide to living with Dementia Mental Health Foundation (2012)
- **The Milk's in the Fridge – Booklet about dementia for children and young people** Mental Health Foundation (2012)
- **If Only I'd Known That – One Carer's Experience** Susan Hartnell-Beavis (2010)
Tel: **01305 751 160 / 01452 858225**
Email: **george.tarte@sja.org.uk**

Easy Reference Contact Details

For each of the three local authorities there is a first point of contact for information about Care Support and Independent Living as follows:

Dorset

If you do not already receive a service from Adult Social Care, contact the Adult Access Team as follows:

Tel: **01305 221016**

Email: **adultaccess@dorsetcc.gov.uk**

Web: www.dorsetforyou.gov.uk

Bournemouth

Tel: **01202 454979**

Email: **caresdirect@bournemouth.gov.uk**

Web: www.bournemouth.gov.uk

Poole

Tel: **01202 633902**

Email: **sshelppdesk@poole.gov.uk**

Web: www.poole.gov.uk

Out of hours service for all areas:

Tel: **01202 657279**

This document can be made available in
other formats and languages.

Please contact the Engagement and
Communications Team:

communications@dorsetccg.nhs.uk

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