

Living well with Dementia and Memory Loss in Dorset



A directory of services, support and sources
of information for patients and carers

Living well with Dementia and Memory Loss in Dorset

Welcome to the third 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 and Dorset HealthCare, in partnership with 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 but contact details for some of the voluntary groups may change from time to time.

The NHS Dorset Commissioning Group and Dorset HealthCare are 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.



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Section 1

Understanding Dementia

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

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. In 2015 it is estimated that there will be 850,000 people with dementia in the UK.

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.

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 forms of dementia are there?

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

- Alzheimer's disease
- Frontotemporal 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 a the following factsheets:

- 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:

www.alzheimers.org.uk/factsheets

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, thoughts and ideas, etc
- 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 as you can about dementia. This pack gives some basic information and includes details of organisations where you can get further information.

Can dementia be treated?

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

People often live with dementia for many years and it is not usually a direct cause of death.

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.

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**

Useful contacts

Age UK (formed by the amalgamation of Age Concern England and Help the Aged)

Tel: **0800 169 6565** (advice line)

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

Web: **www.ageuk.org.uk**

Please see page 38 for more information.

Alzheimer's Society

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

Main Dorset Office

Tel: **01202 716393**

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

South and East Somerset

Tel: **01935 473597**

Email: **yeovil.sherborne@alzheimers.org.uk**

National Dementia Helpline

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 2

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 take 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 the decisions that affect 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.

Dorset Advocacy

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

Tel: **01305 251033**

0845 389 1762 (IMCA Hotline)

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 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 **01628 529240** to order or log on to the website to download or print.

See page 38 for more general information.

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**

Minicom: **0845 609 6677**

Web: **www.direct.gov.uk/legaladvice**

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. 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:

Drivers Medical Group, Driver and Vehicle Licensing Agency (DLVA)

Tel: **0300 790 6806**

Email: **Online enquiries form**

Web: **www.gov.uk/dvla-medical-enquiries**

Law Society

The body representing solicitors in England and Wales. It provides details of law firms and solicitors and useful 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)

Email: **Online email form**

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.bristolmind.org.uk**

Please see page 40 for more details.

Office of the Public Guardian

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

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/benefits**

Section 3

Adult Social Care



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.

Home Care Service

This is a personal and practical service for people to help them stay independent and remain in their own homes.

It operates 365 days a year from 7am until 10.30pm and provides regular help according to individual needs, ranging from one visit a week to several short visits each day.

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

Community Alarm Services

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.

Are you eligible?

To find out if you are eligible for these services contact the following:

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.com**

If you currently receive a service from Adult Social Care at Dorset County Council, please contact your allocated worker according to where you live:

Bridport Social Care Team

Tel: **01308 422234**

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

Christchurch Social Care Team

Tel: **01202 474106**

Email:

christchurchsocialcare@dorsetcc.gov.uk

Dorchester Social Care Team

Tel: **01305 251414**

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

Ferndown Social Care Team

Tel: **01202 877445**

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

North Dorset Social Care Team

Tel: **01258 472652**

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

Purbeck Social Care Team

Tel: **01929 553456**

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

Sherborne Social Care Team

Tel: **01935 814104**

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

Weymouth and Portland Social Care Team

Tel: **01305 760139**

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

Bournemouth

Bournemouth Care Direct

Tel: **01202 454979**

Out of hours: **01202 657279**

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

Web: **www.bournemouth.gov.uk**

Poole

Poole Adult Social Care

Tel: **01202 633902**

Mobile: **07779 880212** (texts only)

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

Web: **www.poole.gov.uk**

Out of hours service for all areas:

Tel: **01202 657279**

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.

Contact your local occupational therapy team as follows:

Dorset

Adult Access Team

Tel: **01305 221016**

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

Web: **www.dorsetforyou.com**

Bournemouth

Care Direct

Tel: **01202 454979**

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

Web: **www.bournemouth.gov.uk**

Poole

Adult Social Care

Tel: **01202 633902**

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

Web: **www.boroughofpoole.com**

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.

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

Meals 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 meals on wheels or lunch club opportunities according to where you live, as follows:

Dorset

POPP (Dorset Partnership for Older People Programme)
Adult and Community Services

Tel: **07919 545199**

Email: **j.hutchings@dorsetcc.gov.uk**

Web: **www.dorsetforyou.com/348827**
(a guide to meals on wheels can be downloaded)

Bournemouth

Bournemouth Care Direct

Tel: **01202 454979**

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

Web: **www.bournemouth.gov.uk**

Poole

Poole Adult Social Care

Tel: **01202 633902**

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

Web: **www.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.

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.dorsetsmokestop.co.uk**

If you are worried about fire risks generally, **Dorset Fire and Rescue Service (DFRS)** provide free Home Safety Checks.

They will visit homes and fit or replace smoke alarms if appropriate, giving advice on the use of candles, unattended cooking, electric blankets, overloading sockets, chimneys, low energy light bulbs and much more.

Tel: **01305 252600**

Email: **cia@dorsetfire.gov.uk**

Web: **www.dorsetfire.gov.uk**

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.

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.

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.

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.

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 (see below).

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 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 38 for more information.

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:

West Dorset: 01305 367051

North Dorset: 01258 474520

Bournemouth and Christchurch: 01202 399506

Poole, Purbeck and East Dorset: 0300 1231120

Weymouth and Portland: 01305 761501

Web: www.steps2wellbeing.co.uk

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 (see following page) or be referred by a GP, social worker or district nurse.

Blandford

Blandford Community Hospital

Tel: **01258 394045**

Bournemouth

Kings Park Hospital

Tel: **01202 705609**

Bridport

Bridport Community Hospital

Tel: **01308 426291**

Christchurch

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**

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**

Web: www.dorsethealthcare.nhs.uk

www.dorsetmentalhealthforum.org.uk

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

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**

Alzheimer's Society

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

National Helpline

Tel: **0300 222 11 22**

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

Web: **www.alzheimers.org.uk**

Main Dorset Office

Tel: **01202 716393**

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

South and East Somerset

Tel: **01935 473597**

Email: **yeovil.sherborne@alzheimers.org.uk**

Please see page 38 for more information.

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. Nothing is for sale, but all products can be tested and demonstrated, and staff will help you choose the right equipment for you.

West Dorset

Greenwood Centre for Independent Living
Maiden Castle Road, Dorchester

Open Mon-Thurs: 9am-4pm, Fri: 9am-1pm.

Tel: **01305 257164**

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

Web: **www.dorsetforyou.com**

East Dorset

Hanham Centre for Independent Living
Hanham Road, Wimborne BH21 1AS

Open Mon-Thurs: 9am-4pm, Fri: 9-3pm.

Tel: **01202 843 560**

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

Web: **www.dorsetforyou.com**

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:

Bridport and Dorchester

Tel: **01305 215951**

Christchurch

Tel: **01202 484074**

Ferndown

Tel: **01202 892772**

Poole

Tel: **01202 699453**

Swanage

Tel: **01929 423517**

Web: **www.redcross.org.uk**

Occupational Therapy

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

Dorset

Adult Access Team

Tel: **01305 221016**

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

Web: **www.dorsetforyou.com**

Bournemouth

Bournemouth Care Direct

Tel: **01202 454979**

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

Web: **www.bournemouth.gov.uk**

Poole

Adult Social Care

Tel: **01202 633902**

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

Web: **www.boroughofpoole.com**

Section 5

Other Local Services Offering Practical Help

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 etc
- 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

The Dorset Home Service

Dorset County Council area only

The Dorset Home Service provides free advice and practical support to help older and disabled homeowners and tenants to stay safe, secure, warm and independent in their homes. The service provides:

- Home adaptations
- Handyperson service (carries out small jobs around the home)
- Housing Options Service.

The service is provided from these local offices:

West Dorset

Tel: **01305 252405**

Christchurch, East Dorset, North Dorset and Purbeck

Tel: **01202 862766**

Email: MHIdorset.enquiries@mearsgroup.co.uk

Bournemouth

Bournemouth Care Direct

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Web: www.bournemouth.gov.uk



Poole

Housing and Community Services

Tel: **01202 633805**

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

Web: **www.poole.gov.uk**

Rethink

Rethink Reconnect Floating Support Service provides housing-related floating support to individuals with dementia to help them develop or maintain their independence and quality of life in the community.

The service is available free of charge to anybody with dementia living in Bournemouth and Poole.

Referrals to the service can be made on behalf of an individual by either a professional involved in their care, eg. GP, Social Services or a carer or relative.

Tel: **0121 522 7007/ 0300 5000 927**

Email: **info@rethink.org**

Web: **www.rethink.org**

Home Improvement Agencies (HIAs)

Home Improvement Agencies provide free advice and practical support to help older and disabled homeowners and tenants to stay safe, secure, warm and independent in their homes.

If you need help with repairs, maintenance or adaptations to your home, HIAs could help.

Their advice is free but there may be a fee payable if work is carried out.

Contact your local service as follows:

North and East Dorset and Purbeck

Mears Home Improvement Ltd

Tel: **01202 862765**

Email: **MHIdorset.enquiries@mearsgroup.co.uk**

Web: **www.dorsetforyou.com**

West Dorset

Care and Repair

Tel: **01305 252405**

Email: **b.ruthven@westdorset-dc.gov.uk**

Web: **www.dorsetforyou.com**



Weymouth and Portland

Mears Home Improvement Ltd

Tel: **01305 785340**

Email: **MHldorset.enquiries@mearsgroup.co.uk**

Web: **www.dorsetforyou.com**

Bournemouth

Bournemouth Care Direct

Tel: **01202 454 979**

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

Web: **www.bournemouth.gov.uk**

Poole

There are a number of different types of sheltered housing schemes both to buy and rent. Most of the schemes available to rent in Poole are provided by Borough of Poole or local housing associations.

Allocation of these properties is usually through the council's housing register. Contact Housing and Community Services for further information.

Housing and Community Services

Tel: **01202 633805**

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

Web: **www.poole.gov.uk**

Aids and equipment

Help and Care Handiworks

Handiworks is a low-cost home repairs service for people over 60 and their carers living in Bournemouth and Poole.

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**

Handy Van Service

The Handy Van service enables older people 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.

Poole

Housing and Community Services

Tel: **01202 883503**

Email: **handyvan.org.uk**

Web: **www.poole.gov.uk** or
www.ebht.org.uk

Bournemouth

Bournemouth Care Direct

Tel: **01202 454979**

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

Web: **www.bournemouth.gov.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:

Bridport and Dorchester

Tel: **01305 215951**

Christchurch

Tel: **01202 484074**

Ferndown

Tel: **01202 892772**

Poole

Tel: **01202 699453**

Swanage

Tel: **01929 423517**

Web: **www.redcross.org.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.

Nothing is for sale, but all products can be tested and demonstrated, and staff will help you choose the right equipment for your needs.

West Dorset

Greenwood Centre for Independent Living

Maiden Castle Road, Dorchester

Open Mon-Thurs: 9am-4pm, Fri: 9am-1pm

Tel: **01305 257164**

Email: greenwoodcentre@dorsetcc.gov.uk

Web: www.dorsetforyou.com

East Dorset

Hanham Centre for Independent Living

Hanham Road, Wimborne, BH21 1AS

Open Mon-Thurs: 9am-4pm, Fri: 9am-3pm

Tel: **01202 843560**

Email: hanhamilc@dorsetcc.gov.uk

Web: www.dorsetforyou.com

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.

Dorset

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

East Dorset

Tel: **01305 225708**

Rest of Dorset

Tel: **01305 221700** or **01305 224535**

Bournemouth

Care Direct

Tel: **01202 454979**

Email: caredirect@bournemouth.gov.uk

Web: www.bournemouth.gov.uk

Poole

Community Transport Service

Tel: **01202 262000**

Email: transportation@poole.gov.uk

Web: www.poole.gov.uk

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

Dorset County Council

Tel: **01305 224321**

Email: parkingbadges@dorsetcc.gov.uk

Web: www.dorsetforyou.com/369262

Bournemouth

Tel: **01202 458744**

Email: caredirect@bournemouth.gov.uk

Web: www.gov.uk

Poole

Blue Badge Team, Adult Social Care

Tel: **01202 633 605**

Email: bluebadges@poole.gov.uk

Web: www.poole.gov.uk

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

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 disabilityrightsuk.org or call **020 7250 3222** or from the local Tourist Information Centres which are located at:

Poole: 01202 633633

Bournemouth: (01202) 451451

Christchurch: 01202 495000

Weymouth: 01305 838000

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

Useful contacts

Age UK

Tel: **0800 169 6565** (Advice Line)

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

Web: **www.ageuk.org.uk**

Please see page 38 for more information.

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, contact local branches:

Main Dorset Office

Tel: **01202 716393**

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

Web: **www.alzheimers.org.uk**

South and East Somerset

Tel: **01305 259740**

Email: **yeovil.sherborne@alzheimers.org.uk**

Web: **www.alzheimers.org.uk**

Please see page 38 for more information.

Dorset POPP Wayfinders

(Dorset County Council area only)

Provide free, impartial and confidential information and advice to people aged over 50 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 224841**

Email: **j.shepherd@dorsetcc.gov.uk**

Web: **www.dorsetforyou.com/popp**

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 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**

Source

Online advice and information directory for adults, particularly those with care and support needs

Web: **www.sourcedirectory.org.uk**

Section 6

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.

Please contact the group or activity direct for further information and to check whether the group/activity is still taking place. This list is not exhaustive and there may be other groups you are aware of.

Interest groups

Phoenix Legacy

Aims to help people over the age of 50 to enjoy a more active lifestyle

Tel: **01305 261540**

Women's Institute

Various groups across Dorset, Bournemouth & Poole

Tel: **020 7371 9300**

Web: **www.thewi.org.uk**



Fiftyplus Area Forum

Tel: **01305 269444**

University of 3rd Age (U3A)

Self-help, self-managed lifelong learning co-operatives for older people, providing opportunities for their members to share learning experiences in a wide range of interest groups.

Web: **www.u3a.org.uk**

Artsreach

A variety of performances and visual art that take place in venues across Dorset.

Tel: **01305 269512**

Web: **www.artsreach.co.uk**

Dorset Libraries

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

Lunch clubs

For information on groups in your area, contact:

Dorset

Dorset POPP produces a guide to lunch clubs and other eating opportunities.

Tel: **07919 545199**

Email: **j.hutchings@dorsetcc.gov.uk**

Web: **www.dorsetforyou.com/348827**

(a guide to meals on wheels can be downloaded)

Bournemouth

Bournemouth Borough Council

Tel: **01202 454979**

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

Web: **www.bournemouth.gov.uk**

Borough of Poole

Tel: **01202 633902**

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

Web: **www.poole.gov.uk**

Physical activities

There are numerous leisure centres across the county of Dorset, Bournemouth & Poole offering a wide variety of leisure and sports activities, please contact them directly to find out more.

Ashdown Leisure Centre, Canford Heath, **Poole**
Tel: **01202 604224**

Beaminster Sports Hall and Swimming Pool
(Beaminster School)
Tel: **07792 791038**
Email: **Bfit.manager@yahoo.com**

Blandford Leisure Centre
Tel: **01258 455566**

Bournemouth Littledown Centre
Tel: **01202 417600**

Bridport Leisure Centre
Tel: **01308 427464**

Broadstone The Junction
Tel: **01202 777766**

Budmouth Community Sports Centre,
Weymouth
Tel: **01305 830508**

Christchurch Two Riversmeet Leisure Centre
Tel: **01202 477987**

Ferndown Leisure Centre
Tel: **01202 877468**

Gillingham
Tel: **01747 834013**

Kinson Pelhams Park Leisure Centre,
Tel: **01202 437801**

New Forest Health & Leisure
Tel: **0845 659 0845**

Parkstone Rossmore Leisure Centre
Tel: **01202 738787**

Portland Osprey Leisure Centre
Tel: **01305 824378**



Poole Leisure Centre
Tel: **01202 677217**

Wareham Purbeck Sports Centre
Tel: **01929 500000**

Wimborne Queen Elizabeth Leisure Centre
Tel: **01202 888208**

Riversmeet Leisure Centre Hardings Lane
Tel: **01747 834013**

Winton Stokewood Leisure Centre
Tel: **01202 437840**

Lifestyle **Verwood**
Tel: **01202 828740**

Weymouth College Community Sports Centre
Tel: **01305 208713**

Weymouth Swimming Pool & Fitness Centre
Tel: **01305 774373**

Healthy walks

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

Web: **www.dorsetforyou.com**
www.walkingforhealth.org.uk

Social clubs and activities

Village halls and community centres offer people the opportunity to meet for social, educational and recreational activities. For more information about what activities are taking place contact the Dorset Halls Network.

Dorset Halls Network
www.dorsethalls.net

Bournemouth

Beaufort Community Centre,
 Tel: **01202 924786**

Kinson Community Centre
 Tel: **01202 572826**

Christchurch

Mudeford Wood,
 Tel: **01425 272084**

Ferndown

The Barrington Centre,
 Tel: **01202 894858**

Lytchett Minster & Upton

Lytchett Minster & Upton Community Centre
 Tel: **01202 621570**

Poole

Broadstone Community & Arts Centre
 Tel: **01202 605504**

Weymouth

The Park Community Centre
 Tel: **01305 839579**

Wimborne

Allendale Community Centre,
 Tel: **01202 887247**

Leigh Park Community Centre,
 Tel: **01202 848820**

Community Learning & Resource
 Tel: **01202 847600**

Verwood

The Verwood Hub Community Association
 Tel: **01202 828740**

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. Call Alzheimer's Society on **01202 716 393** for details of groups in:

Ferndown, Highcliffe, Swanage, Wareham, Wimborne, Poole and Bournemouth.

Call **01935 473597** for details of the South and East Somerset group.

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 716393** for details of the groups in Blandford, Gillingham, Christchurch and Westbourne.

Call **01935 473597** for details of the South and East Somerset group

Melodies for Memories

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

Tel: **07747 533252**

Younger People's Group

Social dinner for people with dementia under the age of 65 and their carers.

Tel: **01202 716393**

Section 7

Support for Carers



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.

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**

Poole

Tel: **01202 633902**

Dorset

Tel: **01202 221016**

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 is available from several sources.

If you live in Dorset you may want to contact **Help & Care** on **0300 111 33033**.

If you live in Bournemouth or Poole, contact **Carers Centre** on **01202 458208**.

How to get an assessment

Contact the office nearest to where the cared for person lives from the list below to request information or an assessment for the carer or cared for person.

Dorset

Adult Access Team

If you have no current contact with Adult Social Care at Dorset County Council

Tel: **01305 221016**

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

Web: **www.dorsetforyou.com**

Or, if you currently receive a service from Adult Social Care at Dorset County Council, please contact your allocated worker at:

Bridport Social Care Team

Tel: **01308 422234**

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

Christchurch Social Care Team

Tel: **01202 474106**

Email:

christchurchsocialcare@dorsetcc.gov.uk

Dorchester Social Care Team

Tel: **01305 251414**

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

Ferndown Social Care Team

Tel: **01202 877445**

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

North Dorset Social Care Team

Tel: **01258 472652**

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

Purbeck Social Care Team

Tel: **01929 553456**

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

Sherborne Social Care Team

Tel: **01935 814104**

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

Weymouth and Portland Social Care Team

Tel: **01305 760139**

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

If you live in Bournemouth

Bournemouth Care Direct

Tel: **01202 454979**

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

Web: **www.bournemouth.gov.uk**

If you live in Poole

Adult Social Care

Tel: **01202 633 902**

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

Web: **www.poole.gov.uk**



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: **0845 608 4321**

0845 604 5312 (Textphone)

Email:

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

Web:

www.gov.uk/carers-allowance/eligibility

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.

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

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

Web: **www.helpandcare.org.uk**

Home from Home

Day Respite Service,
East Borough Housing Trust

The Home from Home Service provides a quality day respite service for older people with general, memory and/or dementia support needs.

It provides a chance for carers to have a break with the knowledge that the person they care for is in a safe, comfortable environment, enjoying a day out.

The older person is cared for in the host's home with each host providing an entertaining and varied programme of activities as well as refreshments and a home-cooked two course lunch. For more information:

Tel: **01202 883503**

Email: **sway@ebht.org.uk**

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.

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.

These are some of the local carers' groups (with space for possible telephone number changes):

Alderholt Carers Support Group

Tel: **01425 652870**

Blandford Carers Group

Tel: **01258 459215/ 07772 850003**

Bournemouth Carer Group Jo Morhew

Tel: **01202 584440**

Bridport and District Carers Support Group

Tel: **01308 427494**

Bridport Disabled Carers & Friends Group

Tel: **01308 423620, 421213 or 427819**

Bridport Rethink Carers and Support Group

Tel: **01308 862880**

Carers and Cared for Coffee morning

Tel: **01258 473152**

Carers Direct

Tel: **0300 123 1053**

Email: **CarersDirect@nhschoices.nhs.uk**

Web: **www.nhs.uk/Carersdirect**

Carers Link coffee and guest speakers

Tel: **01747 475266**

Carers Support Group **Southbourne**

Tel: **01202 419506**

Carers UK

National Tel: **0808 808 7777**

Email: **advice@carersuk.org**

Dorchester Tel: **01305 848374**

Corfe Mullen Carers Group

Tel: **01202 604345**

Cruse Bereavement Support

National Tel: **0844 477 9400**

Dorset Tel: **01308 423823**

Bournemouth and Poole

Tel: **01202 302000**

CrISP Carers Support Service
across **Bournemouth and Poole**

Tel: **01202 458204**

Oakley Friends, **Canford Magna**

Tel: **01202 880114 / 650554 / 021705**

Portland Carers Support Group

Tel: **01305 826479**

Pramacare Carers Support Groups

**Ferndown, Southbourne, Christchurch,
Wimborne, Upton and Lychett**

Tel: **01202 207310 / 07867 354588**

Email: **sharon.boyle@pramacare.co.uk**

Relative Support Meetings

Blandford Community Mental Health Team –
Older People

Tel: **01258 394045**

Carers Support in Dorset

Tel: **07866 252046**

Sherborne Centre for Wellbeing (including
Zest Café, Thursday, Friday and Saturday)

Tel: **01935 389192**

Alzheimer's Society Memory Support and
Advisory Service and Social Peer Support Group

Tel: **0300 1231916**

South Dorset Alzheimer's Carers Group

Tel: **01305 832726**

Swanage Carers Group

Tel: **01929 421251**

St John Ambulance Carers Group

**Wallisdown Road, Bournemouth or
Amethyst Road, Christchurch**

Tel: **01305 751160**

Verwood & District Carers Support Group

Tel: **01258 840127 / 01202 813334 / 01202 825353**

West Moors Carers Group

Tel: **01202 865800**

Carers' training

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

St John Ambulance provides a free carers' support programme, which gives carers an opportunity to meet other carers, share experiences and also learn about:

- First aid
- Coping with dementia and memory loss
- Managing continence
- Falls prevention
- Safer moving and handling.

These courses are designed to offer advice and support in an informative and relaxed environment. Contact your local Council for more information

Oakley Friends (a carers' group) run a ten-week course for carers twice a year in partnership with Dorset HealthCare.

There is an opportunity for carers to meet others and share experiences.

Tel: **01202 880114/ 650554/ 021705**

Email: **com@oakleyfriends.co.uk**

Web: **www.oakleyfriends.co.uk**

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 County Council Social Care Carers' Support Administrator

Tel: **01305 221016**

Web: **www.dorsetforyou.com**

Poole

Adult Social Care

Tel: **01202 633802**

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

Web: **www.poole.gov.uk**

CrISP Carer Support Service across Bournemouth and Poole

Contact the Carers' Team:

Tel: **01202 458204**

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

Useful contacts

Age UK

Tel: **0800 169 6565** (advice line)

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

Web: **www.ageuk.org.uk**

See page 38 for further information

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:

www.alzheimers.org.uk/factsheets

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**

Email: **CarersDirect@nhschoices.nhs.uk**

Web: **www.nhs.uk/Carersdirect**
www.carersdirecenquiry.nhs.uk
(online enquires)

Carers UK

Provides information and support for carers including information about benefits, carer's assessments and carers 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**

Email: **advice@carersuk.org**

Web: **www.carersuk.org**



Citizens Advice Bureau (CAB)

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

Tel: **0844 245 1291** (Dorset AdviceLine)

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

See page 38 for further information and local numbers.

Carers Trust

The Carers Trust is a merger of Crossroads Care and the Princess Royal Trust for Carers. Works to improve the support services and recognition of carers. Provides information, support services and practical help.

Tel: **0844 800 4361**

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**

Section 8

'This is Me'

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

The leaflet provides staff with information about a person with dementia to help enhance the care and support they receive whilst in an unfamiliar environment. It is not a medical document.

'This is Me' provides a 'snapshot' of the person with dementia and helps hospital staff to learn about a person's likes, dislikes, habits, interests and background.

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

All community hospitals in Dorset are being encouraged to use the document, and in addition services such as the Memory Support and Advisory Service have similar documents.

See page 7 for more details about Alzheimer's Society and the Memory Support and Advisory Service.



Section 9

Residential Care

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

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?
- 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?
- Can residents come and go as they please, as far 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 staff 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**

Email: **enquiries@cqc.org.uk**

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 Health and Social Care Directory for Dorset.

Contact them as follows:

Dorset

For information contact Dorset Direct

Tel: **01305 221016**

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

Web: **www.dorsetforyou.com**

Or, if you currently receive a service from Adult Social Care at Dorset County Council, please contact your allocated worker at:

Bridport Social Care Team

Tel: **01308 422234**

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

Christchurch Social Care Team

Tel: **01202 474106**

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

Dorchester Social Care Team

Tel: **01305 251414**

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

Ferndown Social Care Team

Tel: **01202 877445**

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

North Dorset Social Care Team

Tel: **01258 472652**

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

Purbeck Social Care Team

Tel: **01929 553456**

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

Sherborne Social Care Team

Tel: **01935 814104**

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

Weymouth and Portland Social Care Team

Tel: **01305 760139**

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

Bournemouth Bournemouth Care Direct

Tel: **01202 454979**

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

Web: **www.bournemouth.gov.uk**

Poole

Adult Social Care

Tel: **01202 633902**

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

Web: **www.poole.gov.uk**

Out of hours service: **01202 657279**



Useful contacts

Age UK

Tel: **0800 169 6565** (advice line)

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

Web: **www.ageuk.org.uk**

Please see page 38 for more information.

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 audio versions online:

www.alzheimers.org.uk/factsheets

Please see page 38 for more information.

Section 10

The Later Stages of Dementia and End of Life

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 38 for more information.

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

Please see page 38 for further details.



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.

You can find the help you need to do this according to where you live:

South, West and North Dorset

Age UK – Dorchester

Tel: **01305 269444**

Email: **info@ageukdorchester.org.uk**

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.com/end-of-life-care

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: **0844 477 9400**

Dorset Cruse

Bereavement support

Tel: **01308 423823**

Bournemouth and Poole Cruse

Tel: **01202 302000**

Email: **helpline@cruse.org.uk**

Web: **www.crusebereavementcare.org.uk**

Age UK

Tel: **0800 169 6565** (advice line)

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

Web: **www.ageuk.org.uk**

Please see page 38 for further 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 1231916**

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

Please see page 38 for further information.

Section 11

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:

- **Dementia re-considered:** the person comes first *Tom Kittwood (1997)*
- **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)*
- **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 of caring for someone. *Hugh Marriott (2009)*

- **And still the music plays:** stories of people with dementia *Graham Stokes (2010)*
- **Keeping Mum:** caring for someone with dementia *Marianne Talbot (2011).*

Leaflets and booklets

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

- **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)*
Free copies of this booklet are available from St John's Ambulance
Tel: **01305 751 160 / 01452 858225**
Email: **george.tarte@sja.org.uk**

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 169 6565** (Advice Line)

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

Web: **www.ageuk.org.uk**

Local numbers:

Bournemouth Tel: **01202 530530**

Blandford Forum Tel: **01258 458250**

Dorchester Tel: **01305 269444**

Ferndown & District Tel: **01202 875942**

Gillingham & Shaftesbury Tel: **01747 853966**

Lytchett Minster & Upton Tel: **01202 622744**

North Dorset Tel: **01258 475582**

Poole Tel: **01202 666195**

Wimborne Tel: **01202 849945**

Age UK runs [Melodies for Memories](#) groups

Tel: **07747 533252**

Alzheimer's Society

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

Helpline Tel: **0300 222 11 22**

Email: **helpline@alzheimers.org.uk**
info@alzheimers.org.uk (general information)

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**.

Local services include Memory Cafes and Singing for the Brain Groups.

Local numbers

Dorset wide number

Tel: **0300 123 1916**

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

Citizens Advice Bureau

The Citizens 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:

North Dorset

Tel: **0844 245 1291** (Dorset Advice Line)

Email: **info@northdorsetcab.cabnet.org.uk**

Web: **www.citizensadvice.org.uk/northdorsetcab.htm**

Bournemouth

Tel: **08444 111 444** Telephone Assessment and Advice (phone first)

Email: Online at **www.bournemouthcab.co.uk/advice_questions/**

Web: **www.bournemouthcab.co.uk**

Bridport and surrounding villages

Tel: **01308 456594**

Email: Online at: **www.bridportcab.org/contact-us/email/**

Web: **www.bridportcab.org.uk**

Christchurch

Tel: **0844 245 1291** (Dorset Advice Line)

Web: **www.eastdorsetcab.org.uk**

Cranborne Surgery

Tel: **01725 517272**

(for patients of the practice only)

Dorchester/ Ferndown

Tel: **0844 2451291**

Web: **www.westdorsetcab.org.uk**

New Forest, Ringwood

Tel: **08444 111 306**

Email: **advice@newforest.cabnet.org.uk**

Web: **www.citizensadvice.org.uk/newforest**

North DorsetTel: **01747 822117**Web: **www.citizensadvice.org.uk/northdorsetcab.htm****Poole**Tel: **01202 680838** (Advice Line)Email: **advice@poolecab.co.uk**Web: **www.poolecab.co.uk****Purbeck**Tel: **0844 245 1291**Email: **bureau@purbeckcab.cabnet.org.uk**Web: **www.citizensadvice.org.uk****Sherborne and surrounding villages**Tel: **0844 245 1291**Web: **www.westdorsetcab.org.uk****Weymouth & Portland**Tel: **0844 245 1291**Web: **www.citizensadvice.org.uk**

Contact the relevant bureau for an appointment and advice.

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**Fax: **01305 261049**

Email:

admin@dorsetmentalhealthforum.org.ukWeb: **www.dorsetmentalhealthforum.org.uk**Twitter: **@DorsetMHForum****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**Email: **Online form**Web: **www.dorsetrec.org.uk****Dorset Wellbeing and Recovery Partnership**

This is a partnership between Dorset HealthCare and Dorset Mental Health Forum which aims of 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: **recovery.educationcentre@dhft.nhs.uk**

Web: **www.dorsethealthcare.nhs.uk/services/recovery/**
www.dorsetmentalhealthforum.org.uk/recovery.html

Faithworks Wessex

Faithworks Wessex provide emotional & practical support through befriending carers.

Tel: **01202 304004**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**Email: **via the website**Web: **www.healthwatchdorset.co.uk**

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

Write to: **Healthwatch Dorset, Freepost BH1902.896, Christchurch Road, BH7 6BR**

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**

01202 416047 Text phone

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

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. 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**

Email: **legal@mind.org.uk**

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.

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).

You can also go to the NHS walk-in centre at Melcombe Avenue, Weymouth DT4 7TB, 8am-8pm daily.

Tel: **01305 980000**

Dial 999

In a life-threatening emergency, eg 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.' Contact details are:

Tel: **08457 90 90 90**

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: **0845 767 8000**

Web: **www.sane.org.uk**

Telephone numbers

Age UK

Advice line Tel: **0800 169 6565**

Age UK local centres:

Blandford Forum

Tel: **01258 458250**

Email: ageconcernblandford@talk21.com

Web: www.acblandfordforum.org.uk

Bournemouth

Tel: **01202 523300**

Email: www.ageuk.org.uk/bournemouth

Web: www.ageuk.org.uk/bournemouth

Dorchester

Tel: **01305 269444**

Email: info@ageukdorchester.org.uk

Web: www.ageuk.org.uk/dorchester

Ferndown & District

(West Moors, St Leonards, St Ives, SH22)

Tel: **01202 875942**

Web: www.ageuk.org.uk



Gillingham and Shaftesbury

Tel: **01747 853966**

Email:

ageconcern-shaftesbury@btconnect.com

Web: www.ageuk.org.uk

Lytchett Matravers

Tel: **01202 622 744**

Web: www.ageuk.org.uk

North Dorset

Tel: **01258 475582**

Email: ac.northdorset@surfwise.co.uk

Web: www.acnorthdorset.org.uk

Poole

(Canford Heath, Oakdale, Upton, Broadstone, Canford Cliffs, Parkstone, Lilliput, Hamworthy)

Tel: **01202 666195**

Email: enq@ageconcernpoole.co.uk

Web: www.ageuk.org.uk

Wimborne

Tel: **01202 849945**

Email:

information@ageconcernwimborne.org.uk

Web: www.ageuk.org.uk

The Rotary Club

Weymouth

The Pilgrim Trust (formerly Age Concern)

Tel: **01305 761 828**

Web: www.pilgrimhouse.org.uk

Alzheimer's Society

Central Office Reception Tel: **0207 4233500**

Advice line Tel: **0300 2221122**

Main Dorset Office Tel: **01202 716393**

Email: dorset@alzheimers.org.uk

Call the Dorset office to check for a Memory Café in your area, Forget Me Not Coffee Morning or Singing for the Brain group in your area.

South and East Somerset

Tel: **01935 473597**

Email: yeovil.sherborne@alzheimers.org.uk

Benefit Enquiry Line

(Department of Work & Pensions)

Tel: **0800 88 2200**

Textphone: **0800 24 33 55**

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**

Christchurch Tel: **01202 484074**

Dorchester Tel: **01305 215951**

Ferndown Tel: **01202 892772**

Poole Tel: **01202 699453**

Swanage Tel: **01929 423517**

Care and Repair

Tel: **01305 252405**

Web: **www.dorsetforyou.com**

Care Quality Commission (CQC)

Tel: **0300 061 6161**

Carers Direct

Tel: **0300 123 1053**

NHS Carers in Crisis

Carers' Support Administrator

Tel: **01305 221016**

Web: **www.dorsetforyou.com**

Carers Trust

Tel: **0844 800 4361**

Carers UK

Tel: **0808 808 7777**

Citizens Advice Bureau (CAB)

Bournemouth Tel: **08444 111 444**

Ferndown Tel: **0844 245 1291**

Christchurch Tel: **0844 245 1291**

New Forest Tel: **08444 111 306**

Community Legal Advice

Tel: **0345 345 4 345**

Minicom: **0845 609 6677**

Web: **www.direct.gov.uk/legaladvice**

Community Mental Health Teams for Older People

Blandford Tel: **01258 394045**

Bournemouth Tel: **01202 705609**

Bridport Tel: **01308 426291**

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**

Community Transport

East Dorset Tel: **01305 225708**

Rest of Dorset Tel: **01305 221700**

or **01305 224535**

Bournemouth Tel: **01202 454979**

Poole Tel: **01202 262000**

Cruse Bereavement Support

National Tel: **0844 4779400**

Dorset Cruse Tel: **01308 423823**

Bournemouth and

Poole Cruse Tel: **01202 302000**



Dorset AdvocacyTel: **01305 251033****Dorset Fire and Rescue Service**Tel: **01305 252600****Dorset HealthCare**Tel: **01202 277 000****Dorset Race Equality Council**Tel: **01202 392954****Drivers Medical Group (DVLA)**Tel: **0300 790 6806****Hanham Centre for Independent Living**Tel: **01202 843560****Healthwatch**Tel: **0300 111 0102****Help and Care**Tel: **0300 111 3303****Law Society**Tel: **020 7320 5650****Marie Curie Palliative Care Institute
Liverpool (MCPCIL)**Tel: **0151 794 8806****Mears Home Improvement Ltd**Tel: **01202 862765****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****MIND**Tel: **0300 1233393****Legal Advice Service**Tel: **0300 4666463****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 / 650554 / 021705**Email: **com@oakleyfriends.co.uk**Web: **www.oakleyfriends.co.uk****Office of the Public Guardian**Tel: **0300 456 0300****Poole Adult Social Care**Tel: **01202 633902****Poole Housing & Community Services**Tel: **01202 633804****POPP**

Central Wayfinders Numbers

Email: **j.shepherd@dorsetcc.gov.uk**Tel: **01305 224841****Food and lunch projects**Tel: **07919 545199****Poole and Bournemouth
Steps 2 wellbeing**Tel: **0300 123 1120**Web: **www.steps2wellbeing.co.uk****Radar Key Scheme**Poole Tel: **01202 633633**Bournemouth Tel: **01202 451451**Christchurch Tel: **01202 495000**Weymouth Tel: **01305 838000****Samaritans**Tel: **01305 771777****Saneline**Tel: **0845 767 8000**Web: **www.sane.org.uk****Smokestop Services**Tel: **0300 3038038**Web: **www.i-quit.org.uk****St John Ambulance (Dorset)**Tel: **01305 751160**

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

Please contact the Engagement and Communications Team:

communications@dorsetccg.nhs.uk

