



Improving lives

Bromley Memory Service Older people's mental health services

Information for service users and carers

oxleas.nhs.uk



This leaflet is for people experiencing memory problems. It explains why you have been referred to the Memory Service, what happens when you come for assessment and what happens afterwards.

About us

The Memory Service provides assessment, diagnosis and treatment for people who are experiencing difficulties with their memory such as dementia. We tend to see people aged 65 and over, though in some cases we see younger people.

Why have I been referred?

Most of the people we see are referred by their GP after reporting a memory problem. Memory problems are not always the result of dementia – they may be caused by factors such as infections, depression and vitamin imbalance. Your GP will usually try to rule some of these out before referring you to us.

The assessment process

Finding out the cause of a memory problem involves several different assessments, which may include:

- a first assessment with the Memory Service
- a brain scan at your local hospital
- a heart scan at your local hospital
- an appointment at our diagnostic clinic.

In some cases we may also ask you to have a neuropsychological assessment and/or an occupational therapy assessment to further assess your memory and day-to-day functioning. The whole process takes around two months.

What happens at your first assessment

At your first assessment you will usually be seen by a Memory Service professional who will ask you about your memory difficulties, your physical health and some details about your past and current life. They will also test your different thinking abilities. This appointment can last up to one and a half hours and we recommend that a relative or friend accompanies you to help with our questions. If you have some questions you would like to ask us, you may find it helpful to write these down and bring them with you.

What happens next

If appropriate, you may then be sent for a brain and heart scan at your local hospital, and possibly for other specialist assessments. Once we have the results of these tests we will invite you to attend a diagnostic clinic with a doctor or a senior member of the team. They will discuss the results of your assessments with you and, if appropriate, give you a diagnosis.

At the end of the assessment process one of the following will happen:

- you may receive a diagnosis of a memory problem (such as dementia) and treatment options will be discussed with you
- it may not be possible to make a definite diagnosis and we may ask you to come back in 12 months for a review
- our assessment may suggest that you do not have a memory problem and you will be discharged and directed to other services where appropriate.

Treatment

If you are diagnosed with a memory problem, such as dementia, one of our treatment options may be suitable for you. While there is currently no cure for dementia, our treatments are designed to either slow down its effects or help you cope with any emotional difficulties associated with it.

We offer the following treatments:

- medication for Alzheimer's type dementia
- medication to help with associated problems such as anxiety
- group therapy
- individual, couple or family therapy
- occupational therapy.

Crisis

You can contact us Monday to Friday 9am - 5pm. Outside these hours you should contact the Oxleas Urgent Advice Line on 0800 330 8590. Alternatively you can visit A&E or call 999 if you are at risk in some way.

Contact us

Bridgeways
Turpington Lane
Bromley
Kent BR2 8JA

Your appointment may take place at a different location so please check your letter.

Tel: 020 8629 4900

Fax: 020 8462 3183

There is a small car park to the left of the building and free parking in the street.

Nearest train station:

Bromley South

Bus routes: 336 - Turpington Lane Community Centre stop, 208 Southborough Library stop.

Contact us

Oxleas NHS Foundation Trust
Bromley Memory Service
Bridgeways
Turpington Lane
Bromley
Kent
BR2 8JA

Tel:

020 8629 4900

Email:

oxl-tr.bridgeways-admin@nhs.net



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Confidentiality

All staff abide by a strict code of conduct on confidentiality and only share information in order to provide good quality care. We usually discuss this with you first.

Your opinion matters

We welcome your views on the services we provide. PALS is a free, confidential service which helps patients, families and carers deal with any concerns about our treatment and care.

Monday to Friday 9am to 5pm
(answerphone available)

Email: oxl-tr.pals@nhs.net

Tel: 0800 9177159 (freephone)
(not free from mobile phones)

Raising concerns

Your complaints, comments and suggestions help us improve the services we provide.

Email: oxl-tr.complaints@nhs.net

Tel: 01322 625751

Accessible information

If you'd like information in your own language, large print, audio or other formats, we can arrange this. Please speak to a member of staff.

Oxleas NHS Foundation Trust

Pinewood House

Pinewood Place

Dartford

Kent DA2 7WG

Tel: 01322 625700



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