



# Memory service information pack

*Improving lives*

[oxleas.nhs.uk](http://oxleas.nhs.uk)



**This information pack is published by Oxleas Foundation Trust and was created by the Memory Service. It has been written for people with memory problems and/or diagnosis of dementia, and for your family and friends. The Memory Service is hosted in the Older People's service which also sees younger people with memory difficulties.**

The pack is designed to provide you with information about memory problems, living well, support, services available and practical issues. You may or may not have a diagnosis of dementia. If you have been seen in our memory service the clinician will have tailored the information in this pack for you.

The pack contains references to information from other resources. These may appear as a weblink for example: [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk). If you don't have a computer at home the local library is a good place for free internet access and support. Where available telephone contact details will also be given as an alternative to online information.

Our website contains Trust information and is a good resource and starting point. It contains this information pack and other useful information: [www.oxleas.nhs.uk/services](http://www.oxleas.nhs.uk/services).

The term 'carers' is used throughout to describe family members and friends who support the person with memory difficulties.

# Types of memory problems

## Typical ageing

Although dementia is more common in the older population, the majority of older people do not have dementia. Changes in memory, and other mental processes, which we call cognitive functioning, do occur as part of typical ageing. Occasionally this can raise unnecessary fears that something is wrong.

Cognitive functioning changes throughout our life time. Lifestyles change, people retire and life can become less hectic. Your interests and pursuits may also be very different. This can have an impact on how you approach the various aspects of your life. In turn you may notice changes in your memory.

You may notice that:

- it is harder to recall recent events
- it may take you longer to react
- you become slower at solving problems
- it can be harder to learn new things.

It is important to remember there is a great deal of individual variation and that some people may not experience any change at all.



# Types of memory problems

## Understanding memory difficulties

Firstly, it is important to acknowledge that no one has a perfect memory. In fact everyone's memory can be affected by:

- certain illnesses such as infections
- feeling very worried or very low
- side effects from certain medications
- tiredness
- normal ageing process.

These influences can either be treated and therefore any memory problems should improve or they will only cause mild memory difficulties.

Memory difficulties are more concerning when they start to prevent a person being able to complete everyday tasks. Sometimes this is due to a specific memory problem that is not caused by one of the factors above.

## Understanding dementia

Dementia is the umbrella term for memory problems that are caused by changes in the brain. People with dementia have impairment in two areas of cognitive functioning. The term cognitive functioning refers to a person's ability to process thoughts and learn new information. It involves reasoning, language memory and perception.

People with dementia also experience an impact on their social functioning, how they interact with society. They may not be able to plan things as easily as before, their short-term memory may be poor and routine tasks may become more difficult. For example, they may find that they forget names of people, misplace items or be unsure of the day or date.

In the UK there are 800,000 people with dementia. Dementia is most common for people over 65 years old. 1 out of 100 people over 65 has dementia. Dementia can also occur in the younger population. 1 in 1,400 of people aged 40-65 years old will have dementia. It is expected that the number of people with dementia will rise as the numbers of the older population increase.

Dementia is a progressive disease, which means the symptoms gradually get worse over time. At present there is not a known cure for dementia. There are medications available which may slow down the progression of the disease. The suitability of medication depends on the individual's medical history and type of dementia.

The government has developed a National Dementia Strategy, which has increased understanding and services for people. There are now lots of resources, interventions and support that can help people who have been diagnosed as having dementia.

It is important we ensure that quality of life for people with dementia is as good as it can be. People with dementia can have a good quality of life.

There are several different types of dementia. The following are the most common types of dementia.

- **Alzheimer's disease**, where small clumps of protein, known as plaques form around brain cells. This disrupts the normal workings of the brain.
- **Vascular dementia**, where problems with blood circulation result in parts of the brain not receiving enough blood and oxygen.

# Types of memory problems

## Understanding memory difficulties (cont)

- **Dementia with Lewy bodies**, where abnormal structures, known as Lewy bodies, develop inside the brain.
- **Fronto-temporal dementia**, where the frontal and temporal lobes of the brain begin to shrink. Unlike other types of dementia, fronto-temporal dementia develops most often in people under 65 years old. It is much rarer than other types of dementia.

Some people have ‘mixed dementia’, which means that they have more than one of the four types.

## Dementia myths

Over the years our understanding about dementia has developed. People who have a diagnosis of dementia are not ‘mad’. They have changes in the brain that cause different symptoms such as difficulty in remembering recent events.

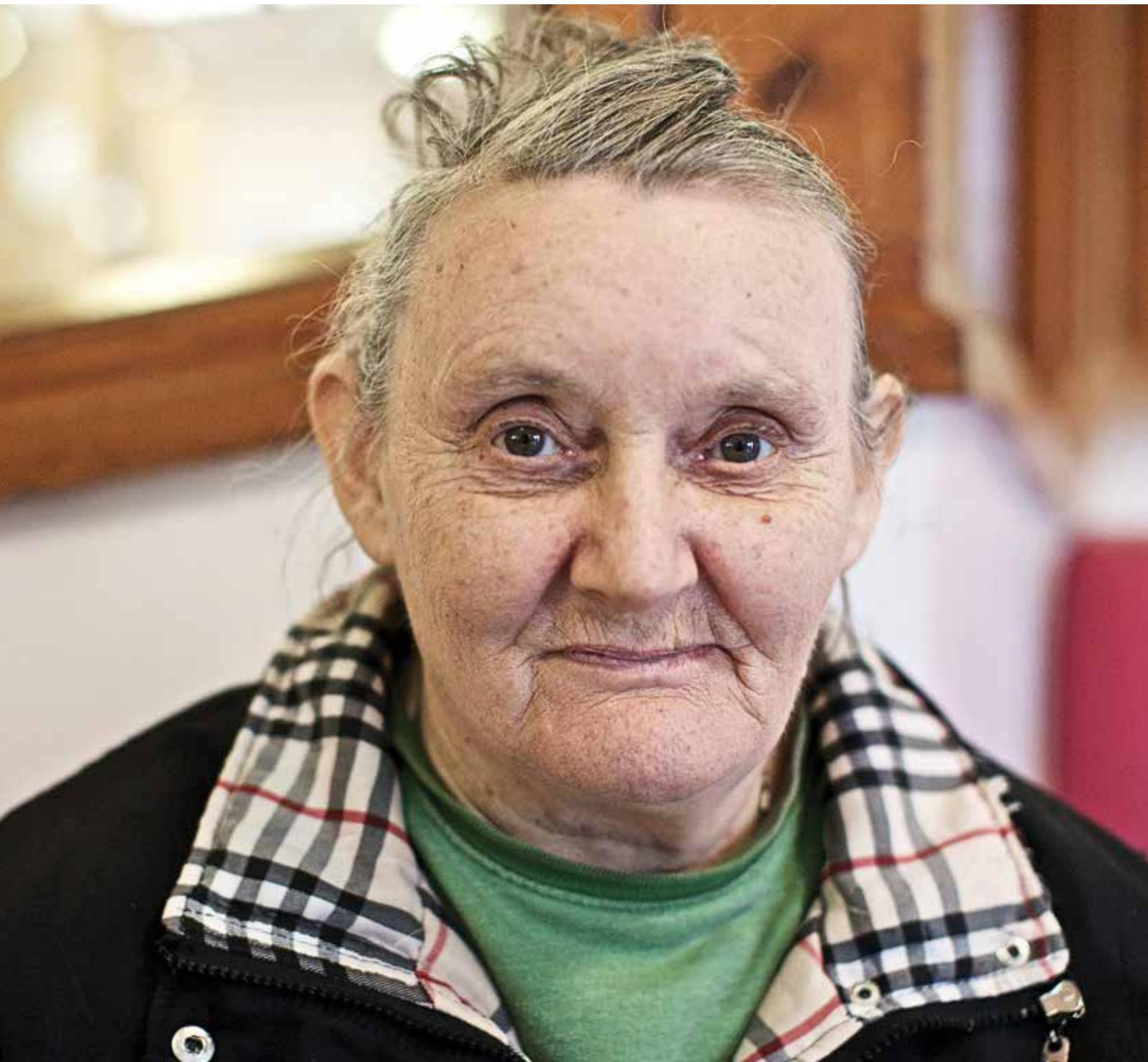
People with a diagnosis do not lose the ability to have feelings. People in the late stages of dementia are able to express themselves and their feelings; it may just be in different ways as their symptoms change.



# Types of memory problems

## Mild Cognitive Impairment

Mild Cognitive Impairment (referred to as MCI) is not a type of dementia. It is a diagnosis of memory difficulties that are more of a problem than is normally expected for someone of the affected person's age. These difficulties are not as significant as memory problems found in dementia and do not significantly affect day-to-day life. Only about 10-20% of people with MCI per year will go on to develop Alzheimer's Disease. The majority will either find improvements in their memory or it will stay the same over time.



# Types of memory problems

## Memory functioning

A good memory consists of three important factors:



### Learning

We need to be able to concentrate, focus and understand the information we are trying to remember without distractions to actually be able to store it in our brain. Wearing a hearing aid or glasses makes sure we can hear and see the information we need to learn.

### Storage

We need to have helpful and useful strategies to be able to store the information. For example, repeating a telephone number over and over is a method of storing memory.

### Recall and recognition

We need to be able to retrieve the information that we learnt and stored. For example, using a diary as a prompt to recalling information. Sometimes it can be hard to recall information. Prompts can aid recognition of the information for example, having a list of the people and numbers you call frequently.

For people with memory problems one or more of the above factors can be affected.

### Cognitive difficulties in dementia

Dementia can cause difficulties with mental processing. There are different cognitive functions that can be affected. People may experience difficulties in one or more of the following areas:

- **Short-term memory**

This is typically most affected in early dementia. We use our short-term memory to recall new information that we have just learnt, such as remembering a telephone message you have just been told.

- **Long-term memory**

This is information that has been stored in the ‘filing cabinet’ of your brain. It is the ability to recall past events.

- **Attention, concentration and orientation**

Attention and concentration are important for being able to learn new information. Some people find it is harder to concentrate on tasks as they are easily distracted. It can become more challenging to pay attention to different information.

- **Language**

Some people notice difficulties with their language skills. Language abilities are broken down into language comprehension and expression. Difficulties with language comprehension mean that the person finds it harder to understand verbal and written information. People who have problems with language expression might find it hard to express themselves verbally such as remembering people’s names and finding the right word to use or struggling to easily write down information.

- **Visual**

Visual difficulties can mean that people might mistake objects or images for other things for example, a patterned carpet may look like a hole in the floor. Writing and drawing require visual skills which could be affected.

# Types of memory problems

## Memory functioning (cont)

In addition, some people may misjudge positions of items for example, reaching for a mug and not quite reaching the handle.

- **Executive functioning**

This refers to the control and regulation of reasoning, language, memory and perception. It is also involves planning and problem solving skills. These are complex skills that help us to go about our daily activities. Some people find that it is harder to work out a sequence to be able to complete a task. Driving requires executive functioning skills as you need to make judgments and decisions about your driving, the people and cars around you and the road traffic signs.

- **Processing speed**

Processing speed is the time it takes to understand and complete a task. Some people with dementia find that they need longer to get something done.

- **Perception**

Some people may hear or see things that other people cannot.

- **Behaviour**

Some carers report that their loved one's behaviour has changed and that they react differently to social situations. We communicate through behaviour and actions. Some people with dementia may express distress through more aggressive behaviour. Others become more passive.

- **Mood**

If you have dementia you may find that your mood alters. This can be due to changes in the brain or may be your reaction to them and part of adjusting to the diagnosis. Motivation levels can also change and you may find it harder to 'get started' with a task.

- **Physical**

Some people experience changes in their physical abilities. They may have a tremor or notice stiffness in their limbs that makes walking more difficult.



## Living well

It is possible to live well with dementia. Many people continue to maintain important aspects of their lives with supportive strategies. Living well with dementia is about understanding your needs and letting people around you know what you find supportive. Maintaining a sense of wellbeing comes from communicating with each other as the symptoms change. As the dementia progresses your support will need to adapt to your needs.

The Oxleas memory service has three teams (Bexley, Bromley, Greenwich), which focus on assessment and brief intervention for people with significant difficulties. There are also many charities, services and organisations in these three boroughs which offer support and advice.

There are lots of support networks for people who are living with a dementia.

## Interests

A healthy life balance is about maintaining personal interests. It is important to continue the activities and hobbies that give you pleasure and satisfaction. You may have to make some adaptations along the way such as changes to travel arrangements or creating helpful checklists.

Some people can lose confidence in their abilities and capabilities. It is important to try to stay active and engaged in activities that you are interested in. Being physically active and mentally stimulated increases mood, physical and vascular health. This is all good for the brain and for your own sense of wellbeing.



## Living well (cont)

There are many local charities and groups that offer a variety of activities. The **Services** section contains local information.

### Independence

It is important that you balance independence with support and the balance may change depending on how the dementia impacts on you. Help and support should match your strengths and abilities. We all thrive when we are able to achieve tasks and personal goals. It can be demoralising when we are robbed of an opportunity we could have managed with a little help or when not given quite enough support to complete the task. It can be difficult to accept help especially if you have been very independent in the past. However, allowing people to offer you support where needed will actually help you to maintain your independence and can lead to less frustrations and more personal satisfaction. Try to share your feelings with the people close to you so that they can get the right balance of support and can understand how these adaptations make you feel.

### Adapting to the diagnosis

It is important to allow yourself and the people around you time to adapt to the changes that memory problems can bring. You may be feeling a sense of loss.

Anger, guilt and sadness are all understandable feelings as you come to terms with change. Give yourself time to acknowledge any difficult feelings; talk with friends, write a diary, get in touch with a local support group. If you feel overwhelmed by these feelings contact your GP to discuss what support is available. The Oxleas memory service offers therapeutic sessions

and groups for people with significant need.

### Drawing on your own personal strengths

We have all coped through hard periods in our lives. It can be helpful to reflect on how you have managed difficult times in your past. Consider what resources helped you to cope. You will have developed many resilient strategies and supports that will be perfect to pull back out and use. It may, at times, be a difficult and painful journey but it can also be one of closeness, intimacy and learning.

You may have used positive 'pep talks' to encourage and help you when faced with a difficult situation. Find a few statements that you find inspiring and positive to write down and say out loud to yourself when you need a boost.

Above all, remember to take each day as it comes and don't forget to laugh about the little things.

### Support groups

It can be really helpful to get in touch with other people coping with dementia. People often report that they have picked up some great tips and strategies they would never have thought to use. In addition, it can be reassuring to talk to someone who understands some of the challenges you may be facing.

## Assistive technology

There are a lot of assistive technologies now available that greatly increase people's freedom and independence. Assistive technology is any product or service designed to enable independence for people who are disabled and/or older people. The term 'assistive technology' is widely used in the UK because it more accurately reflects the broad range of equipment available to maximise independence for people.

### Telecare

Telecare is a type of assistive technology and has been defined as a service that uses 'a combination of alarms, sensors and other equipment to help people live independently. This is done by monitoring activity changes over time and will raise a call for help in emergency situations, such as a fall, fire or a flood' (Department of Health 2009).

There are different types of Telecare sensors that detect hazards. They activate an alarm call in an emergency either automatically or triggered by the individual. This ensures the individual receives the support and assistance they require quickly. Telecare sensors can be attached to a variety of items throughout the environment and can be used to identify an array of hazards and situations such as providing a warning when the front door has been left open or if the bath is overflowing. They can detect carbon monoxide, smoke, if there is a rapid rise or drop in temperature or if someone has fallen.

Some Telecare technology is available through councils and you can also purchase it privately.

### Sensors

There are a number of sensors for different needs. For example:

incontinence

falls

automatic  
lights

medication

These alert the individual and a support network. GPS devices can support people who enjoy walks and running errands to stay safe and feel confident about going out.

## Physical health

It is important to keep yourself physically well and healthy. Even just making small changes to your lifestyle such as going for a walk will help keep you physically active. Physical exercise has been linked to a lift in mood so it can have positive knock on effects.

People with dementia are at risk of becoming more distressed whenever they are physically unwell. Commonplace disorders, some of which can be very minor, can lead to a temporary increase in confusion. To most of us a problem such as constipation or a urinary infection amounts to little more than an uncomfortable nuisance that is easily rectified. For someone with dementia the effect can be far more disruptive.

Sometimes a bout of illness may be unavoidable. Alerting your GP or practice nurse when early signs become noticeable should help to ensure that treatment is started promptly.

### Keeping well

A healthy lifestyle can maximise the quality of your life and reduce the risk of illness in the future. For people with dementia, this is particularly important.

#### • Diet

A healthy balanced diet reduces the risk of vitamin and other deficiencies. It will also help your body fight infection and repair itself following injury.

#### • Fluids

A good supply of fluids during the day will prevent dehydration, reduce the risk of constipation and, in some cases, stop urinary

infections from getting a hold.

#### • Teeth

Continue to look after your teeth. A regular visit to the dentist helps to minimise problems that can develop through neglect. If you have dentures, your dentist can help to make sure they fit properly.

#### • Exercise

Regular exercise is beneficial. Some people find that it helps to alleviate restlessness and agitation.

#### • Feet

It is a good idea to wear sensible footwear. Chiropody can help to relieve the kind of discomfort that can make activity more uncomfortable than it need be.

#### • Hearing and vision

Making sense of the world around you can at times be very difficult when you have dementia. Understanding what is being said, or making yourself understood may be even more challenging if hearing or vision are impaired. Clearing ears of wax, getting a hearing aid or a new pair of glasses may make a big difference. Discuss this with the GP or practice nurse and pay a visit to the local optician.

#### • Warmth

Protecting yourself against the cold gets more difficult as you get older. Your sensitivity to changes in temperature becomes less reliable. Hypothermia is a serious risk to health that can be avoided by making sure that you dress appropriately and that normal room temperature is maintained when you are inside. This is especially important during cold spells.

# Types of dementia

## Alzheimer's disease

Alzheimer's disease is the most commonly diagnosed dementia. Nearly 500,000 people in the UK have Alzheimer's. Alzheimer's occurs when there is a buildup of abnormal amounts of protein (known as plaques) and fibres (known as tangles) in the brain which causes brain cells to die. In addition there is a reduction in the chemical acetylcholine needed to transmit messages in the brain.

### What causes Alzheimer's disease?

At present there is no clear answer for the causes of Alzheimer's disease. Multiple factors could contribute to the disease including:

- older age
- genetic inheritance (however in families where dementia appears later in life the chance of getting dementia is only slightly higher than in families where there is no family history)
- environmental factors
- physical and overall health (diabetes, high cholesterol and high blood pressure can increase risk of developing Alzheimer's)
- lifestyle (smoking can increase risk of developing Alzheimer's)
- severe head injuries or whiplash.

### Typical symptoms

As everyone is unique each person's experience of dementia will be individual. It is important to remember that there are different stages of the disease and therefore some of the symptoms highlighted may not be a problem for a long time.

These are some symptoms that people with Alzheimer's may experience:

- difficulties with short-term memory

- problems finding the right words and names
- confusion about the date, time and where they are
- difficulties in completing daily tasks and activities
- changes in mood, feeling low or distressed about the challenges of their memory difficulties
- withdrawal from activities and social interaction. This could be linked to a loss of confidence or communication difficulties.

### Treatment

At present there is not a known cure for Alzheimer's disease. However, for some people medication is an option. The drugs available are able to slow down the decline in cognitive functions; they have also been shown to have some effect on behavioural symptoms of dementia.

# Types of dementia

## Vascular dementia

In the UK vascular dementia is the second most common sub-type of dementia. It is caused by problems with blood supply to the brain. Often the difficulties can present in a 'stepped' progression where there can be periods with no change followed by deterioration in cognitive function.

### What causes vascular dementia?

The vascular system refers to the blood vessels that carry blood around the body. If there are problems with the vascular system in the brain it can cause damage and the cells to die.

A number of health problems can contribute to a vascular risk:

- high blood pressure
- high cholesterol
- diabetes
- heart problems
- strokes.

### Typical symptoms

The symptoms can vary individual to individual however there are some common symptoms that people notice:

- slower speed of processing of information
- trouble concentrating
- memory problems
- difficulties in completing daily tasks and activities
- changes in mood, feeling low or distressed about the challenges of their memory difficulties
- withdrawal from activities and social interaction. This could be linked to a loss of confidence or communication difficulties.

### Some people experience:

- difficulties with balance and walking
- seeing or hearing things that others cannot see or hear
- believing things that are not true
- seizures
- physical weakness or paralysis
- visual problems, for example mistaking objects for other things
- incontinence.

### Treatment

It is not possible to repair damage within the brain. However, it may be possible to slow the progression by:

- keeping physically healthy and addressing any health problems, such as good control of diabetes
- maintaining a healthy lifestyle (keeping active, eating well and stopping smoking)
- engaging in rehabilitative support, such as physiotherapy or occupational therapy to maintain and increase an individuals' independence.

# Types of dementia

## Dementia with Lewy bodies (DLB)

Dementia with Lewy bodies (DLB) makes up about 10% of all cases of dementia. The symptoms can be similar in part to Alzheimer's and Parkinson's disease. It seems to affect men and women equally. It typically develops in people aged over 65 years.

### What causes dementia with Lewy bodies?

DLB is caused by small clumps of abnormal protein, called Lewy bodies, found in the nerve cells in the brain. These are also present in the brains of people with Parkinson's disease. The proteins disrupt the dopamine and acetylcholine chemicals in the brain that send messages between the cells. Typically the nerve cells that initiate movement are affected.

### Typical symptoms

The symptoms of DLB can vary from person to person. It typically progresses over a number of years. People may notice:

- that although there may be memory problems these may not be the most significant difficulty
- difficulties in planning
- difficulties with spatial awareness
- slowness, muscle stiffness and reduction of facial expressions
- tremor and shuffling walk
- seeing or hearing things that others cannot see or hear
- sleep disturbance at night and sleepiness during the day
- reduced concentration and attention.  
Changes in alertness can change as quickly as hour to hour
- feeling faint, frequent falls or more unsteady.

## Treatment

Currently there is not a cure for DLB.

Unfortunately there are no drugs to slow the progression. However, there are a number of medications that may control the symptoms. For some people cholinesterase inhibitors have been shown to improve hallucinations and the symptoms of mental decline.

Occupational therapy and physiotherapy can be helpful in managing the physical symptoms.

Rehabilitative support such as physiotherapy, occupational therapy and speech therapy aim to help with regaining lost functions, and dementia activities such as 'memory cafés' and some psychological therapies can help with managing the symptoms.

If you have dementia, your future health and social care needs will need to be assessed and a care plan will be drawn up.

# Types of dementia

## Fronto-temporal dementia

### What is fronto-temporal dementia (including Pick's disease)?

Fronto-temporal dementia is one of the rarer dementias. It typically occurs in younger people between the ages of 45 and 65.

### What causes fronto-temporal dementia?

Similarly to Alzheimer's disease, a build-up of proteins in the brain causes a gradual loss of brain cells. These parts of the brain function less effectively and cause difficulties for the individual. The brain can begin to shrink where the proteins are present. It is called fronto-temporal dementia as it typically occurs in the frontal and temporal lobes of the brain which are found at the front and sides of the head.

### Typical symptoms

The symptoms of fronto-temporal dementia can vary from individual to individual. As the frontal lobes are affected this can cause:

- problems with planning and organising
- disinhibited behaviour (lack of restraint) in social situations (this is a result of the physical changes in the brain and is not due to a lack of control or sensitivity)
- people to become more outgoing or more withdrawn.

The temporal lobes are responsible for memory and language. This can cause difficulties with:

- finding the right word
- starting conversation
- using many more words to express something than necessary or using too few words.

In addition some people experience a change in appetite - eating more or less than usual.

### Treatment

Currently there is not a cure for fronto-temporal dementia. Unfortunately there are no drugs to slow the progression. However, there are a number of approaches that can help support the individual. Speech and language therapy can be helpful in managing speech difficulties. Coping strategies can make the behavioural changes easier. Understanding fronto-temporal dementia is important in understanding the individual's behaviour and how to support them in the areas that can cause difficulty.

### The Fronto-temporal Dementia Support Group

The support group helps people with fronto-temporal dementia, Pick's disease, corticobasal degeneration, frontal lobe degeneration, dementia with Lewy bodies and alcohol-related dementia (formerly the Pick's Disease Support Group). It provides information and advice, has a range of booklets, and a network of local contacts.

### London branch information

c/o Mrs Carole Ivey, 3 Fairfield Park, Lyme Regis, DT7 3DS

T: 020 7603 0550

Email: frontotemp@aol.com

[www.ftdsg.org](http://www.ftdsg.org)

Honourable Secretary and Adviser:

Penelope Roques, 3 Fairfield Park, Lyme Regis, DT7 3DS

T: 01297 445 488

## Rarer causes of dementia

The three most common forms of dementia are Alzheimer's disease, vascular and dementia with Lewy bodies. Rarer forms of dementia account for 5% of all dementia diagnoses in the UK. Some of the rarer types of dementia are listed below:

- corticobasal degeneration
- Creutzfeldt-Jakob disease
- HIV-related cognitive impairment
- Huntington's disease
- multiple sclerosis
- Niemann-Pick disease type C
- normal pressure hydrocephalus
- Parkinson's disease
- posterior cortical atrophy
- progressive supranuclear palsy.

The Alzheimer's Society has factsheets covering these rarer forms.

### Contact and information details:

To purchase printed copies of any of the factsheets (the first six copies are free) please contact The Alzheimer's Society as follows. The most popular factsheets are also available in audio on CD and tape.

T: 01628 529 240

E: [alzheimers@xcalibrefs.co.uk](mailto:alzheimers@xcalibrefs.co.uk)

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



# Treatment and support

## Memory Service

Our Memory Service has three teams based in Bexley, Bromley and Greenwich. Together, we provide an assessment and brief intervention service for people who are concerned about their memory.

### Informed consent

The process of assessment and pros and cons of having an assessment will be discussed with you. It is important that you ask any questions you may have as we want you to feel comfortable making decisions about your assessment journey. Any contact and

involvement with the memory service is your decision.

Some people do not have capacity to make some decisions. If the service, your GP or family has concerns they may act in your best interest. This is not a common issue for people in the early stages of dementia. There is specific guidance that our clinicians follow if this is the case. Every opportunity is taken to involve the person with dementia in all aspects of their care and it is never a decision taken lightly.



# Treatment and support

## Memory Service (cont)

### Typical pathway

- 1.** Most people go to their GP when they have memory concerns. The GP will refer you to the memory team for an assessment.
- 2.** You will meet with one of our clinicians for up to an hour and a half. Family members or close friends are welcome to join this meeting. It is helpful to hear different perspectives about the difficulties you are having. In this meeting you will be asked about your family, education and medical history. You will be asked if you would like to complete a short assessment of your memory. This gives an idea of the areas of difficulty and strength.
- 3.** You may be asked if you would be happy to have an ECG (electrocardiography) test to check your heart and a CT/MRI (computerised tomography/magnetic resonance imaging) scan to look at your brain. Neither of these tests cause physical discomfort.
- 4.** We might need a clearer picture of your cognitive functioning (areas of strength and difficulties) so you may be asked if you are happy to be referred to our clinical psychologist for more in-depth assessment.
- 5.** We will discuss your diagnosis with you (if you wish to know) and if appropriate you may start to take medication.
- 6.** Not everyone will receive a diagnosis. Some people may be asked to come back in 6-12 months time for re-assessment to monitor any changes.
- 7.** You may be signposted to other services

Information up-to-date June 2014

or we may arrange support as appropriate.

### Brief intervention and support

If you are experiencing significant distress we can offer you a number of interventions.

### Group programme

We offer groups for people with memory problems and their carers. These are therapeutic and offer a space to think about the changes you are experiencing. We also offer educational support groups that will help you to start understanding your diagnosis.

The following groups run three times a year:

- Carer's Support Group
- Memory Support Group
- Cognitive Stimulation Group
- Carer's Education Group

### The Psychology Service

The Psychology Service offers individual and couple therapy and family work for people who are in distress or who are struggling to adapt to the changes they are experiencing.

### The Occupational Therapy (OT) Service

The OT team offer an individualised functional assessment looking at your abilities and what adaptations to the environment may be helpful. For example, adaptations to the bath so it is easier to get in and out. In addition they consider how you occupy your time and whether improvements or recommendations might help you.

### Community Mental Health Team (CMHT)

The CMHT will see you if you need more intensive support and input. They will assess you to establish the level and type of involvement that you need from the team.

# Treatment and support

## Medication for dementia

Older people, particularly those with a dementia, are more likely to show sensitivity to the adverse effects of medication. Although doctors will try to limit the use of drugs as much as possible, there may be times when medication is necessary to relieve discomfort or to stop a condition getting worse.

In the last few years some people with Alzheimer's disease have been offered treatments that may help the symptoms of the disease. In some cases the response can be very encouraging but for many improvement, if it occurs at all, may be limited. Sadly the drugs do not cure the disease nor do they stop it from getting worse. They may prevent symptoms getting worse for a period of time. Guidelines from the National Institute for Clinical Excellence have helped to improve the availability of these medicines within the NHS.

These medicines are used to treat the symptoms of Alzheimer's disease, mainly in the early stages of the illness:

- Donepezil (Aricept)
- Galantamine (Reminyl)
- Rivastigmine (Exolon)
- Memantine (Ebixa).

### When might a doctor prescribe medication?

#### When other mental health difficulties develop at the same time as the dementia:

Some people with dementia may have had mental health difficulties earlier on in their lives, while others may experience mental health issues, such as depression, for the first time after they have developed dementia.

Treatments might include:

- antidepressants – to alleviate symptoms of depression eg low mood, loss of weight and appetite, difficulty sleeping etc
- anxiolytics (also called 'minor' tranquillisers) to relieve severe anxiety or worry
- antipsychotics (also called 'major' tranquilliser) to reduce distressing beliefs or hallucinations
- sleeping tablets - these are occasionally prescribed to help people who have difficulty sleeping to the extent that it is causing them distress.

#### When there is behaviour that suggests the person is in distress:

Carers describe many kinds of behaviour that can be difficult to understand. Before a medicine is considered the first approach should always be to look for associated factors (physical health, pain, environment, mood, individual preferences) that may contribute to the difficulty, and to take any steps that might help to make the behaviour more manageable, or less likely to occur. Talking with an experienced professional at these times may help to identify changes that make all the difference. Understanding the reason and communication behind the behaviour is important in being able to make adaptations that can improve a situation. Sometimes difficulties persist irrespective of what is done to help the person – it is at these times that medication may need to be considered.

Treatments used for this purpose need to be used with care. Some medicines will have side effects that limit their usefulness. Despite the potential drawbacks, medication can sometimes be very helpful. The choice of treatment is likely to include at least one of the following: antidepressant, anxiolytic, anticonvulsant and sometimes an antipsychotic (see overleaf for more information).

# Treatment and support

## Psychiatric/Psychotropic Medication

### Anticonvulsant medication

These medicines are used to treat a number of disorders including epilepsy, illness (depression) and aggression for example, Carbamazepine (Tegretol).

### Antidepressant medication

These medicines are used to alleviate the symptoms of depression (low mood, loss of weight and appetite or difficulty sleeping: Mirtazapine (Zispin), Citalopram (Cipralex) and Lorazepam (Ativan).

### Hypnotics (sleeping tablets).

These medicines are sleeping tablets for people who have difficulty sleeping to the extent that it is causing them distress: Zopiclone (Zimovane).



### Antipsychotic medication

These medicines are used to treat particular types of beliefs (delusions) or perceptions (hallucinations) that other people do not perceive. They are occasionally used for people

who are distressed by severe agitation. They are sometimes referred to as 'Typical' – the older drugs for example Haloperidol (Serenace) and 'Atypical' – the newer drugs for example, Risperidone (Risperdal).

For further information refer to the British Medical Association's Guide to Medicines and Drugs or speak to your GP or practice nurse.

10-30% of people with dementia have psychotic symptoms (see things that are not there, or believe others are against them etc) during the course of the dementia.

30-50% will show distress by being agitated, calling out, expressing aggression or pacing around etc. All of these symptoms can at times be distressing for people. Anti-psychotic drugs are licensed for the treatment of psychosis but not for behavioural complications of dementia.

There are risks with all medicines but it is important that you know that some of the newer anti-psychotic drugs cause an increase in stroke disease in people with dementia. For every 50 people treated with Risperidone (Risperdal) or Olanzapine (Zyprexa) one extra person will have a stroke. People who take these drugs are up to twice as likely to die as those who do not. More recent data suggests that the risk of stroke is similar for all older 'typical' types of anti-psychotic medication as well. The frequency of stroke in those with dementia receiving anti-psychotic medication is about one out of every 40 people who take this medication for a year.

Some people with dementia who showed evidence of psychosis earlier on in their illness continue to respond to anti-psychotic

# Treatment and support

## Psychiatric/Psychotropic Medication (cont)

medication later on in the illness. There is also evidence that anti-psychotics can reduce agitation and apparent distress in people with dementia. For some people they seem effective, others feel that their loved ones become less well on these drugs and that they seem to do harm. However, when distress is severe, many carers feel that relieving the distress is even more important than avoiding medicines that can do some harm.

Remember, that only anti-psychotics will alleviate behaviours driven by psychosis. The drugs are licensed for this purpose, although the risks of stroke will still occur.

Medication options are set out in the table. As you can see, there are problems with all options. Using no medicine is always preferable, but sometimes medication alleviates people’s distress.

<p><b>Newer ‘Atypical’ anti-psychotic medicines</b> Risperidone (Risperdal), Olanzapine (Zyprexa), Quetiapine (Seroquel)</p> <ul style="list-style-type: none"> <li>• Increased rate of stroke and death.</li> <li>• Effective reduction in psychosis arising in dementia.</li> <li>• Evidence of reduction in agitation and distress.</li> <li>• Fewer side effects such as stiffness and tremor.</li> <li>• Often better tolerated.</li> <li>• Not recommended for use by UK medicines regulatory authority.</li> </ul>	<p><b>Older ‘Typical’ anti-psychotic medicines</b> Haloperidol (Serenace), Trifluoperazine (Stelazine)</p> <ul style="list-style-type: none"> <li>• Risk of stroke likely to be the same as with newer antipsychotics.</li> <li>• Risk of death may be higher than with newer anti-psychotic medicines due to side effects of stiffness, shaking and poor mobility.</li> <li>• Falls and immobility.</li> <li>• Heart problems including cardiac arrest.</li> </ul>
<p><b>Not using medicines</b></p> <ul style="list-style-type: none"> <li>• No side effects.</li> <li>• Risk of continued agitation and severe torment.</li> <li>• Falls, wandering and injury as a result of withholding treatments.</li> <li>• May even hasten death as a result.</li> <li>• Increased carer stress may mean that person with dementia can no longer live at home or in a preferred alternative setting.</li> </ul>	<p><b>Other medicines</b></p> <ul style="list-style-type: none"> <li>• Many other drugs have been used but there is less evidence that they work. Many side effects and can also harm.</li> <li>• Will not normally effectively treat psychosis in dementia.</li> <li>• Some evidence for use of anti-dementia drugs in behaviour disturbance: drugs not licensed or approved by the National Institute for Health and Care Excellence (NICE) for these purposes.</li> </ul>

While we are aware that these medicines may cause difficulties, the intention is to reduce suffering for the person, and to help carers cope better for longer. This should make for a better quality of life over the coming weeks, months or years.

# Treatment and support

## Organisations and charities

There are a number of charities and organisations that support people with dementia and their carers. Local services can be found in the **Services** section.

### Age UK

Tavis House  
1-6 Tavistock Square  
London  
WC1H 9NA

T: 0800 169 6565  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

### The Silver Line

Helpline for older people  
Address: Minerva House, 42 Wigmore Street,  
London W1U 2RY

T: 0800 4 70 80 90  
E: [info@thesilverline.org.uk](mailto:info@thesilverline.org.uk)  
[www.thesilverline.org.uk](http://www.thesilverline.org.uk)

### Friends of the Elderly

40-42 Ebury Street  
London  
SW1W 0LZ

T: 020 7730 8263  
F: 020 7259 0154  
E: [enquiries@fote.org.uk](mailto:enquiries@fote.org.uk)  
[www.fote.org.uk](http://www.fote.org.uk)

### Dementia UK

Head Office  
2nd Floor  
Resource for London  
356 Holloway Road  
London  
N7 6PA

T: 020 7697 4160  
F: 0845 519 2560  
E: [info@dementiauk.org](mailto:info@dementiauk.org)  
[www.dementiauk.org](http://www.dementiauk.org)

Dementia UK - Admiral Nursing Direct Helpline:  
0845 257 9406  
E: [direct@dementiauk.org](mailto:direct@dementiauk.org).

### Alzheimer's Society

Devon House  
58 St Katharine's Way  
London E1W 1LB

T: 020 7423 3500  
F: 020 7423 3501  
E: [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

# Treatment and support

## Care at home

You may be able to get some help from social services if you need help at home with personal care, such as washing or dressing, or with practical tasks, such as shopping or cleaning. There is usually a charge for any help you receive from social services but your income will be taken into account. An appeal system exists if you think you are being charged too much.

You need to contact your local social services area office and ask for an assessment. See the **Statutory services** section later in this pack for contact details. Social services have a duty to assess anyone who they think may be in

need of community care services. They should explain to you what services they provide.

If you are a carer, they must also take your needs into account. After the care manager has assessed you, he/she will devise a care plan, which will outline the help you will receive. You are entitled to a copy of your care plan.

Carers may be able to access 'sitting' and befriending services to support the person you care for. Day care and respite are other options. See the **Practical issues and Travel and holidays sections** for the respite information. You can also contact social services.



## Legal issues

It is wise for everybody to prepare for the future. Just as you would make a will it is important to think about how you would like people to manage your interests and health should you become unable to make these decisions in the future.

It is important to have the following documents/information organised and up-to-date where you and a friend or family member can access them easily:

- bank and building society statements
- mortgage/rent
- insurance policies
- will
- tax and pension
- bills or guarantees.

It is also a good idea to complete some information about yourself, your medical

history and personal preferences. This can assist people to make decisions best suited to you and help prevent delays. The Alzheimer's Society has a template called 'This is Me'.

### Lasting Power of Attorney

The Mental Capacity Act 2005 introduced the Lasting Power of Attorney. This is when you organise for someone to manage your property and finances. You can also give someone the right to make health and welfare decisions on your behalf. It may be good for your piece of mind to have these discussions and set these up in advance. The Alzheimer's Society is a fantastic starting point for information and can help with setting up Lasting Power of Attorney.

### Court of Protection

Court of Protection exists to protect the property and finances of people who are incapable of dealing with their own affairs. Where there is no Power of Attorney, the court gives legal authority to a Receiver to deal with the person's financial affairs.



## Legal issues (cont)

### Citizens Advice Bureau

In addition, the Citizens Advice Bureau (CAB) are another good resource. They offer free and confidential advice. Certain CABs can give you access to solicitors and accountants. There are many CABs in London.

Find your nearest branch:

[www.citizensadvice.org.uk/index/getadvice](http://www.citizensadvice.org.uk/index/getadvice)

T:

Bexleyheath 020 8303 5100

Bromley 020 8315 1940

Greenwich (Woolwich) 020 8317 7571

Greenwich (Eltham) 020 8850 7774

or 08444 111 444

### AGE UK

Age UK has easy-to-understand information about benefits and entitlements.

Age UK

York House

207-221 Pentonville Road

London

N1 9UZ

T: 0800 169 8787 (general enquiries) or

0800 169 6565 (advice line)

E: [contact@ageuk.org.uk](mailto:contact@ageuk.org.uk)

[www.ageuk.org.uk/money-matters](http://www.ageuk.org.uk/money-matters)

### The Alzheimer's Society

The 'This is Me' template:

[www.alzheimers.org.uk](http://www.alzheimers.org.uk) search for 'this is me'

or ask for a copy by ringing the London area office on 020 7264 5980.

### Lasting Power of Attorney

Fact sheet produced by the Alzheimer's Society on Lasting Power of Attorney.

[www.alzheimers.org.uk](http://www.alzheimers.org.uk) search for 'lasting power of attorney'

T: 020 7264 5980

E: [elo@alzheimers.org.uk](mailto:elo@alzheimers.org.uk)

### Office of the Public Guardian

Customer services provide free booklets on Enduring Power of Attorney, Lasting Power of Attorney and deputyship. The phonenumber is available from 9am to 5pm on weekdays.

PO Box 16185

Birmingham

B2 2WH

T: 0300 456 0300

E:

[customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)

[www.direct.gov.uk/mentalcapacity](http://www.direct.gov.uk/mentalcapacity)

### Solicitors for the Elderly

Sue Carraturo

Solicitors for the Elderly Ltd

Room 17, Conbar House

Mead Lane

Hertford

SG13 7AP

T: 0844 5676 173

E: [admin@solicitorsfortheelderly.com](mailto:admin@solicitorsfortheelderly.com)

## Finances: benefits and council tax deduction

If you ask someone about benefits, always make a note of the date, what you asked them and what they said. If you write a letter or fill in a form, always make a photocopy and keep it in your records. Benefits are subject to constant change. You should check up-to-date information with your local Citizens Advice Bureau (CAB) or the Department of Work and Pensions (DWP).

### Welfare benefits

State benefits exist to help people who are on low incomes, are unwell, have a disability or are unable to work (or are now retired). Someone who has dementia will at some stage become entitled to extra financial help. The person who is supporting them, or is helping them to remain independent at home, may also be able to get financial help. Current information is necessary as the conditions are subject to change.

A reliable source of information is your local Citizens Advice Bureau (CAB).

### Attendance Allowance (AA)

You could receive money to help with personal care if you are physically or mentally disabled and you are aged 65 or over. This is called Attendance Allowance. It's paid at two different rates and how much you get depends on the level of care that you need because of your disability.

The other benefits you get can increase if you get Attendance Allowance.

Attendance Allowance can be backdated to the date of your claim. This is usually the date your form is received or the date you call the

enquiry line (if you return the claim pack within six weeks).

It usually takes 40 working days to deal with your claim. You might have to have a medical assessment to complete your application.

### How to find out more

Download 'Form AA1A - Attendance allowance claim - interactive': [www.dwp.gov.uk/advisers/claimforms/aa1a.pdf](http://www.dwp.gov.uk/advisers/claimforms/aa1a.pdf)

The interactive version can be filled out on a computer.

By post - Download 'Form AA1A - Attendance allowance claim': [www.dwp.gov.uk](http://www.dwp.gov.uk) click on benefits entitlement then search for 'AA claim form'.

Form AA1A comes with notes to fill it out - it will tell you where to send it.

You can also get claim packs from the Attendance Allowance helpline:

T: 0845 712 3456

Textphone: 0845 722 4433

Monday to Friday, 8am to 6pm

### Disability Living Allowance (DLA)

The Disability Living Allowance (DLA) changed from 10 June 2013. Anyone over 16 must apply for Personal Independence Payment (PIP) instead of DLA.

### Existing DLA claimants

PIP is gradually replacing DLA for people aged 16 to 64, even for those with an indefinite or lifetime DLA award.

### Personal Independence Payment (PIP)

Personal Independence Payment (PIP) helps with some of the extra costs caused by long-term ill-health or a disability if you're aged 16 to 64.

## Finances: benefits and council tax deduction (cont)

You could get money to help with the extra costs caused by your condition. How much you get is not based on your condition, but how your condition affects you.

You'll need an assessment to work out the level of help you get. Your award will be regularly reassessed to make sure you're getting the right support.

If you get Disability Living Allowance, PIP started to replace Disability Living Allowance (DLA) for people aged 16 to 64 from 8 April 2013.

### How to claim Personal Independence Payment (PIP)

Phone the Department for Work and Pensions (DWP) - details below. You will need the following:

- contact details and date of birth
- National Insurance number
- bank or building society details
- doctor's or health worker's name
- details of any time you've spent abroad or in a care home or hospital.

Someone else can call on your behalf, but you'll need to be with them when they call. You can also write asking for a form to send the above information by post (this can delay your claim).

You'll be sent a 'How your condition affects you' form. It comes with notes to help you fill it in. Return the form to DWP - the address is on the form.

You'll need an assessment to complete your

application.

Personal Independence Payment  
PO Box 1303  
Blackpool  
FY1 9HF

New claims only  
T: 0800 917 2222  
Textphone: 0800 917 7777  
8am-6pm, Monday to Friday

General information  
T: 0845 850 3322  
Textphone: 0845 601 6677  
8am-6pm, Monday to Friday

### Social Security

Social Security leaflets are available from Citizens Advice Bureau and other advice centres, and many post offices and libraries. You can get claim forms from the Department for Social Development.

[www.dsdni.gov.uk](http://www.dsdni.gov.uk) and search for 'information and claim forms'.

### Income Support (Minimum Income Guarantee for Pensioners)

For people aged 16 or over who are on a low income and not working, or working on average less than 16 hours a week. Extra money may be available for people who are sick or disabled, looking after someone, buying their home, or retired. Savings over £8,000 (£16,000 for someone in residential or nursing home care or £12,000 if you or your partner are over 60) usually mean you cannot get Income Support.

### Housing Benefit

Paid by the local council to people on a low income to help with their rent.

## Finances: benefits and council tax deduction (cont)

### Council Tax Benefit

Paid by the local council to people on a low income who pay Council Tax.

### Council Tax reductions and discounts

These may be available to people whose home has been adapted because of their disability, who are 'severely mentally impaired' (includes dementia), or who live with and look after someone (other than their partner or child under 18) for 35 hours a week or more. The person receiving care must be getting the highest rate of DLA care, PIP or Attendance Allowance.

### Other benefits

People who are of working age when they are first diagnosed with dementia may be entitled to:

- Statutory Sick Pay or Incapacity Benefit
- Working Families Tax Credit is for families with dependent children where at least one parent is on low earnings and working at least 16 hours a week
- Disabled Persons Tax Credit is for disabled people on a low income who work at least 16 hours a week.

### Carers Allowance

Paid to people over 16 who regularly spend 35 hours a week caring for someone, who receive:

- DLA middle or higher
- rate for personal care
- Attendance Allowance
- Constant Attendance Allowance
- carers aged over 65 with incomplete National Insurance records whose pension is less than

Carers Allowance entitlement.

Getting Carers Allowance may increase or decrease other benefits and may reduce other benefits the person you care for receives.

You cannot receive Carers Allowance if you receive the following benefits at a higher rate. Retirement Pension, Incapacity Benefit, Jobseeker's Allowance, Widows and Bereavement Benefits.

### National Insurance credits

If you're not paying National Insurance you may be able to get National Insurance credits.

Credits may help to fill in any gaps in your National Insurance record. This means they protect your entitlement to the State Pension, contributory working age benefits and bereavement benefits for your partner.

Credits are for people in certain circumstances, eg when you're ill or unemployed and claiming benefits or when you don't earn enough to pay National Insurance.

[www.gov.uk](http://www.gov.uk) and search for 'National Insurance Credits'.

### State Pension

The Pension Service helps with State Pension eligibility, claims and payments.

Claiming your State Pension for the first time

T: 0800 731 7898

Textphone: 0800 731 7339

Monday to Friday, 8am to 6pm (except public holidays)

Call the State Pension enquiries line to report a change in your circumstances, eg your address, spouse or partner, or bank account details.

## Finances: benefits and council tax deduction (cont)

State Pension enquiries

T: 08456 060 265

Textphone: 0800 731 7339

Monday to Friday, 8am to 6pm

[www.gov.uk/browse/working/state-pension](http://www.gov.uk/browse/working/state-pension)

See the **Call charges and phone numbers table** later in this pack.

### Appointee

Is someone who can apply for the right to deal with the benefits of someone who can't manage their own affairs because they're mentally incapable or severely disabled. Only one appointee can act on behalf of someone who is entitled to benefits (the claimant) from the Department for Work and Pensions (DWP).

An appointee can be:

- an individual, eg a friend or relative
- an organisation or representative of an organisation, eg a solicitor or local council.

[www.gov.uk](http://www.gov.uk) and search for 'appointee'.

How to apply depends on the type of benefit:

- Attendance Allowance - contact the disability benefits helpline
- Disability Living Allowance - contact the disability benefits helpline
- State Pension - contact your local pension centre
- Personal Independence Payment (PIP) - contact the PIP new claims line

For all other benefits - contact Jobcentre Plus

For tax credits it is a different process:

[www.gov.uk](http://www.gov.uk) and search for 'tax credits'.

### Further information

#### GOV.UK

This website has some easy links to different benefit information.

[www.gov.uk](http://www.gov.uk) and search for 'disability allowance'.

## Driving

If you are able to drive safely and confidently then it is possible to continue to drive. It is important to notify the DVLA and your insurance company when you have a diagnosis of dementia. This is a legal requirement. If you do not notify your insurance company your insurance will not be valid if you have an accident. You can notify the DVLA by completing a form from the DVLA website - see below. Your GP will be able to assist you with the form or you can discuss it with a member of the memory team.

It is important to review your driving. The Alzheimer's Society have a factsheet of factors that should be taken into consideration when reviewing your driving.

You may want peace of mind about your own driving or sometimes there are disagreements about whether someone can drive safely. The DVLA have a number of assessment centres that will review your driving with you. You perform a short practical drive. This is not like a driving test as they understand that people will have developed driving habits. You can contact the centre directly and pay a fee.

### Contact and information details:

#### DVLA

[www.gov.uk/browse/driving/disability-health-condition](http://www.gov.uk/browse/driving/disability-health-condition)

[www.dft.gov.uk](http://www.dft.gov.uk) and search for 'order forms'.

T: 0300 790 6806

F: 0845 850 0095

8am-5.30pm, Monday-Friday

8am-1pm, Saturday

#### The Alzheimer's Society

Driving consideration factsheet

[www.alzheimers.org.uk](http://www.alzheimers.org.uk) and search for 'driving factsheet'.

T: 0300 222 11 22

#### Local driving centre details:

[www.dft.gov.uk/fyn/practical.php](http://www.dft.gov.uk/fyn/practical.php)

#### Driving Standards Agency (DSA) booking support

T: 0300 200 11 22

Textphone: 0300 200 11 44

Monday to Friday, 8am to midday

## Travel and holidays

If you wish to travel independently and would benefit from some assistance it is wise to notify the airline or rail company before you travel. These companies offer assistance with boarding and connections. If you are concerned about becoming disorientated or overly distressed by traveling you may want someone to act as an escort for you.

It can be useful to carry a helpcard which contains your personal information on a discreet credit card size so you can keep it readily accessible. You can order helpcards by contacting Xcalibre. They are available free.

The charity Vitalise offers short breaks and holidays at its own centres for people with dementia at various prices. Dementia Adventure offers trips at various prices for small groups and couples affected by dementia. Their focus is on action-packed breaks, and connecting with nature in a fun and fulfilling way. Another useful website is Dementia Web which has a variety of information about dementia.

### Contact and information details

#### The Alzheimer's Society

Factsheets and informative web pages about travelling and going on holiday:

[www.alzheimers.org.uk](http://www.alzheimers.org.uk) and search for 'travelling and going on holiday'

#### Xcalibre Helpcards

T: 01628 529240

#### Vitalise

Shap Road Industrial Estate  
Shap Road  
Kendal  
Cumbria  
LA9 6NZ

T: 0303 303 0145

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

#### Dementia Adventure

Dementia Adventure CIC  
Ellis Farm  
High Easter  
Chelmsford  
Essex  
CM1 4RB

T: 01245 230661

Email: [info@dementiaadventure.co.uk](mailto:info@dementiaadventure.co.uk)

[www.dementiaadventure.com](http://www.dementiaadventure.com)

Dementia Web

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

24 hour helpline on 0845 1204048

## Involvement in research

### The Alzheimer's Society

The Alzheimer's Society can provide you with lots of information about research into dementia and how to keep abreast of recent developments. They can also give you information about current clinical trials if you would like to contribute to research by becoming involved in a clinical trial.

In addition they also have a volunteer research network which is a team of over 200 carers, former carers and people with dementia. The Research Network volunteers play an integral role in the Alzheimer's Society research programme.

[www.alzheimers.org.uk](http://www.alzheimers.org.uk) search separately for current research /trials/research network

T: 0300 222 11 22

Email: [research@alzheimers.org.uk](mailto:research@alzheimers.org.uk)

### National Institute for Health Research (NIHR)

The NIHR is funded by the Department of Health to improve health and wealth in the UK. They have information on the commissioning and funding of research which focuses on improving outcomes for health and social care. There is specific information on dementia research.

Room 132, Richmond House  
79 Whitehall  
London  
SW1A 2NS

Email: [enquiries@nihr.ac.uk](mailto:enquiries@nihr.ac.uk)

[www.nihr.ac.uk](http://www.nihr.ac.uk) search 'dementia research'

### Alzheimer's Research UK

Alzheimer's Research UK is a dementia research charity. They specialise in funding research projects to find preventions, treatments and a cure for dementia. They have information about their current research and how to support funding for future projects.

3 Riverside  
Granta Park  
Cambridge  
CB21 6AD

T: 0300 111 5555

F: 01223 824503

Email: [enquiries@alzheimersresearchuk.org](mailto:enquiries@alzheimersresearchuk.org)  
[www.alzheimersresearchuk.org/research](http://www.alzheimersresearchuk.org/research)

### Brains for Dementia Research

This is a partnership between Alzheimer's Research UK and Alzheimer's Society in association with the Medical Research Council. Brains for Dementia Research was established in 2007 to promote brain donation and establish a network of brain banks to facilitate research into dementia. You can register to donate your brain or participate in regular monitoring to increase understanding of dementia.

## Involvement in research (cont)

### Coordinating Centre

Dr Gillian Hayes  
Brains for Dementia Research Coordinating  
Centre  
Wolfson Centre for Age Related Diseases  
King's College London  
St Thomas' Street  
London SE1 1UL

T: 020 7848 8377

F: 020 7848 6515

Email: [bdr.office@kcl.ac.uk](mailto:bdr.office@kcl.ac.uk)

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

### Participation Enquiries

Courtney Pires  
Section of Old Age Psychiatry  
Institute of Psychiatry,  
Kings College London  
Box PO70  
De Crespigny Park  
London SE5 8AF  
T: 020 7848 0297  
F: 020 7848 0632  
Email: [bdr-iop@kcl.ac.uk](mailto:bdr-iop@kcl.ac.uk)

### Brain Bank Information

London Neurodegenerative Diseases Brain Bank  
PO Box 65  
Institute of Psychiatry  
De Crespigny Park  
Denmark Hill  
London SE5 8AF  
T: 020 7848 0290  
F: 020 7848 0275  
Email: [brainbank@kcl.ac.uk](mailto:brainbank@kcl.ac.uk)

## Research undertaken within Oxleas NHS Foundation Trust

As clinicians, we believe that research into the causes of and treatments for mental illnesses is vital to the further understanding of these illnesses and the development of more effective treatments for them. As a department we are actively involved in both local and national research studies. All research studies undertaken within Oxleas NHS Foundation Trust have been reviewed and approved by an NHS Research Ethics Committee and also the Trust's Research and Development Office. We would only ask people to participate in studies that we have agreed are sensible and appropriate.

We would be grateful if you would let us know whether you are willing to be approached by us to talk about research studies that we feel may be of relevance to you. Indicating a willingness to be approached **does not in any way oblige you to take part in research** - it simply enables us to identify patients and/or carers with whom we (or researchers known to us) can then have further conversations. **Declining any involvement will not affect your ongoing care or treatment in our service.**

Please complete and return the form below:

-----  
 Bridgeways  
 Bromley Memory Service  
 Research in Oxleas NHS Foundation Trust  
 Turpington Lane  
 Bromley  
 BR2 8JA

For Trust Clinician to complete: Patients RIO No: Patients DOB:
---

Date:

Please tick one of the boxes below to show us your preference and also provide your name, signature and indicate whether you are a patient or a carer:

- Yes, I would be interested in being approached about research projects.
- No, I would not like to be approached about research projects.

Name:		
Signature:		
I am a:	Patient	Carer

**If you are a carer signing on behalf of the patient please give the patient's name below:**

We would like to thank you for giving this your consideration.

# Advanced care planning

## Planning for the future

### Worried about having dementia? - Things to consider:

Being told that you may have dementia can be a scary thing, but there are a lot of good things to share and discuss as well as some things that you can do to plan for the future. In many ways, everyone should think through these things, but at the time of diagnosis it is a good idea to revisit important decisions.

### Living well with dementia

First of all, remember that many people live very well with dementia. For some it can be a time of extra support and friendship from family and friends. For others, with support, living with dementia can be better and easier than it was before they knew what was causing them problems. Many people live happily with dementia and make many new friends and supportive relationships as a result of their dementia. Many people in care homes also live well and happily. While we hear a lot about those who suffer and struggle with dementia we often hear a lot less about those who live well with it.

### Treatments early on

Especially early on, medications and other support and treatments can make a real difference to people with dementia - improving memory and maintaining ability. Often enough these treatments will carry on working much later on in the illness.

**Action: Why not talk to your family/carers/friends and ask them to make sure that you carry on getting effective treatments for as long as possible?**

### Support later on

Later on, an important aim of care is to increase your comfort and to reduce any distress should it occur. Sometimes this will be done with medicines, and at other times with care and support. But there is a huge amount

of expertise that can help you at this time.

**Action: Talk to your family/friends/carers and ask them to keep an eye on your progress through your illness. If you should experience times of distress, you may want to ask them to be more worried about reducing the distress than the avoidance of all medications etc. You may find it useful to write that down.**

### If it becomes difficult to make decisions

Later on, you are likely to reach a point where you find it hard to decide for yourself. That may not matter too much, as your family and carers can carry on supporting the doctors, nurses and social services in providing the care you need. You may be able to write down your preferences. But remember that you do not know how you will be later on, so it is best not to write things that are too specific. Doing so may risk asking for things that are not helpful.

### Managing your money

We all have to manage our money and bills, and this may become difficult in the future. If you are able to, you can sign a lasting Power of Attorney. By doing this, you can appoint someone to manage your money for you when it is more difficult to manage complex decisions about money for yourself. You can get the forms to do this from <https://www.gov.uk/government/collections/lasting-power-of-attorney-forms>.

Remember to choose someone you really trust to act on your behalf.

**Action: Think about who you would want to manage your money for you, and fill in the form to enable this to be put in place when you cannot manage your money any more. Do this as soon as you can.**

### Decisions about health and welfare

The same applies to decisions about your health and welfare. It is very sensible to find someone whom you trust to make decisions for you about your care needs. If you are able to, you can sign a lasting Power of Attorney to

# Advanced care planning

## Planning for the future(cont)

appoint someone to consent to treatment on your behalf should you be unable to do this yourself. This can help doctors and nurses and also make care better for you. You can get the forms too from [www.gov.uk](http://www.gov.uk) - search 'lasting power of attorney'.

**Action: Think about who you would want to make decisions about your health and welfare for you, and fill in the form to enable them to do this on your behalf should you find this too difficult in the future. Do this as soon as you can.**

### Thinking about what you would like in the future

The key thing therefore is to say what you would like to happen to help you in the future.

- Where would you prefer to live?
- Who would you like to manage your money and make healthcare and welfare decisions about you?
- Do you have any other preferences?

### Advance refusals

There may also be some things that you specifically do not want to happen. For example, you may wish to think about heart resuscitation or treatment in intensive care should you become very physically unwell. If you do, then you can complete an Advance Decision to refuse treatment. But remember that there may be risks with this too. If you refuse all treatment, then you may find that you may not get all the treatment you need, so it is better to make a general statement of your wishes which a family, carer or friend can then interpret for you at a later stage. You could also cover this in a health and welfare Power of Attorney as described above.

Advance decisions to refuse treatment forms can be found here: <http://www.helpthehospices.org.uk/mca/resources/ADRT.pdf>

**Action: Consider making an Advance Decision to refuse treatment, but think also about the risks that this may pose.**

### Helping others by helping with research

The good news is that a lot of research in dementia is helping to make the illness less of a problem for many people. You may be able to help us with studies in the future. We cannot tell you now what research we will be participating in, but if you are willing in principle to help with research, you can fill in the form attached to this leaflet. Any research would be carefully designed and approved by a Research Ethics Committee and so it should be something with which you can help without worrying.

**Action: If you would like to help in future research projects, please fill in the attached letter found under 'involvement in research' titled 'Research undertaken within Oxleas NHS Foundation Trust'.**

### Support with Advanced Care Planning

Greenwich and Bexley Community Hospice have volunteers who will help people who live in Greenwich, Bexley and Bromley with advanced care planning.

Greenwich & Bexley Community Hospice  
185 Bostall Hill  
Abbey Wood  
London  
SE2 0GB

T: 020 8312 2244  
F: 020 8312 4344  
E: [info@gbch.org.uk](mailto:info@gbch.org.uk)

St Christopher's Hospice offer support and advice for people with advanced illness and their carers.

St Christopher's Bromley  
Caritas House  
Tregony Road  
Orpington

## Planning for the future(cont)

Kent  
BR6 9XA  
T: 01689 825755  
E: [info@stchristophers.org.uk](mailto:info@stchristophers.org.uk)

St Christopher's  
switchboard  
T: 020 8768 4500

51-59 Lawrie Park Road  
London  
SE26 6DZ

E: [info@stchristophers.org.uk](mailto:info@stchristophers.org.uk)

# Self-management for carers

## Becoming a carer

“Being a carer is a profound spiritual and emotional journey for which most of us are unprepared”

(Alzheimer’s. A practical guide for carers to help you through the day: Frena Gray-Davidson. 1996 Piatkus.)

### Informal or unpaid carers

Informal carers are very important people. They can be a husband, a wife, daughters, sons or other members of the family. Friends and neighbours can also be carers.

Informal carers can play a part in the planning, or organising of care. They can be ‘the voice’ or advocate for the person with dementia as well as providing part or all of the physical, financial or emotional care and support.

Carers take on their role for many different reasons. For some it is love and for others it may be through a sense of duty or because there seems to be no other choice. Some people may not see themselves as taking on a caring role but will find that others eg professionals, call them carers.

Caring for someone with memory problems can be very rewarding and enjoyable but, at times, it can be a demanding role that leaves people feeling physically and mentally drained.

Carers are often isolated. Their task can involve experiences that can feel frightening, particularly when there is no-one there to reassure or help. It is important that carers ask for help from people like the Alzheimer’s Society. Becoming involved with local groups or charities can help minimize feelings of isolation, carer burden and stress.

### Keeping healthy

When carers look after their own mental and

physical health it can reduce the strain and may also help them to continue their role in an effective way for far longer.

### Attending appointments

There is often a temptation for carers to ignore their own health by putting off a visit to the GP or cancelling hospital appointments. If you cannot find someone to stay with the person you care for it is worth contacting the hospital or your GP. They may be able to rearrange your appointment or see you straight away. On some occasions a receptionist may be able to maintain a watchful eye whilst your short consultation takes place. If there really is no alternative, a home visit should be considered.



# Self-management for carers

## Challenges as a carer and how to cope

### Common feelings

#### Depression

Depression is a treatable condition that has often been found amongst carers. If you suffer from a loss of appetite, poor sleep, low mood, hopelessness or lack of enjoyment, you must speak to your GP. This is particularly important if the depression leads to thoughts of death and self-harm.

Treatment can be effective in bringing relief from these unpleasant symptoms and feelings. The memory teams have specific support / therapeutic groups for carers. These groups offer a chance to share experiences and gain some emotional support. Individual therapy is available for carers to support them through this journey. This support could be accessed through Improving Access to Psychological Therapies (IAPT). You can self-refer or ask your GP to make a referral. The Memory Service can also offer some support to carers. Medication may also be an option in dealing with depressive feelings.

#### How do you cope with depression?

You may find that you withdraw from friends and family and reduce your usual daily activities. It is important to keep yourself active. Try to do one small enjoyable activity a day.

#### Anger

Carers may feel angry about many aspects of their situation – the unfairness, the responsibilities and the change in lifestyle. Sometimes it feels as if the person with dementia is going out of their way to frustrate you. You tolerate all manner of irritating incidents and then suddenly a minor event can

make you snap.

Anger is more likely to appear when you are tired, alone or unwell. The experience can reawaken strong feelings that have their roots in memories buried in the past.

Being a carer can sometimes be a very stressful role. It may not be possible for one person to do it all.

#### How do you cope with anger?

If it is safe to do so take yourself out of the situation for a period. Why not treat yourself to a regular break? Call a friend or relative who understands – ask them to come and be with you or give you a break. Think about what it is that makes you angry. Writing it all down can be as helpful as having someone to talk to.

#### Guilt

Being angry with the person you are looking after can make carers feel guilty. You think that you should be able to cope and never get angry with someone who cannot help what they do.

Some people become carers out of a sense of duty. They may feel guilty because they don't get any pleasure from their role. Others may have grown to resent the person they are caring for because of their behaviour and the demands that they make. For some, the negative feelings are not new but arise out of a relationship that has been difficult in the past.

Depression, anger and guilt can be very draining – they can take away the humour, erode the enjoyment and make caring much more stressful. Sharing these feelings with other carers can bring some relief as you discover that you are not alone.

#### Isolation

Caring for someone with dementia can lead to isolation. Your lifestyle, including social contacts, can get lost. Relatives and friends

# Self-management for carers

## Challenges as a carer and how to cope (cont)

may be too busy to keep in touch. Others may find the dementia too difficult to accept and stay away. Occasionally the carer will try to protect the person with dementia and themselves from embarrassment by keeping out of sight.

You may want to share information about dementia with your family and friends to help them understand. You can show them sheets from the information pack or direct them to resources online. It is important that you talk with people close to you about challenges you face. Share the positives with people too. Joining a network of people in a caring role can be supportive as they can understand some of the struggles you face.

### Getting a break

Carers need time for themselves. Sometimes this can be arranged through day care or respite. Alternatively a 'sitter', relative or friend may be able to take over the care for a short while.

Use the time to look after yourself. Take up one of your hobbies again. Visit family and friends whose company you enjoy. Take a walk in the garden, make a cup of tea and have five minutes to yourself. Carers' groups can provide helpful information as well as the opportunity to make new friends who share and understand your situation. It is important to get to know local supports through services like the memory team or the Alzheimer's Society.

### Dementia awareness

We have a much better understanding of dementia these days. People are more tolerant and compassionate than you might

expect. Explaining that your loved one has an illness can help to remove any fear and misunderstanding.

## Guidance for how best to support a person with dementia

Communication and independence are important factors that support healthy and happy lives. As the dementia develops it becomes more and more important to take time to consider what the person with dementia is communicating. Even when the person is unable to articulate themselves clearly with words they will be communicating through their body language and mannerisms. By understanding what the person needs (comfort, reassurance, direction) it makes it easier to deal with daily tasks.

Sometimes people can be disorientated about time and/or place. They may talk about family members who have passed away as if they are still in their lives. For example, someone may say “I want to see my mother”. It may be that they need the comfort and security they felt from that parent. It is better to try to respond to the emotional need than to inform them each time that their mother has died or that they will return soon as this can be very distressing. Try to identify why the person is talking about the issue at hand.

You may at times find yourself in disagreements with the person with dementia. Sometimes it can be better to let things go and not engage in the argument, even if they are not correct. Distraction is a good technique to use in these circumstances to diffuse the situation.

Maintaining independence is important to everyone. Sometimes it can seem easier to just complete a task because you can do it quicker and better. However, it is important to encourage the person you care for to maintain tasks that they can manage. The level of support you will need to input will change over time. The challenge is to meet the other person

with enough support, which is neither too much help or not enough.

People that are suitably supported to maintain independence where they can, lead happier more satisfying lives. If this is an area of your lives that seems difficult talk to the memory team, local Alzheimer’s Society or your GP.

There are a lot of assistive technologies now available that have greatly increased people’s freedom and independence. For example, GPS devices (Global Positioning System - a satellite based system that can provide information about where a person is at a particular time) can support people who enjoy walks and running errands to stay safe and feel confident about going out.

# Self-management for carers

## Case examples of how to live well with dementia

### Rose

In her youth Rose was a court dressmaker. Now Rose's memory is poor, she wants to go home in the afternoon to her mother and

constantly asks where she can catch the bus to Battersea. When Rose was given a pile of magazines and a pair of scissors she spent hours happily leafing through them, cutting out pictures of flowers and animals with precision. Rose's work has now been used to make up a scrapbook.



# Self-management for carers

## Case examples of how to live well with dementia (cont)

### Ezra

Ezra was an old soldier. He was always smartly dressed and upstanding. Although Ezra's memory and his ability to find the right words to express himself have gradually deteriorated over the last year or two he is still able to enjoy coach trips to Hastings with his wife. While at Hastings, they dance to live music with other couples. Ezra's wife says she values Ezra as her partner. The dancing recaptures the enjoyment they get out of life together.

### Nora

Nora shouted, screamed and stomped around her house at night. She seemed to resent her son's wife being in her house. Nora was unable to understand, because of her poor memory, that she needed help. The daughter-in-law was finding the job of being a carer stressful as nothing seemed to please Nora. One day her daughter-in-law gave Nora a bath, she filled it with relaxing bath oils and massaged Nora's limbs before taking her time while drying her. Afterwards she applied nail polish to her nails. Both Nora and her daughter-in-law enjoyed this experience together. Their relationship changed gradually from then onwards.

### Gladys

Gladys got very frustrated by her inability to express herself, she shouted and swore at anyone around when she was particularly upset. Gladys' carer kept horses and would take Gladys with her to groom and feed them. The carer remarked on the relaxing effect the horses had on Gladys and she on them.

### Parveen

Outside their sitting room window Parveen's husband had set up a large bird table with a

variety of different feeders hanging from it. The table was constantly being visited by garden birds. The couple sat for hours watching the comings and goings of their visitors. Parveen was unable to express herself using words but would point and smile at the bird's antics.

### Bella

Bella grew up in a large travelling family. Despite not always recognising her family, Bella is still able to draw and can give a good account of the cauldron her mother cooked in and the caravans pulled by horses along the deserted lanes of her youth. She takes pride in explaining how things used to be through her pictures. It is an enjoyable experience that she can share with her family and those around her.

### Ishmael

Sarah would regularly take her husband to a weekly art class. Even though Ishmael had dementia they could both sit and take pleasure from their painting because the other members of the class made them so welcome.

# Self-management for carers

## Carer's assessment

Social Services offer a carer's assessment. Carers have the right to ask for their own needs to be taken into account even if their friend or relative refuses an assessment. The outcome of a carer's assessment could be extra services to make caring easier for example, meals on wheels or regular time off.

Your carer's assessment is confidential which means the information will not be shared with the person you look after without your permission.

You can get a carer's assessment if you provide or intend to provide a substantial amount of care on a regular basis. This includes people under 18 who have caring responsibilities.

If the person you look after is already getting help from social services, you can ask for your needs to be re-assessed if aspects of the care you provide changes.

If you are not getting help from social services, phone and ask for the duty desk. There may be a wait before someone can visit as social services have to prioritise people with the most urgent needs.

Our memory service also offer a carer's assessment. Talk to one of our clinicians if this would be helpful.

## Contact and information details:

For the social services contact details go to the local information section.

Carers UK can offer advice and information.

Carers UK  
20 Great Dover Street  
London  
SE1 4LX  
Local t: 020 7378 4999  
Adviceline t: 0808 808 7777

The adviceline is open on a Wednesday and Thursday, 10am-12pm and 2pm-4pm with specialist advisors available to answer your queries.

Email: [advice@carersuk.org](mailto:advice@carersuk.org)  
[www.carersuk.org](http://www.carersuk.org)

## Membership of Oxleas NHS Foundation Trust

We encourage all our clients and local residents to become a member of Oxleas. You will be invited to member events and have the opportunity to contribute to your local NHS. To become a member you must either use our services or be a resident of Bexley, Bromley or Greenwich.

Fill out the form online: [www.oxleas.nhs.uk/members](http://www.oxleas.nhs.uk/members) or talk to a staff member.

If you use community health services in Bexley or Greenwich or use mental health or learning disability services in Bexley, Bromley or Greenwich, you can ensure you have a say in how your services are run. Make them work for you by keeping informed and getting involved. Becoming a member is the best way to be involved in our work and ensures you receive all our latest news. Members help us in many ways. Some members want to be very involved, coming along to trust meetings, getting involved in Governor elections by voting for or nominating members or standing for election themselves and some help us with our patient experience programme.

Other members prefer to just receive regular information about the work we're doing and will let us know if there's something they want to tell us about. Whatever your level of interest or however much you want to be involved, anyone who lives in Bexley, Bromley or Greenwich is invited to become a member.

Once registered, you will receive as much information and can get involved as much as you want – it is entirely up to you.

You don't need any special skills or experience to become a member, you just need to be interested in the services we provide and the

people we provide these to. Everyone has their own life experience and views of their local NHS and these are invaluable to us.

Members and governors are the central plank of stronger governance arrangements and ensuring greater accountability of foundation trusts.

### Once you become a member

- If you are over 16 you can put yourself forward for election as a governor.
- You can play a direct and meaningful role in influencing the future of your local community health services in Bexley and Greenwich or mental health and learning disability services in Bexley, Bromley and Greenwich.
- You can shape and endorse our future strategy, and provide a critical link with the people we serve.
- Members are encouraged to recruit other members.



## Who's who – roles in health and social services

This section gives you a brief introduction to the professionals you may meet, who they are and what they do. With the exception of those who are employed by social services most of the following will usually require a referral by your GP.

### Care manager

A care manager employed by social services to assess the needs of the person with dementia and their carer. They will provide information on how and where help can be obtained. Care managers can arrange for personal care in the home, laundry service, meals-on-wheels and both respite and long term care in a nursing or residential home.

### Clinical psychologist

A trained specialist who can be accessed via your GP who can provide a detailed assessment of a person's neuropsychological abilities and emotional needs. Their assessment can help understand the person's areas of strengths and difficulties to give a clearer picture of memory problems. Clinical psychologists also offer 'talking therapies' (treatments that do not normally involve medication) to individuals, couples and larger groups to offer emotional support.

### Community psychiatric nurse (CPN)

A trained psychiatric nurse who can be accessed via your GP who works in the community with people who have mental health difficulties, their families and carers. They offer assessment, treatment, support, advice and information.

### Continence advisor

This is usually a trained nurse who can assess and advise on all aspects of incontinence. They

can provide information on a variety of aids including commodes and incontinence pads.

### District nurse

A general nurse who can be accessed via your GP who has received specialised training in order that they can nurse people in their own homes. They offer assessment, advice and nursing care that might include dressings and administering medication.

### General Practitioner (GP)

A doctor who specialises in the assessment and treatment of medical problems in the community. With such a broad training, they have the right skills to deal with many common disorders and will know when to seek the advice of other specialists.

### Geriatrician

A doctor who specialises in the assessment and treatment of medical problems in older people.

### Neurologist

A doctor who specialises in the assessment, diagnosis and treatment of diseases that affect the nervous system.

### Occupational therapist (OT)

A trained person, who can be accessed via your GP, who assesses and treats people with mental and/or physical health difficulties that affect their ability to carry out normal daily activities.

Working with the client and carers, the OT may give advice about environmental adaptations, aids and equipment or suggest different ways of performing activities in order that the person can reach the maximum level of functioning and independence in all aspects of daily living.

### Psychiatrist

A doctor who specialises in the assessment, diagnosis and treatment of difficulties affecting mental health.

## Who's who – roles in health and social services (cont)

### **Psychogeriatrician**

A psychiatrist who specialises in mental health difficulties that affect older people.

### **Social worker**

A trained professional who assesses an individual's social needs and supports them to live in the community by helping them find solutions to their difficulties.

### **Speech and language therapist (SaLT)**

A trained professional who works with people with acquired communication difficulties and swallowing problems. They assess and treat speech, language and communication problems to help them communicate better.

## Useful contacts

### Call charges and phone numbers

The cost of calling a phone number depends on the digits it starts with, your phone provider and whether you use a landline or mobile phone to make the call.

The costs in the table are approximate. Check with your phone provider to find out the actual cost.

Number starts with	Description	Cost from landlines per minute (approximate)	Cost from mobiles per minute (approximate)
01 02	Geographic numbers for specific parts of the UK	2p-10p	10p-40p
03	UK-wide numbers	2p-10p	10p-40p
0500	Free service	Free	Up to 31p
07	Mobile numbers	5p-12p	8p-40p
0800 0808	Freephone service	Free	Up to 31p
0843 0844	Business rate numbers	1p-13p	15p-41p
0845	Business rate numbers	1p-10.5p	12p-41p
0870	Business rate numbers	2p-10p	12p-41p
0871 0872 0873	Business rate numbers regulated by PhonepayPlus	5p-12.5p	25p-41p
09	Premium rate numbers regulated by PhonepayPlus	10p-£1.53	50p-£2.55
101	Police non-emergency number	15p (total cost per call)	15p (total cost per call)
111	Non-emergency medical advice	Free	Free
999	Emergency services	Free	Free

## Useful organisations for rarer types of dementia

### Creutzfeldt-Jakob disease (CJD)

The CJD network supports people with prion diseases, including forms of Creutzfeldt-Jakob disease (CJD). The organisation provides a range of information on the various forms of prion disease and works with professionals to improve the level of care provided for people with these conditions.

CJD Support Network  
PO Box 346  
Market Drayton  
TF9 4WN

T: 01630 673 973 (helpline)  
Email: [info@cjdsupport.net](mailto:info@cjdsupport.net)  
[www.cjdsupport.net](http://www.cjdsupport.net)

### Huntington's Disease

The Huntington's Disease Association provides information, advice, support and publications for families in England and Wales.

Suite 24  
Liverpool Science Park IC1  
131 Mount Pleasant  
Liverpool  
L3 5TF

T: 0151 331 5444  
Email: [info@hda.org.uk](mailto:info@hda.org.uk)  
[www.hda.org.uk](http://www.hda.org.uk)

### Mildmay Hospital

The hospital provides holistic inpatient and day care services for people affected by HIV-related cognitive impairment. Referrals must be made by hospital or community services.

Austin Street  
London  
E2 7NB

T: 020 7613 6300  
Email: [info@mildmay.org](mailto:info@mildmay.org)

[www.mildmay.org](http://www.mildmay.org)

### Multiple Sclerosis (MS)

Multiple Sclerosis National Centre (MSNC) is a charity providing information and support to anyone affected by MS. There is a national helpline and a network of over 350 local branches.

372 Edgware Road  
London  
NW2 6ND

T: 0208 438 0700  
0808 800 8000 (free helpline, weekdays 9am–9pm)  
Email: [helpline@mssociety.org.uk](mailto:helpline@mssociety.org.uk)  
[www.mssociety.org.uk](http://www.mssociety.org.uk)

### National Hospital for Neurology and Neurosurgery

The National Hospital for Neurology and Neurosurgery is the UK's largest dedicated neurological and neurosurgical hospital. It provides comprehensive services for the diagnosis, treatment and care of all conditions that affect the brain, spinal cord, peripheral nervous system and muscles.

Queen Square  
London  
WC1N 3BG

T: 0845 155 5000 or 020 3456 7890  
[www.ucl.ac.uk/ion/nationalhospital](http://www.ucl.ac.uk/ion/nationalhospital)

## Useful organisations for rarer types of dementia (cont)

### National Prion Clinic

The National Prion Clinic is based at the National Hospital for Neurology and Neurosurgery. It provides diagnosis, care and support for patients with, or suspected of having, any form of human prion disease.

Box 98  
National Hospital for Neurology and Neurosurgery  
Queen Square  
London  
WC1N 3BG

Telephone Hospital Switchboard: 0203 456 7890

Direct line for National Prion Clinic: 020 3448 4037 / 020 3448 4038

Email: [help.prion@uclh.org](mailto:help.prion@uclh.org)  
[www.nationalprionclinic.org](http://www.nationalprionclinic.org)

### Niemann-Pick Disease

Niemann-Pick Disease Group (UK) is a not-for-profit organisation that supports and promotes research to find a cure or treatments for all types of Niemann-Pick Disease and provides support services to individuals and families affected by the disease.

Suite 2  
Vermont House  
Concord  
Washington  
Tyne and Wear  
NE37 2SQ

T: 0191 415 0693  
Email: [niemann-pick@zetnet.co.uk](mailto:niemann-pick@zetnet.co.uk)  
[www.niemannpick.org.uk](http://www.niemannpick.org.uk)

### Parkinson's

Parkinson's UK is the largest charity funder of Parkinson's research in the UK. They offer a free confidential helpline and have a UK-wide team of information and support workers. They also have publications related to Parkinson's.

215 Vauxhall Bridge Road  
London  
SW1V 1EJ

T: 0808 800 0303 (helpline 9am–8pm Monday to Friday, 10am–2pm Saturday)

UK office: 020 7931 8080  
Email: [hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk)  
[www.parkinsons.org.uk](http://www.parkinsons.org.uk)

## Statutory services - social services

Social services for Bexley assess the social needs of people and support them to live as independently as possible in their own community.

The Contact Centre is open from 8am-5pm, Monday to Friday.

Civic Offices  
2 Watling Street  
Bexleyheath  
Kent  
DA6 7AT

T: 020 8303 7777

[www.bexley.gov.uk](http://www.bexley.gov.uk) search for social services.

## Out-of-hours social service support

### Care Central

Bexley operates an out-of-hours emergency service on evenings and weekends to ensure help is always available.

T: 020 8303 7777 or 020 8303 7171

6pm-8am, Monday-Thursday, and from 6pm Friday through to 8am on Monday.

Email: [screeners@bexley.gov.uk](mailto:screeners@bexley.gov.uk)

Requests for assistance are taken by the Council's emergency control officer who will alert the duty social worker immediately. Requests are prioritised by the duty social worker. Response times will vary but they aim to make an initial contact within 20 minutes.

### Home help and personal care

Practical help and personal care to help you look after yourself at home. This may include help with washing and using the toilet, help to dress and undress, and help with housework.

### Community meals service

If you are unable to heat/cook a meal for yourself they may be able to arrange a service that can help you.

### Help with everyday living

They provide Telecare, special aids and equipment for people who are disabled. If you need adaptations to your home, they will arrange these. They will tell you how much you may have to pay, if anything. They will also tell you about any grants that you may be able to claim and how to apply for them.

### Day activities

If you are living at home and cannot get out by yourself, you may like to attend a day centre where you can meet other people and enjoy social activities. Transport can be arranged.

### Having a break

If you are being cared for by a friend or relative, you and your carer may welcome the opportunity to spend some time apart. This may be a break for just a couple of hours or for a couple of weeks. A variety of services are available which include care in your own home, or in a residential home.

### Social work advice and support

Social workers offer counselling, advice and help in dealing with life's crises, such as serious illness, a death in the family or other major changes. They will help you get the services you need, such as counselling or support. If your needs are greater, you will be put in touch with care managers, who will assess your needs and put together a care plan which meets those needs. Social workers will help you to continue to live in your own home for as long as you can. When this is no longer possible, they will help you to find, and move to, the best possible alternative accommodation and care.

## Statutory services - social services (cont)

### Help with sight and hearing loss

If you have lost your sight or your eyesight is very poor social services can offer advice and counselling. Training is available in everyday living skills and in using special equipment. We can also help you learn new skills. If you are deaf or hard of hearing you can have a similar service. Resource centres for people who have lost their sight or are partially sighted, and for those who are deaf or hard of hearing, are open to anyone who needs their help and advice. Social activities are also provided

### Disabled Facilities Grants

A Disabled Facilities Grant is a local council grant. It helps towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical. You can apply to your local council for a disabled facilities grant.

### Telecare

To access telecare support referrals can be made by contacting Bexley social services (care central) on 020 8300 7777.

## Statutory Services - health

### Carers' Counselling Service

A free service jointly run by Bexley Council and Oxleas NHS Foundation Trust based at Pier Road Centre, 42 Pier Road, Erith, DA8 1TH.

Provides a counselling service to all carers who are residents in the borough of Bexley.

They offer:

- individual counselling in Pier Road Centre or outreach counselling service
- anxiety and stress management training course
- fortnightly support carers group on a Friday morning.

T: 01322 338582

### Improving Access to Psychological Therapies (IAPT)

The IAPT service supports people through talking therapies to manage feelings of anxiety and depression.

Your GP or healthcare professional can refer you to IAPT. To self-refer go to the website to download a referral form.

T: 020 8303 5816

Email: [info@beingwellinbexley.org.uk](mailto:info@beingwellinbexley.org.uk)

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

### The Memory Service

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.

Oxleas NHS Foundation Trust

Upton Centre

14 Upton Road

Bexleyheath

Kent

DA6 8LQ

T: 020 8301 7900

### Older Adults Community Mental Health Team

This team provides mental health services for older adults (aged 65 and over) from the borough of Bexley. They provide continued support to enable people to achieve their personal goals.

Oxleas NHS Foundation Trust

Upton Centre

14 Upton Road

Bexleyheath

Kent

DA6 8LQ

T: 020 8301 7900

## Mobility and useful equipment

You can contact Bexley Council for information.

### Link Line - medvivo

Link Line offers security and help to people at the touch of a button or through automated sensors. Link Line supports using technology to monitor and respond to a person's wellbeing and summon help if required. We provide a service 24 hours a day, 365 days a year, enabling you to live as independently as possible in your own home.

Civic Offices  
2 Watling Street  
Bexleyheath  
Kent  
DA6 7AT

T: 020 3045 5400  
Email: [bell@bexley.gov.uk](mailto:bell@bexley.gov.uk)

### Telecare

There are a range of sensors that can be placed around the home that activate an alarm in an emergency and are designed to help older and vulnerable people live safely, securely and independently in their homes. The sensors activate an alarm to either Bexley Emergency Link Line or your family when you have a problem or need help.

Civic Offices  
2 Watling Street  
Bexleyheath  
Kent  
DA6 7AT

T: 020 8303 7777

### Staying Put

Staying Put is a Home Improvement Agency for older, vulnerable and disabled residents of Bexley, offering help and advice on home

repairs, improvement and adaptations. Staying Put aims to help people remain in their own homes in comfort and safety.

Room 8  
Bexley Civic Offices  
2 Watling Street  
Bexleyheath  
Kent  
DA6 7AT

T: 020 8303 7777

### Disabled Living Foundation (DLF)

DLF is a national charity that provides impartial advice about all types of disability equipment and mobility products for older and disabled people, their carers, and families. From stair lifts to walk-in baths, jar openers to tap turners, bath seats to walking sticks, wheelchairs to scooters, hoists to beds, the DLF can help you find disabled equipment solutions that enable you to stay active and independent.

Disabled Living Foundation  
380-384 Harrow Road  
London  
W9 2HU

T: 020 7289 6111 (9am-5pm, Mon-Fri)  
Helpline: 0845 130 9177  
Email: [info@dlf.org.uk](mailto:info@dlf.org.uk)  
[www.dlf.org.uk](http://www.dlf.org.uk)

## Transport

### **Bexley Accessible Transport Scheme (BATS)**

If you have severe mobility problems and require some assistance with your shopping there may be a volunteer shopper who can help you. Pick ups and drop offs are made to your home or as close as they can where access is limited. The service operates on a member's only basis with annual membership costing £20.

T: 01322 311333

### **Blue Badge scheme**

The Blue Badge scheme allows drivers of passengers with severe mobility problems to park close to where they need to go. Find out where you can use your badge, how to display it and how to use it abroad. To access this service contact Inspire Community Trust:

T: 020 3045 5100

### **Dial-a-Ride**

Dial-a-Ride is a door-to-door service for disabled people who can't use buses, trains or the Underground. It can be used for all sorts of journeys, making it easier to go shopping, visit friends and attend doctor's appointments.

T: 0845 999 1999

[www.tfl.gov.uk/gettingaround](http://www.tfl.gov.uk/gettingaround)

### **Freedom bus passes**

Freedom passes offer free local bus, Underground and train travel to London residents aged over 60, outside the morning rush hour. These are issued free to the user from main Post Offices. You will need to take proof of identity, age and address and two passport sized photographs, or alternatively you can apply online - see below. If you have a disability you may be entitled to a freedom

pass following a referral and an assessment. Contact Inspire Community Trust:

T: 0203 045 5100

Email: [buspasses@bexley.gov.uk](mailto:buspasses@bexley.gov.uk)

[www.londoncouncils.gov.uk](http://www.londoncouncils.gov.uk) and search for 'freedom passes'.

### **London Taxicard Scheme**

Taxicard is a scheme that provides subsidised transport for people who have serious mobility impairment and difficulty in using public transport. Taxicard holders make journeys in licensed London taxis and private hire vehicles, and the subsidy applies directly to each trip. Your Taxicard can be used any time, 24 hours a day, 365 days of the year, subject to taxi and private hire vehicle availability.

London Councils  
59 Southwark St  
London  
SE1 0AL

T: 0845 415 4156 or 020 7934 9791

Email: [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk)

[www.londoncouncils.gov.uk](http://www.londoncouncils.gov.uk) and search for 'taxi card'.

## Financial and housing information and advice

### Bexley Allocations Service

For information on rented sheltered housing schemes managed by local housing associations.

Civic Offices  
2 Watling Street  
Bexleyheath  
Kent  
DA6 7AT

T: 0203 045 3100  
Email: [bas@bexley.gov.uk](mailto:bas@bexley.gov.uk)

### Bexley Council (Council Tax and Housing Benefit)

Erith Town Hall,  
PO Box 713  
Erith  
DA8 1UA

T: 0345 302 2317  
Email (Council tax):  
[bexley.ctax@secure.capita.co.uk](mailto:bexley.ctax@secure.capita.co.uk)  
Email (Housing):  
[bexley.benefits@secure.capita.co.uk](mailto:bexley.benefits@secure.capita.co.uk)

### Citizens Advice Bureau

Information and advice on a wide range of subjects including welfare rights, landlord/tenant disputes, housing, legal problems and consumer enquiries.

8 Brampton Road  
Bexleyheath  
Kent  
DA7 4HB

T: 020 8303 5100

### Law Centre

Free advice on housing, welfare rights, benefits.

Erith Riverside Shopping Centre  
4 Cross Street  
Erith  
Kent  
DA8 1RB

T: 020 8311 0555  
[www.tmlc.org.uk](http://www.tmlc.org.uk)

## Carer support/respite

### Avante

The Avante Partnership offer care homes, respite, and day centres.

T: 0800 116 4516

Email: [enquiries@avantecaresupport.org.uk](mailto:enquiries@avantecaresupport.org.uk)

### Parkview

105 Woolwich Road  
Bexleyheath  
Kent  
DA7 4LP

T: 020 8298 2271

### Riverdale Court

Dovedale Close  
Welling  
Kent  
DA16 3BU

T: 020 8317 9067

### Homeleigh

Avenue Road  
Erith  
Kent  
DA8 3AU

T: 01322 339691

### Northbourne Court

Harland Avenue  
Sidcup  
DA15 7NU

T: 020 8269 9840

### Weybourne

1 Finchale Road  
Abbey Wood  
SE2 9AH

T: 020 8310 8674

## Carers' Support (Bexley)

Carers' Support is a registered charity whose purpose is to provide information, support and breaks for carers. Carers' Support provides services to help carers, including:

- advice and information
- emotional support
- flexible breaks for carers
- independent living
- respite care to give carers a break
- carers' groups.

Manor House  
Grassington Road  
Sidcup  
Kent  
DA14 6BY

T: 020 8302 8011

F: 020 8300 3002

Email: [info@carerssupport.org](mailto:info@carerssupport.org)

## Crossroads (Bexley)

Crossroads aims to provide a flexible and adaptable service that meets the needs of individual carers and those they care for. Support can be within the home or an outside activity and range from one hour to a full 24/7 support package.

Pier Road Centre  
42 Pier Road  
Erith  
Kent  
DA8 1TA

T: 01322 336086

Mobile: 07960 456565

Email: [info@crossroadscarebexley.org.uk](mailto:info@crossroadscarebexley.org.uk)

## Support from charities and other organisations

### Age UK Bexley

The **information and advice service** is open from 10am-4pm, Monday to Friday, and aims to answer any questions that older people, their relatives or carers might have.

The **advocacy service** takes action to support older people in expressing what they want, securing their rights, representing their interests and obtaining the services they need.

Manor House  
Grassington Road  
Sidcup  
London  
DA14 6BY

T: 020 8300 0883

Email: [info@ageukbexley.org.uk](mailto:info@ageukbexley.org.uk)

[www.ageuk.org.uk/bexley](http://www.ageuk.org.uk/bexley)

Age UK Bexley also offer the following services:

- **Community Support Service**

Assists older people to remain in their own homes with dignity and independence, and works with them to make the right choices about their lives.

- **Day Centres**

Age UK Bexley manages three day centres in the borough of Bexley, one of which is for people who need extra care and need help with personal care and support moving from one location to another (often referred to as 'transferring'). All of the day centres offer clients a day out of the home with activities, entertainment, a hot meal and the chance to meet other people and socialise. Places are offered through referral from your local authority. There are also private places available for people not meeting local authority

criteria. For more information telephone 020 8300 0883. AGE UK can advise on help with gardening, hairdressing and nail cutting.

- **Handy person scheme**

There are many small DIY jobs around the house that need to be done but you or your older relative might not be able to do yourself. These might include putting up shelves, assembling flat-pack furniture, tidying away trailing cables or installing a set-top digital box. Our handymen can come and do these jobs for you for a nominal charge. All of our handymen have been checked through the Criminal Records Bureau and have a clean report.

- **Welfare benefits advice**

Trained staff will provide guidance about the welfare benefits available for older people.

- **Wheelchair loan**

Many older people or their relatives need a wheelchair on a short-term basis but do not want to purchase one for just occasional use. Our wheelchair loan service means you can hire a wheelchair for as short or long a period as you require. All our wheelchairs are regularly serviced and maintained.

- **Pop-in Parlours**

There are five venues across the borough offering a range of refreshments and activities. For more information about the individual Rendezvous or Parlour please contact them.

### **Belvedere Pop-in Parlour**

11 Woolwich Road  
Belvedere  
Kent  
DA17 5EQ

T: 01322 446047

Opening times:

10am-2pm, Monday-Wednesday,  
10am-12pm, Thursday-Saturday,

## Support from charities and other organisations (cont)

### Northumberland Heath Pop-in Parlour

9 Mill Road  
Northumberland Heath  
Kent  
DA8 1HW

T: 01322 342662

Opening times: Monday to Friday, 10am-1pm

### Sidcup Pop-in Parlour

5/7 Hadlow Road (rear of the Day Centre)  
Sidcup  
Kent  
DA14 4AA

T: 020 8300 6799

Opening times: Monday to Saturday, 10am-12.30pm

### Slade Green Pop-in Parlour

Bridge Road (next to Community Centre)  
Slade Green  
Kent  
DA8 2HS

T: 01322 331217

Opening times:  
10am-3pm, Monday  
10am-1pm, Wednesday  
10am-12.30pm, Thursday

### Active Local Park Groups

If you are interested in finding out more, please contact the Nature Conservation Officer at Parks and Open Spaces on 020 8303 7777.

### Allotment in Bexley

Civic Offices  
2 Watling Street  
Bexleyheath  
Kent  
DA6 7AT

T: 020 8303 7777

Helpdesk T: 020 3045 3693

Email: parksandopenspaces@bexley.gov.uk

### Alzheimer's Society

Part Ground Floor  
Wolsley House  
Wolsley Close  
Dartford  
Kent  
DA1 4BE

T: 01322 524950

Email: bexleybranch@alzheimers.org.uk

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

Services offered include:

- **Carers Education Group**

A programme of eight sessions, run weekly to give information about dementia and advice on legal, emotional and practical matters.

- **Carers Support Group**

An informal meeting open to anyone caring for someone with dementia. It provides an opportunity for carers to share experiences and feelings. Staff will provide information and guidance about help and support available.

- **Drop in**

A drop in café for carers.

- **Information provision**

Information on dementia with guidance on how to obtain help with care.

- **Day Support Groups**

These provide a stimulating and social environment for people with dementia and their carers.

- **Support for people with dementia and their carers**

Information and support from trained workers by telephone. Includes referral to other services.

## Support from charities and other organisations (cont)

### Forget-Me-Not-Singing Group

This is for older people, people with disabilities, those with Alzheimer's and dementia and their carers .

St John's Church Hall  
Parkhill Road  
Bexley  
DA5 1HX

T: 07582 451470  
Email: [info@forgetmenot-services.co.uk](mailto:info@forgetmenot-services.co.uk)  
[www.forgetmenot-services.co.uk](http://www.forgetmenot-services.co.uk)

Hall Place & Gardens  
Bourne Road  
Bexley  
Kent  
DA5 1PQ

T: 01322 526574

### Hurst Community Centre

The community centre holds regular groups and activities.

Hurst Place  
Hurst Road  
Bexley  
Kent  
DA5 3LH

T: 020 8300 2076  
F: 020 8309 0461  
Email: [hurstcommunitycentre@btconnect.com](mailto:hurstcommunitycentre@btconnect.com)  
[www.hurstcommunitycentre.co.uk](http://www.hurstcommunitycentre.co.uk)

### Befriending Advocacy for All

This project is for people over the age of 60 who are isolated, need a befriender in their own home and now need help to be more involved in their community.

Unit 1  
241 Main Road  
Sidcup  
Kent  
DA14 6QS

T: 020 8300 9666  
Email: [befriending@advocacyforall.org.uk](mailto:befriending@advocacyforall.org.uk)  
[www.advocacyforall.org.uk](http://www.advocacyforall.org.uk)

### Bexley Deaf Centre

Provides information, education and support for deaf people in Bexley enabling them to enjoy the same quality of life as those with normal hearing. It aims to make a difference to the lives of deaf people through encouragement and empowerment to live independent lives whilst also increasing deaf awareness wherever possible.

20 Whitehall Lane  
Erith  
Kent  
DA8 2DH

T: 01322 351122  
Fax/Minicom: 01322 339428  
Email: [info@bexleydeafcentre.org.uk](mailto:info@bexleydeafcentre.org.uk)  
[www.bexleydeafcentre.org.uk](http://www.bexleydeafcentre.org.uk)

### Bexley Parks Walking Group

Find out more at: [www.bexley.gov.uk](http://www.bexley.gov.uk) and search for 'parks walking group'.

### Crayford Day Centre Drop-In

4-6 London Road  
Crayford  
Kent  
DA1 4BH

T: 01322 521162

## Support from charities and other organisations (cont)

### Inspire Community Trust

A user-led organisation committed to promoting independent living. This is achieved by supporting disabled people and those who have sensory impairments to make informed choices which enables them to improve and enhance their life.

20 Whitehall Lane  
Slade Green  
Kent  
DA8 2DH

T: 020 3045 5100

[www.inspirecommunitytrust.org](http://www.inspirecommunitytrust.org)

Opening times: 9am-5pm, Monday-Friday

### Irish in Greenwich (Greenwich and Bexley)

Lunch club advice and advocacy service for housing, benefits, and pensions. There are also carers' group exercise classes, a home visiting service, drop-in surgeries and the out and about service.

First Floor  
No.1 Street  
The Royal Arsenal  
Woolwich  
SE18 6ST

T: 020 8854 4466

Email: [irishingre@btconnect.com](mailto:irishingre@btconnect.com)

### Irish Community Services Brunch Club

26 Deepdene Road  
Welling  
Kent  
DA16 3QL

### Irish Community Services Lunch Club

Slade Green Community Centre  
Bridge Road  
Slade Green  
DA8 2HS

### MIND in Bexley

Art Group

A weekly group for people to get together and pursue a range of arts and craft activities in a supportive and safe environment.

T: 020 8303 5816

Email: [info@mindinbexley.org.uk](mailto:info@mindinbexley.org.uk)

### MIND Women's Drop In

Practical and emotional support plus activities, alternative therapies and advice.

Geddes Place United Reform Church  
Arnsberg Way  
Bexleyheath  
DA6 7DJ

### Nifty Fifty Exercise Class

Erith Leisure centre  
Avenue Road  
Erith  
Kent  
DA8 3AT

T: 01322 350271

## Support from charities and other organisations (cont)

### Phoenix Wellbeing Group

The Phoenix group meets at Mind in Bexley on a Monday evening and can only be accessed by people who have completed, or are about to complete their programme of therapy with the Being Well in Bexley Service.

Self help support group facilitated by a counsellor.

Milton House

240A Broadway (Through archway next to Bridal shop on the right)

Bexleyheath

DA6 8AS

Westhill House

Ground Floor

2B Devonshire Road

Bexleyheath

DA6 8DS

T: 020 8303 5816

Email: [info@mindinbexley.org.uk](mailto:info@mindinbexley.org.uk)

[www.mindinbexley.org.uk/phoenix.html](http://www.mindinbexley.org.uk/phoenix.html)

### University of the Third Age

Education, creative and leisure activities.

There are monthly meetings are held on the second Thursday of the month at Roberts Hall, behind Christ Church, Bexleyheath Broadway at 1.45pm for 2pm with a varied programme of activities and speakers. You may attend one of these meetings as a visitor free of charge to meet members. This is open to all older people, not specifically those with dementia.

[www.u3a.org.uk](http://www.u3a.org.uk)

### Walking Club Erith Leisure Centre

An opportunity to use the David Ives Athletic Stadium with a fitness instructor to walk safely and meet fitness goals of all levels.

T: 01322 350 271

[www.bexley.gov.uk](http://www.bexley.gov.uk)

### Silver Lining (Greenwich and Bexley)

This service is for men and women over the age of 55 living in Greenwich or Bexley who are worried about their drinking.

Services offered include:

- peer mentoring
- community and therapeutic support
- advice, consultancy and training
- alcohol and older people service.

T: 020 8257 3068

Email: [aop@dasi.org.uk](mailto:aop@dasi.org.uk)

## Death and planning

### Age UK Bexley

Information on funeral plans which cover the costs of a funeral at today's prices.

Grassington Road  
Sidcup  
Kent  
DA14 6BY

T: 020 8300 0883

### Cruse Bereavement Care

Cruse Bereavement Care promotes the wellbeing of bereaved people and aims to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides counselling and support. It offers information, advice, education and training services.

T: 020 8304 5245

Daytime helpline: 0844 477 9400

Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

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

### Registering a death in Bexley

The registration of a death is free of charge. The registrar will provide you with certificates for burial or cremation, and a certificate for social security purposes. These are free of charge. All other copies of certificates are provided on payment of a fee but you will need copies to obtain probate or otherwise finalise the deceased's estate.

The registrar will be able to provide you with a copy of the Department for Work and Pensions leaflet D49: "What to do after a death."

For other information on pensions and allowances please visit [www.dwp.gov.uk](http://www.dwp.gov.uk) and for information on how to obtain probate please visit [www.theprobateservice.gov.uk](http://www.theprobateservice.gov.uk)

Deaths which occur in the borough of Bexley should be registered at:

The Register Office  
Manor House  
The Green  
Sidcup.  
DA14 6BW

If the death occurred elsewhere, but you need to attend this office to register, please telephone for advice.

T: 0208 308 7515.

## Statutory services - social services

### Bromley Council

Switchboard and customer contact centre

Civic Centre  
Stockwell Close  
Bromley  
BR1 3UH

T: 020 8464 3333

Open between 8.30am-5pm, Monday to Friday

### Emergencies only

T: 020 8464 4848

Outside of normal hours (between 5pm-8.30am, Monday-Friday and 5pm Friday-8.30am Monday)

### Social services

T: 020 8461 7777

Text Phone: 020 8464 7350

Email: [BSSD@bromley.gov.uk](mailto:BSSD@bromley.gov.uk)

[www.bromley.gov.uk](http://www.bromley.gov.uk) and search for 'social services'.

### Disabled Facilities Grants

A Disabled Facilities Grant is a local council grant. It helps towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical. You can apply to your local council for a disabled facilities grant.

### Telecare

To access telecare support referrals can be requested via Carelink.

T: 020 8466 0046.

For more complex needs contact Bromley Social Services on 020 8461 7777.

### Bromley Care Services Directory 2013/14

For an electronic version of the brochure please go to:

[www.carechoices.co.uk/region/Bromley](http://www.carechoices.co.uk/region/Bromley)

To obtain a hard copy of the Bromley Care Services Directory please contact us directly.

T: 01223 207770

## Statutory services - health

### Improving Access to Psychological Therapies (IAPT)

The IAPT service supports people through talking therapies to manage mild to moderate depression or anxiety, including panic attacks, post-traumatic stress disorder, excessive worry, obsessive compulsive disorder (OCD) and phobias. You can self refer to IAPT Bromley however, it is not available to everyone.

Contact IAPT for more information.

379 Croydon Rd  
Beckenham  
BR3 3QL

T: 0300 003 3000

E: [bromh.bromleyiapt@nhs.net](mailto:bromh.bromleyiapt@nhs.net)

[www.bromleyhealthcare.org.uk/find-a-service/bromley-working-for-wellbeing](http://www.bromleyhealthcare.org.uk/find-a-service/bromley-working-for-wellbeing)

### The Memory Service

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.

Oxleas NHS Foundation Trust  
Bridgeways Day Hospital  
Turpington Lane  
Bromley  
Kent  
BR2 8JA

T: 020 8462 0170

### Older People's Community Mental Health Team (CMHT)

We offer assessment and treatment for people over the age of 65 with mental health needs. We also offer support to their families and carers, including a carer's assessment if appropriate.

Older People's CMHT (East)  
Oxleas NHS Foundation Trust  
1-6 Carlton Parade  
Orpington  
Kent  
BR6 0JB

T: 01689 892360

Older People's CMHT (West)  
Oxleas NHS Foundation Trust  
63 Croydon Road  
Penge  
SE20 7TS  
T: 020 8676 5492/3

## Mobility and useful equipment

### Telecare

To access telecare support please request to be referred via Carelink.

T: 020 8466 0046

For more complex needs contact Bromley Social Services.

T: 020 8461 7777

### Disabled Living Foundation (DLF)

DLF is a national charity that provides impartial advice about all types of disability equipment and mobility products for older and disabled people, their carers, and families. From stair lifts to walk-in baths, jar openers to tap turners, bath seats to walking sticks, wheelchairs to scooters, hoists to beds, the DLF can help you find disabled equipment solutions that enable you to stay active and independent.

Disabled Living Foundation,  
380-384 Harrow Road,  
London  
W9 2HU

T: 020 7289 6111 (9am-5pm, Monday-Friday)

Helpline: 0845 130 9177

Email: [info@dlf.org.uk](mailto:info@dlf.org.uk)

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

## Transport

### Blue Badge scheme

The Blue Badge scheme allows drivers of passengers with severe mobility problems to park close to where they need to go. Find out where you can use your badge, how to display it and how to use it abroad.

Stockwell Close  
Bromley  
BR1 3UH

T: 0300 303 8661

Email: [LDS.parking@bromley.gov.uk](mailto:LDS.parking@bromley.gov.uk)

Apply online through Directgov:  
[www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge)

### Dial-a-Ride

Dial-a-Ride is a door to door service for disabled people who can't use buses, trains or the tube. It can be used for all sorts of journeys, making it easier to go shopping, visit friends and attend doctor's appointments.

T: 0845 999 1999

[www.tfl.gov.uk/gettingaround](http://www.tfl.gov.uk/gettingaround)

### Freedom bus passes

Freedom passes offer free local bus, Underground and train travel to London residents aged over 60, outside the morning rush hour. These are issued free to the user from main Post Offices. You will need to take proof of identity, age and address and two passport sized photographs. If you have a disability you may be entitled to a freedom pass following a referral and an assessment.

T: 0845 275 7054

Email: [londoncouncils@journeycall.com](mailto:londoncouncils@journeycall.com)

[www.londoncouncils.gov.uk](http://www.londoncouncils.gov.uk) and search for 'freedom passes'.

### London Taxicard Scheme

Taxicard is a scheme that provides subsidised transport for people who have serious mobility impairment and difficulty in using public transport. Taxicard holders make journeys in licensed London taxis and private hire vehicles, and the subsidy applies directly to each trip. Your Taxicard can be used anytime, 24 hours a day, 365 days of the year, subject to taxi and private hire vehicle availability.

London Councils  
59 Southwark St  
London  
SE1 0AL

T: 0845 415 4156 or 020 7934 9791

Email: [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk)

## Financial and housing information and advice

### Bromley Council (Council Tax and Housing Benefit)

Council Switchboard and Customer Contact Centre

Civic Centre

Stockwell Close

Bromley

BR1 3UH

T: 020 8464 3333

Email: [BSSD@bromley.gov.uk](mailto:BSSD@bromley.gov.uk)

[www.bromley.gov.uk](http://www.bromley.gov.uk) and search separately for housing benefit/council tax benefit.

Open between 8.30am-5pm, Monday to Friday

### Social services

T: 020 8461 7777

Text Phone: 020 8464 7350

### Emergencies only

Outside of normal hours (between 5pm-8.30am Monday-Friday and weekends 5pm Friday-8.30am Monday).

T: 020 8464 4848

### Citizens Advice Bureau

Information and advice on a wide range of subjects including welfare rights, landlord/tenant disputes, housing, legal problems and consumer enquiries.

Community House

South Street

Bromley

Kent

BR1 1RH

T: 020 8315 1940

F: 020 8315 1956

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

### Law Centre

28A Beckenham Road

Beckenham

Bromley

Kent

BR3 4LS

T: 020 8663 4747

F: 020 8658 8982

Email: [enquiries@streetwiselaw.org.uk](mailto:enquiries@streetwiselaw.org.uk)

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

## Carer support/respite

### Alzheimer's Society

- Carers Support Group 1 - existing carers
- Carers Support Group 2 - new carers
- Day care
- Dementia support service - Bromley

White Gables  
18 Bromley Common  
Bromley  
London  
BR2 9PD

T: 0208 460 9245  
Email: [bromley@alzheimers.org.uk](mailto:bromley@alzheimers.org.uk)

### Carers Support Group

Contact Jo George or Carol Hubbard on:

T: 020 8313 3271

### Bertha James Day Centre

34 Masons Hill  
Bromley  
BR2 9HJ

T: 020 8464 5361  
Managed by Age Concern Ravensbourne Ltd

### Bromley MIND

Specialist, tailored dementia support from local Bromley charity for people with a dementia and their family and friends.

Dementia training for carers

T: 020 8663 0499  
Email: [mindcare@bromleymind.org.uk](mailto:mindcare@bromleymind.org.uk)

Care at home (Respite £12.90 per hour)

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

### Age UK Bromley & Greenwich

Provides a full range of services and activities for people with dementia and support carers to:

- maintain social networks
- plan for the future
- maximise income
- get a carers' assessment
- remain in employment

Age UK Bromley & Greenwich  
Community House  
South Street  
Bromley  
BR1 1RH

T: 020 8315 1850  
E: [services@ageukbandg.org.uk](mailto:services@ageukbandg.org.uk)

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

Locations:

- Beckenham
- Bromley
- Chislehurst
- Orpington.

£36 per day

T: 020 8663 0499

### Specialist dementia day care centre

T: 020 8315 1850

£38 per day

### White Gables Day Centre

White Gables  
18 Bromley Common  
Bromley  
BR2 9PD

Run by the Bromley Alzheimer's Society

T: 020 8460 9245  
Carers support helpline: 020 8249 1494  
F: 020 8313 1087  
E: [Bromley@alzheimers.org.uk](mailto:Bromley@alzheimers.org.uk)

## Support from charities and other organisations

### AGE UK

Community House  
South Street  
BROMLEY  
BR1 1RH

T: 020 8315 1850

Opening times: 9am-5pm, Monday-Thursday;  
9am-4.30pm Friday. Answerphone out of hours.

Email: [info@ageukbandg.org.uk](mailto:info@ageukbandg.org.uk)

[www.ageuk.org.uk/bromleyandgreenwich](http://www.ageuk.org.uk/bromleyandgreenwich)

#### • Garden Room Cafe

Chislehurst Active Age Centre  
85 High Street  
Chislehurst  
BR7 5AG

T: 020 8315 1850

#### • Saxon Centre

Lychgate Road  
Orpington  
BR6 0TJ

T: 01689 830055

#### • Singing for fun

United Reform Church  
Bromley Town Centre

T: 020 8315 1850

### Alzheimer's Society

White Gables  
18 Bromley Common  
Bromley  
BR2 9PD

T: 0208 460 9245

Email: [bromley@alzheimers.org.uk](mailto:bromley@alzheimers.org.uk)

#### Contacts:

Mary Mason, Service Support Manager  
[mary.mason@alzheimers.org.uk](mailto:mary.mason@alzheimers.org.uk)

Susan Burton, Day Service Manager

T: 020 8460 9245

[susan.burton@alzheimers.org.uk](mailto:susan.burton@alzheimers.org.uk)

Sarah Dixon, Carer Support Worker (Memory Lane Drop-in)

T: 020 8460 9245

[sarah.dixon@alzheimers.org.uk](mailto:sarah.dixon@alzheimers.org.uk)

### Chislehurst Active Age Centre

85 Chislehurst High Street  
BR7 5AG

### Drop-in advice

Community house  
South Street  
Bromley  
BR1 1RH

### Memory Lane drop-in

Bromley Labour club  
H G Wells Centre  
St Marks Road  
Bromley  
BR2 9HG

Contact Sarah Dixon:

T: 020 8460 9245

### Mindcare

Station Road  
Orpington  
Kent  
BR6 0RZ

T: 020 8663 0499

Email: [mindcare@bromleymind.org.uk](mailto:mindcare@bromleymind.org.uk)

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

### Retired Men's club

The Azelia Hall  
258 Croydon Road  
Beckenham  
BR3 4DA

## Death and planning

### Cruse Bereavement Care

Cruse Bereavement Care exists to promote the wellbeing of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides counselling and support. It offers information, advice, education and training services.

T: 0208 304 5245

Daytime helpline: 0844 477 9400

Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

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

### Registering a death in Bromley

The registration of a death is free of charge. The registrar will provide you with certificates for burial or cremation, and a certificate for social security purposes. These are free of charge. All other copies of certificates are provided on payment of a fee and you will need copies to obtain probate or otherwise finalise the deceased's estate. The registrar will be able to provide you with a copy of the Department for Work and Pensions leaflet D49: "What to do after a death." For other information on pensions and allowances please visit [www.dwp.gov.uk](http://www.dwp.gov.uk) and for information on how to obtain probate please visit [www.theprobateservice.gov.uk](http://www.theprobateservice.gov.uk)

Deaths which occur in the borough of Bromley should be registered at:

Bromley Register Office  
Civic Centre  
Stockwell Close  
Bromley  
BR1 3UH

T: 0300 303 8667

Email: [registrars@bromley.gov.uk](mailto:registrars@bromley.gov.uk)

## Statutory services - social services

### Adults and Older People's Services

Provides a single point of contact for all adult services including: information and advice, referral for all adult and older people's social care services, adult safeguarding alerts, referral for community rehabilitation services and occupational therapy and carers advice.

Upper Ground Floor  
Woolwich Centre  
35 Wellington Street  
SE18 6HQ

T: 020 8921 2304

Email: [aops.contact.officers@royalgreenwich.gov.uk](mailto:aops.contact.officers@royalgreenwich.gov.uk)

### Contact Adult Social Care

Initial Contact Officers  
2nd Floor  
The Woolwich Centre  
35 Wellington Street  
SE18 6HQ

T: 0208 921 2304

SMS: 0798 355 3380

Minicom: This service is currently unavailable, please text us on mobile 07983 553380

F: 020 8921 3392

Email: [aops.contact.officers@royalgreenwich.gov.uk](mailto:aops.contact.officers@royalgreenwich.gov.uk)

The Woolwich Centre is open 9am-5.30pm, Monday-Thursday, and Friday 9am-4.30pm. It is closed at weekends.

**For social care emergencies outside of office hours call 020 8854 8888**

### Disabled Facilities Grants

A Disabled Facilities Grant is a local council grant. It helps towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical. You can apply to your local council for a disabled facilities grant.

### Greenwich Telecare

A telecare alarm enables someone to call for help 24 hours a day. It enables individuals to live independently. They have a variety of additional equipment in the form of sensors.

Upper Ground Floor  
The Woolwich Centre  
35 Wellington Street  
SE18 6HQ

T: 020 8921 4444

Email: [telecare@royalgreenwich.gov.uk](mailto:telecare@royalgreenwich.gov.uk)

### Financial Assessment – residential or nursing care

T: 020 8921 2585

## Statutory services - health

### Improving Access to Psychological Therapies (IAPT)

The IAPT service supports people through talking therapies to manage feelings of anxiety and depression.

Your GP or healthcare professional can refer you or to self-refer you can call the IAPT service.

Floors 1 and 2  
135-143 Eltham High Street  
Eltham  
London  
SE9 1TJ  
T: 020 3260 1100  
E: [greenwichtimetotalk@oxleas.nhs.uk](mailto:greenwichtimetotalk@oxleas.nhs.uk)

[www.oxleas.nhs.uk](http://www.oxleas.nhs.uk) and search for 'Greenwich time to talk'.

### Greenwich Memory Service

The Memory Service provides assessment, diagnosis and treatment for people who are experiencing difficulties with their memory such as dementia.

Memorial Hospital  
Shooters Hill  
London  
SE18 3RZ

T: 020 8836 8519

### Greenwich Community Mental Health Team (CMHT) for Older People

We provide specialist mental health services to older people with mental health needs in the borough of Greenwich. The team consists of doctors, nurses, social workers, psychologists, occupational therapists and support workers. We aim to enable older people to live independently in the community for as long as possible by providing specialist assessment,

treatment and social support.

Oxleas NHS Foundation Trust  
Community Mental Health Team (CMHT)  
Memorial Hospital  
Shooters Hill  
Greenwich  
London  
SE18 3RG

T: 020 8836 8670

## Mobility and useful equipment

### Greenwich Telecare

A telecare alarm enables someone to call for help 24 hours a day. It enables individuals to live independently. They have a variety of additional equipment in the form of sensors.

Upper Ground Floor  
The Woolwich Centre  
35 Wellington Street  
SE18 6HQ

T: 020 8921 4444

Email: [telecare@royalgreenwich.gov.uk](mailto:telecare@royalgreenwich.gov.uk)

### Disabled Living Foundation (DLF)

DLF is a national charity that provides impartial advice about all types of disability equipment and mobility products for older and disabled people, their carers, and families. From stair lifts to walk-in baths, jar openers to tap turners, bath seats to walking sticks, wheelchairs to scooters, hoists to beds, the DLF can help you find disabled equipment solutions that enable you to stay active and independent.

Disabled Living Foundation  
380-384 Harrow Road  
London  
W9 2HU

T: 020 7289 6111 (9am-5pm, Monday-Friday)

Helpline: 0845 130 9177

Email: [info@dlf.org.uk](mailto:info@dlf.org.uk)

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

## Transport

### Blue Badge scheme

The Blue Badge scheme allows drivers of passengers with severe mobility problems to park close to where they need to go. Find out where you can use your badge, how to display it and how to use it abroad. To access this service contact:

Second floor  
The Woolwich Centre  
35 Wellington Street  
London  
SE18 6HQ

T: 0208 921 2388

Email: [mobility-duty@royalgreenwich.gov.uk](mailto:mobility-duty@royalgreenwich.gov.uk)

### Dial-a-Ride

Dial-a-Ride is a door to door service for disabled people who can't use buses, trains or the tube. It can be used for all sorts of journeys, making it easier to go shopping, visit friends and attend doctor's appointments.

T: 0845 999 1999

[www.tfl.gov.uk/gettingaround](http://www.tfl.gov.uk/gettingaround)

### Freedom bus passes

Freedom passes offer free local bus, tube and train travel to London residents aged over 60, outside the morning rush hour. These are issued free to the user from main Post Offices. You will need to take proof of identity, age and address and two passport sized photographs. If you have a disability you may be entitled to a freedom pass following a referral and an assessment.

T: 0845 275 7054

Email: [londoncouncils@journeycall.com](mailto:londoncouncils@journeycall.com)

[www.londoncouncils.gov.uk](http://www.londoncouncils.gov.uk) and search for 'freedom pass'.

### London Taxicard Scheme

Taxicard is a scheme that provides subsidised transport for people who have serious mobility impairment and difficulty in using public transport. Taxicard holders make journeys in licensed London taxis and private hire vehicles, and the subsidy applies directly to each trip. Your Taxicard can be used any time, 24 hours a day, 365 days of the year, subject to taxi and private hire vehicle availability.

Taxicard  
London Councils  
59 Southwark St  
London  
SE1 0AL

T: 0845 415 4156 or 020 7934 9791

Email: [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk)

[www.londoncouncils.gov.uk](http://www.londoncouncils.gov.uk) and search for 'taxi card'.

## Financial and housing information and advice

### Greenwich Council (Council Tax and Housing Benefit)

Adults and Older People's Services provides a single point of contact for all adult services including:

- information and advice
- referral for all adult and older people's social care services
- adult safeguarding alerts
- referral for community rehabilitation services
- occupational therapy and carers advice.

Upper Ground Floor  
Woolwich Centre  
35 Wellington Street  
SE18 6HQ

T: 020 8921 2304

Email:

[aops.contact.officers@royalgreenwich.gov.uk](mailto:aops.contact.officers@royalgreenwich.gov.uk)

### Citizens Advice Bureau

Information and advice on a wide range of subjects including:

- welfare rights
- landlord/tenant disputes
- housing
- legal problems
- consumer enquiries.

Old Town Hall  
Polytechnic Street  
SE18 6PN

T: 020 8853 9499

F: 020 8317 7571

Email: [woolwich.admin@greenwichcab.org.uk](mailto:woolwich.admin@greenwichcab.org.uk)

### Greenwich Community Law Centre

187 Trafalgar Road  
London  
SE10 9EQ

T: 020 8305 3350

F: 020 8858 5253

Email: [info@gclc.co.uk](mailto:info@gclc.co.uk)

[www.gclc.co.uk](http://www.gclc.co.uk)

## Carers support/respite

Thamesmere Drive  
SE28 8RE

### Avante

The Avante Partnership offer care homes, respite and day centres.

T: 0800 1164516

Email: [enquiries@avantecaresupport.org.uk](mailto:enquiries@avantecaresupport.org.uk)

For further information please contact Jenni White:

T: 01322 341504

### Sunbury Lodge

Sunbury Street  
Woolwich  
London  
SE18 5NA

T: 020 8854 8254

### Puddingstone Grange

82 Plumstead Common Road  
Plumstead  
SE18 3RD

T: 020 8317 0912

### Greenwich Carers Centre

Adult carer support services are offered to and designed to meet each carer's individual needs. Services are provided according to a carer's situation.

The Greenwich Carers Centre  
Gunnery House  
Duke of Wellington Ave  
Woolwich  
London  
SE18 6SW

T: 020 8301 8457

Email: [info@greenwichcarerscentre.org](mailto:info@greenwichcarerscentre.org)

### Dementia Carers Group

This is a voluntary group for carers and families of those with dementia. The group meets on the second Wednesday of the month from 11am-12pm.

Thamesmere Leisure Centre

## Support from charities and other organisations

### AGE UK

Age UK aims to improve later life for everyone through our information and advice, services, campaigns, products, training and research.

Age UK Bromley & Greenwich Main Office  
Community House  
South Street  
Bromley  
BR1 1RH

T: 020 8315 1850

F: 020 8315 1851

Email: [info@ageukbandg.org.uk](mailto:info@ageukbandg.org.uk)

### Advocacy for older people in Greenwich

Offers advocacy service to the elderly residents of Greenwich.

Mycenae House  
90 Mycenae Road  
Blackheath  
London  
SE3 7SE

T: 020 8269 0298

Email: [info@afop.org.uk](mailto:info@afop.org.uk)

### Age Exchange

**Reminiscence group** - the recollection of one's life experiences. Reminiscence work is the stimulation of social, educational and creative activities that value people and their reminiscences. Our Dementia Advisor is based there once a month to give advice and support.

11 Blackheath Village  
London  
SE3 9LA

T: 020 8318 9105

Email: [administrator@age-exchange.org.uk](mailto:administrator@age-exchange.org.uk)

### Alzheimer's Society Greenwich and Lewisham

The Alzheimer's Society is the UK's leading support and research charity for people with dementia, their families and carers. They provide information and support to people with any form of dementia and their carers through publications, the National Dementia Helpline, website, and more than 2,000 local services. They campaign for better quality of life for people with dementia and greater understanding of dementia. Local services include:

- dementia support
- dementia advisor service
- information and advice.

White Gables  
Wolsley House  
Wolsley Close  
Dartford  
Kent  
DA1 4BE

T: 01322 524950

Email:

[lewishamandgreenwich@alzheimers.org.uk](mailto:lewishamandgreenwich@alzheimers.org.uk)

### Crossroads Dementia Café

Memory Lane Café runs every Tuesday in Middle Park Community Centre from 10am-2.30pm and every Wednesday in Progress Community Hall from 10am-2.30pm.

Crossroads Care provides a range of care services to enable carers to have a break from their caring responsibilities. They also provide services to those diagnosed with early signs of dementia.

Middle Park Community Centre  
Eltham  
London  
SE9 5SD

## Support from charities and other organisations (cont)

Progress Community Hall  
Admiral Seymour Road  
Eltham  
London  
SE9 1SL

T: 01322 346979  
Email: s.hutton@  
crossroadscaresoutheastlondon.org.uk

### Forgetmenot Singing

A singing group for people with dementia and their carers (you do not need a diagnosis to attend). Group meets from 2-3.30pm every Thursday. It costs £2.50 a session.

2-6 Sherard Road  
Eltham  
SE9 6EX

T: 01474 705 356/07811 187 490  
Email: info@forgetmenot-services.co.uk  
[www.forgetmenot-services.co.uk](http://www.forgetmenot-services.co.uk)

### Greenwich Mencap

Support for adults with learning disabilities in the community. Helps with increasing independence and learning new skills.

The Forum @ Greenwich  
Trafalgar Road  
Greenwich  
London  
SE10 9EQ

T: 020 8305 2245  
Email: info@greenwichmencap.org.uk

### Greenwich MIND

Run many activities for people who want to look after and improve their mental health and wellbeing. They provide the following services in a confidential or safe setting:

- counselling services
- one-to-one counselling
- group therapy

54 Ormiston Road  
Greenwich  
London  
SE10 OLN

T: 020 8853 2395  
Email: mindline@greenwichmind.co.uk

### Irish in Greenwich (Greenwich and Bexley)

Lunch club advice and advocacy service for housing, benefits, and pensions. There are also carers group exercise classes, a home visiting service, drop-in surgeries and the out and about service.

First Floor (above Firepower Museum)  
No.1 Street  
The Royal Arsenal  
Woolwich  
SE18 6ST

T: 020 8854 4466  
Email: irishingre@btconnect.com

### Minnie Bennett House

Offer several activities group for carers and people with dementia including a social club, yoga , Remember Yesterday for Today Group (RYTG), Reminiscence Reunion Group (RRC) and a lunch club.

164 Shooters Hill Road  
London  
SE3 8RW

T: 020 8858 9093

## Specialist services

### Silver Lining (Greenwich and Bexley)

This service is for men and women over the age of 55 living in Greenwich or Bexley who are worried about their drinking.

Services offered include:

- peer mentoring
- community and therapeutic support
- advice, consultancy and training.

Alcohol and Older People Service

T: 020 8257 3068

Email: [aop@dasi.org.uk](mailto:aop@dasi.org.uk)

## Death and planning

### Cruse Bereavement Care

Cruse Bereavement Care exists to promote the wellbeing of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides counselling and support. It offers information, advice, education and training services.

T: 0208 304 5245

Daytime helpline: 0844 477 9400

Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

### Registering a death in Greenwich

The registration of a death is free of charge. The registrar will provide you with certificates for burial or cremation, and a certificate for social security purposes. These are free of charge. All other copies of certificates are provided on payment of a fee but you will need copies to obtain probate or otherwise finalise the deceased's estate. The registrar will be able to provide you with a copy of the Department for Work and Pensions leaflet D49: "What to do after a death." For other information on pensions and allowances please visit [www.dwp.gov.uk](http://www.dwp.gov.uk) and for information on how to obtain probate please visit [www.theprobateservice.gov.uk](http://www.theprobateservice.gov.uk)

Deaths which occur in the borough of Greenwich should be registered at the Register Office.

T: 020 8921 5015