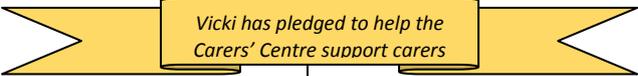


B&NES Dementia Support: A Carer's Guide

This is a brief overview of some useful organisations and services for people with dementia and their carers who live in the Bath and North East Somerset (B&NES) area.

If you would like to know more or access the documents listed, please contact the organisation directly using the details provided in the right hand column. You can also contact the Carers' Centre on **0800 0388 885**.

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1	Dementia advisors / support workers <i>For free face-to-face support and information</i>	
	Carers' Support Officers - Carers' Centre <ul style="list-style-type: none"> • Carers' Support Officers (CSOs) can offer information, advice and emotional support to carers about their caring role and the person they care for. • CSOs can meet with carers and carry out a Carer's Plan over the phone or face-to-face. They will ask the carer about the caring role, financial support, social support, physical and emotional health, managing at home and at work. This is a thorough and holistic assessment, which the CSO can use to give carers the information they need and to signpost them to appropriate organisations. • If the carer does not want a Carer's Plan or feels that this is too much, they can register with us and simply call our information and advice line whenever they have a query or need support. • The Carers' Centre offers a range of activities for carers to take a break, a telephone befriending service, a counselling service, and signposting to other organisations. 	0800 0388 885 <i>10am - 1pm Tuesday to Thursday for the Info & Advice line</i>
	Admiral Nurse Service <ul style="list-style-type: none"> • This service is provided by a dementia specialist psychiatric nurse who gives medical advice (about the cared-for person), information and emotional support to carers of people with dementia. • Eligibility: if the carer or cared-for person has a service history, if the carer or cared-for person is a widow/widower of someone who has had a service history. This includes national service and can be as little as one day. • Support can also be given to carers of people before a dementia diagnosis; so if a person is undergoing investigations for dementia and has some cognitive impairments. 	07823 416747 Contact Vicki
		
	Dementia Support Workers - Alzheimer's Society <ul style="list-style-type: none"> • Dementia Support Workers can offer information and advice on dementia-specific issues affecting the carer and the person they care for. • Dementia Support Workers can offer support face-to-face or over the phone. 	01225 396678

2	Adult social care contact – Virgin Care <i>Care and Support Assessments and financial support</i>	
	<p>Carer’s Assessments</p> <ul style="list-style-type: none"> • A Carer’s Assessment is an opportunity for carers to discuss with their local council what support or services they need. • All carers are entitled to a Carer’s Assessment even if the person they look after does not receive statutory support. • The Advice, Signposting, Information and Safeguarding Team (ASIST) can be contacted for a Carer’s Assessment to discuss the needs of the carer. <p><i>For more information on Carers’ Assessments, please speak to ASIST (Virgin Care) or the Carers’ Centre. You can also refer to the resources listed in Section 13.1 of this document.</i></p>	<p>01225 396000 (option 2) Contact ASIST</p>
	<p>Care and Support Assessments</p> <ul style="list-style-type: none"> • ASIST can be contacted for a Care and Support Assessment to discuss the needs of the cared-for. This discussion can be with both the carer and cared-for. • ASIST can help to identify the care and support needs of the cared-for person and offer information and advice on overcoming difficulties. • ASIST may also be able help the carer and cared-for to arrange and manage support needed for the cared-for person, depending on the circumstances. <p><i>For more information on eligibility criteria and carers’ rights, please speak to ASIST (Virgin Care) or the Carers’ Centre. You can also refer to the resources listed in Section 13.1 of this document.</i></p>	<p>01225 396000 (option 2) Contact ASIST</p>
	<p>Financial support</p> <ul style="list-style-type: none"> • If the cared-for person has been found to need care and support through a Care and Support Assessment, a means test can be carried out to see if they can get any financial help with paying for care. • If the cared-for person is receiving care at home, in residential care accommodation, nursing care accommodation or extra care housing and has over £23,250, in savings no contribution will be made to the cost of care. • However, financial support can be very complex and dependent on lots of factors so it may be best to talk this through with ASIST if you are not sure. <p><i>For more information on benefits and other financial support that the carer or cared-for may be entitled to, please see Section 5 of this document.</i></p>	<p>01225 396000 (option 2) Contact ASIST</p>



3	Local Council <i>For council tax reductions</i>	
	<p>Bath & North East Somerset Council</p> <p><u>Council tax exemptions can be given for:</u></p> <ul style="list-style-type: none"> • A property left unoccupied because the resident is providing long term care to someone who needs it. • A property that is part of another property (an annexe or 'granny flat') and a dependent relative lives there who is 65 or over, severely mentally impaired or substantially and permanently disabled. This exemption can be given for as long as the dependent relative lives there. <p><u>Council tax reductions can be given for:</u></p> <ul style="list-style-type: none"> • If you, or someone who lives with you, is 'substantially and permanently' disabled the council may be able to reduce the bill. A physical disability, learning difficulties or mental health issues can all be qualifying conditions. <p><i>Please call the council for more information or see Section 13.2 of this document.</i></p>	<p>01225 477 777</p>

4	Advance care planning <i>For Lasting Power of Attorneys and Deputyships</i>	
	<p>Lasting Power of Attorney <i>What is it?</i></p> <ul style="list-style-type: none"> • A lasting power of attorney (LPA) is a legal tool. It allows the person with dementia to appoint someone to make decisions for them for a time when they may no longer be able to do so. • There are two different types of LPA: One covers decisions about the health and welfare of the person with dementia, and the other about property and finances. One, or both of these can be applied for. <p><i>Applying for an LPA</i></p> <ul style="list-style-type: none"> • A LPA must be registered through the Office of the Public Guardian. This can be done through an online form or the forms can be printed off and completed by hand. • The Alzheimer's Society can help people to complete the forms over the phone with their national digital assistance service. They can be contacted on their National Dementia Helpline. • The Citizens Advice Bureau can help to advise on LPAs and can offer home visits to people who find it difficult to leave the house or who provide a caring role. 	<p>https://www.gov.uk/government/organisations/office-of-the-public-guardian Office of the Public Guardian website</p> <p>0300 222 1122 Contact Alzheimer's Society</p> <p>0344 848 7919 Contact Citizens Advice Banes</p>



	<p>Deputyship <i>What is it?</i></p> <ul style="list-style-type: none"> • If the person with dementia was not able to register a LPA when they were able to, or had capacity, a carer can apply to the Court of Protection to become their deputy. <p><i>Applying for deputyship</i></p> <ul style="list-style-type: none"> • An application must be made to the Court of Protection. Guidance and forms for this can be found on their website or they can be contacted by telephone. <p><i>For more information on advance care planning, LPAs and Deputyships, please see Section 13.3 of this document.</i></p>	<p>https://www.gov.uk/become-deputy Court of Protection website</p> <p>0300 456 4600 Contact Court of Protection</p>
	<p>Swan Advocacy Living Well Plans</p> <ul style="list-style-type: none"> • This is a free and independent service, which helps people to record what is important to them. • Swan Advocacy can help those living with dementia to create a Living Well Plan, which is a record of hopes and preferences for the future. Carers can also create their own if they would like to. • It allows people the opportunity to reflect on the past, identify things that are important to today, whilst expressing hopes and wishes for the future. • Carers can help the person they care for to create a Living Well Plan with guidance notes, or volunteers can visit to support with this for as many sessions as needed. • Swan can liaise with GP practices and hospitals to ensure that this plan is referred to, if needed. 	<p>03333 447928</p>

5	Benefits help and advice	
	<p>Citizens Advice Bureau Banes</p> <ul style="list-style-type: none"> • The Citizens Advice Bureau (CAB) in Banes can offer free benefits advice over the phone or face-to-face. • They also have the following drop-in services: <ol style="list-style-type: none"> 1. “One Stop Shop”, Manvers Street, Bath, BA1 1QJ <i>Mondays, Wednesdays and Fridays, 9.30am – 2pm</i> 2. “One Stop Shop”, Keynsham Civic Centre, Market Walk, Keynsham, BS31 1FS <i>Mondays and Thursdays, 10am – 2pm</i> 3. “One Stop Shop”, The Hollies, High Street, Midsomer Norton, Somerset, BA3 2DP <i>Tuesdays and Fridays, 9.30am – 2pm</i> 	<p>0344 848 7919 Contact Citizens Advice Banes</p>



	<p>Age UK B&NES</p> <ul style="list-style-type: none"> • Age UK B&NES can offer free benefits and financial advice over the phone or face-to-face. They can offer home visits for those who are unable to leave the house. • They also have the following drop-in services: <ol style="list-style-type: none"> 1. “One Stop Shop”, Manvers Street, Bath, BA1 1QJ <i>Tuesdays, 9.30am – 1pm</i> 2. Age UK Office, 18 Kingsmead Square, Bath, BA1 2AE <i>Mondays to Fridays, 9.30am – 3.30pm</i> 3. Trinity Methodist Church, The Street, Radstock, BA3 3PL <i>First Thursday of the month, 9.30am – 11am</i> 4. Methodist Homes for the Aged, Church Court, Church Lane, Midsomer Norton, BA3 2JA <i>Second Monday of the month, 9.30am – 11am</i> 5. “One Stop Shop”, Civic Centre, Market Walk, Keynsham, BS31 1FS <i>Wednesdays, 9.30am – 1pm</i> 	<p>01225 484512 Contact Age UK B&NES</p>
	<p>Carers UK Adviceline</p> <ul style="list-style-type: none"> • This national helpline is open during the week and can offer information and advice on benefits and finances, as well as a benefits check over the phone. See section 13.8 for more information. 	<p>0808 808 7777</p>

<p>6 Day care services for the person with dementia</p>		
	<p>Hazelmeir Day Centre, Alzheimer’s Society</p> <ul style="list-style-type: none"> • Who? Day care support service for people with dementia aged 65 and over. • Where? Cleeve Court Care Home, Twerton, Bath, BA2 1RS • Cost: £35.80 per day (this could be subsidised with a personal budget if eligible – see “Financial support” in Section 2 for more information). 	<p>01225 396741</p>
	<p>Pinelea Day Centre, Alzheimer’s Society</p> <ul style="list-style-type: none"> • Who? Day care support service for people with dementia aged 65 and over. • Where? Pinelea Day Centre, Greenacres, Midsomer Norton, Radstock, BA3 2RD 	<p>01225 396491</p>
	<p>The Peggy Dodd Centre</p> <ul style="list-style-type: none"> • Who? Day care support service for people with dementia. • Where? Peggy Dodd Day Centre, Brierley House, Summer Lane, Combe Down, Bath, BA2 5JX 	<p>01225 835520</p>



	<ul style="list-style-type: none"> • Cost: £23 per day (this includes transport if needed, refreshments, lunch and resources for activities) 	
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7	Home care services for the person with dementia	
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	<p>Alzheimer’s Society Home Support Service</p> <ul style="list-style-type: none"> • This service offers one-to-one care for people with dementia in their own home. • The service operates during the week (Monday to Friday). 	<p>01225 396426 Contact Charmaine (Project Manager)</p>
	<p>Peggy Dodd Home Support</p> <ul style="list-style-type: none"> • Peggy Dodd provide fully trained ‘Sitters’ to spend time and develop a friendship with the person with Dementia to enable carers to have a break. • They can take part in activities together, go on outings or have a chat. • The service operates during the week and in some circumstances, at the weekends. Please phone to find out more. • Cost: £15 - £19 per hour* 	<p>01225 835520</p>
	<p>At Home with Age UK</p> <ul style="list-style-type: none"> • This service can help with cleaning around the house, food shopping, laundry, ironing, and pet care. Staff cannot offer personal care but can accompany people to appointments or just sit and have a coffee and chat. • The service operates during the week (Monday to Friday) • Cost: £17.50 per hour* 	<p>01225 466135</p>
	<p>Contact details for other home care providers</p> <ul style="list-style-type: none"> • List of approved domiciliary care providers: This is a list of local care agencies (and their contact details) who have gone through specific checks, and the way they work is fed back to Virgin Care. • List of alternative domiciliary care providers: This is a list of local care agencies (and their contact details) who have not gone through specific checks with Virgin Care but they will have their own checks and Virgin Care may also work with them sometimes. <p>Contact the Advice, Signposting, Information and Safeguarding Team (ASIST) at Virgin Care to obtain a copy of these lists or for more support with finding care at home.</p>	<p>01225 396000 (option 2) Contact ASIST</p>

	<p>Care Quality Commission (CQC)</p> <ul style="list-style-type: none"> • The CQC regulate health and social care services in the United Kingdom. • If you would like to know more about a specific care provider and their ratings, you can view their latest inspection report on the CQC website or obtain a copy by telephoning them. 	<p>www.cqc.org.uk CQC website</p> <p>03000 616161</p>
<p><i>*For more information on benefits and other financial support that the carer or cared-for may be entitled to, please see Sections 2 and 5 of this document</i></p>		

8	Care homes for the person with dementia	
	<p>“Care Guide 2017 (Edition 5)”</p> <ul style="list-style-type: none"> • This is a booklet providing information about care homes in Bath. • It provides contact details for care homes in this area and whether they provide care for people with dementia. • It also includes information about finances* and questions to ask when choosing a home. <p>Contact the Advice, Signposting, Information and Safeguarding Team (ASIST) at Virgin Care to obtain a printed copy of this guide or for more support with finding care homes.</p> <p><i>Please see Section 12.5 of this document for more information on choosing a care home.</i></p>	<p>01225 396000 (option 2) Contact ASIST</p>
	<p>Care Quality Commission (CQC)</p> <ul style="list-style-type: none"> • The CQC regulate health and social care services in the United Kingdom. • If you would like to know more about a specific care home and their ratings, you can view their latest inspection report on the CQC website or obtain a copy by telephoning them. 	<p>www.cqc.org.uk CQC website</p> <p>03000 616161</p>
<p><i>*For more information on benefits and other financial support that the carer or cared-for may be entitled to, please see Sections 2 and 5 of this document</i></p>		



9	Support groups for carers (and training) <i>Support groups for carers and the person they care for</i>	
	<p>Carers' Centre & Alzheimer's Society Dementia Café</p> <ul style="list-style-type: none"> • Who? Carers and the person they care for. Carers are also welcome to come alone. • What? A chance for carers to come along with the person they care for to meet others in a similar situation. Information, advice and support is available from Dementia Support Officer, Grace Moorton (Carers' Centre), and the Alzheimer's Society. Speakers are regularly invited to talk about other available services. • Where? The Bath Carers' Centre, Woodlands, Lower Bristol Road, Bath, BA2 9ES • When? <ul style="list-style-type: none"> - For carers looking after someone in the early stages of dementia or with a recent diagnosis*: the second Friday of every month; - For carers looking after someone with advanced or complex dementia*: the last Friday of every month <p>Please call the Carers' Centre to book a place. It may be possible to provide transport and to cover the costs of replacement care if needed.</p> <p>*Please speak to Grace Moorton or the breaks team at the Carers' Centre if you are unsure about which group to attend.</p>	<p>0800 0388 885 Contact The Carers' Centre</p>
	<p>Peggy Dodd Dementia Café</p> <ul style="list-style-type: none"> • Who? Carers and the person they care for • When? First Saturday of every month from 10.30am – 12 noon • Where? Peggy Dodd Centre, Brierley House, Summer Lane, Combe Down, Bath, BA2 5JX 	<p>01225 864464 Contact Margaret (trustee & group organiser)</p>
	<p>Curo Memory Café – Somer Valley</p> <ul style="list-style-type: none"> • Who? Carers and the person they care for • When? Last Thursday of every month from 10.30am – 12 noon • Where? Community room, 93 Hillcrest, Peasedown St John, BA2 8JR 	<p>01225 366196</p>
	<p>Curo Memory Café – Chew Valley</p> <ul style="list-style-type: none"> • Who? Carers and the person they care for • When? Last Tuesday of every month from 10.45am – 12.30pm • Where? Baptist Chapel, Tunbridge Road, Chew Magna, 	<p>01225 366196</p>



	<p>BS40 8SP</p>	
	<p>Alzheimer’s Society Peer Support Group – Radstock</p> <ul style="list-style-type: none"> • Who? Carers only • When? Second Wednesday of every month • Where? Pinelea Day Centre, Greenacres, Midsomer Norton, Radstock, BA3 2RD 	<p>01225 396491 Contact Tamsin</p>
	<p>Alzheimer’s Society Peer Support Group – Keynsham</p> <ul style="list-style-type: none"> • Who? Carers only • When? First Thursday of every month • Where? St. Dunstan’s Church (church hall), 20a Bristol Road, Keynsham, Bristol, BS31 2BQ 	<p>01225 396678 or 07795 344986 Contact Ellie</p>
	<p>Dancing with Memories</p> <ul style="list-style-type: none"> • Tea dance with a live pianist, singing, dancing, tea and cake. • Who? Carers and the person they care for • When? Third Friday of every month from 2.00pm until 3.15pm • Where? New Oriel Hall, Brookleaze Buildings, Larkhall, Bath, BA1 6RA 	<p>07825 744571 Contact Patricia Lysaght or 07913 258036 Contact Clare Chapman</p>
	<p>Goldies Sing & Smile Singalongs</p> <ul style="list-style-type: none"> • Who? Carers and the person they care for. These sessions are specifically for people with dementia and their carers. • When? Third Monday of every month from 2.30pm until 3.30pm • Where? The Orangery, 157 Englishcombe Lane, Bath BA2 2EL • <i>This charity ask for a donation of £2 per person.</i> 	
	<p>RICE Carers’ Course</p> <ul style="list-style-type: none"> • The Research Institute for the Care of Older People (RICE) is a charity based at the RUH. • The RICE Centre supports people with dementia by carrying out memory assessments and key research into dementia. • The Carers’ Course consists of sessions from 1.30pm – 3.30pm over four consecutive afternoons. • Topics include: brain and behaviour, legal aspects of being a carer, day care, and caring for the carer. • This is a free course and a sitting service can be provided for the cared-for person at the centre by RICE professionals. 	<p>01225 476420</p>
	<p>Recollection and Afternoon Tea</p> <ul style="list-style-type: none"> • This is a free 12-week group for carers and the person they care for to enjoy museum collections, followed by inspired 	<p>01225 371414 Contact Rose Pickett</p>



	<p>creative activities, and tea and cake. Relaxed and informal, run by an artist and psychotherapist.</p> <ul style="list-style-type: none"> • Who? Carers and the person they care for. These sessions are specifically for people with dementia and their carers. • When? Thursdays from 2pm – 4pm. • Where? The Holburne Museum, Bath (6 weeks), then No 1. Royal Crescent, Bath (6 weeks). 	
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10	Equipment and useful aids
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For aids and equipment around the house, including smaller items, such as day clocks

	<p>Occupational Therapy Assessment</p> <ul style="list-style-type: none"> • Occupational therapists can help carers and the person they care for to live more independently at home. • They can offer advice on equipment and products to use at home (including dementia-specific products), and where to get them from. They can also provide help, advice and training on managing daily activities. • The carer or the person they care for can be referred through their GP or self-refer by contacting Virgin Care. 	<p>01225 396000 (option 2) Contact Virgin Care</p>
	<p>WE Care & Repair</p> <ul style="list-style-type: none"> • WE Care & Repair aim to help people live independently by providing home improvement; from small repairs such as putting nails in the walls for pictures, to larger adaptations, such as stairlifts. • They can offer help with any household issues affecting health, for example, removing mould and fire hazards and de-cluttering. • Services are offered to homeowners and private tenants who are over 60 or who have a disability. • WE Care & Repair can visit and offer a free assessment. There may then be charges for further services but they will help to find financial support and relevant grants where eligible. <p>Silverlinks</p> <ul style="list-style-type: none"> • The Silverlinks Project (part of WE Care & Repair) is a free peer-support service for people over the age of 50 run by volunteers. • Volunteers can offer mutual support to people about decisions involving housing repairs, adaptations or moving home. • These volunteers have had similar experiences and can offer support over the phone or face-to-face. 	<p>0300 323 0700</p>

<p>Sirona Health & Care</p> <ul style="list-style-type: none"> • They sell: alarms, sensors and specific memory technology, (including day clocks, large button telephones, and easy to use mobile telephones). 	<p>01225 477892 or telecare@sirona-cic.org.uk</p>
<p>Designability</p> <ul style="list-style-type: none"> • Designability are a charity based at the RUH who research and develop assistive technologies, including for people with dementia. • They sell dementia products including: day clocks, wander reminders and simple music players. • Sometimes Designability carry out research and studies where you can trial their products for free. They ask for feedback on these products in return. 	<p>www.designability.org.uk or 01225 824103</p>
<p>The Technology Gallery</p> <ul style="list-style-type: none"> • Claire Raven is a Dementia Technology Demonstrator and can advise people with dementia or memory problems and their carers about products that may help in the home. • Claire can advise on a range of technology, which includes the following: Telecare (for example, falls alarms, falls detectors, and pressure monitors), motion sensors, talking tiles, GPS trackers, simple music players, and talking photo albums. • Claire works Tuesdays and Wednesdays and can be contacted by telephone or emailed at technologygallerybath@gmail.com 	<p>07798 676994 Contact Claire Raven on Tuesdays & Wednesdays or leave a message.</p>
	
<p>Unforgettable.org</p> <ul style="list-style-type: none"> • Memory and dementia product specialists. • They sell a range of products, which can be ordered online or over the phone. Delivery is £4.95 regardless of number of items purchased. 	<p>www.unforgettable.org or 020 3322 9070</p>
<p>Alzheimer's Society Online Store</p> <ul style="list-style-type: none"> • A range of products for people with dementia from day clocks to puzzles and mood lights. • Products can be ordered online or over the phone. Delivery costs from free to £4.95 depending on the size of the order. 	<p>Shop.alzheimers.org.uk or 0300 124 0900</p>
<p>Lloyds Pharmacy Online Store</p> <ul style="list-style-type: none"> • A range of general products and products specifically designed for people with memory loss, such as day clocks, 	<p>www.lloydspharmacy.com</p>



	<p>GPS trackers and puzzles.</p> <ul style="list-style-type: none"> • Free home delivery on all orders over £35 or free Click and Collect from your nearest Lloyds Pharmacy. 	
	<p>BBC Reminiscence Archive (RemArc)</p> <ul style="list-style-type: none"> • BBC RemArc is an online tool designed to support reminiscence work with people with dementia. • It is an archive of videos, photos and soundclips from the past; aiming to stimulate long-term memories. • This can help to prompt communication and interactions with the person with dementia. • Items can be searched for by theme (e.g. sports, events) or decade (e.g. 1930s or 1940s). 	<p>https://remarc.pilots.bbcconnectedstudio.co.uk/remarc/#</p>

11	Going into hospital and discharge	
	<i>Free support for patients with dementia and their carers</i>	
	<p>Support for carers and patients of people with dementia (RUH, St. Martin's & Paulton)</p> <p>Amanda Stanson (Age UK) and Grace Moorton (Carers' Centre) work together from the RUH to support patients with dementia and their carers when they go home.</p> <p>Carers' Centre support for families and carers of people with dementia</p> <ul style="list-style-type: none"> • Grace Moorton is a Carers' Support Officer who can meet with families, friends and neighbours of patients, in the hospital and at home. • Grace can provide emotional support, practical information and advice. She will follow up with the carers once the cared-for person is home and the carer can receive ongoing support from the Carers' Centre. • <u>Carers do not need to be living with the person they care for to be supported.</u> <p>Age UK Home from Hospital Dementia Service</p> <ul style="list-style-type: none"> • Age UK's Dementia Service supports people living with dementia upon discharge from hospital. • A Dementia Support Worker can visit for up to six months and offer practical support, companionship and signposting to services that could improve quality of life for people once they are home. • Transport can also be provided to take the patient home and support can be given for up to 4 weeks following discharge, with help including a weekly shop and collecting prescriptions. 	<p>07909 920 175 or 0800 0388 885 Contact Grace</p> <p>01225 825321 Contact Amanda</p>



<p>Carer Hub (RUH)</p> <ul style="list-style-type: none"> • The Carer Hub is located in the atrium by the main entrance to the RUH. It is manned by volunteers Monday to Friday from 10am until 12noon, and again from 2pm until 4pm. • The volunteers will also be visiting wards during the afternoon periods (look out for their blue T shirts with “Carer Hub Volunteer” written on them). • This is a space for carers to offload and to be signposted to other services (such as the Carers’ Centre) if they need further support. • Outside of these hours, carers can help themselves to leaflets and information on display there. 	<p>07709 195314 Speak to the Carer Hub volunteers (10am – 12noon, 2pm – 4pm, Mon-Fri)</p>
<p>Dementia Coordinators</p> <ul style="list-style-type: none"> • The Dementia Coordinators provide a 7-day service to support staff caring for patients with dementia. • Their role is to improve the experience of patients and carers affected by dementia. • They will engage with and involve carers, plan for discharge and ensure better support at home to avoid unnecessary readmissions to hospital in the future. 	<p>01225 824245</p>
<p>WE Care & Repair Home from Hospital Service</p> <ul style="list-style-type: none"> • WE Care & Repair can provide a free home safety check for patients in the RUH and help to prevent further risks to health and safety, such as future falls and slips. • Services are offered to homeowners and private tenants who are over 60 or who have a disability. • Keysafes and rails can be fitted for free and electric heaters can also be loaned for free. • WE Care & Repair do have further paid-for services, which can be discussed with them (see Section 10 for more information). 	<p>0300 323 0700</p>
<p>Patient Advice & Liaison Service (PALS) PALS is a free, accessible and confidential service for patients, relatives and carers and it aims to:</p> <ul style="list-style-type: none"> • listen to concerns, suggestions or queries • advise and support patients, their families and carers • provide information on NHS services • help sort out problems quickly on your behalf. 	<p>01225 825656 or 01225 826319</p>
<p>Side by Side Hospital Project – Alzheimer’s Society</p> <ul style="list-style-type: none"> • The Side by Side Volunteer hospital service operates across wards in the RUH to support, enable and reduce isolation for patients living with dementia, by supporting them to do 	<p>07702 108994 Contact Brogan</p>



	<p>the things they love.</p> <ul style="list-style-type: none"> • The service offers one to one chats with volunteers and activities by the bedside, such as a game of cards, jigsaws, dominos or arts and crafts. This provides one to one support to allow the person with dementia to continue interests or engage in new ones. • The service also runs group activities across wards, such as singing, arts and movement groups. • Referrals can be made to the service by asking staff on the ward, a Dementia Coordinator or by calling Brogan Knight (Side by Side Coordinator). 	
	<p>The Technology Gallery</p> <ul style="list-style-type: none"> • Claire Raven is a Dementia Technology Demonstrator and can advise patients with dementia or memory problems and their carers about products that may help in the home. • Patients or their carers can visit The Technology Gallery at the RUH to look at the products and to test them out. Claire can also give this information at the bedside on the ward. • Claire can advise on a range of technology, which includes the following: Telecare (for example, falls alarms, falls detectors, and pressure monitors), motion sensors, talking tiles, GPS trackers, simple music players, and talking photo albums. • Claire can also work with patients and carers once the patient is home (see Section 10 for more information). • Claire works Tuesdays and Wednesdays and can be contacted by telephone or emailed at technologygallerybath@gmail.com 	<p>07798 676994 Contact Claire Raven on Tuesdays & Wednesdays or leave a message.</p>
		
	<p>“This is Me” tool (Alzheimer’s Society)</p> <ul style="list-style-type: none"> • This is a short, 3-page document, that can be filled out by the carer or with the patient with dementia. • This document is able to give staff a little more information about the cared-for person, particularly if they find it difficult to communicate some of their needs. For example, it can capture the interests of the person with dementia, how they like to communicate, and things that make them anxious. <p>Ask about this tool on the ward or contact the Carers’ Centre for a copy. It can also be downloaded from the Alzheimer’s Society website: https://www.alzheimers.org.uk/thisisme.</p>	<div data-bbox="1158 1809 1513 2089" style="border: 1px solid black; border-radius: 15px; padding: 10px; background-color: #f0f0f0;"> <p>Did you know? The RUH uses forget-me-not stickers on the wristbands of patients with dementia as a sensitive reminder to staff that they may need additional support.</p> </div>

12	Younger people with dementia <i>For carers of people with young-onset dementia</i>	
	The Limes Day Support Service, Alzheimer's Society <ul style="list-style-type: none"> • Who? Day care support service for people with dementia aged 70 and under. • Where? 31 Old School House, Kingswood Foundation Estate, Britannia Road, Kingswood, Bristol, BS15 8DB 	0117 961 3651 Contact Joanne (service manager)
	Young Dementia UK <ul style="list-style-type: none"> • A charity supporting those affected by early onset dementia. They have a national network set up for people to connect across the UK. They also provide online information and resources. 	www.youngdementiauk.org/

13	Respite and holidays	
	Dementia Adventure <ul style="list-style-type: none"> • Dementia Adventure offer dementia friendly holidays for people with dementia and their carers/families. They offer both group and bespoke individual holidays. There is a cost to their services (see their website for more information). 	www.dementiaadventure.co.uk/
	Revitalise – Alzheimer's Breaks <ul style="list-style-type: none"> • Revitalise offer dedicated weeks for couples and families living with Alzheimer's and dementia at their three centres across the UK (Essex, Southampton, and Merseyside). • Carers and the person they care for can choose up to four excursions in a week. There is also a carers-only dinner where the cared-for person can be looked after whilst the carer can meet others in similar situations. • The holiday packages include 24-hour on-call nursing care, accessible facilities, entertainment, three meals per day, and volunteer support. • For 2017/18, prices range from £799 to £1129 per person for 7 days. Help with funding can be applied for through the Revitalise Support Fund or the Joan Brander Memorial Fund. For more information on this call Revitalise. • The Carers' Centre can also apply for funding or grants on behalf of the carer. Please call the Carers' Centre on 0800 0388 885. 	0303 303 0145
	Combe Down Holiday Trust	01225 837181



	<ul style="list-style-type: none"> • A local charity providing holidays, short breaks and days out for carers and the person they care for. • The Trust also provides breaks for the carer alone if their caring role is becoming overwhelming. • Call or email Richard Osborn for more information. Email: ro@cdht.org.uk 	
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14	Other useful resources and information <i>Click on the link to find out more</i>
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	<p>14.1 Care and Support Assessments, and financial support</p> <ul style="list-style-type: none"> • “Carer’s assessment” (Carers UK) https://www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/carers-assessment • “Carers Rights Guide – Looking after Someone” (Carers UK) http://www.carersuk.org/help-and-advice/get-resources/carers-rights-guide • “What is a Care and Support Assessment”? (B&NES Council) http://www.bathnes.gov.uk/services/care-and-support-and-you/how-arrange-care-and-support/what-assessment • “What are eligible care and support needs?” (B&NES Council) http://www.bathnes.gov.uk/services/care-and-support-and-you/eligibility • “Means test for care and support” (B&NES Council) http://www.bathnes.gov.uk/services/care-and-support-and-you/money-and-legal/means-test-care-and-support 	
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	<p>14.2 Council tax reductions</p> <ul style="list-style-type: none"> • “Council Tax” (Alzheimer’s Society) https://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=137 	
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	<p>14.3 Advance care planning</p> <ul style="list-style-type: none"> • “Lasting Power of Attorney” (Alzheimer’s Society) https://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=154 • “Advance decisions and advance statements” (Alzheimer’s Society) https://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=143 • “Financial and legal affairs” (Alzheimer’s Society) https://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=160 • “Becoming a deputy for a person with dementia” (Alzheimer’s Society) https://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=2478 • “Power of attorney” (Age UK) http://www.ageuk.org.uk/money-matters/legal-issues/powers-of-attorney/power-of-attorney/ • “Power of attorney” (Carers UK) https://www.carersuk.org/help-and-advice/practical-support/managing-someone-s-affairs/power-of-attorney • “Giving someone power of attorney” (National Health Service) http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/lasting-power-of-attorney.aspx 	
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14.4 Benefits help and advice

- “Benefits” (Citizens Advice Bureau)
<https://www.citizensadvice.org.uk/benefits/>
- Benefits calculator (Turn2us)
http://benefits-calculator.turn2us.org.uk/AboutYou?utm_source=BAAdviser&utm_medium=referral&utm_campaign=GovUK
- “Benefits and entitlements” (Age UK)
<http://www.ageuk.org.uk/money-matters/claiming-benefits/>
- “Money and benefits” (Carers Trust)
<https://carers.org/article/money-and-benefits?gclid=Ci0KEQjwo5--BRCS8ceLjv-XppUBEiQAGp15EljLUHamyWZOxIR0f3rhh1trqc3ucWoLhiHUyCF3vQaAs908P8HAQ>
- “Help with benefits” (Carers UK)
<https://www.carersuk.org/help-and-advice/financial-support/help-with-benefits>
- “Carers allowance” (Carers UK)
<https://www.carersuk.org/help-and-advice/financial-support/help-with-benefits/carers-allowance>
- “Carer’s allowance” (Government services)
<https://www.gov.uk/carers-allowance/overview>

14.5 Choosing a care home

- “Your handy guide to selecting a care home” (Alzheimer’s Society)
<https://www.alzheimers.org.uk/guidetoselectingcarehome>
- “Care home checklist” (Age UK)
http://www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIL5_care_home_checklist_inf.pdf?dtrk=true
- “Dementia and care homes” (National Health Service)
<http://www.nhs.uk/conditions/dementia-guide/pages/dementia-and-care-homes.aspx>

14.6 Wellbeing Options – online resource for Bath & North East Somerset

- www.wellbeingoptions.co.uk
- Type “dementia” into the search bar to find local information specifically for people with dementia and their carers.

14.7 Alzheimer’s Society – Talking Point

- <https://forum.alzheimers.org.uk/forumdisplay.php?70-I-care-for-a-person-with-dementia>
- This is an online community for anyone affected by dementia and includes support for carers. There are lots of different discussions that you can click on and join in with.
- Scroll to the bottom of the page and select “I care for a person with dementia”.
- **Please note** that some of these forums may have content that is difficult to read. If you are upset by anything you read and need someone to talk to, please contact the Carers’ Centre.



14.8 Carers UK Adviceline – 0808 808 7777

Monday to Wednesday, 10am to 4pm

- This is a free adviceline offering information, advice and emotional support to carers.
- Information and advice can be given on: benefits, carers assessments, carers employment rights, services available to carers, and how to complain effectively.
- There is also a listening service open on *Mondays and Tuesdays from 9am to 7pm* where carers can talk to a trained volunteer about their caring role.
- Carers can also email the adviceline on the Carers UK website: <http://www.carersuk.org/about-us/contact-us>. Carers UK aim to respond within 5 working days.

14.9 Carers Direct Helpline – 0300 123 1053

Monday to Friday, 9am to 8pm and weekends, 11am to 4pm

- This adviceline costs the same as calling numbers beginning with 01 or 02.
- Information and advice can be given on: assessments, benefits, direct payments, individual budgets, time off, work and education, and making a complaint.
- Carers can also email the helpline on the NHS Choices website: <https://carersdirectenquiry.serco.com/newcarersemail/>. Carers Direct aim to respond within 24 hours.

*If you do not have access to the internet, please contact the Carers' Centre on **0800 0388 885** for a printed copy or for more information*

Bath & North East Somerset (B&NES) Dementia Action Alliance (DAA)

Dementia Action Alliances aim to bring together members of the community (including organisations and businesses) to increase awareness of dementia, improve services, and to promote dementia-friendly communities.

The Bath and North East Somerset DAA aims to make B&NES a dementia-friendly community and improve local services.

If you are an individual, business, or organisation who would like to join the alliance, or know of an organisation, please contact **Sarah Williams-Martin** at bathdaa@gmail.com.

B&NES DAA have pledged to help the Carers' Centre support carers

At the Carers' Centre we know that carers often have a lot of knowledge about local services...

If you notice that any of the information provided here is out of date or incomplete, or there's something that we should add, we would be very grateful to hear about it.

*Please contact Grace on **0800 0388 885***