# Bath and North East Somerset Dementia Support:
# A Carer's Guide

Caring for someone with dementia presents many challenges as well as rewards. This guide can help you find the resources both for you and the person you care for at any stage of dementia.

It 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.


| | Contents | |
|---|---|---|
| 1 | Dementia advisors / support workers | Pages 2-3 |
| 2 | Adult social care contact | Pages 3-4 |
| 3 | Local council – including information on Council Tax exemptions | Pages 5 |
| 4 | Advance care planning | Pages 5-6 |
| 5 | Benefits help and advice | Page 7 |
| 6 | Day care services for the person with dementia | Page 8-9 |
| 7 | Home care services for the person with dementia | Pages 9-11 |
| 8 | Care homes for the person with dementia | Page 12 |
| 9 | Support groups and training for carers | Pages 12-15 |
| 10 | Equipment and useful aids | Pages 15-16 |
| 11 | Going into hospital and discharge | Pages 16-17 |
| 12 | Younger people with dementia | Page 18 |
| 13 | Respite, travel and holidays | Pages 18-20 |
| 14 | Mobile phone apps for practical and emotional support | Page 20 |
| 15 | Other useful resources and information | Pages 21-22 |

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| 1 | **Dementia advisors / support workers**<br>*For free face-to-face support and information* | |
| | Carer Support Officers – The Carers' Centre<br><br>• Support Officers (SOs) can offer information, advice and emotional support to you about your caring role and the person you care for.<br>• SOs operate a **Support Line** every morning during the week. You can call whenever you have any questions or are experiencing any difficulties, or just to have a chat. If there is lots to talk about, the SO can arrange a longer telephone call, or a face-to-face meeting for those who find it difficult to speak over the phone.<br>• SOs can talk to you about a range of issues, eg:<br>- your caring role<br>- financial support<br>- social support<br>- physical and emotional health<br>- managing at home | 0800 0388 885<br>*9am - 1pm Mon-Fri or leave a message at other times and they will call you back*<br>*Or email:*<br>support@banescarerscentre.org.uk |
| | Admiral Nurse Service<br><br>• The free, confidential Dementia Helpline is staffed by dementia specialist Admiral Nurses who provide information, advice, and emotional support to carers on any aspect of dementia, including Alzheimer's disease.<br>• Virtual (online) clinics give you the chance to discuss any questions or concerns with a dementia specialist Admiral Nurse by phone or video call, at a time that suits you. Appointments are free and confidential and last 45-minutes.<br>• Book a face-to-face appointment with an Admiral Nurse at a Nationwide branch (available in Bath branch)<br>• Support can also be given to carers of people before a dementia diagnosis, e.g. if a person is undergoing investigations for dementia and has some cognitive impairments. | 0800 888 6678<br>Mon, Tues & Wed 10am-7pm<br>Thurs & Fri 10am-4pm<br>Saturday 10am-4pm<br>email: helpline@dementiauk.org<br><br>https://www.dementiauk.org/information-and-support/how-we-can-support-you/ |
| | Dementia Support Workers - Alzheimer's Society<br><br>• Dementia Support Workers offer information and practical guidance to help you understand dementia, cope | 0117 4727921<br>Voicemails are picked up Mon to Friday 9am-5pm. People can self-refer using the |

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| | with day-to-day challenges and prepare for the future. They offer information to people who are worried about their memory and ongoing support to people affected by dementia face to face, over the phone or in writing. | phone or emailing bath@alzheimers.org.uk. The National helpline (0333 150 3456) can accept referrals 7 days a week. |

| 2 | Adult social care contact<br>*Care and Support Assessments and financial support* | |
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| | Carer's Assessments<br><br>• A Carer's Assessment is an opportunity for carers to discuss with their local council what support or services they need.<br>• All carers are entitled to a Carer's Assessment even if the person they look after does not receive statutory support.<br>• B&NES Adult Social Care can be contacted for a Carer's Assessment to discuss the needs of the carer.<br><br>Care Needs Assessment<br><br>• B&NES Adult Social Care Team can also 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.<br>• They can help to identify the care and support needs of the cared-for person and offer information and advice on overcoming difficulties.<br>• They 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.<br><br>Respite Care<br><br>Respite care is temporary care that helps you, as a carer, to look after your own health and wellbeing. It is often put in place to give carers a break from their usual caring routine. It can be care provided in a care home or within your own home.<br><br>In some cases, Adult Social Care can assist with funding towards respite care. This will depend on the situation and whether you or the person you care for meet their eligibility criteria following an assessment. It may be that you or the person you care for are asked to fund the care. | Adult Social Care<br>Access Advice & Information Team: 01225 394570 Mon to Fri 8:30am-5pm (430pm on Fri)<br><br>You can also use the B&NES Adult Social Care Portal Referral Form<br><br>Or email:<br>adultcare_dutyteam@bathnes.gov.uk |

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| | Some care homes offer respite for a minimum period usually 1-2 weeks depending on availability. You can search for local care homes on the Care Quality Commission (CQC) website, where you will also inspection reports to help inform your decision.<br><br>CQC<br>https://www.cqc.org.uk/care-services/find-care-home<br><br>*For more information on eligibility criteria and carers' rights, please speak to **B&NES Adult Social Care Team** or **The Carers' Centre**.* | |
| | Financial support<br><br>• 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.<br>• 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 usually no contribution will be made to the cost of care.<br>• However, financial support can be very complex and dependent on lots of factors so it may be best to talk this through with B&NES Adult Social Care if you are not sure. | Adult Social Care<br>Access Advice & Information Team: 01225 394570 Mon to Fri 8:30am-5pm (430pm on Fri)<br><br>You can also use the B&NES Adult Social Care Portal Referral Form<br><br>*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.* |

| 3 | Local Council<br>*For council tax reductions* | |
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| | Bath & North East Somerset Council<br><br>Severe Mental Impairment discount or exemption<br><br>Eligibility<br>• To get this Council Tax exemption, you (or the person you are applying for) must suffer from a condition which is classed as a 'severe mental impairment.' This includes long-term conditions which affect your ability to work or live independently, for example, Alzheimer's or other types of dementia, and some forms of autism. You need a GP's certificate to prove this. **Applicants must be aged over 18 and resident in the property.**<br>• You must also be entitled to a qualifying benefit<br><br>Council tax **exemptions** can also be given for:<br><br>• A property left unoccupied because the resident is providing long term care to someone who needs it.<br>• 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.<br>• If someone in your household has a severe mental impairment, you **may be** entitled to a Council Tax discount. If you live alone, you may be entitled to an exemption.<br><br>*Please call the council for more information* | B&NES Council Tax:<br>01225 477 777<br><br>https://www.bathnes.gov.uk/apply-council-tax-severe-mental-impairment-discount-or-exemption |

| 4 | Advance care planning<br>*For Lasting Power of Attorneys and Deputyships* | |
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| | Lasting Power of Attorney<br>*What is it?*<br><br>• 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.<br>• There are two different types of LPA: One covers decisions about the health and welfare of the person with dementia, | www.gov.uk/government/organisations/office-of-the-public-guardian<br>Office of the Public Guardian website<br><br>0300 456 4600<br>Contact Court of Protection |

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| | and the other about property and finances. One, or both of these can be applied for.<br><br>*Applying for an LPA*<br>• An 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.<br>• The **Alzheimer's Society** can be contacted for advice on their National Dementia Helpline.<br>• The **Citizens Advice** 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.<br><br>**Lasting Power of Attorney Resources:**<br><br>LPA for people with Dementia (Alzheimer's Society) https://www.alzheimers.org.uk/get-support/legal-financial/lasting-power-attorney<br><br>Power of attorney (Age UK) https://www.ageuk.org.uk/information-advice/money-legal/legal-issues/power-of-attorney/<br><br>**Deputyship**<br>*What is it?*<br>• If the person with dementia did not register an LPA when they were able to, or had capacity, a carer can apply to the **Court of Protection** to become their deputy.<br><br>**Applying for deputyship**<br>• 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.<br><br>**Deputyship Resources**<br>Applying to become deputy https://www.gov.uk/become-deputy<br><br>Becoming a deputy for a person with dementia (Alzheimer's Society) https://www.alzheimers.org.uk/get-support/legal-financial/deputy-dementia?documentID=2478<br><br>**Advance care planning**<br><br>• Advance decisions and advance statements (Alzheimer's Society) https://www.alzheimers.org.uk/get-support/legal-financial/dementia-advance-decisions-statements?documentID=143<br><br>• Financial and legal affairs (Alzheimer's Society) https://www.alzheimers.org.uk/get-support/legal-financial?documentID=160 | 0808 278 7897<br>Citizens Advice B&NES<br>Mon to Fri (9.30am to 2.30pm) |

| 5 | Benefits help and advice | |
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| | Citizens Advice Banes<br>• The Citizens Advice in B&NES can offer free benefits advice over the phone.<br>1. "One Stop Shop", Manvers Street, Bath, BA1 1QJ<br>*Mondays, Wednesdays and Fridays, 9.30am – 2pm*<br>*Tuesdays by appt only*<br><br>2. *Weston Hub Mondays 12pm -2pm (drop-in session with Clean Slate) Weston Hub, Penn Hill Rd, Bath, BA1 4EH*<br><br>3. "One Stop Shop", Keynsham Civic Centre, Market Walk, Keynsham, BS31 1FS<br>*Mondays 9.30am-2pm*<br><br>4. "One Stop Shop", The Hollies, High Street, Midsomer Norton, Somerset, BA3 2DP<br>*Wednesdays 9.30am – 2pm* | Advice line (national)<br>0800 144 8848<br>(weekdays 9am-5pm)<br><br>B&NES Advice line<br>0808 278 7897<br>(weekdays 9.30am - 2.30pm) |
| | Age UK B&NES<br>• Age UK B&NES can offer free benefits and financial advice over the phone or via email. They can offer home visits for those who are unable to leave the house.<br><br>They also offer a whole range of services designed to support people at risk of isolation e.g. befriending, clubs & dementia support.<br><br>Their Information & Advice team also cover everything from advice on choosing and funding care, receiving practical help in the home, support with loneliness and ill health to legal issues, bereavement, heating your home. | 01225 466135 or email<br>advice@ageukbanes.co.uk |
| | Carers UK Adviceline<br>• 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 | 0808 808 7777<br>Mon to Fri 9am to 6pm<br><br>advice@carersuk.org<br>Carers UK aim to respond within 5 working days. |

| 6 | Day care services for the person with dementia | |
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| | The Peggy Dodd Centre<br><br>• *Who?* Day care support service for people with dementia who live in Bath and North East Somerset.<br>• *Where?* Peggy Dodd Day Centre, Brierley House, Summer Lane, Combe Down, Bath, BA2 5JX.<br>• Cost: £47 per day (this includes transport if needed, refreshments, lunch and resources for activities) Margaret Fisher Higher Dependency Day Room £59 per day<br>• Transport: only provided for certain areas in Bath. Please speak to Peggy Dodd for more information. However, eligibility for attending Peggy Dodd covers all of Bath and North East Somerset.<br><br>*Please see **Section 14** for more information on transport.* | 01225 835520 |
| | Forget Me Not Day Club<br><br>7 High Street, Weston, Bath, BA1 4BX<br><br>Day Care Support Service for people with Dementia.<br><br>Tues to Fri 10am until 3pm<br><br>£15.00 / hr. Can have as many hours as wish, i.e. mornings only or afternoon afternoons, later start etc<br><br>This cost includes all meals and refreshments. Suggest that stay for lunch as that is part of cost. | 01225 261666<br><br>fmnfamiliarfriends@outlook.com<br><br>https://www.forgetmenotfamiliarfriendscic.com/ |
| | Dementia Day Care Service<br><br>Unity Oldland Methodist Church Club<br>West Street, Oldland Common, Bristol BS30 9QS<br>Mondays, Thursdays and Fridays between 10am and 4pm | 01225 234110<br><br>https://therainbowcaregroup.com/dementia-day-care-bath/<br><br>email: bath@therainbowcaregroup.com |

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| | • Activities are varied and include everything from trips out to entertainers, reminiscence, art, active games etc.<br>• Day clubs cater for 10-12 people and provide a full day of activities for those who attend<br>• Refreshments and snacks throughout the day and a light lunch | |
| | Memory Clubs, Age UK<br>• ***Who?*** For people living with mild to moderate dementia.<br>• ***What?*** These groups are specially designed to use Maintenance Cognitive Stimulation Therapy (MCST) which has been shown to improve concentration, memory, confidence and quality of life.<br>• ***Where?***<br>Alexander House, James Street West, Bath BA1 2BT Weds 2:00 - 4:00pm & Fridays: 10am - 12pm<br><br>St Peters Church, (Longfellow Road, Westfield, Radstock BA3 3YZ) Weds 10am -12pm<br><br>Chocolate Quarter (Trajectus Way, Keynsham, BS31 2GJ) Tues 10am-12pm<br><br>• Cost: Fees are between £27.50 and £50 a session depending on the length of the group. Includes transport & refreshments. | 01225 466135 (Option 3)<br>reception@ageukbanes.co.uk |

| 7 | Home care services for the person with dementia | |
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| | There are two types of Home Care Service:<br><br>1. Care Providers/Care Agencies: Provide support with daily living needs including personal care (washing/dressing/toileting), medication administration, household tasks, meal preparation. Care agencies are also registered with the Care Quality Commission (CQC) which regulates inspects and monitors services. | |

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| | 2. **Companionship Services**: provide emotional support and social interaction whilst ensuring that the person you care for is safe. The support they offer can vary, some will assist with household tasks, meal preparation, accompanying to appointments or leisure activities. They don't help with personal care.<br><br>Companionship Services<br><br>Peggy Dodd Home Support<br>• For people who are not able to come to the Day Centre, or may prefer their own home, we can provide fully trained staff to sit with your loved one.<br>• As each situation is different, we try and work out with the carer the most appropriate use of time spent with the dependent, to devise a range of activities which will be enjoyable and stimulating or simply talk. Special needs are discussed and an individual plan is agreed with the carer. If the carer agrees, this could also include occasional outings to parks and gardens as well as short walks or car rides.<br>• This can be from a few hours to several hours and enables the carer to leave the house and have a well-deserved break. | 01225 462641 or email homeservices@ageukbanes.co.uk |
| | L J Support<br>• A husband and wife team providing a sitting, companionship and support service.<br>• Lee and Jane work with people whatever stage of dementia they may be at but cannot provide personal care.<br>• Services include: Companionship; arranging appointments and going to appointments; stimulating mental awareness; visiting family, friends and relatives; and going on outings. | 07968 271948<br>Contact Jayne and Lee |
| | Friends Indeed<br>Services include:<br>• Cleaning & housekeeping, laundry & changing bedding, gardening & simple DIY, Shopping & errands, Cooking & meal preparation<br>• A good chat over a nice cuppa<br>• Taking you out & about in the car<br>• Accompany you to appointments<br>• Help with pets & dog walking<br>• Support when returning home from hospital | 01225 941066<br>hello@friendsindeed.co.uk |

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| | • Respite for family carers | |
| | Companions Who Care<br>They offer support with:<br>• Household tasks<br>• Meal preparation,<br>• Trips out<br>• Support on discharge from hospital,<br>• Welfare checks,<br>• Medication prompting,<br>• Help with IT / admin support,<br>• Respite support for family / carers | 01225 308141<br>www.companionswhocare.co.uk |
| | Bath Home Companions<br>They can help with:<br>• Household tasks<br>• Admin<br>• Medication reminders<br>• Pet care<br>• Companionship<br>• Trips out for shopping/appointments etc.<br><br>For details of other Companionship services please contact The Carers' Centre. | 01225 338165 or 07773331510<br>https://bathhomecompanions.co.uk/ |
| | Contact details for other home care providers<br><br>• List of domiciliary care providers: This is a list of local care agencies (and their contact details.<br><br>Contact the **Access Information & Advice Team** to obtain a copy of these lists or for more support with finding care at home. | Adult Social Care<br>Access Advice & Information Team: 01225 394570 Mon to Fri 8:30am-5pm (430pm on Fri)<br><br>You can also use the B&NES Adult Social Care Portal Referral Form |
| | Care Quality Commission (CQC)<br>• The CQC regulate health and social care services in the United Kingdom.<br>• You can search for care agencies and care homes on their website.<br>• **If you would like to know more about a specific care provider** or **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. | CQC website<br>www.cqc.org.uk |

| 8 | Care homes for the person with dementia | |
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| | There is a lot of information on housing options on the Live Well website, including care homes. https://livewell.bathnes.gov.uk/ You can then go to them directly and organise the necessary support.<br><br>Choosing a Care Home<br><br>• Your handy guide to selecting a care home (Alzheimer's Society) https://www.alzheimers.org.uk/get-support/help-dementia-care/care-homes-who-decides-when<br><br>• Care Home Checklist (Age UK) https://www.ageuk.org.uk/siteassets/documents/information-guides/ageukil5_care_home_checklist_inf.pdf?dtrk=true<br><br>• Dementia and Care Homes (National Health Service) https://www.nhs.uk/conditions/dementia/care-and-support/care-homes/ | Adult Social Care<br>Access Advice & Information Team: 01225 394570 Mon to Fri 8:30am-5pm (430pm on Fri)<br><br>You can also use the B&NES Adult Social Care Portal Referral Form |

| 9 | Support groups and training for carers<br>*Support groups for carers and the person they care for* | |
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| | The Carers' Centre Dementia Café (plus one)<br>• ***Who?*** Carers and the person they care for. Carers are also welcome to come alone.<br>• ***What?*** A chance for carers to come along with the person they care for to meet others in a similar situation. Speakers are regularly invited to talk about other available services. Carers are offered the opportunity to meet alone for an hour whilst the people you are caring for are supported with activities by trained volunteers.<br>• ***Where?*** The Carers' Centre, Woodlands, Lower Bristol Road, Bath, BA2 9ES<br>• ***When?*** Monthly on Fridays<br>10:30am to 12 noon or 1pm to 2:30pm<br>**Please contact us to book a place prior to attending.** | 0800 0388 885<br>Please contact the Carers' Centre if you are unsure which group to attend. |
| | The Carers' Centre - Dementia Carer Café (carers only)<br>• **Who?** Carers only.<br>• **What?** A dedicated space for people who look after someone with dementia.<br>• **Where?** The Carers' Centre, Woodlands, Lower Bristol Road, Bath, BA2 9ES<br>• **When?** The first Wednesday of every month.<br>10:30am to 12 noon<br>**Please contact us to book a place prior to attending** | |

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| | **Dorothy House Hospice Care:** Provide palliative and end of life care to adults (18+) with a progressive, treatable but not curable life-limiting illness or with severe frailty, and also their family (including children) and carers.<br><br>They support family, friends and carers in many ways, both pre and post bereavement. Providing access to information, advice on many aspects of supporting someone with a life limiting illness, emotional and psychological support and sign posting to advice, such as benefits/finances. They can help you to make onward referrals to other services,<br><br>• 24 Hour Advice Line<br>Available for patients, their families/carers who need immediate medical advice on someone's care. It is run by experienced nurses who have round-the-clock access to specialist medical advice from our own doctors.<br>• Therapies/Community Groups<br>Creative therapies, complimentary therapies, spiritual support, community groups and education/training courses are also open to family, friends and carers of patients. Family, friends and carers are able to be supported by 1:1 visits, over the telephone and sometimes by home visits. This can be ongoing or one-off support.<br>• Hospice at Home<br>At the very end of life, the Hospice at Home team will work with the family to agree a number of visits to meet the patient's personal care and emotional support needs. If a patient requires more intensive medical or nursing help, or is struggling with symptom control, the Hospice at Home team will work alongside our specialist community palliative care teams, district nurses and GPs. Where available, the team can also offer overnight respite care, sitting with the patient to allow their family members/carers to sleep. | www.dorothyhouse.org.uk<br>24 hour advice line **0345 0130 555** |
| | Peggy Dodd Dementia Café<br>• *Who?* This is open to all carers and those living with dementia to come together and socialise, with a different theme each meet, all over a hot drink.<br>• *When?* First Saturday of every month from 10.30am – 12 noon<br>• *Where?* Peggy Dodd Centre, Brierley House, Summer Lane, Combe Down, Bath, BA2 5JX<br>• The group also have day trips to the seaside and a trip to the theatre during the year. | 01225 835520 |
| | Curo Memory Café – Somer Valley<br>• *Who?* Carers and the person they care for | 01225 366135 |

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| | • *When?* Last Thursday of every month from 10.30am – 12 noon<br>• *Where?* Community room, 93 Hillcrest, Peasedown St John, BA2 8JR | independentlivingservice@curo-group.co.uk |
| | Curo Memory Café – Chew Valley<br>• *Who?* Carers and the person they care for<br>• *When?* Last Tuesday of every month from 10.45am – 12.15pm<br>• *Where?* Baptist Chapel, Tunbridge Road, Chew Magna, BS40 8SP | 01225 366135<br>independentlivingservice@curo-group.co.uk |
| | Goldies Sing & Smile Singalongs<br>• *Who?* Carers and the person they care for. These sessions are specifically for people with dementia and their carers.<br>• *Where?* Southdown, Timsbury, Chilcompton, Twerton, Peasedown St John, Keynsham, Larkhall, Stanton Drew, Weston and various other locations dependent on being a resident/member of a day centre.<br>• For further information please contact the Goldies office on 01761 470006 events@golden-oldies.org.uk | Goldies UK (Golden-Oldies)<br>01761 470006<br><br>www.golden-oldies.org.uk |
| | Singing for the Brain<br>• **Who?** People with Dementia and their carers, family and friends. Join this singing group where you can meet new people in a friendly, fun and social environment. Singing can improve your brain activity, wellbeing and mood. You don't need to be a good singer to benefit.<br>• **When?** 1st and 3rd Tuesday of every month, 2.30–4pm<br>• **Where?** All Saints Church, Church Street, Weston, Bath, BA1 4BT | To register or learn more, contact Alzheimer's Society 0117 472 7921<br>Email: bath@alzheimers.org.uk |
| | Keynsham & Saltford Dementia Action Alliance<br><br>Music for the Mind<br>• **Who?** For people with Dementia and their carers, who live in the Keynsham or Saltford area.<br>• **When?** The event takes place every second and fourth Thursday in the month at 10.30am until 12.15pm.<br>• **Where**? St Dunstan's Church Hall, Bristol Rd, Keynsham BS31 2BQ | For more information:<br>https://keynshamdaa.co.uk/<br>Email:ksdaa22@gmail.com |
| | ReMind Information Session for Carers<br>Remind have designed a half day information session specifically for carers of someone with dementia, to introduce them to a range of support services and advice. | To provisionally book a place please contact ReMind on 01225 476420 or<br>email info@reminduk.org<br><br>https://www.reminduk.org/get-support/carers-support/ |

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| 10 | Equipment and useful aids<br>*For aids and equipment around the house, including smaller items, such as day clocks* | |
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| | Occupational Therapy Assessment<br>• Occupational therapists can help carers and the person they care for to live more independently at home.<br>• 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.<br>• The carer or the person they care for can be referred through their GP or self-refer by contacting B&NES Adult Social Care.<br>• Private assessments can also be carried out via the Royal College of Occupational Therapists to avoid waiting, if self-funding 0203 141 4630 or search: https://rcotss-ip.org.uk/find | Adult Social Care<br>Access Advice & Information Team: 01225 394570 Mon to Fri 8:30am-5pm (430pm on Fri)<br><br>You can also use the B&NES Adult Social Care Portal Referral Form |
| | We Care Home Improvements<br>• We Care Home Improvements aim to help people live independently by providing home improvements: from small repairs e.g. putting nails in the walls for pictures, to larger adaptations, e.g. stair lifts<br>• They can offer help with any household issues affecting health, for example, removing mould and fire hazards and de-cluttering.<br>• Services are offered to homeowners and private tenants who are over 60 or who have a disability.<br>• We Care 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. | 0300 323 0700<br>info@wecr.org.uk<br>www.wecr.org.uk |
| | Alzheimer's Society Online Store<br>• A range of products for people with dementia from day clocks to puzzles and mood lights.<br>• Products can be ordered online or over the phone. | 0300 124 0900<br>https://shop.alzheimers.org.uk/ |
| | BBC Reminiscence Archive (RemArc)<br>• BBC RemArc is an online tool designed to support reminiscence work with people with dementia.<br>• It is an archive of videos, photos and sound clips from the past; aiming to stimulate long-term memories.<br>• This can help to prompt communication and interactions with the person with dementia.<br>• Items can be searched for by theme (e.g. sports, events) or decade (e.g. 1930s or 1940s). | https://remarc.bbcrewind.co.uk/ |
| | BBC Music Memories<br>• This is a website that is designed to use music to help people with dementia reconnect with their most powerful memories.<br>• People with dementia or their carers can make a playlist based on their favourite music. | https://musicmemories.bbcrewind.co.uk/ |

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| | • Music can be searched for by classical, popular, or theme tunes. | |
| | Playlist for Life<br>• Playlist for Life is a UK music and dementia charity. They use the music of a person's life to keep them connected to themselves and their loved ones throughout their dementia journey.<br>• The website provides lots of tools and advice on how to create a playlist of music that is meaningful to the person with dementia. For example, music from wedding songs, favourite artists or TV theme tunes. | https://www.playlistforlife.org.uk/ |

| 11 | Going into hospital and discharge<br>*Free support for patients with dementia and their carers* | |
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| | Community Wellbeing Hub<br>• The hub has a dedicated team who work in the RUH and Community Hospitals and are based at the Atrium of the RUH (staffing times vary).<br>• Brings together partners that offer support to people who are being discharged home from hospital such as: The Carers' Centre, Age UK, Bath Mind, Stroke Association and Livewell BANES (Council). | 0800 0388 885 |
| | Age UK Home Independence Support<br>• Supports people upon discharge from hospital. If you are an in-patient and live in Bath and North East Somerset they provide short term practical and emotional support while you are on the mend.<br>• They help you get home and after settling you in, check your house is warm and you have enough food, pick up any shopping or prescriptions you might need and help you practically round the house.<br>• Can give you access to any information and advice you might need. | 01225 466135 (option 3)<br>Email:homeservices@ageukbanes.co.uk |
| | Dementia Coordinators<br>• The Dementia Coordinators provide a service to support staff caring for patients with dementia.<br>• Their role is to improve the experience of patients and carers affected by dementia.<br>• They will engage with and involve carers and ensure better support at home to avoid unnecessary readmissions to hospital in the future.<br>• Discharge assessments are now carried out away from the RUH e.g. at home or in a community hospital setting. | 01225 824245<br>Mon-Fri 8am-4pm |
| | Patient Advice & Liaison Service (PALS)<br>PALS is a free, accessible and confidential service for patients, relatives and carers and it aims to:<br>• listen to concerns, suggestions or queries<br>• advise and support patients, their families and carers<br>• provide information on NHS services<br>• help sort out problems quickly on your behalf. | 01225 825656 |

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| | **"This is Me" tool (Alzheimer's Society)**<br>• This is a short, 3-page document, that can be filled out by the carer or with the patient with dementia.<br>• 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.<br><br>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. | **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. |

| 12 | Younger people with dementia<br>*For carers of people with Young-onset dementia* | |
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| | The Alzheimer's Society<br>**Lived Experience - virtual groups:** enable people to have a voice who may otherwise not be 'heard' so easily<br>• younger people affected by dementia (meets monthly)<br><br>For more information, including to book a place on one of their calls, please contact the Involvement Team.<br>yoursay@alzheimers.org.uk | https://www.alzheimers.org.uk/get-involved/dementia-voice/join-conversation-from-home |
| | Young Dementia Network UK<br>• 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. | https://www.youngdementianetwork.org/ |

| 14 | Respite, Travel and holidays | |
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| | Dial-a-Ride<br>• Dial-a-Ride is a door-to-door fully accessible minibus/car service for those who cannot use conventional public transport.<br>• The service covers the following areas: Bath; Keynsham and District; and Midsomer Norton and Radstock.<br>• You can register online or over the telephone.<br>• After registration, journeys must be booked 1-2 days before travel depending on the area.<br>• Prices for return journeys range from £3 to £24 depending on the area.<br>• Diamond Travel Card holders can receive a 50% discount. | 01225 395222<br>Contact Bath<br><br>01225 395628<br>Contact Keynsham and District<br><br>01761 417504 or 418097<br>Contact Midsomer Norton and Radstock |
| | SWAN Transport<br>• Swan's transport scheme is aimed at supporting those on a lower income who are residents of B&NES with no easy access to transport.<br>• Passengers are welcome to bring a relative/carer on their journeys with Swan. If you are travelling unaccompanied you will need to be able to walk to the car and get in and out of a car seat relatively unaided.<br>• If you use a walking aid, please let them know<br>• They don't have any wheelchair accessible vehicles (for non-folding wheelchairs) but might be able to signpost you to other organisations that could help.<br>• Cost: Minimum suggested donation for a local return journey is £7.50 increasing through several mileage bands to £24.00 for a longer trip (eg. Midsomer Norton to Bath). For Bristol hospitals the suggested donation for a return trip is around £35, but staff will advise you of the amount if a driver is available. | 01761 439548<br>(Weekdays 930am to 3:30pm)<br>https://swan-transport.com/transport |

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| | For alternative community transport options in B&NES: https://beta.bathnes.gov.uk/parking-and-travel/community-transport/community-transport-listing or contact the Community Wellbeing Hub on: 0300 247 0050 (weekdays 9am-5pm) | |
| | Dementia Adventure<br>• Individually tailored holidays for people living with dementia and their carers provide an essential escape from routine and a much-needed break together. | 01245 237548<br><br>https://dementiaadventure.org/holidays/ |
| | Combe Down Holiday Trust<br>• A local charity providing holidays, short breaks and days out for carers and the person they care for.<br>• The Trust also provides breaks for the carer alone if their caring role is becoming overwhelming.<br>• Applications are normally submitted via the Carers Centre rather than directly to the Trust. | 01225 431230<br><br>Richard Osborn (Chief Exec)<br>ro@cdht.org.uk |
| | After Umbrage<br>• A charity who provide free, short breaks for anyone looking after family members or loved ones with a life limiting condition. This includes dementia.<br>• After Umbrage also offer breaks to carers within their first year of bereavement for up to four nights.<br>• Carers can stay at:<br>Kingham Cottage located two miles south of Bath or Teddy Cottage in Oundle, a centrally positioned a short walk from Oundle marketplace.<br>• Both cottages can sleep up to four people, so carers are welcome to bring family or friends with them.<br>• To apply, carers need to fill out a referral form (online), which then needs to be stamped by their GP or Surgery Representative<br>• After Umbrage will then send availability of the cottage to the carer so that a convenient time to stay can be booked.<br>• Email After Umbrage via their website. | www.afterumbrage.org.uk |
| | Hidden Disabilities Assistance Card – Bristol Airport<br>• You can pre-book Special Assistance with your airline - it's not just about mobility. Your airline will share the information with the Special Assistance team so all you need to do is arrive at the Special Assistance desk at the airport.<br>• Airports are very busy places with lots of noise and distractions. If you have Dementia these things can become even more amplified. The Alzheimer's Society provides a useful fact sheet with advice for people travelling on holiday.<br>• Many front line staff are trained as Dementia Friends ensuring they are aware of the complexity and can offer support when required | Bristol Airport:<br>0371 334 4444<br>https://www.bristolairport.co.uk/at-the-airport/special-assistance/hidden-disabilities/ |
| | Extra Help to Travel – First Buses<br>• The Extra Help to Travel Cards have been designed specifically for customers who may need some extra help to make their journey. | https://www.firstbus.co.uk/help-support/special- |

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| | • The cards give a person the chance to tell the driver what extra help they may need to make their bus journey, for example, "please be patient, I have a hidden disability".<br>• These cards can be used to let the driver know in a private and discreet way.<br>• They can be printed from the First Bus website or saved as a screenshot on your mobile phone. | assistance/extra-help-travel |

| 15 | Mobile phone apps for practical and emotional support | |
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| | Jointly (Carers UK)<br>• Jointly can be used on a computer, laptop, tablet or mobile phone.<br>• It helps users to communicate with each other about the caring role, create to-do lists, create calendar events for appointments, and tick off tasks to see who is doing what.<br>• It has a profile and contacts page so that all the information about the caring role is in one place. It also has a medications page that can be updated.<br>• Jointly can be used by one person or by all those sharing a caring role. Each person can download the app and communicate through this, creating a circle of care. | www.jointlyapp.com |

| 16 | Other useful resources and information<br>*Click on the link to find out more* |
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| | Dementia Safeguarding Scheme – Avon Fire & Rescue<br>The scheme involves issuing people with memory concerns with a wristband that uses a near field communication chip. These chips store small amounts of information (programmed by staff during a visit) which can only be read with an enabled phone. Basic details such as the name of the person and their next of kin are stored and this can be used by emergency services, health professionals or community members to get the wearer back to safety should they be found whilst lost or confused.<br><br>https://www.avonfire.gov.uk/safety/people-with-disabilities/dementia-safeguarding-scheme/<br><br>Or you can register online via Avon & Somerset Police:<br>https://www.avonandsomerset.police.uk/apply/dementia-safeguarding-scheme-herbert-protocol/ |
| | Priority Services Register<br>The Priority Services Register is a free service that helps utility companies support those who need it most. If you're eligible, your household can benefit from tailored services in case of power or gas outages.<br>Eligibility criteria:<br>• You or someone in your home is over pensionable age.<br>• You have a child under five years old living with you.<br>• Someone in your household is chronically ill, disabled, or has specific needs.<br>Benefits include:<br>• Alternative cooking and heating: During service interruptions, utility companies can provide alternative equipment to ensure your household stays warm and fed.<br>• Accessibility support: Gas suppliers can relocate gas meters to more accessible areas if needed.<br>• "Knock and wait" service: Engineers will allow extra time for you to answer the door. |
| | Time For Dementia – Alzheimer's Society<br><br>An educational programme designed to create a new generation of healthcare professionals who are more aware and understanding of dementia.<br><br>The Time for Dementia programme is open to all and they are always on the lookout for families living with dementia. Whether you're eager to take part or just want to learn more, we invite you to reach out to us by emailing timefordementia@alzheimers.org.uk or calling us on 07562 430 204.<br><br>https://www.alzheimers.org.uk/get-involved/time-dementia-programme |
| | Care and Support Assessments, and financial support<br>• Carer's assessment (Carers UK) https://www.carersuk.org/help-and-advice/practical-support/carers-assessment/<br>• Carers Rights Guide – Looking after Someone (Carers UK) https://www.carersuk.org/help-and-advice/guides-and-tools/looking-after-someone-guide/<br>• Social Care and Support Assessment (B&NES Council) https://www.bathnes.gov.uk/get-social-care-and-support-assessment<br>• Paying for Care & Support (B&NES Council) https://www.bathnes.gov.uk/paying-social-care-and-support |

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| | Benefits help and advice<br>• Benefits (Citizens Advice) https://www.citizensadvice.org.uk/benefits/<br>• Benefits calculator (Turn2us) https://benefits-calculator.turn2us.org.uk/<br>• Benefits and entitlements (Age UK) https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/<br>• Money and benefits (Carers Trust) https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/<br>• Financial Support (Carers UK) https://www.carersuk.org/help-and-advice/financial-support/<br>• Carers allowance (Carers UK) https://www.carersuk.org/help-and-advice/financial-support/carers-allowance/<br>• Carer's allowance (Government services) https://www.gov.uk/carers-allowance |
| | Live Well B&NES Adults – online resource for Bath & North East Somerset<br>• https://livewell.bathnes.gov.uk/supporting-adults-live-independent-lives<br>• Type "dementia" into the search bar to find local information specifically for people with dementia and their carers. |
| | Alzheimer's Society – Dementia Support Forum<br>• https://forum.alzheimers.org.uk<br>• 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.<br>• Scroll to the bottom of the page and select "I care for a person with dementia".<br>• ***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.* |

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

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 The Carers' Centre on **0800 0388 885**