



Living with Dementia

Getting help in Wandsworth



NHS

Wandsworth
Clinical Commissioning Group

This guide will help you find local dementia services, support and information

Living Well and Ageing Well with dementia

Three things to know about dementia:

- 1 Dementia is more than just memory loss** and can affect people in different ways. It may affect people's concentration, planning, language, vision, mobility and or mood. Dementia can cause challenges or difficulties for people living with dementia, their family, friends and their carers.
- 2 People can still live well with dementia** - although at the moment there is no cure, there are activities that can help with symptoms or slow the progression of dementia, such as solving puzzles, dancing, listening to music, playing board games and attending regular social groups. There are also support services as outlined in this leaflet.
- 3 Reducing risks of dementia** - you can reduce the risks of developing dementia by eating a healthy diet, maintaining a healthy weight, keeping alcohol to a minimum, stopping smoking, keeping your blood pressure at a healthy level, and being as physically active as you can.

Getting a diagnosis

Your GP will be able to arrange health services on your behalf before and after you are diagnosed including:

Memory Assessment Service

A specialist team of healthcare professionals set up to improve the timely diagnosis of dementia. The team provides assessment, diagnosis and treatment for all new cases of dementia in Wandsworth.

The Wandsworth Cognition and Mental Health in Ageing services support people of any age who are experiencing signs and symptoms associated with dementia.

Community Behaviour and Communication Support services

The specialist Community Behaviour and Communication Support service provides additional support for people with complex needs who live with dementia.

Dementia Clinical Nurse Specialist Service

The service has specialist expertise in dementia, as well as knowledge of local health, voluntary and social service provision. The nurses help people living with dementia and their carers to access services that help maintain their physical health and wellbeing.

Community Adult Healthcare Services

Services include community nursing, specialist nursing and therapies. Contact your GP for advice on the support you require and a referral can be made on your behalf to Community Adult Healthcare Services.

Help after your diagnosis for you and your family or carer

A number of services are available to support you and your family following a diagnosis of dementia.

Age UK Wandsworth provides services including: information and advice, handyperson, befriending, out and about, shopping and hospital discharge services.

Call: **020 8877 8940**

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

Visit: **ageuk.org.uk/wandsworth**

St George's Young Onset Support Group

Friendly monthly support group for people under 65 and their carers where they can meet others in similar situations, receive educational information, share coping strategies, gain peer support and feel empowered to live well with dementia.

Guest speakers are invited to attend from a variety of backgrounds according to the needs of the group. The group meets in John Parker Lecture Theatre at St George's Hospital and refreshments are provided.

For more information

Call: **020 8687 0922**

Email: **nikki@cog-neuro-support.com**

Some people with dementia receive a diagnosis in the Cognitive Neurology clinic at St George's Hospital (www.stgeorges.nhs.uk/service/neuro/neurology/cognitive-neurology-dementia).

If you are under the care of the Cognitive Neurology clinic and need advice, you can contact the dementia nurse specialists.

Call: **020 8725 4051 or 020 8672 1255 extension 6851**

Email: **dementiaanddelirium@stgeorges.nhs.uk**

Life after Diagnosis programme is a five-week programme run by the Memory Assessment Service team with the Alzheimer's Society, for people with a recent diagnosis of dementia.

The programme provides information and support and includes sessions on financial management, daily living aids, planning for the future and emotional resilience.

The Dementia Adviser or Memory Assessment Team can provide you with more details.

Call **Alzheimer's Society** on **020 8687 0922**

for more information.



Support for carers

Wandsworth Carers' Centre offers several specific services for carers of people living with Dementia.

Call: **020 8877 1200**

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

Visit: **www.carerswandsworth.org.uk**

181 Wandsworth High Street, Wandsworth SW18 4JE

A carer is someone who provides help and support to a partner, child, relative, friend and neighbour, who could not manage without their help due to frailty, illness, disability, a mental health condition or substance misuse. The care they provide is unpaid.

General Information and Advice

Get general advice by phone from **9:30am - 5:30pm**.

The Wandsworth office is also open to drop in

Monday to Thursday 10:00am - 5:00pm.

Dementia Carers' Support Officer

Carers who require more support can be referred to the **Dementia Carers' Support Officer** who can provide-one-to one and listening support, internal and external referrals, and advocacy - all tailored to individual needs.

Dementia Carers' Peer support groups

The support groups offer carers the chance to take time for themselves, meet other carers and share experiences, in a warm and friendly environment. Ongoing support is also available outside of the group from the Dementia Carers' Support Officer.

Carers of people with dementia (daytime group)

Held on the 2nd Wednesday of every month from

11:00am - 1:00pm.

**Wandsworth Carers' Centre, Wandsworth Office,
181 Wandsworth High Street, Wandsworth SW18 4JE**

Evening Carers Dementia Peer support group

Held on the 3rd Thursday of every month from **6:00pm - 7:30pm.**

**Bluebird Office 5 College Mews, off St Ann's Hill,
Wandsworth SW18 2SJ**

Dementia Cafés

Wandsworth Carers' Centre run two dementia cafés a month;

The Sunflower Café and **The Jasmine Café.**

The cafés are an opportunity for carers of people living with dementia, with or without the person they care for, to meet in a fun and welcoming environment. The carers are able to share experiences, access information and enjoy spending time together, while enjoying a cup of tea and entertainment.

During each café, all carers are invited to attend a carers' peer support group, while the person they care for takes part in organised activities.

Any carer who requires ongoing support, will be offered one to one support by the Dementia Support Officer.

Transport is also available for carers and the person they care upon request. Please do not hesitate to pop in to join the activities or for more information and support.

The Sunflower Café

Takes place on the 1st Saturday of each month in Putney
from **1:30am - 4:00pm.**

Mount Court, Weimar Street, Putney SW15 1SJ

The Jasmine Café

Takes place on the third Saturday of each month
from **1:30am - 4:00pm.**

Call: **020 8877 1200** for details

The Transition Project

The Transition Support Project supports carers who care for someone with dementia, where future housing options are being considered for the person they look after.

The service provides support based on individual situations. Carers will be supported in identifying clear short term and long term goals to take the necessary steps to achieve a safe and positive move to alternative accommodation.

For more information

Call: **020 8675 0811**

Carers' Respite in Wandsworth

This service is designed to enable carers to take short breaks away from their caring role by providing respite during care hours. Carers who are eligible can access up to a maximum of 52 hours of planned respite care in a nine-month period. Carers may choose to use the 52 hours flexibly within the nine-month period and this will be negotiated in advance between the carer and care provider.

For more information about the Carers' Respite

Call: **020 8877 1200**

Training and Workshops

Training includes dementia awareness and workshops to help to support carers' within their caring role and to develop personal skills and abilities outside of it.

For more information and advice please contact

Wandsworth Carers' Centre

Call: **020 8877 1200**

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

www.carerswandsworth.org.uk

Annual health checks for carers

If you are a carer over the age of 18, you are eligible to receive a 30 minute consultation with your GP practice. Ask your GP for your annual health check!



Local Alzheimer's Society services

Dementia Advisers can help you find out how to get information, support and advice after your diagnosis. They work closely with the Memory Assessment Team.

Call: **020 8877 1200**

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

Visit: **www.alzheimers.org.uk**

The Dementia Support Worker offers tailored, ongoing information as well as practical and emotional support to people with dementia and their carers.

Support workers will listen to you and help you understand the diagnosis. They will also help you plan for the journey ahead. Your support worker will support and help you liaise with other local services, will visit you at home and will provide you with advice and information over the phone.

Peer support groups are for people in earlier stages of dementia to share experiences, knowledge and support with others in a similar situation and to learn coping strategies.

These groups can provide an essential support network to help people manage their condition and avoid becoming isolated.

Alzheimer's Society - Little Grey Cells

Held on the 2nd and 4th Tuesday of every month
from **10:30am – 12:00pm.**

**The Studio, St. Paul's Community Centre,
23 Inner Park Road, Southfields SW19 6ED**

Alzheimer's Society Colliers Wood Group

Held on the 1st and 3rd Monday of every month
from **10:30am -12:00pm.**

**Colliers Wood Library, 105-109 High Street,
Colliers Wood SW19 2HR**

Alzheimer's Society Clover Café and Carers Peer support group

A diverse and welcoming monthly gathering where family, friends, carers and people with dementia can meet in a fun, friendly and understanding environment to access information and a peer support network, and to enjoy stimulating activities together and the company of others in a similar situation.

An optional non-denominational worship service opens before the main café starts.

A carers' peer support group runs separately within the café, providing crucial support to carers who otherwise find it difficult to leave their home.

Held on the 2nd Sunday of every month
from **1:30pm - 4:30pm.**

Holy Trinity Church, 74 Trinity Road, Tooting SW17 7RH

Singing for the Brain

Structured musical activities accessing deep memories and abilities through familiar songs and encouraging the enjoyment of creativity and fun. For people with dementia and carers.

Held every Friday from **2:00pm - 4:00pm**.

Balham Baptist Church, 21 Ramsden Road, Balham SW12 8QX

Alzheimer's Society also provides dementia awareness information and Dementia Friends sessions, raising awareness about dementia and how to live well with it, among the general public and health professionals in the community.

Alzheimer's Society provides home visits; if you prefer, you can also visit us at the **Merton Dementia Hub, 67 Whitford Gardens, Merton CR4 4AA** (please call in advance to make an appointment)

Call: **020 8687 0922**

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

Visit: **www.alzheimers.org.uk**



Useful Contacts for carers

Carers Assessment If you provide regular and substantial care, the assessment will give you the chance to talk about what will help you in your caring role as well as your own personal needs outside of caring.

Call: **020 8871 7707**

Email: **accessteam@wandsworth.gov.uk**

Minicom: **020 8871 8485**

Out of Hours Emergency: 020 8871 6000



Social Care

**If you need help from the Council's
Department for Adult Social Services call
the Access Team:**

Call: **020 8871 7707**

Email: **accessteam@wandsworth.gov.uk**

Minicom: **020 8871 8485**

Out of Hours Emergency: 020 8871 6000

Adult social care services help you with daily living and maintaining independence.

Get information online about social care and support from CarePlace:
www.wandsworth.gov.uk/health-and-social-care/adult-social-care/search-for-adult-social-care-services-on-careplace/

If you do not have internet access, phone the Access team (details above) and they can find the information and send you print outs of relevant material.

WATCH Lifeline is an emergency home response alarm service. It provides clients with a pendant which can be pressed to alert an emergency response.

Call: **020 8871 8198**

Email: **watch@wandsworth.gov.uk**

Visit: **www.wandsworth.gov.uk/watch**

Additional Help and Advice

There are several advocacy services available in Wandsworth to support people to make informed decisions and secure the rights and services to which they are entitled. In addition, support is available for people who lack the capacity to make certain decisions or do not have the capacity to agree to the proposed arrangements through the Independent Mental Capacity Service (IMCA):

IMCA is provided by Voiceability Independent Mental Capacity Advocacy (IMCA)

Call: **0300 330 5499**

Email: **imca@voiceability.org**

Referral forms available at:

www.voiceability.org/wandsworth



The Independent Mental Health Advocacy service can explain your rights under the Mental Health Act and help you to express any concerns you may have about your treatment. The advocates can represent you at meetings, ensuring that your point of view is heard.

Rethink Advocacy

Call: **020 3513 6055**

Visit: **www.rethink.org**

NHS Complaints

NHS Complaints Advocacy is free, independent of the NHS and confidential. The service can help you to use the NHS complaints process which covers all NHS funded treatment.

Call: **020 3553 5960**

Email: **londonIHCAS@pohwer.net**

Wandsworth Council can provide information and advice on housing benefit and council tax reductions.

Call: **020 8871 8080**

Email: **benefits@wandsworth.gov.uk**

Visit: **www.wandsworth.gov.uk/benefits**

Wandsworth Citizens Advice Bureau provides information and advice on welfare benefits, debts, housing, employment, relationships and legal issues.

Call: **0300 330 1169**

Citizens Advice Consumer Helpline

To report or to prevent scams. If you are suspicious that your relative or friend is being scammed you can call 0345 404 0506.

Action fraud: **0300 123 2040**

Disability and Social Care Advice Service provides independent advice on benefits and services available to people with disabilities and their relatives.

Call: **020 7978 7306**

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

Visit: **www.dascas.org.uk**

Trinity Hospice provides a range of support in advance planning, counselling and skilled and compassionate end of life care and support to individual and families.

Call: **020 7787 1000**

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

Visit: **www.trinityhospice.org.uk**

Big White Wall provides online support for anonymous sharing of troubles and access to trained therapists.

Visit: **www.bigwhitewall.com**

Alzheimer's Society National Dementia Helpline

If you have questions or concerns about dementia, Alzheimer's Society's National Dementia Helpline provides expert information and support – seven days a week. Call a trained adviser.

Call: **0300 222 1122**

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

Helpline opening hours:

Monday to Wednesday 9:00am – 8:00pm

Thursday and Friday 9:00am – 5:00pm

Saturday and Sunday 10:00am – 4:00pm

Visit: **www.alzheimers.org.uk**

Enter your postcode to see what local services will be available.
A wide range of factsheets are available either online at or through
your dementia adviser.

To access an electronic copy of the National Dementia Guide

Visit: **www.alzheimers.org.uk**





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If you have questions about this leaflet or if you need it in an alternative format (e.g. large print or in other languages.)

Phone: **020 8812 6600**



Email: **wandsworthccg@swlondon.nhs.uk**

For further information visit:

www.wandsworthccg.nhs.uk