

South Gloucestershire Dementia Guide to Services



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Looking after yourself

Get active

You do not have to go to the gym. Take a walk, go cycling or play a game of football. Find the activity that you enjoy and make it a part of your life.

Connect with others

Connect with the people around you, your family, friends, colleagues and neighbours. Spend time developing these relationships.

Keep learning

Learning new skills can give you a sense of achievement and a new confidence. So why not sign up for that cooking course, start learning to play a musical instrument or figure out how to fix your bike?

Be aware of yourself and the world

Be more aware of the present moment, including your feelings and thoughts, your body and the world around you. You can positively change the way you feel about life and how you approach challenges.

Give to others

Even the smallest act can count, whether it is a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community centre, can improve your mental wellbeing and help you build new social networks.

(Source: NHS Choices)



Healthy Lifestyles Directory

Information about keeping active, eating well and how to look after yourself. This directory is produced by South Gloucestershire Council and is available from libraries, leisure centres and GP practices.

Web: **www.southglos.gov.uk/documents/Healthy-Lifestyles-Directory.pdf**

First Contact

For information about the wide range of support available to help people aged 60 and over live independently.

Phone: **01454 868 007**

Email: **firstcontact@southglos.gov.uk**

Web: **www.southglos.gov.uk/firstcontact**

Well Aware

Information and signposting service about events, community groups, organisations and services that can help improve your health and wellbeing. Well Aware also has a calendar full of activities for people to do and a dedicated area for more specialist information about dementia.

Whatever you need as a person living with dementia or as a carer, Well Aware is here to help.

Phone: **0808 808 5252**, free from mobiles and landlines.

Email: **infoservices@thecareforum.org.uk**

Web: **www.wellaware.org.uk**

South Gloucestershire's Talking Therapies

Many people go through periods of difficulty in their lives which can leave them feeling stressed, anxious, depressed or unable to cope. Sometimes talking about these problems can help. The first step to seeking help could be to discuss them with your GP. Alternatively you could refer yourself directly to the Wellbeing Service. Their practitioners can help you find ways of talking or coping with your problems.

Phone: **0117 378 4270**

Around the time of diagnosis

Support for you

Living Well with Dementia Roadshows

Practical, emotional and health advice and information. For anyone who has recently been diagnosed with dementia, their carer and family, or other people supporting them.

Phone: **01454 862 356**

Email: **cchengagement@southglos.gov.uk**

South Gloucestershire Dementia Action Alliance

This organisation aims to increase awareness of dementia in the community by offering training, information and resources. It encourages local projects which aim to improve daily life for people with dementia, their family, friends and carers, such as Memory Cafés, exercise groups at Leisure Centres and greater awareness in local shops and services.

Phone: **01454 868 570**

Email: **dementia@southernbrooks.org.uk**

Carers Support Centre

Support, information and advice to carers of any age through a telephone support line. This is your first port of call if you are a carer.

They also provide other services: carers assessment, carers emergency card, one-to-one support and carers' groups, activities for carers to take some time out, short breaks service and carers' holidays.

Phone: **0117 965 2200** (Mondays to Thursdays 10 - 1pm and 2 - 4pm
Fridays 10 - 1pm. An answerphone operates outside these hours)

Email: **carersline@carerssupportcentre.org.uk**

Web: **www.carerssupportcentre.org.uk**

www.carersholidays.org.uk

Alzheimer's Society

Who are we?

We are the UK's leading dementia support and research charity, here for anyone affected by any type of dementia.

What do we do?

We are here for anyone worried about or affected by any type of dementia. We provide information and support, fund medical and social research, and campaign for a better quality of life for people with dementia and greater understanding of the condition.

Everything we do is guided by the things people affected by dementia have said they want to see in their lives.

Information and advice

We are the first point of contact for anyone dealing with dementia - whether you are worried about dementia or have it yourself, are a family member or carer, or a health or social care professional. We can provide information and signposting to services that can help.

We have a National Dementia Helpline. We provide comprehensive, reliable and up-to-date information about dementia to help people to understand it and empower people to live well with it. We also have an online support and discussion forum, Talking Point. This can be found by visiting our website.

Care and support

We provide services across South Gloucestershire these include dementia support workers, dementia cafes, day support for younger people with dementia, support and activity groups, and Singing for the Brain groups.

Research

We are dedicated to defeating dementia through pioneering research, and fund an innovative programme of research into the cause, cure, care and prevention of dementia. One distinctive feature of our ground-breaking research programme is the integral involvement of people with early-stage dementia and carers. As part of our Research Network, volunteers with direct experience of living with dementia inform our research priorities.

Services for people with any type of dementia and their families

- **Dementia Support Worker:** a one to one contact service which provides support to people with dementia and their carers/families, helping them to maintain their independence, improve their wellbeing and keep control of their lives.
- **Day Support Service:** a day support service for younger people with dementia (under 70 years) which provides the opportunity to socialise with

other people with dementia whilst pursuing hobbies and interests. Following assessment the service will also provide a level of personal care.

- **Activity Groups:** regular social activity sessions, including working with visiting artists, are held at Filton. These sessions also enable people with dementia and their carers to share concerns, experiences and coping mechanisms in a safe, friendly environment.
- **Sports and Social Club:** weekly groups for people with dementia which offer the opportunity to enjoy a range of sports and social activities and a safe place to form new friendships, share experiences and coping mechanisms.
- **Memory Cafés:** these provide a relaxed environment for people with dementia and their families to meet and socialise. They provide practical information and support, as well as the opportunity for people to ask questions and to listen to others' experience. They also provide an informal and social environment in which to learn new skills, enjoy activities, listen to guest speakers and make new friends.

The Alzheimer's Society organises the following memory cafés:

Hanham Memory Cafe

The Hanham Memory Café is open from 6.30pm – 8.30pm on the fourth Tuesday of every month, and is held at the Hanham Community Centre, 124 High Street, Hanham, BS15 3EJ.

Winterbourne Memory Cafe

The Winterbourne Memory Café is open from 2pm – 4pm on the first Monday of every month (apart from bank holidays), and is held at the Greenfield Centre, Park Avenue, Winterbourne, BS36 1NJ.

Yate Memory Café

The Yate Memory Café is run and hosted by the Alzheimer's Society with support from Yate Library. The café meets on the last Thursday of the month from 2.30 pm to 4.30 pm. New attendees are very welcome to just turn up, or contact the library for more information on 01454 868006.

Filton Memory Café

The Filton memory Café is run and hosted by the Alzheimer's Society with support from Filton Library. The café meets on the third Friday of every month from 10am to 12 noon. New attendees are very welcome to just turn up, or contact the library for more information on 01454 868006.

Emersons Green

The Emersons Green Café runs every second Thursday of the month, from 2.30pm to 4.30pm, and is held at Emersons Green Library, Emerson Way, Emersons Green BS16 7AP. You will meet friendly and supportive people affected by dementia and can spend time sharing information and experiences. Alzheimer's Society staff and volunteers will be available to give you support, provide you with information and offer refreshments. There'll be tea, coffee, soft cold drinks and cakes and a range of activities. Although the café is run by Alzheimer's Society it is equally suitable for

people with other forms of dementia. The library will be open as usual so you can also take the opportunity to borrow books or DVDs, use the computers free of charge, and find out about library services.

If you'd like to find out more about these memory cafés, contact your local Alzheimer's Society on 0117 961 0693 or bristol@alzheimers.org.uk

- **Singing for the Brain®:** these sessions, for people with dementia and their carers, bring people together to sing in a friendly and stimulating environment. The groups are led by trained facilitators.
- **Carer Support Groups:** these are monthly support for the carers of people with dementia, led by experienced facilitators. They provide carers with the opportunity to discuss, amongst other things, the diagnosis of dementia and its impact on them.
- **Talking point:** Alzheimer's Society's online discussion forum for anyone affected by dementia. It is a place to ask for advice, share information, join in discussions and feel supported. <http://forum.alzheimers.org.uk/>

To know more about any of their services:

Phone: **0117 961 0693** (between 9am and 2pm Monday to Friday with an answer phone outside these hours).

0300 222 1122 (National Dementia Helpline) calls are charged the same as the national rate to 01 and 02 numbers).

Email: southgloucestershire@alzheimers.org.uk

Web: www.alzheimers.org.uk



Other memory cafés

Patchway Memory Café

Run by volunteers, as part of South Gloucestershire Dementia Action Alliance. First and third Monday of each month from 10.30 am to 12.30 pm, at Casson Centre, Rodway Road, Patchway BS34 5DQ. Activities, speakers and the chance to socialise and share experiences. Drop-in, no charge. Contact Carol Eddon:

Phone: **0117 979 3732**

Email: carol.eddon@btinternet.com

Thornbury Memory Café

Most sessions will include a special event such as a short talk either about aspects of dementia or a purely social subject to just enjoy. There are some activities such as painting and table tennis.

Phone: **01454 412 619**

Charfield Memory Group

Takes place on the third Wednesday of every month in The Sportsman's Lounge at Charfield Memorial Hall between 10 and 11am.

The group offers friendship and support to people of all ages living in Charfield and the surrounding villages, particularly those who are living with, or caring for someone with memory problems.

For further information on this and other support services available please contact:

Phone: **07814 692 195** (Amanda)

Email: linkservices@hotmail.co.uk



Age UK, South Gloucestershire

An independent local charity that is part of the 'Age UK family', committed to enabling older people to have the best possible experience of later life and we deliver a range of services and resources either locally or nationally to achieve this.

Activity Day Clubs

Door-to-door accompanied transport to a choice of four weekly clubs in a "day centre" setting at two locations: Filton and Kingswood (other areas are under consideration, so please check if you are interested.)

A typical day contains opportunities for a variety of fun and activities such as singing and playing percussion instruments, quizzes, exercises to music, art & craft, bingo, Nintendo Wii games, memory boxes, entertainment and occasional outings as well as times of quieter conversation and one-to-one support. We can cater for people with dementia within our mixed group of service users. We will be happy to discuss you attending a 'taster session' so you can experience the service and meet other service users and staff team. Half day packages can also be booked (subject to availability) and a reduced rate applies if no transport is required.

Benefits advice

Specialist advice is available and we can help you submit a claim if appropriate.

N.B. Some welfare benefits are **not** affected by your savings or income.

Will writing service / Lasting Powers of Attorney

Age UK has arranged this service (delivered by Wards solicitors) to be available free of charge (with an optional donation). Appointments are currently offered at monthly sessions. We also have our own staff who can help with basic lasting powers of attorney. Please contact us to check appointment availability for either of these services.

Other services:

- We also offer a range of other services from nail cutting to hearing aids and from a Tradespersons' Register to Befriending services.
- Information and resources from Age UK: a range of practical guides are available from our Thornbury office, the Kingswood shop or by download from our website. They cover a range of subjects that are either directly or indirectly linked to dementia: Caring for someone with dementia, Living with early-stage dementia, Attendance Allowance, Carers' Allowance, and many more.

Phone: **01454 411 707**

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

Web: **www.ageuksouthglos.org.uk**

Bristol Black Carers

A local charity for carers mainly from a black and minority ethnic (BME) background. It provides a range of culturally specific and supportive services for young and adult carers and their families across Bristol. Currently services are free and confidential

Phone: **0117 379 0084**

Web: **www.bristolblackcarers.org.uk**

Bristol and Avon Chinese Women's Group

Services for Chinese women and their families, including a sitting service, translation and interpretation, a carers group and a drop-in day centre.

Phone: **0117 935 1462**

Web: **www.bacwg.org.uk**

South Gloucestershire Chinese Association

They regularly organise festival celebrations, cultural events, information days, consultation meetings, health or leisure activities.

They provide support, advice, or signposting for various services and benefits and they provide assistance to the disadvantaged groups such as non-English speakers, elderly and children.

Phone: **01454 621 458**

Fax: **0117 955 3330**

Email: **sgca.office@yahoo.co.uk**

Web: **www.sgca.info**

You can also get face to face help on every Thursday 10am - 12pm at Bradley Stoke Leisure Centre Main Sports Hall (BS32 9BS).

Dhek Bhal

A voluntary organisation that works to promote the health and social wellbeing of the South Asian Community of Bristol and South Gloucestershire through the provision of a range of services which include: Day Care, Sitting Service, Domiciliary Care, Respite Care and an Older Men's Group.

Phone: **0117 914 6671**

Web: **www.dhekbhal.org.uk**

South Gloucestershire Memory Service

Assessments for memory problems through clinics and visits at home. It also provides post diagnostic advice and support through therapeutic groups and on a one-to-one basis. Referral is by GP only.

Phone: **0117 378 4670**, to be used only after initial appointment.

Guidepost Trust

A 24 hour Dementia Helpline. The helpline is designed to assist individuals and organisations caring for people with dementia. The particular focus of the service is to offer advice and information when it is most needed.

Phone: **0845 120 4048** charges range from 1p to 11p per minute from a landline.

Dementia UK

Free confidential advice and support on any aspect of dementia care. Their Admiral Nursing DIRECT helpline, staffed exclusively by Admiral Nurses, can give you specialist practical and emotional support if you are dealing with a diagnosis, worried about your memory or the memory of a loved one, or if you are a professional carer for a person with dementia.

Phone: **0800 888 6678** (Admiral Nursing helpline)

Email: **direct@dementiauk.org**



Financial and Legal Advice

- **Eligibility for Council Tax Discount:** South Gloucestershire Council.

Phone: **01454 868 003**
Email: **CouncilTax@southglos.gov.uk**

- **Pensions advice:** Department of Work and Pensions enquiry line.

Phone: **0300 123 1047**
Web: **www.gov.uk**

- **Housing benefits advice:** South Gloucestershire Council.

Phone: **01454 868 002**
Email: **housingbenefit@southglos.gov.uk**

- **General advice:** Citizens Advice Bureau Bristol (Staple Hill), Thornbury and Yate.

Phone: **0844 411 1444** (calls cost 5p per minute)
Web: **www.southgloscab.org.uk**

- **Debt, employment, housing and welfare benefits:** North Bristol Advice Centre.

Phone: **0117 951 5751**
Email: **team@northbristoladvice.org.uk**
Web: **www.northbristoladvice.org.uk**

- **Care costs:** PayingForCare is an information and advice service helping people to make informed choices when faced with the prospect of having to pay for the costs of their own care.

Web: **www.payingforcare.org**

- **Financial advisers:** The Society of Later Life Advisers (SOLLA). SOLLA aim to assist consumers and their families in finding trusted accredited financial advisers who understand financial needs in later life.

Phone: **0333 202 0454**
Web: **www.societyoflaterlifeadvisers.co.uk**

- **Solicitors:** The Law Society can provide further information about solicitors.

Phone: **0207 242 1222**
web: **www.lawsociety.org.uk**

Living with dementia

Support at home and in the community- South Gloucestershire Council Contact Centre for Adults

If you need support at home, South Gloucestershire council can give you free advice and information, as well as assess your needs. However, most adult care services have to be paid for and you may be expected to contribute towards their costs (depending on your financial situation).

- **day services** to help you get out and about
- **home care** (sometimes known as domiciliary care): support with personal care such as washing or dressing, or other practical daily tasks such as help with domestic chores. Home care can also support people to go out in their local community and retain their independence
- **personal alarm system and range of telecare services**
- **equipment to help you stay well at home**

Phone: **01454 868 007**

Email: **CSODesk@southglos.gov.uk**

Blue Badge Scheme

National parking concessions for people with severe walking difficulties who travel as drivers or passengers. The scheme is also for people who are severely sight impaired. People who have blue badges can park close to their destination in on-street parking and some car parks.

Phone: **01454 868 004** (select option 1)

Email: **ConTravel@southglos.gov.uk**

Web: **www.southglos.gov.uk**

RADAR key- One Stop Shop, South Gloucestershire Council

These keys open open public toilets for disabled people. You can obtain one key for free from South Gloucestershire Council's One Stop Shops. If you need to use accessible toilets due to disability, you are entitled to get one free of charge. One Stop Shops are based in a number of buildings around South Gloucestershire:

Kingswood:	Civic Centre, High Street, Kingswood, BS15 9JR
Patchway:	Patchway Hub, Rodway Road, Patchway, BS34 5PE
Thornbury:	Thornbury Library, St Mary Street, Thornbury, BS35 2AA
Yate:	(access via West Walk), Kennedy Way, Yate, BS37 4DQ

South Gloucestershire's HandyVan Service

An extra pair of hands to make your life easier, carrying out both small and larger jobs around the home and garden.

The services are available to all residents of South Gloucestershire. There are subsidised rates for home owners and private tenants who are over 60 years old and/or registered disabled for Home Maintenance.

Phone: **01454 863 857**

Email: **andrew.harris@southglos.gov.uk**

ExtraCare housing -South Gloucestershire Council

How the service is delivered

When you move into ExtraCare housing, a care and support plan will be drawn up with you detailing the type, range and level of any care and support you can expect to have. The plan will set out what support and care you require from scheme staff as well as from other agencies. It will also give other information such as who should be contacted or informed if you are unwell.

On site care and support staff will arrange to review your care and support plan with you after a settling in period to ensure your needs are being met appropriately. Reviews will then take place at regular intervals. Should you or the care and support team feel that your needs have significantly changed before that time, your plan can be reviewed accordingly.

The cost of ExtraCare housing

- The cost of buying or renting your home,
- The service charges associated with your home for maintenance and any communal facilities, as well as utilities like electric and water,
- Your care and support costs.

The amount you will pay will vary depending on your individual situation and your income. You may have to pay all of the costs or you may be entitled to benefits to cover some or all of the charges.

Phone: **01454 868 005**

British Red Cross Services

Support to help people when they have crisis in their daily lives. To find out more about all their services in South Gloucestershire:

Phone **0117 301 2600**

Web: **www.redcross.org.uk**

Services include the following:

- **Home from Hospital Service** provides support to people in need after a stay in hospital. The service includes once per week two hourly visit and practical help with shopping, prescription collection etc.

Phone: **0117 941 5041**

Email: **HfHBristolSouthGlos@redcross.org.uk**

- **Head, Neck and Shoulder Massage Service** provides gentle massage treatments and listening support for people in crisis or distress, to improve wellbeing and relaxation

Phone: **0117 301 2637**

- **Mobility Aids Service** aims to promote independent living in the community and can loan wheelchairs and commodes

Phone: **0117 301 2606**

Four Towns and Vale Link Community Transport

Safe, cost effective accessible transport to those members of the community who cannot use existing transport services.

Phone: **01454 868 529**

Email: **info@4tvvl.org.uk**

Web: **www.4tvvl.org.uk**



Green Community Travel

Ring & Ride, User Group, Youth Partnership, Voluntary Car Scheme services and a hospital transport service. They travel throughout South Gloucestershire.

Phone: **01454 228 706**

Email: **admin@greencommunitytravel.co.uk**

Web: **www.greencommunitytravel.co.uk**

Kingswood Community Transport

Transport options if public transport is difficult to use.

Phone: **0117 961 6016**

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

Web: **www.kingswoodct.org.uk**

Community Meals

Formerly referred to as 'Meals on Wheels', these are cooked meals that are provided to people in their own homes to assist them to live as independently as possible.

Phone: **01454 865 996**

Email: **meals.community@southglos.gov.uk**

Wiltshire Farms Foods

Over 300 frozen meals and desserts, catering for a variety of special diets. They offer free delivery. You can choose your delivery date. You do not have to sign up to a regular service, and there are no contracts. You can use this service whenever you wish and as frequently as you choose.

Phone: **0800 077 3100** (24 hour Customer Helpline)

Web: **www.wiltshirefarmfoods.com**



Oakhouse Foods

Frozen food and grocery deliveries to individual clients. They cater for a variety of special diets. Weekly deliveries (usually on the same day each week). They deliver to most areas on a weekly basis for just £1 or for free on orders over £30. Meals start at £2.30.

Phone: **0845 643 2009** (Monday to Friday 9am to 5pm)

Web: **www.oakhousefoods.co.uk**

WE Care and Repair

A home repair agency helping older people and disabled people to keep their homes secure, safe, warm and accessible.

Phone: **0300 323 0700** (calls charged at the same as the national rate to 01 and 02 customers)

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

Web: **www.wecr.org.uk**

BT Landline -Free Priority Report Fault Repair Scheme

If you qualify for the Scheme, your phone line will be looked after free of charge and any faults will be dealt with as soon as possible, day or night, every day of the year, including Christmas Day.

Phone: **0800 800 150** (free from a landline)

For other BT services for those with additional needs:

Web: **www.bt.com/includingyou**

Merlin Housing Society

Independent living accommodation with support and activities for older people, including a 'Reducing Social Isolation Service' where the Activities Team can offer one on one support to any person 55 or over who is experiencing loneliness or isolation.

Phone: **0300 123 2222**

Email: **enquiries@merlinhs.co.uk**

Local Healthcare Contacts

There may be options in your local area for certain health specialised services to visit your home. The following services are available in the South Gloucestershire area but your GP will be able to advise you about other services, like continence and speech and language therapists.

Community Dental Service (CDS) provides dental care for people who are unable to access treatment from a general dental practitioner (GDP) because of special needs or disabilities.

- **Dr Khurram Rashid**, Senior Dental Officer, Dental Department, Yate.

Phone: **01454 312 600**

Email: **khurram.rashid@uhbristol.nhs.uk**

- **NHS Choices** (website only): **<http://www.nhs.uk/pages/home.aspx>**
- **Emergency dental treatment: The Dental Hospital**, Lower Maudlin St, Bristol, BS1 2LY

Phone: **0117 342 4422**

Opticians

- **NHS Choices** (website only): **<http://www.nhs.uk/pages/home.aspx>**
- **Healthcall Optical Services** specialises in home eye care services

Phone: **0845 601 7241** (charges range from 3p to 18p per minute when calling from a landline)

Web: **www.healthcalloptical.co.uk**

- **VisionCall** specialises in home eye care services

Phone: **0845 050 1831** (charges range from 3p to 18p per minute when calling from a landline)

Web: **www.vision-call.co.uk**

- **Emergency eye treatment: The Eye Hospital**, Lower Maudlin St, Bristol BS1 2LX
Phone: **0117 923 0060**

Your social life

Cambrian Green Day Services

A place to meet, socialise and gain support for people who live with dementia and their carers. Varying levels of need are catered for in a stimulating and supportive environment.

Phone: **01454 864 790**

Referral by assessment team is required and places are means tested; call the Contact Service desk for Adults on **01454 868 007**.

Extra Time

A weekly one hour session organised by Bristol Rovers Football in the Community, involving light physical activities and social opportunities for anybody aged over 60, including those with dementia.

Phone: **0117 952 2581**

Sporting Memories

Weekly daytime groups are held at six locations around the Bristol/South Gloucestershire area where people with dementia can talk about their favourite sporting memories and hear stories from others who also love their sport. Relatives and friends are also welcome.

Phone: **0755 353 0307**

Email: **admin@sportingmemoriesbnetwork.com**

Dementia Adventure

A range of high quality adventures ranging from short walks to international holidays and bespoke group breaks. These activities not only give a feeling of self-worth but also give a sense of belonging, encourage team work and provide an opportunity to make new friends.

Phone: **01245 237 548**

Email: **info@dementiaadventure.co.uk**

Web: **www.dementiaadventure.co.uk**

South Gloucestershire Conversation Group (for people with a diagnosis of Primary Progressive Aphasia)

A conversation group course for people with Primary Progressive Aphasia (a rare form of dementia, which affects a person's language and communication skills initially). The group meets twice a month at Longwell Green. It is a social group in a supportive and friendly environment providing the opportunity to learn and practice new ways to help people to communicate, and to support each other in conversation as much as we can.

Longwell Green Community Centre: Wednesday 10.30am – 12pm
To find out more please contact: Speech and Hearing Outpatients Department, Cossham Hospital.

Phone: **0117 340 8525**

Your local library

Reading Well Books on Prescription for Dementia recommends books you might find helpful if you have dementia, are caring for someone with dementia or would like to find out more about the condition.

The books provide information and advice, support for living well, advice for relatives and carers and personal stories. The books are available for an extended loan period of 6 weeks; if the book you want is unavailable, you can reserve it free of charge.

Some libraries also have Memory Cafés.

You can join a library at any age and membership is free. You will be able to use your library card at any South Gloucestershire library, mobile library and for access to online resources too.

Phone: **01454 868 006** (For more information about your local library and services it offers)

The Community Express

Art and craft activities and a chance to listen to live music accessible for everyone from babies to the elderly. Events will take place at Community Centres and at The Avon Valley Railway. Contact Liz Gray.

Email: **avonvalleymusictrain@gmail.com**

For more events and activities

- **Well Aware** (p.3)
- **Alzheimer's Society** (p.5)
- **Age UK South Gloucestershire** (p.9)

When things get difficult

South Gloucestershire Council Housing Contact Centre

Housing related support helps vulnerable people live independently in their own homes. It delivers services based on each person's needs. These are intended to help people obtain somewhere suitable to live, or to save their existing accommodation.

Phone: **01454 868 005** (select option 1)

Email: **HousingRelatedSupport@southglos.gov.uk**

South Gloucestershire Council Emergency Duty Team

For out of hours support.

Phone: **01454 615 165**

How your GP can help

See your GP for a health assessment, to review medication and refer if appropriate to other services, such as:

- Dieticians (dietary advice and nutritional support)
 - District Nurse (home visits to meet any short and long term needs)
 - Audiologist (hearing loss may contribute to increased isolation)
 - Physiotherapist (improved mobility will help you get about)
 - Podiatry (good foot care leads to reduced pain and increased mobility)
 - Primary Care Liaison (specialist mental health advice and support).
-

Advocacy at The Care Forum

Advocacy supports people, in partnership, to express their views and wishes and understand their rights. An advocate can assist if you:

- have a social care concern and need support to talk with South Gloucestershire Social Services
- are detained under the Mental Health Act or Mental Capacity Act and would like to understand your rights
- would like to make a complaint to Social Services
- would like to make a complaint to the NHS.

Phone: **0808 808 5252**

Web: **www.thecareforum.org.uk**

Listening to you

Healthwatch South Gloucestershire

Healthwatch South Gloucestershire is working towards a society in which people's health and social care needs are heard, understood and met.

Healthwatch South Gloucestershire is independent:

- acting on behalf of all consumers.
- listening to consumers and speaking loudly on their behalf.
- challenging those in power to design and deliver better health and social care services.
- highlighting what works well but not being afraid to point out when things have gone wrong.

Healthwatch South Gloucestershire learns from people's experiences and from specialists and experts. If you would like to tell us your story and experiences of health and social care services in South Gloucestershire, please contact us.

Phone: **01454 543 402**

Email: **info@healthwatchsouthglos.co.uk**

Web: **www.healthwatchsouthglos.co.uk**

Join dementia research

A service which allows people to register their interest in participating in dementia research and be matched to suitable studies. A partnership between The National Institute for Health Research (NIHR), Alzheimer Scotland, Alzheimer's Research UK and Alzheimer's Society.

The service delivers new opportunities for you to play your part in beating dementia; connecting researchers with people who want to participate in studies.

Phone: **Alzheimer's Research UK: 0300 111 5333**
Alzheimer's Society: 0300 222 1122

Web: **www.joindementiaresearch.nihr.ac.uk**

Support during the later stages of dementia

Support at Home and in the Community

To apply for help from the council with personal care you will need to have an assessment. For more information about what is available and how to go about getting help from the council to stay well at home.

Phone: **01454 868 007**

web: **www.southglos.gov.uk**

How your GP can help

In addition to the services on page 21, your GP can also refer to:

- Continence service (problems associated with toileting)
 - Speech Therapy (assessment and advice concerning swallowing, feeding and communication).
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Care Quality Commission: Care Homes

Information and inspection reports about all care homes in your local area.

Care homes offer accommodation and personal care for people who may not be able to live independently. Care home places can be funded publicly but many people pay for their own care.

Phone: **0300 061 6161**

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

Web: **www.cqc.org.uk/content/care-homes**

Leaflets providing advice on choosing a care home

- **Care Home Checklist**, reference AgeUKIL5, call Age UK on 0800 169 6565 for a copy.
- **Your Handy Guide to Selecting a Care Home**, call Alzheimer's Society on 0300 303 5933 or email orders@alzheimers.org.uk for copy.

St Peter's Hospice

St Peter's Hospice is a local charity providing care free of charge to patients with complicated needs towards the end of life, but nearly always needing relief from distressing symptoms or worries.

Phone: **0117 915 9400**

Web: **www.stpetershospice.org.uk**

Bereavement Advice Centre

A free helpline and web-based information service provided by Simplify. They give practical information and advice on the many issues and procedures that people have to face at the end of life:

- planning ahead (wills, funerals, and end of life care)
- what to do when someone dies
- death certificates and Coroner's inquests
- registering a death and informing others
- the funeral
- probate and legal procedures
- money and tax issues
- coping with grief, and bereavement advice
- personal representatives

Phone: **0800 634 9494**

Email: **info@bereavementadvice.org**

Web: **www.bereavementadvice.org**

Cruse Bereavement Care

Free and confidential services provided by trained volunteers. Cruse offers face-to-face, telephone, email and website support.

Phone: **0117 926 4045**

Email: **bristol@cruse.org.uk**

Web: **www.cruse.org.uk/Bristol**

March 2016

(with our special thanks to Alzheimer's Society and Cambrian Green Day Services).