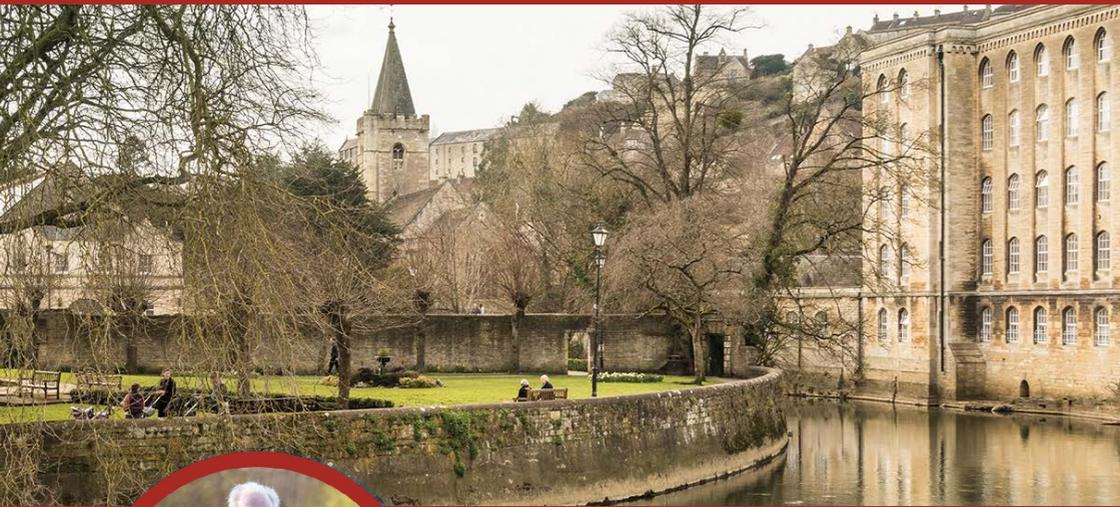


Dementia Action Alliance
Bradford on Avon Community Area

Help and support for people with dementia in our community



Do you know what support is available?

What can you do as a business or an
organisation to help?

The aim of this booklet is to support people living with dementia to continue to take an active part in their community.

This includes the person with the dementia diagnosis, their family, friends and carers.

For businesses and other organisations, the aim of the second part of the booklet is to provide advice on how to support people living with dementia to continue to use their services and be valued customers.



This booklet has been produced by the
Bradford on Avon Dementia Action Alliance.
Our website is www.dementiafriendlyboa.org
Please email: dementiafriendlyboa@gmail.com

WORRIED ABOUT YOUR MEMORY?

First of all, you are not alone.

Although dementia is a much-feared diagnosis, with good support and the right information and good quality care, it is possible to live well.

FIRST SIGNS OF MEMORY PROBLEMS

There are good reasons to see the doctor early, not least to rule out other conditions which may cause memory problems or other cognition and coordination problems which may lead you to suspect dementia.

If what you are experiencing is the start of dementia, the sooner this **is** detected the better. People tend to have a better quality of life if they have longer to come to terms with the diagnosis and to make plans for this new, different phase of life ahead.



- ✓ Keep a diary of the kind of symptoms you are observing.
- ✓ Have a conversation with your GP or a Health Professional at the Transforming Care for Older Persons Team (TCOP).
- ✓ The GP is able to make a diagnosis after various stages of assessment.
- ✓ Dementia Roadmap on the Alzheimer's Support website can help to guide you through the process www.alzheimerswiltshire.org.uk.
- ✓ You can also call 01225 776481 to speak to someone at Alzheimer's Support.

RECEIVING A DIAGNOSIS

Once you and your family have had a chance to take in the diagnosis, it is a good idea to start to think about the future, what it may bring and what is important to you.

- ✓ The GP or Health Professional will give you information on types of dementia and medication choices. It is best to request this diagnosis in writing from your GP.
- ✓ Dementia is an umbrella term for a number of progressive conditions affecting the functioning of the brain: Alzheimer's, Vascular Dementia, Dementia with Lewy Bodies, Frontal Temporal Dementia.
- ✓ Your GP or Health Professional may refer you to a Dementia Adviser. Dementia Advisers are the first port of call post diagnosis to put your mind at ease and answer any questions. Or you can refer yourself or a family member directly on 01225 776481 to Alzheimer's Support.
- ✓ The GP should do a dementia review every 6 months but if there are any significant changes contact them.

YOUR DEMENTIA ADVISER:-

Provides you, and those that support you at home, with information and advice, whether you are in the process of getting a diagnosis or following a diagnosis.

- ▶ support and training for family carers
- ▶ finding support groups and community activities
- ▶ emotional support for the whole family
- ▶ advice on living well with dementia
- ▶ planning for the future
- ▶ financial and legal advice, including benefits and capacity
- ▶ advice on Lasting Powers of Attorney
- ▶ answering common questions e.g. about continuing to drive
- ▶ accessing occupational therapy or speech therapy
- ▶ arranging day care or respite care
- ▶ advice on nutrition ... **and much more.**

AFTER DIAGNOSIS THERE ARE IMPORTANT STEPS TO TAKE

Like with any major events in your lifetime, a dementia diagnosis might mean you will have to make financial and legal decisions which had not been considered before. The following is useful information and phone numbers of helpful organizations.

ALZHEIMER'S SUPPORT WILTSHIRE: 01225 776481

An independent Wiltshire charity, supporting people to live well with dementia. Dementia Advisers, Day Clubs, Home Support Services, Community Groups and support for Carers.

CARERS SUPPORT WILTSHIRE: 01380 871690

Support and advice for Carers / Benefits Service is available.

DRIVING: 0300 7906806 It is a legal requirement to contact the DVLA and inform them of a dementia diagnosis.

LASTING POWER OF ATTORNEY: It is valuable to get a Lasting Power of Attorney in place early to avoid difficulties with issues of capacity in later stages of dementia. You can contact a family or local solicitor, Financial Advisers, e.g. (SOLLA, Society for Later Life Advisors 0333 2020 454) or use the online form available on the Government website:

www.gov.uk/power-of-attorney/make-lasting-power

WILLS: Your family or local solicitor will be able to draw up a new will or adjust your current will. Contact the Wiltshire Citizens Advice Bureau for advice 0800 144 8848 www.citizensadvicewiltshire.org.uk

WILTSHIRE COUNCIL ADULT SOCIAL CARE: 0300 456 0111

Advice and support/ Care and financial needs assessments.

ATTENDANCE ALLOWANCE: 0800 7310122

Department for Work and Pensions (DWP) Attendance Allowance is a non- means tested benefit to help with extra costs if you need support.



COUNCIL TAX DISCOUNT: Wiltshire Team 0300 4560109

A diagnosis, along with a qualifying benefit such as Attendance Allowance makes you eligible for Council Tax Discount. It is 25% if living with someone, or 100% discount if living alone.

BLUE BADGE SCHEME: Wiltshire Council 01225 713002

With a dementia diagnosis, you can now apply for a Blue Disability Badge for the car, under non-visible (hidden) conditions.

CARER EMERGENCY CARD: 0800 066 5068

If as a carer you worry about what will happen to the person you look after if you were taken ill, the Carer Emergency Card can be carried on your person and would alert services that there is someone who needs support at home.



www.carersupportwiltshire.co.uk

'THIS IS ME DOCUMENT': A 'This is Me' Document helps health and social care professionals better understand the person with dementia, which can help them to deliver care tailored to the person's needs. It should be taken with patient on any hospital admissions.

www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me

HERBERT PROTOCOL: The Herbert Protocol is set up by Wiltshire Police to help find a vulnerable person who is at risk of going out and forgetting their way home.

www.wiltshire.police.uk/notices/af/herbert-protocol



HOW BUSINESSES AND OTHERS CAN HELP

It's important that relatives, friends, workmates and others understand how to help you lead a full life.

Finding out about life with dementia

✓ Anyone may attend a free dementia awareness session, face to face or online. These are a fun, interactive way to learn a little about dementia and how it affects people's lives. They take about 60 minutes.

Please contact dementiafriendlyboa@gmail.com to make arrangements. The sessions will help them understand some of the difficulties people with dementia might face as they go about their lives in our community.



The local Dementia Action Alliance

✓ The Bradford on Avon Dementia Action Alliance welcomes businesses, community groups, charities, clubs and other organisations. The aim is to commit to actions that will help people living with dementia.

✓ There is a lot of information on our website and we hope you will find it useful. www.dementiafriendlyboa.org



Trinity Memory Café

Community help and support

- ✓ It is important for anyone living with dementia to continue to be part of the community. Many people who live with dementia are able to live independently. They will want to go for walks, go to shops or cafés and do the things that they have always enjoyed.
- ✓ They may want to continue to work.
- ✓ Sometimes though they may be out and get confused, perhaps not be sure of what to do next. It is helpful if an emergency contact card is carried with relevant contact phone numbers or an identifying bracelet could be worn.

Help when shopping

- ✓ A quiet, friendly approach will really help people with dementia do their shopping. It might take more time, some shop floor changes might cause confusion and cluttered notice boards are difficult to understand.
- ✓ A calm, patient and understanding manner will mean that people will feel confident to continue to keep using the store.
- ✓ Some people with dementia might shop with a carer and it's important to communicate with both.



Enabling people to continue to be active in their community

There are things that offices, factories and other workplaces can do to help people with dementia to continue working happily and safely. Not everyone with dementia has the same difficulties but these are some common ones:

- ✓ Toilets can be difficult to find if they are not marked clearly.
- ✓ Bathrooms with all white fittings may present problems. Having a non-white toilet seat on the toilet really helps.
- ✓ Sometimes having large mirrors in restrooms or other areas might look like an entrance and could cause confusion.
- ✓ The edges of steps should be clearly marked so everyone can see them easily.
- ✓ For some people with dementia a dark mat on the floor may appear to be a hole. Very shiny floors may look as if they are wet.
- ✓ Cluttered notice boards will be difficult particularly if they are in a dark area.
- ✓ Some workplaces are large and a lot of the areas look the same. Modern office layouts might be difficult to navigate.
- ✓ Loud noises and radios might make it difficult for folk to hear clearly.



Communication at work and with customers

- ✓ Ensure all communication is open and friendly allowing a person time to communicate in their own way.
- ✓ Make appointments at times that are convenient for people who may not be able to get organised to leave home early in the morning, give them more time.
- ✓ Remind people of appointments with a telephone call on the day of the appointment (not the day before).
- ✓ Some people have to rely on public transport, taxis or volunteers and this might result in their being late. Please just continue to be supportive and understanding.
- ✓ Make sure 'small print' on documents is not too small and the main clauses are clear and explicit, even if there is a legal need for more complex terminology.



IMPORTANT NUMBERS

BOA Health Centre Transforming Care for Older People Team (TCOP) -
01225 860812

Alzheimer's Support Wiltshire - 01225 776481

Wiltshire Carers Support - 01380 871690

Bradford on Avon Town Council - 01225 864240

Age UK - 01225 860812

The Hub - 01225 920748

Notes:

Funding for producing the booklet came from
The National Lottery Community Fund.

Should you wish to sponsor future editions please contact:
dementiafriendlyboa@gmail.com



HM Government

In partnership with

**THE NATIONAL LOTTERY
COMMUNITY FUND**



Brochure designed and produced (2021)
by SerenArts
www.serenarts.co.uk