



Our gift to you

Useful information booklet



Welcome to King Homecare's little booklet of useful information. Our aim is that this will help you and your loved ones to gain extra knowledge about what you are entitled to and to provide you with information to help in daily life.



Contents

Getting help with care	2
Funding care and support	2
What is dementia?	5
Support for carers	12
Independent living at home	14
Useful contacts	19

Getting help with care

Assessment of your care and support needs

You may be entitled to help from RBWM Adult services, including things such as personal care, adaptations or equipment for the home and day care services and respite care. Having your needs assessed, called a Supported Self-Assessment, is an important step in making sure you have the help available from statutory services. After an assessment you will be told how much personal budget you will have to plan support.

Optalis are working in partnership with RBWM Adult services to assess the care and support needs of residents within the Borough of Windsor & Maidenhead.

Office hours are Monday–Friday,
9am–5pm.
Tel: 01628 683744

Funding care and support

It is important that you can access the right care in a timely manner. You can organise paid care support, with private care providers. The information below is to help you and your family to make that decision regarding setting up care support. An assessment of your care and support needs can still be requested, even if you feel you maybe a 'self-funder'.

Capital (savings)

The upper capital limit for 2022/2023 is £23,250. This means that if you have capital over this amount within savings, you will pay the full cost for any services you receive. You are then classed as a 'self-funder', until your capital drops below this limit.

The lower capital limit for 2022/2023 is £14,250. This means that if you have capital below this amount, it should be ignored for the financial assessment.

If your capital is between £14,250 and £23,250, £1 a week for every £250 is taken into account as income. So, if you have capital of £4,000 above the lower capital limit, £16 will be taken into account as income a week.

The value of the home you live in should not be taken into account as capital.

Managing your personal budget

Following your Supported Self-Assessment you now have two choices on how you manage your budget.

1. Commissioned service

Optalis will provide your care and support to you with their own care provider. You pay them monthly including your own contributions (if any).

2. Direct payments

Optalis pay you the amount (minus any contributions) into a bank account. This way you can utilize the money in your own way to pay for your own care and support.

Personal Independence Payment and Attendance Allowance

If you need help with care, you may qualify for a disability benefit, either Personal Independence Payment if you're under State Pension age, or Attendance Allowance if you're over State Pension age. Neither benefit is means-tested so your income and savings won't be considered.

www.gov.uk/attendance-allowance

Council tax reductions

If your property is the main residence of someone who is substantially and permanently disabled, you may be able to claim a reduction on your council tax bill.

www.rbwm.gov.uk/home/council-tax-and-benefits/council-tax/council-tax-reductions



Mental capacity and lasting power of attorney (LPA)

People with dementia and other health conditions may become unable to make some decisions for themselves. When this happens, the person is said to lack the 'mental capacity' to make the specific decision at that time.

The Mental Capacity Act is the law in England and Wales that protects and supports people who lack capacity to make a decision. It also outlines who can and should make decisions for them.

The Mental Capacity Act covers important decision-making about a person's property, financial affairs, and health and social care. You must always assume that a person is able to make a decision for themselves, until it is proved that they can't.

It is important to plan ahead! A Lasting power of attorney (LPA) enables a person to appoint someone they trust to make decisions for them in future if they can't make a certain decision or decisions for themselves. The person (or people) they appoint will become their 'attorney'.

Professional advice may be required. The LPA documents cannot be registered without a signed certificate from a reputable

person, usually a GP, confirming that the donor (the person giving the LPA) is of sound mind.

The forms and guidance are available on .GOV website:

www.gov.uk/government/publications/make-a-lasting-power-of-attorney

Court of Protection

Some people may not have a Lasting Power of Attorney or someone to make decisions on their behalf, so Court of Protection can be applied for.

www.gov.uk/courts-tribunals/court-of-protection

What is dementia?

The word dementia is used to describe a group of symptoms – these include memory loss, confusion, mood changes and communication difficulties. Dementia is not a disease in itself, but it is caused by different diseases that affect the brain. These diseases damage brain cells over time causing symptoms of dementia. People living with dementia may have difficulty and need help carrying out daily activities like preparing food, paying bills, or going to the supermarket.

The most common forms of dementia are:

Alzheimer's disease

Alzheimer's disease is the most common cause of dementia, affecting around six in every 10 people with dementia in the UK. As we age our brains naturally shrink a little and our thought processes slow down. However, in Alzheimer's disease, changes that occur in the brain are different to the changes seen in normal ageing. Brain cells are surrounded by an abnormal protein and their internal structure is also damaged. In time, chemical connections between brain cells are lost and some cells die. Problems with day-to-day memory are often noticed first, but other symptoms may include difficulties with: finding

the right words, solving problems, making decisions, or perceiving things in three dimensions.

Vascular dementia

Vascular dementia occurs when blood vessels in the brain, specifically arteries, are damaged. These arteries deliver blood from the heart to the brain. Our blood contains oxygen and nutrients that help the brain cells to work properly. When blood vessels are damaged, this reduces blood flow to the brain cells. This affects how our brain cells work and causes them to become damaged too, which can lead to symptoms of dementia, like memory and thinking problems. The symptoms of vascular dementia vary and may overlap with those of Alzheimer's disease. Many people have difficulties with problem-solving or planning, thinking quickly and concentrating. They may also have short periods when they get very confused.

Dementia with Lewy bodies (DLB)

DLB is caused by small round clumps of protein that build up inside nerve cells in the brain. One of these proteins is called alpha-synuclein, and the clumps it forms are called Lewy bodies. Lewy bodies damage the nerve cells, and this damage affects the way that our brain cells communicate.

In DLB, the nerve cells that are affected are in areas of the brain that control our thinking, memory, and body movement. They disrupt the brain's chemistry and lead to the death of brain cells. Early symptoms can include fluctuating alertness, difficulties with judging distances and hallucinations. Day-to-day memory is usually affected less than in early Alzheimer's disease. Dementia with Lewy bodies is closely related to Parkinson's disease and often has some of the same symptoms, including difficulty with movement.

Mixed dementia

Mixed dementia is a condition in which a person has more than one type of dementia. Alzheimer's disease and vascular dementia is the most common type. At least one in every ten people with dementia is diagnosed as having more than one type. Mixed dementia is much more common in older age groups, such as those over 75 years.

Frontotemporal dementia (including Pick's disease)

In frontotemporal dementia, the front and side parts of the brain are damaged over time when clumps of abnormal proteins form inside nerve cells, causing them to die. At first, changes in personality and behaviour may be the most obvious

signs. Depending on where the damage is, the person may have difficulties with fluent speech or may forget the meaning of words or objects.

The symptoms of these types of dementia are often different in the early stages but become more similar in the later stages. This is because more of the brain becomes affected as the different diseases progress.

In the later stages of dementia, the person will need more and more support to carry out everyday tasks. However, many people with dementia maintain their independence and live well for years after their diagnosis. Information, advice and support are available for the person and their carer to help them live well with dementia.

Parkinson's disease dementia

People with Parkinson's disease have a higher-than-average risk of developing dementia, although around two thirds of people are unaffected. When dementia does occur, it is typically not until late in the course of the illness. Symptoms of dementia associated with Parkinson's disease vary from person to person. The most common are memory loss and loss of the ability to think quickly and carry out everyday tasks.

Mild cognitive impairment

Some people have problems with their memory or thinking but these are not severe enough to interfere with everyday life. In this case, a doctor may diagnose mild cognitive impairment (MCI). Research shows that people with MCI have an increased risk of developing dementia; about 10–15 per cent of this group will develop dementia each year.

However, MCI can also be caused by other conditions such as anxiety, depression, physical illness and side effects of medication. Because of this, some people with MCI do not go on to develop dementia, and a small number of people will even get better.

Rarer causes of dementia

Rarer causes include alcohol-related brain damage (including Korsakoff's syndrome), corticobasal degeneration, progressive supranuclear palsy, HIV infection, Niemann-Pick disease type C, and Creutzfeldt-Jakob disease (CJD).

Some people with Parkinson's disease or Huntington's disease develop dementia as the illness gets worse. People with Down's syndrome are also at a risk of developing Alzheimer's disease as they get older.



How can a type of dementia affect someone's life?

Memory and thinking skills

People will find that their ability to remember, think and make decisions gets worse.

Communication

Speaking and understanding people becomes more difficult.

Recognition

People may have difficulty recognising household objects or familiar faces.

Day-to-day tasks

Such as using a TV remote control, phone or using the kettle become harder.

Hallucinations and delusions

People may experience hallucinations, where they see or hear things that aren't there. Others may believe things to be true that haven't actually happened, known as 'delusions'.

Behaviour

Some people become sad, depressed, or frustrated about the challenges they face. Anxiety is also common, and people may become fearful or suspicious.

Physical change

People may have problems walking, be unsteady on their feet, find swallowing food more difficult or have seizures.

Care

People gradually require more help with daily activities like dressing, eating, and using the toilet.

Sleeping

Changes to sleep patterns often occur, such as waking frequently during the night.

Sundowning

People with dementia can experience increased confusion and anxiety during the evening and at night.

Process for having an assessment if you or a loved one is worried about dementia

If you are worried about your thinking, memory, or health, you should talk to your doctor.

The doctor will:

- Check on your physical health and medical history.
- Ask you about your symptoms and concerns.
- Run a blood test to rule out other causes for your symptoms.
- Ask you to complete some quick memory and thinking tests.
- If possible, ask someone who knows you well about your symptoms and how they affect you.
- If your doctor suspects Alzheimer's or another cause of dementia, they may then refer you to a memory clinic or another specialist clinic.

A memory clinic or specialist will include:

- Questions about your concerns, your symptoms and how they affect you day to day.
- A physical check-up.
- A brain scan and maybe a lumbar puncture.

- Completing some in-depth tests to check your memory, thinking and problem-solving skills.

Therapy and treatment

There are a number of different approaches, including therapy, that can support a person with dementia to cope with memory loss. These approaches can help with feelings and wellbeing. The Memory Clinic may assess you for therapy support.

Cognitive behavioural therapy (CBT)

CBT is a talking therapy which can help if you have both dementia and anxiety or depression. If you do have this combination of difficulties, it is good to start as early as you can. In an ideal situation, people would be assessed at the time of diagnosis with dementia and introduced to CBT then

Cognitive stimulation therapy (CST)

It involves talking about day-to-day interests, past events and memories, and information relating to the current time and place. This can be done in one-to-one sessions or in a group setting.

Medication

There is currently no cure for dementia. But there are medicines and other treatments that can help with dementia symptoms. Donepezil (also known as Aricept), rivastigmine (Exelon) and galantamine (Reminyl) are used to treat the symptoms of mild to moderate Alzheimer's disease. Donepezil is also used to treat more severe Alzheimer's disease.

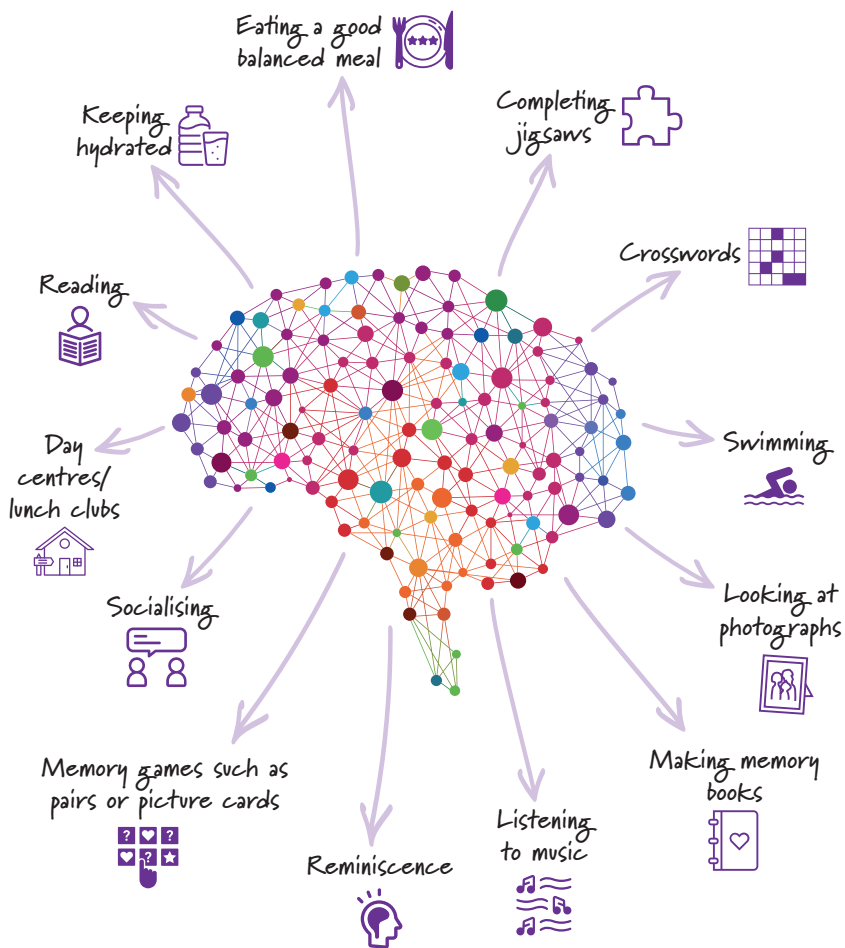
There's evidence that these medicines can also help treat dementia with Lewy bodies and Parkinson's disease dementia, as well as people who have a mixed dementia diagnosis of Alzheimer's disease with vascular dementia.

Check ups

It is worth arranging check-ups with the GP, as well as sight, hearing, dental and podiatry checks, as soon as possible after the diagnosis of dementia. At this stage, many people are still able to give information about themselves and find it easier to adjust to any changes, such as using a different hearing aid. Also, later check-ups will be easier if the professional has been able to establish a relationship with the person at an early stage of their dementia.



Keeping the mind active



Support for carers

Carer's assessment

If you have an unpaid carer, they are entitled to an assessment regardless of the amount or type of care they provide, their financial means or their level of need for support. They don't necessarily have to live with you to have an assessment. To enquire, call: 01628 683744 or email

www.gov.uk/carers-allowance

The Carer Assessment form can be accessed here:

www.optalis.org/support-for-carers

Carer's allowance and carer's credit

With Carer's Allowance you could get in the region of £69.70 a week if you care for someone at least 35 hours a week and they get certain benefits. You do not have to be related to, or live with, the person you care for.

You could get Carer's Credit if you're caring for someone for at least 20 hours a week and are under state pension age. This can help fill time gaps in your National Insurance record, and this means you can take on caring responsibilities without affecting your ability to qualify for the State pension.

To make a claim:

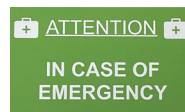
www.gov.uk/carers-allowance

Support during the day

Having the chance to mix with other people, visit different places and learn new things can help stop individuals feeling bored or isolated. Day centres are ideal to break isolation and provide good CST for those living with dementia. Our useful contacts list at the end also details local support centres.

The cared for/carers emergency respite card

Acts as a safeguard for situations when the carer or cared for cannot get home as expected due to unforeseen circumstances e.g., place in wallet or purse to let people help in an emergency.





Carer/support visitor permit

This permit is available to carers and loved ones who need to visit you and need to park on roads requiring parking permits. You must be over 75 years of age and registered disabled. You can apply for a maximum of two permits for your carers. Apply via RBWM council Tel: 01628 683800, or online at: www.rbwm.gov.uk/home/transport-and-streets/parking/resident-parking-areas/carers-and-support-visitor-permit

Living with dementia can be like having constant fog surrounding you, not quite sure which direction you're going on or where you may end up. It makes simple tasks seem very hard as some people can struggle to understand and process steps that need to be taken.

To try and understand how that may feel, imagine you were placed in another country with no map or compass but asked to meet me at a certain destination. You would feel lost, disorientated, confused or even embarrassed to ask for help. This is a daily battle for people living with dementia, lets try and make their life slightly easier. Here are some dos and don'ts:

 Do	 Don't
✓ Agree	✗ Argue
✓ Divert	✗ Reason
✓ Distract	✗ Shame
✓ Reassure	✗ Lecture
✓ Reminisce	✗ Say "remember"
✓ Repeat/regroup	✗ Say "I told you"
✓ What they can	✗ Say "you cant"
✓ Ask/model/show	✗ Command/demand
✓ Encourage	✗ Condescend
✓ Reinforce	✗ Force

Independent living at home

A range of equipment is available to help you stay as independent and safe at home as possible. Here are just a few of the most useful ones.

Bed stick

Bed sticks and bed levers offer sturdy support to help you when getting into and out of bed or to move position in bed.



Leg lifter

This simple item is a reinforced strap with a foot loop and handle to hook over the foot to help lift your leg into bed or onto a stool.



Toilet seat raiser

Toilet raisers assist with getting on and off your toilet and reduce the need for uncomfortable bending. Support arms can be very useful to help push up from a toilet.



Seat and bed raisers

Plastic or metal raisers designed to heighten your bed or chair, if you are finding it difficult to stand up from a sitting position. This can reduce repetitive strain, especially on knee and hip joints.

Key safe

Securely store keys to your home so help can always reach you in an emergency.



Memory clocks

Help with visual prompts for people to look at what the day / time / month / am / pm is.



Telecare sensors

There are many sensors available for your home that automatically detect if something is wrong. For example, a pressure mat on a mattress to alert that you have left your bed at night or a door sensor to alert that the front door has been opened. These alerts can go directly to a chosen emergency contact.



Personal alarms

These allow you to call for help if you're unwell or have a fall. You just press a button on a pendant you wear around your neck or as a wrist band. This connects you to a call centre where you can talk to someone who can help. Some systems now also include falls detection and GPS tracking for when you go out, for extra peace of mind.



Medication management

Remembering to take medication on time can become a challenge for us all!

If you find you are struggling with organising your pills and forgetting to take them, then a reminder clock can be very useful. Also speak to your pharmacist about whether a Dossett box/Nomad pack could be suitable for you. This is a weekly pre-packed tray with your tablets set out in the right time slots, Monday to Sunday.

There is also an automatic pill dispenser that can be pre filled (some pharmacies or family can do this) and times will be set to an alarm that will then beep to remind people to take medication.



Paying for equipment and adaptations

If you need equipment or adaptations, you might worry about the cost. But don't be put off – you might be able to get financial support. Contact your local council and they will ask you what equipment, adaptations, care and support you need. If they recommend making minor adaptations to your home costing £1,000 or less, such as installing grab rails, these are provided and fitted free of charge. Specialist disability equipment they recommend is also provided for free, for example a hoist to help you in and out of bed.

Some equipment providers are listed in the 'Useful contacts' section the end.

Herbert protocol

People with confusion or dementia can sometimes decide to walk out from their home unnoticed. This might only be into the garden or street for a short time, but sometimes people get lost and go missing. Carers, family or friends of a vulnerable person, or the person themselves, can fill in a Herbert Protocol form in advance, containing information to help the police if the person goes missing.

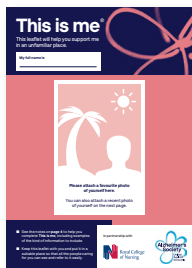
The form can be accessed here:
<https://dementia.berkshirerescue.org.uk>

'This is me' or 'Care passport'

A useful leaflet all about you, so that should you need urgent medical care, the professional staff can quickly understand your needs. Particularly useful for people with memory loss, confusion or dementia, who may be unable to communicate clearly when admitted to hospital.

The leaflet to fill in, can be accessed here:

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



Dementia support whilst in hospital

If your loved ones are admitted to hospital ask the staff nurse to request the Dementia team to pay a visit. They can provide stimulation and support if loved ones are struggling with their environment.

Hidden Disabilities Sunflower

The Hidden Disabilities sunflower is a discreet sign that the wearer (or someone in their party) has a hidden disability and may need additional support.



<https://hdsunflower.com>

It's the little things...

Blue badge Scheme

The Blue badge scheme enables you to park in disabled bays when you go shopping etc. It usually costs £10 and lasts for up to three years. This is administered by Royal Borough of Windsor & Maidenhead Council (RBWM).

Tel: 01628 683800

You can also apply online at:
www.gov.uk/apply-blue-badge

Help to move your bins

If due to age or ill health you struggle to put your bins or sacks out for collection and there is no-one else that can help you do this. RBWM can arrange to move your recycling and rubbish ready for collection and then put the emptied bins back for you.

Tel: 01628 683800
[www.rbwm.gov.uk/home/
environment-and-waste/recycling-
and-rubbish/help-move-your-bins](http://www.rbwm.gov.uk/home/environment-and-waste/recycling-and-rubbish/help-move-your-bins)

Safe and Well Visit from Royal Berkshire Fire and Rescue Service

A safe and well visit is a free service carried out by local fire crews by tailoring to the person's needs relating to health and wellbeing, as well as fire risk reduction.

[www.rbfrs.co.uk/your-safety/safety-
at-home/book-a-safe-and-well-visit](http://www.rbfrs.co.uk/your-safety/safety-at-home/book-a-safe-and-well-visit)

Specsavers home visits

If you have mental illness or physical disability that means you are unable to leave home unaccompanied then you could be eligible for a home eye test.

Windsor store 01753 410970
Maidenhead store 01628 777220
[www.specsavers.co.uk/
home-eye-tests](http://www.specsavers.co.uk/home-eye-tests)

Social prescribers at your GP surgeries

A social prescriber can listen to your needs, explore what is important for your life and well-being. Identify local activities and services you could benefit from and gain support and encouragement to start using services that can help you.

be-pct.socialprescribing@nhs.net

Day Centres/ lunch clubs

Attending clubs such as day centres/lunch clubs can improve quality of life and have a positive outcome in health. Cognitive stimulation, meeting new friends and lunch is all part of keeping your mind active. We have local clubs that provide door to door transport so all you need to do is turn up.

Find out more under
useful contacts.

RBWM Libraries

Can be a great way to find local resources as well as provide needed information on a wide range of things. People living with dementia can hire reminiscence boxes and have extended loans on books etc.

[www.rbwm.gov.uk/home/leisure-
and-culture/libraries](http://www.rbwm.gov.uk/home/leisure-and-culture/libraries)

Useful contacts

Age UK

Befriending, transport, homehelp, handyperson, dementia services, home from hospital service.

Tel: 0118 959 4242
info@ageukberkshire.org.uk
www.ageuk.org.uk/berkshire

Age Concern – Old Windsor Day Centre

Tel: 01753 854117
info@ageconcernsabe.org.uk
www.ageconcernsabe.org.uk/day-centres

ADS – Alzheimer's Dementia Support

Wide range of services for people living with dementia and their carers.

Singing for pleasure, seated exercises, moves and grooves and so much more.

Tel: 07516 165647
info@alzheimersdementiasupport.co.uk
www.adscharity.com

Age Concern Windsor – Spencer Denney Centre

Day centre, Meals on Wheels, Lunch Club, Befriending.

Tel: 01753 860685
administrator@ageconcernwindsor.org.uk
www.ageconcernwindsor.org.uk

Alzheimer's Society

Wide ranging support and helpline (Dementia Connect).

Tel: 03331503456
www.alzheimers.org.uk

Berkshire Vision – Supporting the visually impaired

We provide practical and friendly support, sport and activities to visually impaired children and adults, and their families in Berkshire. Helping to develop confidence and live independent lives safely.

Tel: 0118 987 2803
info@berkshirevision.org.uk
<https://berkshirevision.org.uk>

Boyn Grove Dementia Resource Centre

Specialist day centre offering a range of therapeutic activities for people living with dementia.

To speak to a Boyn Grove Dementia Resource Centre team member, call 01628 685 725.

Citizen Advice Bureau in Windsor and Maidenhead

Online free advice from Citizens Advice to help you find a way forward, whatever the problem.

Tel: 0800 144 8848
office@maidenheadcab.org.uk
<https://maidenheadcab.org.uk>

Dementia Care Advisors – Advice and support

Our friendly and supportive team of Dementia Care Advisors are here to act as a key point of contact to help you and your family or carers to live well with dementia, covering the Windsor and Maidenhead areas.

Tel: 01628 683715
DementiaCareAdvisor@rbwm.gov.uk
www.optalis.org/locations/dementia-care-advisors

Elizabeth House Cookham

We are a Day Centre where members come to share the company of others in a happy, fun and safe environment to benefit from and enjoy, to have freshly cooked lunch and to have the opportunity to enjoy stimulating physical and mental activities if they choose and be entertained by musicians and other live artists. The environment is warm, welcoming, comfortable and safe.

Tel: 01628 527621
www.elizabethhousecookham.org

Falls prevention

The Keep Safe Stay Well service can visit you to assess any needs, if you feel you are at risk of a fall, or if you have fallen recently.

Optalis (RBWM)
Tel: 03331 210 205

King George VI day centre

A community based lunch club in the heart of Windsor, meet new and old friends and enjoy our 5 star homecooked foods. Lots to see and get involved with or relax and sit back.

Tel: 01753 853654
info@kinggeorgevidaycentre.com
www.kinggeorgevidaycentre.com

King Homecare

Your local private care agency providing personalised care at home. Supporting with everyday tasks such as personal care, meal prep, medication, household chores, companionship and live in care.

Tel: 01753 771356

Info@kinghomecare.co.uk

www.kinghomecare.co.uk

Men in Sheds

Men's Sheds (or Sheds) are similar to garden sheds – a place to pursue practical interests at leisure, to practice skills and enjoy making and mending.

The difference is that garden sheds and their activities are often solitary in nature while Men's Sheds are the opposite. They're about social connections and building friendships, sharing skills and knowledge, and of course a lot of laughter.

Tel: 01628 640200

Enquiries@maidenheadmeninshed.org.uk

www.maidenheadmeninsheds.org.uk/index.html

People to Places

Provides a door-to-door transport service for local residents of the Royal Borough of Windsor and Maidenhead with mobility needs.

Tel: 01628 587922

www.people2places.org.uk

Royal Borough of Windsor & Maidenhead – adult services for care enquiries

RBWM can provide the planning your support and support at home services.

Office hours are Monday–Friday, 9am–5pm.

Tel: 01628 683744

AdultSocialCareFrontDoor@rbwm.gov.uk

If you urgently need to speak to a Social Worker outside normal office hours, please contact the Emergency Duty Service on 01344 351999.

Royal Collection Trust Royal Reminiscence

Every month, we welcome people living with dementia and their support-givers to Pug Yard, the learning centre for Windsor Castle, for a fun morning with refreshments, an interactive short talk, and activity. We will talk about a different theme each week, supported by the dementia-friendly team at Windsor Castle. Join us for a chance to relax, enjoy time together and learn something new about Windsor Castle and Royal History.

10.30–12.30pm, last Wednesday of the month from 25th Oct 2023, excluding 27th Dec 2023

Tel: 0303 1237324

www.rct.uk/event/windsor-royal-remembrance-dementia-friendly-mornings-09-2023#

Younger people with Dementia

Our Charity provides respite for younger people with dementia and their families by providing 1:1 support, education and training, social events, children projects, and carer respite. Throughout the working week our support workers facilitate activity-based group workshops for the person diagnosed, which have included arts and crafts, animal therapy, katakanuing and racket sports

Tel: 01182072880

contact@ypwd.info

www.ypwd.info

“The mind may not
remember, but the heart
will never forget.”

Inspected and rated

Good



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

Website: **www.kinghomecare.co.uk**

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