

## Sources of support and advice



## Introduction

This booklet is for family carers of people with dementia and for people living with dementia. It may also be useful for professionals working in the field of dementia care.

## What is dementia?

Dementia is a broad umbrella term that describes the progressive decline in someone's mental ability. Symptoms of dementia could include: memory loss, changes in behaviour and personality, problems with reasoning and communication skills, and a reduced ability to carry out daily activities, such as washing and dressing.

There are many different forms and causes of dementia. The most common are: Alzheimer's disease, vascular dementia, mixed dementia, dementia with Lewy bodies and frontotemporal dementia.

## About Dementia UK

Admiral Nurses provide the specialist support that families need to face dementia. When things get challenging or difficult, our Nurses work alongside people with dementia, their families and carers: giving them compassionate one-to-one support, expert guidance and practical solutions. They are a lifeline - helping families to live more positively with dementia in the present, and to face the challenges of tomorrow with more confidence and less fear.

We run a national Admiral Nurse Dementia Helpline. It is staffed by experienced Admiral Nurses and is for family and professional carers, people with dementia and those worried about their memory. Call **0800 888 6678** or email [helpline@dementiauk.org](mailto:helpline@dementiauk.org)

## What does an Admiral Nurse do?

Admiral Nurses provide the one-to-one specialist dementia support that families need.

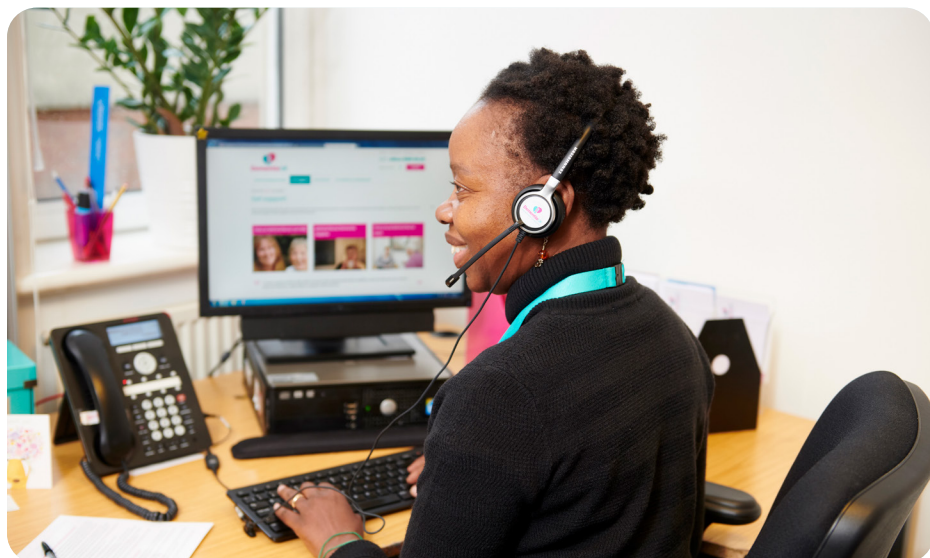
Dementia UK provides specialist dementia support for families through our Admiral Nurse service. When communication gets hard, they help families stay connected to the person with dementia. If the person is showing signs of fear and distress, our nurses help create strategies to make them feel safer

and more comfortable. If families are struggling to cope, Admiral Nurses co-ordinate local support services to get them the best care possible.

## Admiral Nurse Dementia Helpline

Living with dementia can be an incredibly hard and lonely experience for both the person with dementia and their family.

This booklet contains up-to-date information to help you navigate some of the experiences dementia



may present. It has practical advice covering a range of topics, including the financial support you or the person you care for might be entitled to, and equipment and assistive technology.

If you have any extra questions that aren't answered in this information booklet, please get in touch with our Admiral Nurse Dementia Helpline.

Our Helpline is the only nurse-led dementia helpline in the UK, and offers practical, emotional and psychological support to anyone affected by dementia.

Our nurses are here to answer your calls seven days a week. Contact them on **0800 888 6678**. The Helpline is free and confidential and is open from 9am to 9pm Monday to Friday, and 9am to 5pm at weekends and bank holidays. If you call outside of these times, please leave a message and we will return your call as soon as possible.

You can also send any questions

you have by email to [helpline@dementiauk.org](mailto:helpline@dementiauk.org) and one of our Admiral Nurses will respond.

**- Susan Drayton**  
**Clinical Lead Nurse for the Admiral Nurse Dementia Helpline**

## Where to go for help

You may be reading this booklet because you are concerned that a family member or close friend may have dementia or because they have just been diagnosed, or perhaps you've just received a diagnosis yourself and want to make plans for the future.

It can be hard at first to know where to go to for help when faced with dementia. Initially most support can be found by accessing one of the following two services:

### Your GP

If you need help getting a diagnosis, or require any other medical support, start by visiting your local GP. They may then refer you to other services that can offer specialist support.

### Social services or council

There are many services that your local social services or council might be able offer you to make

things a little easier. You could receive help around the home, access to day clubs and respite, and support managing medication and making adjustments to your home.

The help you receive from social services will be means-tested, and the level of support you receive can also vary within each local authority. Make an appointment with your local social services to get an assessment of your needs or the needs of the person you're supporting.

If you're caring for someone with dementia, you can also make an appointment for a carer's assessment and may get access to services or benefits to support you in your caring role.

## Financial help

We know that getting a dementia diagnosis can sometimes make you feel out of control. Many people find that planning ahead for the future can help them feel more assured.

If you have a dementia diagnosis, or are caring for someone who does, you could be entitled to a number of benefits. Use the online Benefits Calculator to see the benefits you, or the person you care for, might be entitled to. Visit [www.gov.uk/benefits-calculators](https://www.gov.uk/benefits-calculators)

## Attendance allowance

### What is it?

A benefit paid by the UK government to people of state pension age or older who are physically or mentally disabled.

### Am I eligible?

You can claim it if your ability to keep safe or look after your

own personal care is affected by physical or mental illness or disability.

You do not have to have someone caring for you in order to claim.

### How much is it?

There are two weekly rates:

**£59.70** if you need frequent help or constant supervision either during the day or at night

**£89.15** if you need help or supervision throughout both day and night, or you're terminally ill

Claiming Attendance Allowance will not reduce any other income you receive, and it is tax-free. The other benefits you get can increase if you get Attendance Allowance. You could get extra Pension Credit, Housing Benefit or Council Tax Reduction if you get Attendance Allowance. (Housing Benefit is being replaced by Universal Credit. Please read on for more information.) Successful claims

can be backdated to when you first applied.

## How do I claim?

Call **0800 731 0122** Monday to Friday, 9.30am to 3.30pm.

Download forms at  
[www.gov.uk/attendance-allowance/how-to-claim](http://www.gov.uk/attendance-allowance/how-to-claim)

## Carer's Allowance

### What is it?

A UK government payment to the carer of someone who receives other benefits, like Attendance Allowance or Personal Independence Payment, or Disability Living Allowance.

### Am I eligible?

You need to:

- be 16 years of age or over and spend at least 35 hours a week caring for someone
- earn no more than £128 a week, once allowable expenses are deducted

- not be in receipt of certain other benefits, like Incapacity Benefit or a State Pension

### How much is it?

You can receive £67.25 a week. Keep in mind that the person being cared for may lose some of their benefits if their carer receives this allowance. Find out more about which benefits could be affected: [www.carersuk.org/help-and-advice/financial-support/help-with-benefits/carers-allowance](http://www.carersuk.org/help-and-advice/financial-support/help-with-benefits/carers-allowance)

### How do I claim?

Call the Carer's Allowance Unit on **0800 731 0297** between 9.30am and 3.30pm, Monday to Friday.

Make a claim online at  
[www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)

## Carer's credit

### What is it?

It's a benefit paid by the UK government to carers which helps build your entitlement to the basic

State and Additional State Pension.

## Am I eligible?

Your income, savings or investments won't affect eligibility for Carer's Credit. You need to be:

- caring for someone for at least 20 hours a week
- over 16 but under State Pension age
- looking after someone who gets specific benefits, like Attendance Allowance

## How much is it?

You won't receive cash but will get credits to help fill gaps in your National Insurance record.

## How do I claim?

Call **0800 731 0297** Monday to 9.30am and 3.30pm.

Download the Carer's Credit claim form online at [www.gov.uk/carers-credit](http://www.gov.uk/carers-credit)

## Council Tax Reduction

### What is it?

Council tax is a fee local authorities charge to people living in residential properties to help meet the cost of local services. Certain reductions on the charge are available for some people.

### Am I eligible?

If a person with dementia is entitled to receive either Attendance Allowance, Personal Independence Payment, or Disability Living Allowance at the middle or higher rate, they should be exempt from paying council tax in England, Wales and Scotland.

Also, some carers do not have to pay council tax if they are living with and caring for a person with dementia who gets the higher rate of Attendance Allowance or Personal Independent Payment.



## How much is it?

If a person with dementia lives in a house with someone else, the council tax should be reduced by 25%. If the person with dementia lives alone, they are exempt from paying council tax.

## How do I apply?

Call your local council tax department and ask for a form for 'mental impairment'.

Find out more at [www.gov.uk/apply-council-tax-reduction](http://www.gov.uk/apply-council-tax-reduction)

## Disability Premium

### What is it?

Disability Premium is a UK government benefit from the UK government which is added to Income Support or income-based Jobseeker's Allowance if you qualify for it.

### Am I eligible?

You or your partner must be under

pension credit age and be receiving other benefits like: Disability Living Allowance, Personal Independence Payment, Armed Forces Independence Payment, Working Tax Credit with a disability element, Attendance Allowance, War Pensioners Mobility Supplement, or Incapacity Benefit.

### How much is it?

You could receive £34.95 a week if you're single and £49.80 a week if you're part of a couple.

### How do I claim?

You don't have to claim Disability Premium as it's automatically added to your Income Support if you're eligible. Call your local Jobcentre Plus on **0800 055 6688** from 8am to 6pm, Monday to Friday, if it hasn't been paid.

Find out more at [www.gov.uk/disability-premiums-income-support](http://www.gov.uk/disability-premiums-income-support)

## Employment and Support Allowance (ESA) and Universal Credit

### What is it?

ESA is a UK government benefit paid to people whose illness or disability affects their ability to work. It is being replaced by a benefit called Universal Credit.

### Am I eligible?

You need to be:

- under State Pension age
- not in receipt of Statutory Sick Pay or Statutory Maternity Pay
- not in receipt of Jobseeker's Allowance

You might be transferred from Incapacity Benefit to ESA and won't be expected to return to work.

### How much is it?

You'll get a pre-assessment rate of between £58.90 and £74.35 when you first claim. Then, after

13 weeks, you can receive up to £113.55 a week.

### How do I claim?

Call Universal Credit helpline on **0800 328 5644** between 8am to 6pm, Monday to Friday.

Find out more at [www.gov.uk/employment-support-allowance](https://www.gov.uk/employment-support-allowance)

ESA is being replaced by a benefit called Universal Credit. Universal Credit is being introduced in stages throughout the UK. To find out if you are eligible to claim Universal Credit or ESA, please visit [www.gov.uk/universal-credit](https://www.gov.uk/universal-credit)

## Personal Independence Payment (PIP)

### What is it?

A benefit paid by the UK government which helps with some of the extra costs caused by long-term ill-health or a disability.



## Am I eligible?

You must be aged 16 or over and usually have not reached State Pension age to claim. You must also have a health condition or disability where you have difficulties with daily living or getting around (or both).

PIP is tax-free and you can get it whether you're in or out of work.

## How much is it?

You could get between £23.60 and £151.40 a week, depending on how your condition affects you.

## How do I claim?

Call Department of Work and Pensions PIP claims on **0800 917 2222** from 9am to 5pm, Monday to Friday.

Find out more at  
[www.gov.uk/pip/overview](https://www.gov.uk/pip/overview)

## Personal Health Budget

### What is it?

A personal health budget is an amount of money to support your health and wellbeing needs, which



is planned and agreed between you (or someone who represents you), and your local NHS team. It allows you to manage your healthcare and support such as treatments, equipment and personal care, in a way that suits you.

### **Am I eligible?**

The right to have a personal health budget only applies to adults currently in receipt of NHS Continuing Healthcare, but local NHS organisations are free to offer personal health budgets to other people on a voluntary basis if they

think an individual will benefit from it.

### **How do I apply?**

Talk to your local NHS team who help you most often with your care.

## **Personal Budget**

### **What is it?**

Local authorities have a legal responsibility to ensure that your needs are met. A personal budget is an amount of money from a local authority to help people to manage their care in a way that suits them. If they agree to pay for some or all of your care needs, the local

authority must also offer a choice of how to meet your needs. The aim of personal budgets is to give people greater choice over the care and support they receive.

## Am I eligible?

A person must have been assessed as requiring services in order to receive a personal budget, and the payment must be used to purchase the services that the person needs. Payments may be made to the carers and to people with dementia.

## How do I apply?

You can request information about a personal budget by contacting your social services department and asking for a Needs Assessment or a Carer's Assessment.

## How are these budgets paid?

Once a care and support plan has been put in place, it can be managed in different ways:

- No money changes hands as the NHS team or council arranges the agreed care and support
- A different organisation or trust holds the money for the individual and supports them to decide what they need
- The individual receives a direct payment and manages the services themselves

## What is the difference between a personal health budget and a personal budget?

A personal budget is for your social care needs, while a personal health budget is for your NHS healthcare needs.

## Can I join up my personal health budget and my personal budget?

Personal health budgets and personal budgets may be joined together into one package of care.

## Paying for care

Provision of care in the UK is the joint responsibility of the NHS who provides healthcare, and the local authority social services who provide social and personal care. Services that the NHS provides are mostly free. But, you may have to pay for all or some of the services that are arranged by your local authority social services, depending on your income and the amount of your savings.

Any decision as to whose responsibility it is to provide care can have significant financial consequences. A booklet produced by the Alzheimer's Society, called 'When does the NHS pay for care?' offers guidance on eligibility. It explains what NHS Continuing Care is, how you might be able to get it, and what to do if your request is turned down. Read 'When does the NHS pay for care?', here: [www.alzheimers.org.uk/sites/default/files/migrate/downloads/when\\_does\\_the\\_nhs\\_pay\\_for\\_care.pdf](http://www.alzheimers.org.uk/sites/default/files/migrate/downloads/when_does_the_nhs_pay_for_care.pdf)

For more information on free care outside of hospital that is arranged and funded by the NHS, search NHS Continuing Care on [www.nhs.uk](http://www.nhs.uk)

## Legal issues

### Power of Attorney

If you've been diagnosed with dementia, you might want to think about choosing someone to make health, welfare and/or financial decisions for you in the future when you may not have the capacity to make them for yourself. The person you choose is called an attorney and is appointed by a formal document called a Lasting Power of Attorney (LPA).

There are two types of LPA:

- A health and welfare LPA – for decisions about health and personal welfare, such as where you might live, your day-to-day care or medical treatment
- A property and affairs LPA – for decisions about finances, such as selling your house or managing your bank account

Contact your solicitor to make an LPA, or use a special form from the

Office of the Public Guardian. You can call the Office of the Public Guardian on **0300 456 0300**, from 9am to 5pm, Monday, Tuesday, Thursday, Friday and between 10am and 5pm on Wednesdays.

You can also fill in this form online. Visit [www.gov.uk/power-of-attorney/make-lasting-power](http://www.gov.uk/power-of-attorney/make-lasting-power)

Please see Dementia UK's leaflet on making an LPA here: [www.dementiauk.org/get-support/lasting-power-of-attorney](http://www.dementiauk.org/get-support/lasting-power-of-attorney)

If you don't have a solicitor and have questions about Power of Attorney, contact Allied Services Trust, a charity providing education, assistance and support helping individuals prepare for possible incapacity. Call Allied Services Trust on **01590 644073**.

### Enduring Power of Attorney (EPA)

EPAs have been replaced by Lasting Power of Attorneys. However, if you made and signed an EPA before

1 October 2007, it's still valid. An EPA only covers decisions about your property and financial affairs. That means an attorney does not have power under an EPA to make decisions about your health and welfare.

While you are able to make your own decisions, your attorney can use an EPA to help manage your finances without registering it with the Office of the Public Guardian. When you become unable to make your own decisions relating to financial and property matters, the EPA must be registered with the Office of the Public Guardian before your attorney can take any further action on your behalf.

Call the Office of the Public Guardian on **0300 456 0300**, from 9am to 5pm, Monday, Tuesday, Thursday, Friday and between 10am and 5pm on Wednesdays.

Find out more at [www.gov.uk/government/publications/register-an-enduring-power-of-attorney](http://www.gov.uk/government/publications/register-an-enduring-power-of-attorney)

## Deputyship under the Court of Protection

The Court of Protection might be able to help you if you're caring for someone with dementia. It deals with issues relating to people who lack capacity to make decisions for themselves.

Under the Mental Capacity Act, the court has the power to make:

- decisions about the personal welfare or property and financial affairs of people who lack the capacity to make such decisions themselves
- declarations about a person's capacity to make a decision, if this can't be resolved informally
- decisions about medical treatment around providing, withdrawing or withholding treatment to someone who 'lacks capacity'

The court can appoint a 'deputy' to take control of someone's affairs:



- in the absence of an EPA or LPA
- if they believe someone is in immediate danger or at risk and another person needs to act on their behalf

Call The Court of Protection on **0300 456 4600** from 9am to 5pm, Monday to Friday.

To find out more about becoming a deputy or what the court does, please visit [www.gov.uk/oneoff-decision-personal-welfare](https://www.gov.uk/oneoff-decision-personal-welfare)

## Find a solicitor

‘Find a Solicitor’ is a free service for anyone looking for information about organisations or people providing legal services in England and Wales that are regulated by the Solicitors Regulation Authority (SRA).

You can find out more at [solicitors.lawsociety.org.uk](https://solicitors.lawsociety.org.uk)

## Practicalities

### Accessible parking

If you have dementia, or care for someone living with dementia, you should be able to apply for a Blue Badge. It's a scheme which helps you park closer to your destination if you're disabled or have a health condition.

Call your local council or the Blue Badge Initial Enquiry Support Service on **0844 463 0213** (England), or **0844 463 0215** (Scotland and Wales).

Send an email to [bluebadge@northgate-is.com](mailto:bluebadge@northgate-is.com)

To apply for a badge online, please visit [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge)

To apply for a badge in Northern Ireland, visit [www.nidirect.gov.uk/articles/apply-or-renew-blue-badge](http://www.nidirect.gov.uk/articles/apply-or-renew-blue-badge)

### Blocking calls

It can be distressing and expensive if you, or your family member with dementia, make repeat phone calls to certain numbers, especially if they are premium rate ones.

British Telecom (BT) can set up Network Controlled Calling, a service which allows you to dial 10 numbers, which might include friends, family, your GP etc, but block others.

For more information call BT on **0800 919 591** from 8am to 5pm, Monday to Friday, or visit [btplc.com/inclusion/ProductsAndServices/Nuisancecalls/Outgoingcallcontrol/index.htm](http://btplc.com/inclusion/ProductsAndServices/Nuisancecalls/Outgoingcallcontrol/index.htm)

Truecall also has an outgoing call barring device which allows you to block calls to certain phone numbers.

For more information telephone Truecall on **0800 0336 330** or visit [www.truecall.co.uk](http://www.truecall.co.uk)

## Driving

If you, or a person you are caring for, has a dementia diagnosis and drives, the Driver and Vehicle Licensing Agency (DVLA) and insurance company need to be informed. Your GP, a psychiatrist or neurologist can do this for you but might charge a fee.

You won't necessarily have to give up driving straight away and could be issued with an annual license or be required to take a free driving test. But if you do not tell the DVLA, you can be fined up to £1,000.

Call the DVLA on **0300 790 6806** from 8am to 7pm, Monday to Friday and 8am to 2pm on Saturdays.

To download a form to tell the DVLA about a dementia diagnosis, visit [www.gov.uk/dementia-and-driving](http://www.gov.uk/dementia-and-driving)

## Eye care

It's important to have your eyes checked regularly to make sure

problems, like cataracts and glaucoma, are diagnosed promptly and that you have the correct prescription for your glasses or contact lenses. Opticians can visit you at home to conduct an eye test, prescribe lenses and show you a range of frames.

Call the Royal National Institute for the Blind (RNIB) on **0303 123 9999** or send an email to [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk). For more information, please visit the RNIB website and search, 'eye examination at home': [www.rnib.org.uk](http://www.rnib.org.uk)

## Food

It's really important to maintain a healthy, balanced diet for physical and mental wellbeing.

Your council or other local organisations may have information about local providers of hot meals delivered to your home. There are also a number of meal/food delivery companies online. One such company is

Wiltshire Farm Foods. They can normally deliver food to someone with dementia weekly or fortnightly. You get the same police-checked driver each time and they can put meals into the freezer if you want them to.

Call Wiltshire Farm Food's 24 hour number **0800 077 3100**.

Visit

[www.wiltshirefarmfoods.com](http://www.wiltshirefarmfoods.com)

## Identity cards

It's a good idea for someone diagnosed with dementia to carry an identity card explaining that they have memory problems. This can help if they have an accident, or are unsure of where they are as the card can provide details of emergency contacts.

You could sew this information into a jacket or a handbag so that it's not easily removed. Or buy an identification bracelet, like those provided by MedicAlert (details below). They sell jewellery engraved

with details of the person's condition, an ID number and a 24-hour emergency phone number.

If you're a carer, carrying an identity card saying that you are caring for a person with dementia can help make sure they get support if you are taken ill.

Call our Admiral Nurse Dementia Helpline on **0800 888 6678** or email [helpline@dementiauk.org](mailto:helpline@dementiauk.org) and ask us to send identity cards for you and the person you care for in the post.

Call MedicAlert on **01908 951045**. For more information on MedicAlert visit [www.medicalert.org.uk](http://www.medicalert.org.uk)

## Incontinence pads

Incontinence can be embarrassing and prevent you from leaving your home. To help prevent it from stopping you - or the person you care for - being active, you can buy incontinence pads in major

chemists. Also ask your GP for a continence assessment.

There are many companies that sell incontinence pads, find some suppliers further down this list.

## Medication

Taking the right dose of your prescribed medication at the right time is very important. But when there are lots of tablets to take, it can be easy to lose track of when they were last taken. Pharmacies offer ways to prompt your memory. They can:

- get your prescription straight from your GP
- remind you when you are due to have a medication review with your GP
- deliver your medication to your door at the same time each week or month
- package your medication up so it's in day and time slots delivered to you on a weekly or monthly basis

Speak to your local pharmacy or the administrator at your GP surgery.

## Public toilets

Through the National Key Scheme (NKS), you can get access to over 9,000 locked public toilets around the country if you have a health condition like dementia. You'll find the toilets in shopping centres, pubs, cafés, department stores, bus and train stations in most parts of the country.

Keys to unlock the toilets cost £5.70, including VAT, for delivery in the UK. You can also download an app to your smartphone which gives you directions to your nearest NKS toilet.

For more information on NKS, Call Disability Rights Shop on **0203 687 0790** or visit [www.disabilityrightsuk.org/shop/official-and-only-genuine-radar-key](http://www.disabilityrightsuk.org/shop/official-and-only-genuine-radar-key)

## **Stopping cold calls**

To stop unsolicited cold calls from UK callers, you can register for free with the Telephone Preference Service. Once you're registered, telemarketers are legally bound not to call you.

You can register at  
**[www.tpsonline.org.uk](http://www.tpsonline.org.uk)**

For more information, call the Telephone Preference Service on  
**0345 070 0707.**

Or write to Telephone Preference Service, DMA House, 70 Margaret Street, London W1W 8SS.

To stop unsolicited cold calls, especially those from abroad, you can install a nuisance call blocking device, such as Truecall. For more information telephone Truecall on  
**0800 0336 330** or visit  
**[www.truecall.co.uk](http://www.truecall.co.uk)**

## **Stopping unsolicited mail**

To stop unsolicited mail arriving from UK businesses, you can register with the Mailing Preference Service for free.

You can register at  
**[www.mpsonline.org.uk/mpsr](http://www.mpsonline.org.uk/mpsr)**

Or call Mailing Preference Service on **020 7291 3310.**

You can also stop unaddressed mail to your home, like free newspapers and magazines, catalogues, information leaflets, advertising brochures and money-off coupons, local directories and product samples.

To do this, ask the Direct Marketing Association UK for details of their 'Your Choice' Preference Service for Unaddressed Mail.

For more information please visit **[www.mpsonline.org.uk/consumer/your\\_choice](http://www.mpsonline.org.uk/consumer/your_choice)**

Or call Direct Marketing Association  
UK on **020 7291 3300**.

You can send an email to  
**[yourchoice@dma.org.uk](mailto:yourchoice@dma.org.uk)**

Through the Fundraising  
Preference Service (FPS), you can  
choose to stop email, telephone,  
addressed post, and/or text  
messages from a selected charity  
or charities.

For more information please visit  
**[www.fundraisingpreference.org.uk](http://www.fundraisingpreference.org.uk)**

Or call their helpline on  
**0300 3033 517**.

## Hebert Protocol

This is a national scheme being  
introduced by the police and other  
agencies which encourages carers  
to compile useful information  
which could be used in the event of  
a vulnerable person going missing.

You can find out more at **[www.met.  
police.uk/herbertprotocol](http://www.met.police.uk/herbertprotocol)**

## Equipment and assistive technology

Your first port of call for equipment should be Social Services. It is your right as a carer, or someone with dementia, to have an assessment of your needs from your local council. They can advise what local services can support you or provide a package of care. This can include personal, short break and day care, meals on wheels and support through technology.

Only the financial details of the person with dementia have to be disclosed and this does not include the property they live in if it's shared with their partner or spouse.

Find the number of your local social services department online at [www.gov.uk/apply-needs-assessment-social-services](http://www.gov.uk/apply-needs-assessment-social-services)

Please read Dementia UK's leaflet on the Carer's Assessment here: [www.dementiauk.org/the-carers-assessment](http://www.dementiauk.org/the-carers-assessment)

## Living Made Easy

Living Made Easy is an impartial advice and information website about daily living equipment and other aspects of independent living. It has been developed by the Disabled Living Foundation.

Call the helpline on **0300 999 0004** from 10am-4pm, Monday to Friday.

Visit  
[www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)

## Personal safety alarm

If you're worried that you might fall or need help when you're on your own - or that the person you care for could - a personal safety alarm can help ease your worries. It's a portable alarm that the person with dementia wears on a cord or wrist band. They press it and someone from the personal safety alarm company will speak to them through a loud speaker. They will assess the situation and call for medical assistance or a family member if necessary.



You may be able to get one of these through a needs assessment from your local authority.

## Washing and grooming

You can buy no rinse shampoo and body wash, skin care, disposable gloves, and personal care items from a number of suppliers, such as Amazon and the specialist companies listed further on.

## Wheelchairs

If you need a wheelchair, your GP can refer you to an Occupational

Therapist who may be able to provide one free of charge.

There are also a number of other suppliers who can help, a selection of which can be found further on. From wheelchairs to washing aids, there are lots of useful things you can receive free or purchase – VAT-free – to help you live more independently with dementia or to support the person you care for.



## Companies offering products for people with dementia

### ADAPTAwear

A company selling clothes which may make it easier to get dressed when you have dementia or dress the person you care for. For example, they sell open back trousers, shirts, blouses, dresses, skirts and nighties.

Contact ADAPTAwear on **0800 051 1931**, 9am-5pm, Monday to Friday.

Visit [www.adaptawear.com](http://www.adaptawear.com)

### The Complete Care Shop

The Complete Care Shop offers care equipment for elderly and disabled people, including washing, dressing and comfort aids, and personal care.

Contact The Complete Care Shop on **03330 160 000**, 8.30am-5.30pm, Monday to Friday.

Visit [www.completecareshop.co.uk](http://www.completecareshop.co.uk)

### NRS Healthcare

A national company selling daily living aids including grab rails, bath seats and eating and drinking aids.

Contact NRS Healthcare on **0345 121 8111** from 8.30am-5pm, Monday to Friday.

Visit [www.nrshealthcare.co.uk](http://www.nrshealthcare.co.uk)

### Live Better with Dementia

Live Better with Dementia is a website which offers specialised products for people living with dementia. Items range from health and wellbeing products and gifts to mobility and hygiene. It also offers advice and an online community.

Contact Live Better with Dementia on **0203 870 3874** from 8am-8pm, Monday to Friday.

Visit [dementia.livebetterwith.com](http://dementia.livebetterwith.com)

## Care regulators

There are a range of care providers in the UK. Find out how they are meeting standards by checking with the relevant regulator below.

### Care Inspectorate Wales (CIW)

An organisation that regulates and inspects adult care, childcare and social services for people in Wales.

Visit [careinspectorate.wales](http://careinspectorate.wales)

### Healthcare Inspectorate Wales

It is the independent inspectorate and regulator of healthcare in Wales.

Visit [hiw.org.uk](http://hiw.org.uk)

### Care Inspectorate

Set up by Scottish Government, the Care Inspectorate regulates and inspects care services in Scotland to make sure they meet the right

standards. It publishes all reports on their website.

Visit [www.careinspectorate.com](http://www.careinspectorate.com)

### Care Quality Commission (CQC)

The Care Quality Commission is the independent regulator for all health and social care in England. They monitor, inspect and regulate services and publish what they find, including performance ratings to help people choose care.

Visit [www.cqc.org.uk](http://www.cqc.org.uk)

### The Regulation and Quality Improvement Authority (RQIA)

RQIA is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements to the quality of those services.

Visit [www.RQIA.org.uk](http://www.RQIA.org.uk)

## Organisations offering help and support

The following pages provide information about other organisations that may be helpful to you.

### Age UK

A UK-wide charity which can provide: information and advice, subsidised holidays, insurance, legal and financial advice and wills, day care, carers groups, and community dementia support workers.

Visit [www.ageuk.org.uk](http://www.ageuk.org.uk)

Call **0800 678 1602** for help and advice.

### Alzheimer's Society

A national charity providing support to people with all types of dementia and their carers. It provides: a helpline, day care, support services, carers groups, social events, advice and help with claiming benefits.

Visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Call **0333 150 3456** for help and advice.

### Bladder and Bowel Community

The Bladder and Bowel Community provides web based support for people with bladder and bowel control problems. They also run a closed community Facebook Group. Through selected partnerships, they provide products and services to assist in managing bladder and bowel control problems.

Visit [www.bladderandbowel.org](http://www.bladderandbowel.org)

### Carers Trust

A charity which supports unpaid carers through its network of independent Carers Trust partners. They provide grants, short breaks, information, advice, education, training, emotional and practical help.

Visit [www.carers.org](http://www.carers.org)

Call **0300 772 9600** for general enquiries or send an email to [support@carers.org](mailto:support@carers.org)

## Carers UK

A charity offering expert advice, information and support for all carers. This includes a very useful handout ‘Your Guide to a Carer’s Assessment’ and a telephone helpline providing information.

Visit [www.carersuk.org](http://www.carersuk.org)

Call the Carers UK helpline on **0808 808 7777**, from 9am–6pm, on Mondays and Tuesdays.

## Cinnamon Trust

A charity which helps older people and those with health conditions to be with their pets for longer. Volunteers offer dog walking and the charity can provide long term care for animals whose owners have died or moved to accommodation where pets aren’t allowed.

Visit [www.cinnamon.org.uk](http://www.cinnamon.org.uk)

Call **01736 757900**.

## Citizens Advice

Citizens Advice through its network of charities offers confidential advice online, over the phone, and in person, for free. They give information and advice to assist people with money, benefits, housing, employment, legal, consumer and other problems.

Visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## Dementia Adventure

A charity which runs small group short breaks and holidays for people living with dementia and their carers. They offer an alternative to traditional respite as their short breaks mean people living with dementia can get outdoors, connect with nature and retain a sense of adventure in their lives.

Visit [dementiaadventure.co.uk/](http://dementiaadventure.co.uk/)

Call **01245 237548** for general enquiries.

## Dementia UK

Dementia UK is a charity whose main focus is providing compassionate one-to-one support, expert guidance and practical solutions for families living with dementia through our Admiral Nurse service. In addition to leaflets, Dementia UK also provides information online.

Visit [www.dementiauk.org](http://www.dementiauk.org)

Call **020 8036 5400** for more information.

Call the Admiral Nurse Dementia Helpline on **0800 888 6678** for support and advice.

## Elderly Accommodation Counsel

A charity offering older people and their carers advice and information about care and housing options in later life so they can access the local services they need.

Visit the main charity website

[www.eac.org.uk](http://www.eac.org.uk)

Visit the charity's housing and care options website

[www.housingcare.org](http://www.housingcare.org)

For the charity's advice service visit [www.firststopadvice.org.uk](http://www.firststopadvice.org.uk) or call **0800 377 7070**.

## For You By You – the Charity for Civil Servants

A charity providing practical, financial and emotional support to current and former civil servants.

Visit [www.foryoubyyou.org.uk](http://www.foryoubyyou.org.uk) or call **0800 056 2424**, 9 am-4 pm, Monday to Friday.

## Friends of the Elderly

A charity offering one-off grants to people of state retirement age in England and Wales on a low income and not in a residential care home. The grants help with replacing essential items, such as basic furniture, flooring, and household appliances. They can also help with

paying utility bills.

Visit [www.fote.org.uk](http://www.fote.org.uk) or call **0330 332 1110**. Send an email to [hello@fote.org.uk](mailto:hello@fote.org.uk)

## Independent Age

A charity providing advice and support to older people and their families. They offer regular phone calls and visits to older people as well as impartial information on: care and support, money and benefits, and health and mobility.

Visit [www.independentage.org](http://www.independentage.org)

Call the charity's advice line on **0800 319 6789**, 8.30am-6.30pm, Monday to Friday.

## Parkinson's UK

Parkinson's UK is a Parkinson's research and support charity. The charity offers support and information to people affected by Parkinson's disease/dementia, their families and carers through a network of local groups across

the UK. The charity also has a free confidential helpline.

Visit [www.parkinsons.org.uk](http://www.parkinsons.org.uk)

Call the helpline on **0808 800 0303** from 9am-7pm, Monday to Friday and from 10am-2pm on Saturdays.

Send an email to [hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk)

## Pathways Through Dementia

A charity which provides free, accurate legal and financial information to support people living with dementia. It helps people unravel the legalities of the dementia journey such as paying for care, managing finances and welfare benefits.

Visit [www.pathwaysthroughdementia.org](http://www.pathwaysthroughdementia.org)

Call the legal helpline on **020 3405 5940**.

## **RAF Benevolent Fund**

A welfare charity supporting current and former members of the RAF, their partners and dependants. Their services include welfare breaks, grants to help with financial difficulty and getting about inside and outside the home, specialist benefits advice and support with care needs.

Visit [www.rafbf.org](http://www.rafbf.org) or call the helpline on **0300 102 1919** or email [welfareservices@rafbf.org.uk](mailto:welfareservices@rafbf.org.uk)

## **Rare Dementia Support**

RDS supports people affected by 6 of the rare dementias, including their carers and bereaved carers. These are: Familial Alzheimer's disease (FAD), frontotemporal dementia (FTD), familial frontotemporal dementia (fFTD), posterior cortical atrophy (PCA), primary progressive aphasia (PPA) and Lewy body dementia (LBD).

Visit [www.raredementiasupport.org](http://www.raredementiasupport.org) or call **07388 220355** or **07341 776317**.

## **Revitalise**

A charity which provides short breaks and holidays for people with physical disabilities and carers.

Visit [www.revitalise.org.uk](http://www.revitalise.org.uk) or call **0303 303 0145**.

## **Samaritans**

A charity providing a 24-hour telephone listening service for anyone feeling life is not worth living, and wanting to talk to someone.

Visit [www.samaritans.org](http://www.samaritans.org)

Call 116 123, available 24 hours a day, 365 days a year.

Send an email to [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 12 hours.



## The Smallwood Trust

A charity which offers regular grants to women of working age in need of financial help. To qualify, women need to: live alone, have limited savings, receive some form of means tested benefit and not be eligible for help from any other charity.

Visit [www.smallwoodtrust.org.uk](http://www.smallwoodtrust.org.uk) or call **0300 365 1886**.

## The Lewy Body Society

A charity which funds Lewy body dementia research. They also raise awareness of Lewy body dementia and provide information and support for people with the condition and their carers.

Visit [www.lewybody.org](http://www.lewybody.org) or call **01942 914000**.

## The Relatives and Residents Association

This charity runs a helpline which offers information, comfort and

support to carers helping someone make the move into a residential home or with concerns about the care someone might be receiving. They can make calls or write to relevant people about these matters on your behalf.

Visit [www.relres.org](http://www.relres.org)

Call **020 7359 8136** from 9.30am-1pm, Monday to Friday.

Send an email to [info@relres.org](mailto:info@relres.org)

## The Royal British Legion

The Legion provides lifelong support for the Royal Navy, British Army, Royal Air Force, reservists, veterans, and their families. Services range from providing dedicated care homes for older veterans, to support for carers, to helping ex-serving personnel and their families to live safely at home. They also provide expert guidance on housing, rights, benefits, pensions and allowances.

Visit [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

Call the helpline team on **0808 802 8080**, 8am to 8pm seven days a week.

## **The Silver Line**

A charity which runs a free confidential helpline providing information, friendship and advice to older people. It's open 24 hours a day, every day of the year. They also offer a telephone befriending service.

Visit [\*\*www.thesilverline.org.uk\*\*](http://www.thesilverline.org.uk)

Call **0800 470 8090**.

## **YoungDementia UK**

A national charity supporting younger people with dementia and their families.

Visit [\*\*www.youngdementiauk.org\*\*](http://www.youngdementiauk.org)



## Our Admiral Nurses can help

If you have any questions or concerns please contact our Admiral Nurse Dementia Helpline to speak to a specialist dementia nurse.

Call **0800 888 6678** or email [helpline@dementiauk.org](mailto:helpline@dementiauk.org)

Opening hours:

Monday – Friday, 9am – 9pm, Saturday – Sunday, 9am – 5pm

The information in this booklet is written and reviewed by dementia specialist Admiral Nurses.

We are always looking to improve our resources, to provide the most relevant support for families living with dementia. If you have feedback about any of our leaflets, please email [feedback@dementiauk.org](mailto:feedback@dementiauk.org)

We receive no government funding and rely on voluntary donations, including gifts in Wills.

For more information on how to support Dementia UK, please visit [www.dementiauk.org/donate](http://www.dementiauk.org/donate) or call **0300 365 5500**.

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If you're caring for someone with dementia or if you have any other concerns or questions, call or email our Admiral Nurses for specialist support and advice.

Call **0800 888 6678** or email [helpline@dementiauk.org](mailto:helpline@dementiauk.org)

Open Monday – Friday, 9am – 9pm  
Saturday and Sunday, 9am – 5pm



[www.dementiauk.org](http://www.dementiauk.org) • [info@dementiauk.org](mailto:info@dementiauk.org)

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