

Where do I go from here?

**A local guide for people with dementia
and their Carers living in East Kent**

Produced by:



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FOREWORD

If you or someone you know suspects they have a form of dementia, or has just received a diagnosis, you may be asking yourself:

'Where do I go from here?'

In this booklet we hope that you will find some answers to your questions. This booklet gives information about dementia and local services, with the aim to inform you about dementia, how to manage it, and where to find support.

Most importantly, we hope that by reading this booklet you will have the tools to maintain a good quality of life.

This booklet replaces the 2016 edition of 'Where do I go from here'.

April 2019

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and support available.

EXPLAINING DEMENTIA

What is Dementia?

Dementia is a term used to describe conditions that affect the brain cells and other mental abilities. Symptoms include loss of memory, mood changes and problems with reasoning and communication.

There are lots of different types of dementia, including:

- Alzheimer's Disease
- Vascular Dementia
- Mixed Dementia
- Dementia with Lewy Bodies
- Fronto-Temporal Dementia

All the dementias are progressive conditions, which means symptoms and difficulties will gradually get worse over time.

Dementia affects each person differently, the difficulties and progression a person experiences will vary. However you may experience difficulties such as:

- Remembering names and remembering the day or date
- Forgetting things you have been told
- Keeping track of conversation, finding the right words in conversation, or forgetting what you were about to say
- Concentrating when watching TV or reading
- Misplacing things around the house
- Planning the day and making decisions
- Finding your way around unfamiliar places
- Learning how to use new appliances and gadgets

These difficulties can make you feel anxious, frustrated and confused. It is a good idea to talk to someone such as a close friend or relative.

Who can get Dementia?

Anyone can get dementia

The highest risk factor for developing dementia is age. Dementia mainly affects people over the age of 65. The chance of getting a dementia increases as age increases.

Dementia can also affect those under the age of 65, although this is less common. This is known as young-onset dementia.

Currently scientists are investigating the genetics of dementia. It is known that some rarer types of dementia can be inherited, such as Huntington's Disease. However all we know of most dementias is that there is a very slightly increased risk of getting a dementia if a close relative has a dementia.

Types of Dementia

There are over 100 different types of dementia. In this section the most common types of dementia are explained.

Alzheimer's disease

Alzheimer's disease is the most common type of dementia, affecting almost 500,000 people in the UK.

What is Alzheimer's disease?

In Alzheimer's disease, groups of proteins called '**plaques**' and '**tangles**' develop in **brain cells**. These plaques and tangles cause brain cells to die.

There is also less of a **certain brain chemical** present in the brain that is needed for brain cells to communicate with each other. This means that it is more difficult for messages to be sent between brain cells.

Common symptoms

No two people will experience Alzheimer's disease in the same way, but there are some common symptoms. These include:

Difficulties with short term memory

You may forget what you have just said or done. You may also become confused about people's names, places, the date and time. This confusion can be incredibly frustrating, leading to mood swings.

Difficulties with communication

You may find you have increased difficulty in interpreting both spoken and written language and understanding the meaning of words. You may also have difficulty finding the right words to respond, when speaking and writing.

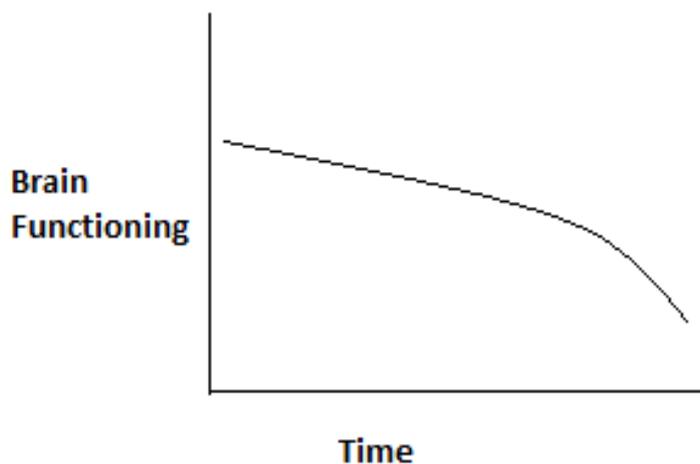
Difficulties in functioning in everyday life

You may have difficulty carrying out everyday activities such as counting change to pay for

items in a shop. You may no longer feel confident in doing previously enjoyed activities, due to difficulties with concentration. You may also have difficulty learning new skills.

How does it progress?

The progression of Alzheimer's disease is gradual, meaning that as time passes you steadily lose more brain functions. The likely pattern is shown in the illustration below:



In the early stages, people may remember past memories from their adulthood and childhood in great detail, but as the illness progresses this long term memory also slowly deteriorates.

Vascular Dementia

This is the second most common type of dementia.

What is Vascular Dementia?

Vascular dementia is caused by **poor blood circulation in the brain**. If blood vessels in the brain burst or become blocked, oxygen and nutrients cannot reach the brain cells. This leads to the eventual death of brain cells.

The most common cause for vascular dementia is a series of '**mini strokes**' in the brain. Mini strokes happen when the small blood vessels in the brain become blocked or burst. There are also other causes of vascular dementia.

Common symptoms

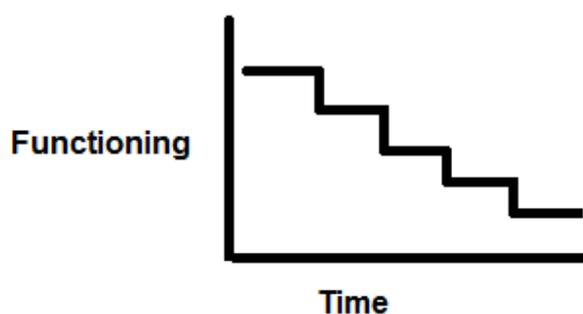
The symptoms of vascular dementia vary widely from person to person. This is because the loss of abilities depends on the area of the brain affected by poor blood circulation.

However, people with vascular dementia may experience:

- Problems concentrating and communicating
- Periods of sudden confusion
- Memory problems (although this may not be the first symptom)
- Symptoms of stroke, such as physical weakness or paralysis
- Depression accompanying the dementia

How does it progress?

Vascular dementia is often described as having a stepped progression. This means that people may deteriorate suddenly, and then stay on that level for a while, until they deteriorate suddenly again. This is shown in the illustration below:



This sudden deterioration happens when a mini stroke happens. It is possible that after the mini stroke, some functioning that was initially

lost returns. However as time goes on the person's functioning will decline.

Mixed Dementia

Mixed dementia is when **both Alzheimer's disease and vascular dementia are present at the same time.**

The symptoms and progression may be similar to Alzheimer's disease or vascular dementia, or a mixture of both. Please view the previous two sections to gain information about Alzheimer's disease and vascular dementia.

Dementia with Lewy Bodies

Dementia with Lewy Bodies accounts for roughly 10% of dementia cases.

What is Dementia with Lewy Bodies?

Lewy Bodies are **protein deposits** found **around nerve cells**. It is not yet fully understood how they cause damage to the brain, but we do know they interrupt normal brain functioning.

Lewy Bodies also disrupt important chemicals in the brain that allow brain cells to communicate with each other.

Lewy Bodies are also found in the brains of people who suffer with Parkinson's disease. Many individuals diagnosed with Parkinson's disease go on to develop a dementia similar to Dementia with Lewy Bodies.

Common Symptoms

No two people will experience Dementia with Lewy Bodies in the same way, but there are some common symptoms. These include:

- Difficulties with attention, alertness and spatial orientation
- Difficulties with executive functioning – meaning difficulty planning ahead, making decisions, correcting errors and responding to new situations
- Symptoms similar to Parkinson’s disease such as slowness and muscle stiffness
- Detailed visual hallucinations
- Their abilities may fluctuate daily
- Changes in sleeping pattern, such as sleeping during the day but being restless during the night

How does it progress?

Dementia with Lewy Bodies will generally progress in a similar way to Alzheimer’s disease. The progression is gradual, meaning

that as time passes you steadily lose more brain functions.

Fronto-Temporal Dementia

Fronto-temporal dementia is one of the rarer types of dementia. There are various types of this dementia, including Pick's Disease, Semantic Dementia and Progressive Non-Fluent Aphasia.

What is Fronto-Temporal Dementia?

Fronto-temporal dementia **affects the front parts of the brain** known as the frontal lobe and the temporal lobe. These parts of the brain are responsible for our behaviour, emotional responses and language skills.

Fronto-temporal dementia tends to affect people at a slightly younger age, and is a frequent cause of young-onset dementia.

Common Symptoms

Each person who has fronto-temporal dementia will experience the illness differently, although there are common symptoms. These include:

Personality and behaviour changes

You may behave inappropriately or lose your inhibitions. You may also lose insight and your ability to empathise with others. People who were previously outgoing may become withdrawn, and vice versa, and may become aggressive or easily distracted.

Language difficulties

You may find it difficult to find the right words, or use many words to describe simple things. You may find it difficult to engage in spontaneous conversation, and have reduction or a lack of speech.

Changes in eating habits

You may develop a strong liking for sweet foods and/or overeat.

How does it progress?

The rate of progression in those with fronto-temporal dementia varies greatly, ranging from two to ten years. In the later stages, the symptoms may be more generalised and similar to Alzheimer's disease.

DIAGNOSIS

Is diagnosis important?

Diagnosis is important to consider if you think you may have a dementia. It is your own decision whether you would like to know if you have a dementia, and some people may not want a diagnosis. However, there are several very important benefits to having a diagnosis:

- There may be another physical cause for your symptoms, such as depression. Your GP will be able to rule these causes out
- Having a diagnosis will mean you may be prescribed some medication, e.g. there is medication available for Alzheimer's disease which can slow down the progression of dementia.
- A diagnosis may help you prepare and plan for the future, and access support from

social services, voluntary agencies and support groups.

If you are concerned that you may have a dementia, always visit your GP. If you are concerned about someone else, you may want to accompany them to appointments.

How is dementia diagnosed?

Dementia is usually diagnosed by a psychiatrist but this may be a geriatrician or a neurologist and in some cases it may be your GP who makes the diagnosis.

Jack's story is quite typical:

Jack went to see his GP, because he had been worried for several months about loss of short term memory. His doctor asked about the development of the problem and took blood to test for medical conditions which might be causing the memory problems. The doctor found that Jack was low in mood, but not depressed. When his blood tests proved normal and Jack lost two points on a simple memory test the doctor suspected a dementia. She asked Jack if he would like to be referred to a Memory Clinic. At the Memory Clinic dementia was confirmed and the doctor, psychologist and nurse were able to tell Jack what type of dementia he had.

Diagnosing dementia is not always straightforward, and your doctor will carry out a number of tests. These will include blood tests, brain scans and tests to check your thinking skills and ability to carry out everyday tasks and probably a brain scan. These tests allow your doctor to rule out any other physical causes for your symptoms, and inform them of which type of dementia you have.

What happens after a diagnosis?

If you receive a diagnosis of dementia, it is very likely that you will experience a range of different emotions. You may need a great deal of reassurance and support. Initial feelings of shock and disbelief are often combined with sadness, anxiety and frustration.

You may be feeling:

Angry "Why is this happening to me?" to
 "What did I do to deserve this?"

- Worried** “How will I cope?”
“Will my family be ok?”
- Fearful** “I’m scared for my future”
“I’m scared I will embarrass myself”
- Sad** “Things get on top of me.”
“There doesn’t seem much point in making an effort.”
- Guilty** “I feel bad for asking for help.”
“I don’t want to be a burden.”
- Alone** “No one seems to understand.”
“Sometimes I feel like I am tackling this on my own.”
- Frustrated** “I just can’t do the things that I used to.”
“Sometimes I feel like screaming.”

You may also experience feelings of loss, as things you had planned for the future may no longer seem possible or may be more difficult.

However, many people also feel relieved to

discover that there is a medical explanation for the changes in thoughts, feelings and behaviour that had started to affect their daily lives.

“I have an illness, I wasn’t having a breakdown.”

“I thought well, best foot forward, I can cope with this.”

Dementia should not prevent you from continuing to have a **fulfilling life** and is certainly not a reason to stop doing things you enjoy. It is important to stay as independent as possible, and continue enjoying hobbies and activities. You are certainly not alone and you may find it helpful to meet with other people who are living with dementia.

Thinking about your future may seem daunting and make you feel anxious, but it is important you plan ahead when you have a diagnosis.

There are many agencies that can provide you with further information, advice and support. Some of these details can be found in this booklet in **‘Help and Support Available’** on page 44.

LIVING WELL WITH DEMENTIA

It is important to remember that you are still able to have a good quality of life with dementia. This section aims to provide information and tips for your wellbeing and important issues to consider for your future. There are a range of organisations that can offer more information and advice on issues discussed in this section. **For their contact details, please view the section named 'Information, advice and emotional support' on page 45.**

Treatments for dementia

Most types of dementia cannot be cured, although there is continued research into developing drugs, vaccines and other treatments.

A number of drugs have been developed that can temporarily alleviate some of the symptoms of certain types of dementia.

There are 4 types of medication available primarily for Alzheimer's disease. These are Aricept (Donepezil), Reminyl (Galantamine), Exelon (Rivastigmine) and Ebixa (Memantine).

The major brain chemical responsible for forming memories is called acetylcholine or ACh. People with Alzheimer's disease have low levels of ACh. The first three medications prevent the breakdown of ACh in the brain. This enhances attention and memory.

Ebixa (Memantine) works by blocking a chemical called glutamate. Glutamate is released in the brain when brain cells are damaged by Alzheimer's disease. Glutamate causes further damage to brain cells, and Ebixa blocks this.

These medications are not suitable for everyone, and may not work for everyone. Some people also experience side effects from taking these drugs. Your consultant will decide whether they are suitable for you.

Complementary Therapies

Aromatherapy, massage and reflexology may help you to feel more relaxed.

Reducing Risk Factors

Exercise, good diet and regular health checks are important. Ensuring that your blood pressure and cholesterol are not too high is particularly important if you have vascular dementia.

Tips for making the most of your memory

People with dementia most commonly experience difficulties with memories of recent events. This can be very frustrating and distressing to both the person with dementia and those around them. Below are some tips to help manage memory problems:

General Tips:

- When completing tasks, be as relaxed as possible and take your time
- Break tasks down into manageable 'chunks', writing down what you need to do and taking it one step at a time
- Try to keep a daily routine, as you will benefit from a regular schedule as the illness progresses.
- Accept that you may need more time and help to do things you once found straightforward

Strategies for remembering:

- Keep a **diary** to write down appointments and things you have to do
- Avoid the distraction of T.V. or radio when trying to take in important information
- Put up a **notice-board** in the kitchen and use it to write 'to-do' lists and reminders
- Invest in a **clock** which shows the day and date, or a digital watch which has similar functions
- Find a place where you can keep important things such as keys, glasses, etc
- Put a list of **useful phone numbers** by the telephone
- Keep a **notepad** and pen by your telephone to take down messages
- Ask your GP or pharmacist for a **Nomad tray** for your medication
- When you are going somewhere, try to use the **same route** each time
- Always carry the **telephone number** of a close relative or friend when you go out

Managing your feelings

Talking Helps

If you can, talk to your friends and family about your worries. Don't bottle things up.

George has difficulty keeping up with conversation at a social gathering. He explains this to his grand-daughter and they find a quiet spot to talk together away from the noise and laughter of a family crowd.

There are also a number of organisations you can contact to talk to someone about your feelings and worries. **For their contact details, please view the section 'Information, advice and emotional support' on page 45.**

Get Support

Local support groups can be a great source of help. This is because you can meet other people who are also living with dementia, and realise that you are not alone. If you are looking after someone with dementia, you may find it helpful to talk to others in a similar situation.

Stay as active as you can

Maintain your interests, see your friends and carry on with life. Don't be hard on yourself if you have to do things slightly differently.

Telling other people about your diagnosis

Telling people that you have dementia may seem daunting, but most people find that it is best to be open about your illness. Family and friends will be able to help you best if they know something about your illness, and the way it affects you.

Elsie gets anxious when she finds bills and bank statements in her post box. When she mentions this to an old family friend he offers to spend some time helping Elsie to sort out an easy method of getting bills paid.

Your interpretation of the difficulties you face can affect how you feel. Taking a more positive approach will be more helpful, e.g. learning new ways of coping with your memory problems, accepting help from others and developing a fighting spirit.

Healthy living

Visiting your GP

Keep in regular contact with your GP who can offer you:

- Advice and support on a range of health issues, including mental health
- Regular physical health checks
- A referral onto other professionals and services e.g. nurses, speech therapists and Social Services
- Medication
- It is vital that you visit your GP if you suspect an infection. People with dementia can become more confused if they have an infection.

Food and Nutrition

A balanced diet is vital for good health. Eat plenty of foods such as:

- Fresh fruit, dried fruit and vegetables
- Wholemeal bread, pasta and rice

- Protein such as meat, fish, eggs, nuts and soya
- Dairy products
- Pulses such as beans and lentils

Eating foods that are high in fibre, such as fruits, vegetables, salads, wholegrain bread and cereal will help prevent constipation. In vascular dementia, a healthy diet plays a part in preventing further strokes.

If your GP or nurse has recommended you avoid certain foods, make a note of these somewhere in your kitchen so that you don't forget!

Shopping

Some local stores will deliver to your home. If you have access to the internet you can place an order with several major supermarkets which do home deliveries. One of the larger supermarkets offers a telephone ordering service.

Drinking

Make sure you drink plenty of liquids to help prevent dehydration and constipation. Drinking alcohol should be done in moderation.

Smoking

If you are still smoking you may be advised to cut down or stop in order to reduce the risk to your health.

Exercise

Keeping active is vital to good health. Exercise of any kind is good. Try to maintain activities you have been used to doing. If you need to gradually change the pace do so.

Driving and transport

If you have a diagnosis of dementia, it does not necessarily mean you cannot drive. However it is important you are able to drive safely, for both legal and practical reasons.

If you have been given a diagnosis of dementia you must, by law, inform both the **DVLA** and your **insurance company**. If you do not you are breaking the law and can be fined up to £1,000.

If you are unsure of your ability to drive, you may want to take a driving assessment. This is not a driving test, but an overall assessment of your driving performance. You can request an assessment at your local Driving Assessment and Advice Centre (see page 58). There is a fee for the assessment

The DVLA may also request that you take a driving assessment if you have a diagnosis of dementia and wish to continue driving. In this case, there is no fee for the assessment.

If you continue driving:

- Keep to familiar routes
- Avoid busy areas
- Drive during daylight and when the weather is good
- Keep your journeys short and for longer journeys, try using trains or buses
- Drive with a companion
- Avoid driving when you are stressed or upset

Giving up driving:

Giving up driving is a difficult decision to make, especially if you are used to being independent. Some people may still be reluctant to give up driving even if they are not safe. The person who is giving up driving will need support. This is because they may feel unhappy about losing some of their independence, or may not understand why they are no longer able to drive.

Alternatives to driving:

- Create a **taxi account** with a local taxi company
- Use **public transport** - Travel Line are a national service which will provide travel information for any area
- If you are of state pension age, or over, or are 'eligible disabled', you may be entitled to **free off-peak travel on local buses** in any area in England which offers free off-peak bus travel. 'Off-peak' is any time after 9.30 am Monday to Friday and all day at weekends
- If you are unable to manage on a bus, there may be a **Volunteer Transport Scheme** that you can access in your area. Volunteer drivers can take you where you need to go e.g. shops, hairdressers, doctors etc. There is a mileage charge – ask for the current rate
- If you have mobility problems you can obtain a **Blue Badge** to display in any car from Kent County Council, which will allow you to park in disabled parking bays

Safety and security in the home

When a person has dementia, it is important to balance their independence with their safety. There are some simple things you can do to reduce the risk of accidents in the home. It's important to remember there is no such thing as a risk-free environment, and some minor accidents may be inevitable.

Accidents are more likely to happen when people are stressed and confused. If you are feeling stressed, breathe deeply, slow down or take a break, and ask for help if you need it.

To avoid accidents such as falls:

- Make sure the floor coverings are well fitted and that you do not have electric cables where they may cause you to trip
- Try to have things within easy reach so you don't have to use steps or climb on chairs to get them
- Keep the house well lit, and at night times leave on a light in the hall and bathrooms
- Handrails and grab rails may help if you are unsteady on your feet

- Always store medicines somewhere safe, and lock away poisonous substances as the person with dementia may no longer recognize what they are.

If you would benefit from adaptations to your home to avoid falls, or to help you remain in your own home, telephone Kent Social Services. They employ Occupational Therapists who can visit to assess your needs.

Alternatively, Family Mosaic can advise on home adaptations and arrange any work on your home.

Fire safety

- If you discover a fire in your home, leave the house and dial 999 from a neighbour's house. Do not try and tackle the fire yourself
- Make sure that all your appliances are in good working order, especially cookers and heaters
- Avoid cooking with lots of fats or oils, and don't put metal in your microwave

- Ensure you have a smoke alarm fitted, and test your alarms regularly. The Kent Fire and Rescue services can do a free Home Safety Check

Security

- Get a chain fitted to your front door and always ask to see identification before opening your door to a stranger
- Make a note on your calendar if you are expecting tradesmen and put the company name to check identification

Planning for the future

If you or a person you know has a diagnosis of dementia, you may be worried about your future. There are certain financial and legal matters you need to consider whilst you are still able to.

*The section '**Help and Support available**' provides further information (Page 44).*

This is me

This plan allows for personal information to be entered on a form for the person with dementia and is designed to help nursing staff understand the needs of the person, should they be admitted to an acute hospital ward. The form goes with them into hospital for the duration of their stay.

Keeping track of your finances

Organise your bills so you can distinguish between paid and unpaid bills. Setting up direct debits for household bills may save time and worry.

Using a cash book to note down what money you have received and spent will help you to keep a track of your money. If you worry about remembering your pin number, some banks may be able to give you a signature card.

Benefits

People with a dementia are entitled to certain benefits and allowances. Some of these are means tested, others are not. *It is important you are receiving all the benefits you are entitled to, so do check to see if you are in receipt of the correct benefits.*

Council Tax Reduction

If you have a diagnosis of dementia and are in receipt of certain benefits, you may be entitled to *Council Tax reduction*. This is based on the fact that anyone with these conditions cannot make full use of the facilities that the Council Tax pays for.

There can be no more than two people living in the house to get a discounted Council Tax. If a person has been diagnosed with dementia the

claim form must be signed by a Registered Medical Practitioner.

Lasting Power of Attorney

Lasting Power of Attorney is an important legal document that allows someone you appoint to make decisions on your behalf. If you have dementia, it is important to get this document in place before you are no longer able to make your own decisions.

There are two types of Lasting Power of Attorney, the first concerning financial transactions, and the second concerning health and welfare. It is best to get advice about this from a solicitor, who can design your Power of Attorney around your needs. If you do not already have a solicitor, do make enquiries with more than one solicitor as the prices charged for these documents vary.

Appointeeship

If the person with dementia is no longer able to manage their income from benefits, an appointee can do this on their behalf. For more information about Appointeeship, or to request

the form to become someone's appointee, contact the Department of Work and Pensions.

Wills

It is advised that everybody has a will. If you do not have a will yet, or wish to make changes to your will, you should seek legal advice from a solicitor.

HELP AND SUPPORT AVAILABLE

In this section you can find **contact details for organisations that can support you.** These contact details have been divided into six sections, so you can easily find the support you are looking for.

These sections are:

Information, Advice and Emotional Support Page 45

Finances, Benefits and Legal Matters Page 49

Health and Social Care Page 51

Activities and Support in the Community Page 54

Transport and Driving Page 58

Safety and Security in the Home Page 60

If you can't find what you are looking for, contact your local Carers' Support organisation (see page 45 for contact details)

Information, Advice and Emotional Support

Carers' Support – East Kent

Offer information, advice, signposting and a listening ear to those caring for a relative or friend. Services include individual and group support, regular telephone contact, Carer's health & wellbeing sessions, Kent Carers' Emergency Cards and Carer's Needs Assessments.

80 Middle Street, Deal, Kent CT14 6HL

Tel: 01304 364637

Web: www.carers-supportcdt.org.uk

24 Hour Kent Dementia Helpline

Provides practical and emotional support to people with dementia, their main Carer and other relatives and supporters, 24 hours a day.

Tel: 0800 500 3014

Alzheimer's Society (National)

A charity that provides support for people with all types of dementia, and their Carers. Alzheimer's Society provides information about dementia, up to date news, Carer information and local support.

Tel: 0300 222 1122 (Helpline number for dementia information and support)

Email: helpline@alzheimers.org.uk

Web: www.alzheimers.org.uk

Talking Point online discussion forum

It's a place to ask for advice, share information, join in discussions and feel supported. Talking point is available 24 hours a day, every day of the year.

Web: www.alzheimers.org.uk/talkingpoint

Dementia Friendly Kent

This website has been developed alongside people living and working with dementia. Replacing the Kent and Medway dementia web it brings together all the activity that helps to develop Kent as a dementia friendly community. We hope the website will give you reassurance you are not alone, advice and signposting to services and support, opportunities so you can get out and about and inspiration so you know what is possible.

Web: www.dementiafriendlykent.org.uk

Care Navigator Service

Care Navigators work with older adults to provide information and advice to help you understand community services, and help resolve any problems or issues.

Ashford District	01233 665535
Canterbury District	01227 462368
Dover & Shepway District	0800 028 3172
Swale District	01795 532766
Thanet District	01843 606459

Admiral Nursing

Admiral Nurses are mental health nurses specialising in dementia care. They provide support to Carers of people with dementia as well as the person with dementia.

Tel: 0800 888 6678

Email: direct@dementiauk.org

Web: www.dementiauk.org

AT Dementia

Provides information on assistive technology that can help people with dementia live more independently.

Tel: 0115 748 4220

Email: info@trentdsdc.org.uk

Website: www.atdementia.org.uk

The Samaritans

Provide 24/7 confidential emotional support to those experiencing despair, distress or suicidal feelings.

Tel: 116123

Web: www.samaritans.org

Finances, Benefits and Legal Matters

Disability Living Allowance helpline

Born before 8/4/1948:

Telephone: 0345 605 6055

Textphone: 0345 604 5312

Born after 8/4/1948:

Telephone: 0345 712 3456

Textphone: 0345 722 4433

Attendance Allowance helpline

Telephone: 0345 605 6055

Textphone: 0345 604 5312

Personal Independence Payment helpline

Telephone: 0345 850 3322

Textphone: 0345 601 6677

Web: www.gov.uk/disability-benefits-helpline

Carer's Allowance

Telephone: 0345 608 4321

Textphone: 0345 604 5312

Web: www.gov.uk/carers-allowance

The Pension Service

This service can provide advice on pensions and pension related entitlements, as well as work out pension entitlements. They can do this by phone, e-mail, face-to-face or by post.

Tel: 0800 731 7898

www.direct.gov.uk/contact-pension-service

Citizens Rights for Older People (CROP)

Help people over the age of 50 to maximise their benefits, by providing assistance with completing forms, advocacy. Also offer assistance with financial matters, consumer disputes and complaints.

Tel: 01622 851200

Email: lenham@cropkent.org.uk

Website: www.cropkent.org.uk

Citizens Advice Bureau

Help people resolve legal, money and other problems by providing free, independent and confidential advice. Their advice helps people resolve their problems with debt, benefits, employment, housing, discrimination, and many more issues. Call your nearest centre for support.

Centre	Tel no.
Ashford	01233 626185
Canterbury	01227 452762
Deal	01304 374128
Dover	01304 202442
Folkestone	0844 499 4118
Herne Bay & Whitstable	0844 499 128
Sandwich	01304 612811
Thanet	01843 225973

Web: www.citizensadvice.org.uk

Health and Social Care

NHS Community Mental Health Teams for Older Adults

These teams are a single point of entry to a number of mental health services for older adults, including urgent help for dementia services. The team assess the patient's needs, and then offer appropriate services, including memory clinics for dementia, psychological services, day services and outpatient clinics.

Tel: 0300 222 0123

Website: www.kmpt.nhs.uk/services/

Ashford Community Mental Health Team for Older People

Eureka Business Park, Eureka Place, Trinity Road,
Ashford TN25 4BY

Tel: 01233 658100

Canterbury Community Mental Health Team for Older People

Gregory House, St. Martin's, Canterbury, Kent,
CT1 1TD

Tel: 01227 812054 or 0122 812083

Community Mental Health Team for Older People Dover/Deal

Coleman House, Brookfield Avenue, Dover, Kent, CT16 2AH

Tel: 01304 216624

Shepway Community Mental Health Team for Older People

Folkestone Health Centre, 15-25 Dover Road, Folkestone, Kent, CT20 1JY

Tel: 01303 852660

Swale Community Mental Health Team and Day Services for Older Adults

Chris Ellis Centre, Sittingbourne Memorial Hospital, Bell Road, Sittingbourne ME10 4DT

Tel: 01795 845010

Thanet Community Mental Health Team for Older People

Thanet Mental Health Unit, 164 Ramsgate Road, Margate, Kent CT9 4BF

Tel 01843 267071

Patient Experience Team

The Patient Experience Team at Kent and Medway NHS and Social Care Partnership Trust aims to help patients and Carers with their questions and problems concerning health and related services.

Patient Experience Team, First Floor, Trust Offices,
Kent and Canterbury Hospital, Ethelbert Road,
Canterbury CT1 3NG

Email: ekh-tr.PALS@NHS.net

Tel: 01227 783145 or 01227 764314

Kent Social Services

Can offer advice, guidance, help in the home, respite and a range of services related to social care.

Tel: 03000 416161

(out of hours 03000 419191)

Website: www.kent.gov.uk

Activities and Support in the Community

Crossroads Care Kent

Carers Short Breaks - home based respite Free, regular (usually weekly), home based replacement care for family Carers, caring for people of all ages, with any condition or illness, including end of life and dementia.

Carers pre-bookable health appointment service

Carers can pre book a replacement care service to enable them to attend their own health or treatment appointments; i.e. GP appointments; outpatients' clinics; treatment sessions eg. chemotherapy/physio.

Tel: 01227 742030

Web: www.carerskm.org

Volcare (Canterbury, Thanet and Dover Districts)

Supports Carers in the community by offering flexible home based respite care to suit the individual's needs. Respite is on an occasional basis and can be for a whole day, a weekend or a week to 10 days. The service is fully funded by Social Services and is free at the point of delivery. This support is available in the following areas: Faversham, Whitstable, Herne Bay, Canterbury,

Thanet, Sandwich, Dover, Deal and all surrounding villages in these districts (not Swale).

Tel: 01227 749400

Email: volcare@aol.com

Interactive Me

Interactive Me is an Occupational Therapy service which supports Carers of people with memory impairment by building digital memory boxes for their loved ones. Interactive Me, Southwood Road, Ramsgate, CT11 0AJ

Tel: 07519 818119

Website: www.interactiveme.org.uk

Dementia Day Care (Age Concern/UK)

These centres are run by Age Concern, and offer specialist day care in a secure environment for those with dementia. There are suitability criteria and charges for this service, so call your nearest provider to find out more:

Collins Unit – Canterbury Age UK

Tel: 01227 462368

Hazel Neville Centre – Herne Bay Age UK

Tel: 01227 749570

Sunflower Centre – Sandwich Age Concern

Tel: 01304 614237

Faversham Age UK
Tel: 01795 532766

Age Concern/Age UK Centres

Age Concern Centres offer social opportunities to those over 50. They have a range of activities, services (including dementia specific services) and social events. Contact your local centre to find out what they offer.

Ashford	01233 668765
Canterbury	01227 462368
Deal	01304 372608
Dover	01304 207268
Faversham	01795 532766
Folkestone	01303 279031
Herne Bay	01227 749570
Hythe & Lyminge	01303 269602
Margate	01843 223881 (office) 01843 226244 (daycare)
Sandwich	01304 614237
Whitstable	01227 272055

East Kent Independent Dementia Support

Offer a range of support groups in the Canterbury, Whitstable and Thanet areas, including informal get-togethers, memory clubs, lunches and outings. These are for Carers and people with dementia.

Tel: 01227 730000

Email: info@ekids.org.uk

Website: www.ekids.org.uk

Alzheimer's Society (Local Branch)

Offer a range of services across East Kent, including an outreach service, lunch clubs, peer support groups and dementia cafés.

Tel: 08450 405919 or alternatively 01732 370330

Volunteer Centres

Volunteer Centres offer a range of services that offer help and support to the community. Their services include befriending, gardening/DIY and transport services. Contact your local Volunteer Centre to find out the services they offer, as this varies across areas.

Volunteer Centre	Tel no
Ashford and Tenterden	01233 665535
Canterbury and Herne Bay	01227 452278
Dover District Volunteering	01304 367898
Shepway Volunteer Centre	01303 259007
Swale Volunteer Centre	01795 473828
Thanet Volunteer Centre	01843 590935
Whitstable	01227 772248

Sing for your life – Silver Song Club

Regular interactive singing and music sessions for older people.

Clubs are held in: Ashford, Folkestone, Tenterden, Deal, Margate, Herne Bay and Whitstable

Tel: 01303 298546

Email: info@singforyourlife.org.uk

Website: www.singforyourlife.org

Transport and Driving

DVLA – Medical Enquiries

Call the number below to let the DVLA know that you or your loved one has a dementia.

Tel: 0300 790 6806

Website: www.dft.gov.uk/dvla

Driving Assessment Centre – South East Driveability

Driving assessment and driving advice centre. Based in Maidstone, with satellite centres in Herne Bay and Hailsham.

Tel: 0300 0134 886

Website: www.kentcht.nhs.uk

Blue Badge

A blue badge allows severely disabled people and those with mobility problems to park closer to amenities.

The Blue Badge Service, Kent County Council, Invicta House, County Hall, Maidstone. ME14 1XX

Tel: 0300 041 6262

Website: www.kent.gov.uk

Travel Line

For advice on public transport and travel in the UK, including busses, coaches and trains.

Tel: 0871 2002233

Website: www.travelinesoutheast.org.uk

Volunteer Centres (Transport Services)

Volunteer Centres may also run transport schemes to enable you to go to hospital appointments, visit relatives, go shopping or other social events. There is a charge for petrol per mile, and you will need to book in advance. You will find Volunteer centre details below.

Centre	Transport Number and Website
Ashford and Tenterden Volunteer Centre	Tel: 01233 633219 Web: www.volunteering-ashford.org
Canterbury and Herne Bay Volunteer Centre	Tel : 01227 452278 or 01227 743701 Web: www.canterburyvolunteercentre.org
Dover District Volunteering Centre	Tel: 01304 380513 Web: www.doverdistrictvolunteering.org.uk
Shepway Volunteer Centre	Tel: 01303 253339 Web: www.volunteershepway.co.uk

Swale Community & voluntary Services	Tel: 01795 426647 Web: www.swalecvs.org.uk
Thanet Volunteer Centre	Tel: 01843 590935 Web: www.thanetvolunteerbureau.co.uk
Whitstable Volunteer Centre	Tel: 01227 772248 Web: www.whitstablevc.org.uk

Safety and Security in the Home

Shepway Lifeline

Offer a lifeline pendant as well as a range of assistive technology to allow safety and peace of mind in the home. Shepway Lifeline cover all East Kent.

Tel: 01303 242615 or 01303 242971

Web:

<http://www.shepway.gov.uk/content/view/201375/4408/>

Canterbury Lifeline

Offer a lifeline pendant as well as a range of assistive technology to allow safety and peace of mind in the home.

Tel: 01227 862540

Web:

<https://www.canterbury.gov.uk/lifeline>

Family Mosaic (formerly In-Touch)

Offer a home improvement service and housing advice. They can assist with home adaptations such as grab rails and bathroom adaptations. Also have a handyman service, and can help make your home more secure.

Tel: 0800 028 3172

Web:

www.familymosaiccareandsupport.co.uk

If you have any questions about this booklet, want more information, or would like to order copies of this booklet, please contact:



80 Middle Street, Deal, Kent, CT14 6HL

Tel: 01304 364637

E-mail: support@carers-doverdistrict.org

Web: www.carers-supportcdt.org.uk