

## Dementia factsheet

This is one in a series of factsheets which aim to give some practical information and tips to support residents, friends and family affected by dementia.



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# Dementia-friendly Housing 21 Signposting

Without support, living well with dementia can be a challenging experience and sometimes it can be difficult to know where to find relevant support. In this factsheet there are a few key resources available to those impacted by dementia.

## External agencies that could help a person living with dementia

### General Practitioner / Doctor

The GP is the first line of entry when getting possible help and will be the individual's main health professional and provide ongoing support. GPs also refer people to other health professionals or suggest other services that would be beneficial.

### Local memory service team

These services include specialist memory nurses, social workers, occupational therapists and nurse practitioners.

### Other healthcare professionals

These are services such as speech and language, physiotherapy, psychology and community psychiatric nursing, that the GP may refer the individual to.

### Social Services & Local Authorities

Your local social services and authorities may often have a wide range of support available to individuals. They provide help with accessing day clubs and respite, managing medication, home adjustments etc.

Emergency Services. The Herbert protocol is a form that an individual can fill in or their friends and family in the case that a person with dementia goes missing. It contains a list of medication required, key mobile numbers, places previously located and a recent photograph. Further details available at

[www.met.police.uk/notices/af/herbert-protocol/](http://www.met.police.uk/notices/af/herbert-protocol/)

## Local Support

Find local support by visiting [www.alzheimers.org.uk/find-support-near-you](http://www.alzheimers.org.uk/find-support-near-you) and entering your address. The dementia directory will find local support services for people with dementia and their carers across England.

## Organisations that offer help and support

### Alzheimer's Society

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

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

**Dementia Connect support line – 0333 150 3456**

### Dementia UK

A charity that provides Admiral Nurses for families affected by dementia. They offer a wide range of free information leaflets that can be downloaded from the website.

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

**Dementia Helpline – 0800 888 6678, 9am - 9pm, Monday to Friday and 9am to 5pm on Saturdays and Sundays**

### 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.

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

**Age UK Advice Line – 0800 678 1602, Lines are open 8am-7pm, 365 days a year**

### The Silver Line

A charity which runs a free confidential helpline providing information, friendship and advice to older people. They also offer a telephone befriending service.

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

**The Silver Line – 0800 470 8090, Lines are open 24 hours a day, every day of the year**

### 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.

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

**Helpline – 0800 319 6789, 8.30am - 6.30pm, Monday to Friday**

## Other useful information

### Lasting Power of Attorney

A lasting power of attorney (LPA) is a legal document that lets an individual (the 'donor') appoint one or more people (known as 'attorneys') to help make decisions or to make decisions on someone's behalf.

This gives that individual more control over what happens if they cannot make your own decisions and are seen to 'lack mental capacity'.

A LPA must be 18 or over and have mental capacity (the ability to make your own decisions).

There are two types of LPA

- Health and welfare
- Property and financial affairs

You can choose to make one type or both.

**[www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney)**

## Finances

It is important to organise financial affairs in the early stages of dementia whilst people are still able to make their own decisions and choices.

Handling cash can be an increasingly difficult task. Try to simplify everyday money matters by paying bills by standing orders or direct debits. Explain your situation to banks and building societies, most of which have procedures in place to help someone living with dementia.

For more detailed guidance on arranging legal and financial matters visit the sources of support below:

**Alzheimer's society – [www.alzheimers.org.uk/get-support/legal-financial](http://www.alzheimers.org.uk/get-support/legal-financial)**

**Dementia UK – [www.dementiauk.org/get-support/legal-and-financial-information/](http://www.dementiauk.org/get-support/legal-and-financial-information/)**

**Age UK – [www.ageuk.org.uk/information-advice/money-legal/](http://www.ageuk.org.uk/information-advice/money-legal/)**

**Citizens Advice – [www.citizensadvice.org.uk/family/looking-after-people/managing-affairs-for-someone-else/](http://www.citizensadvice.org.uk/family/looking-after-people/managing-affairs-for-someone-else/)**



Any feedback on this factsheet should be sent to **[research@housing21.org.uk](mailto:research@housing21.org.uk)**

All people shown on this factsheet are residents of Housing 21. They do not necessarily have dementia nor are they connected with the contents of this factsheet.