



**17 Finkle Street, Kendal LA9 4AB
Helpline 030 300 300 03**

INFORMATION & SUPPORT FOR THOSE LIVING WITH DEMENTIA

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If you cannot find the information you need from this list or need support in accessing services, please contact us. You can visit our Resource Centre at 17 Finkle Street in Kendal, call our Helpline on 030 300 300 03 or contact us by e-mail on helpline@ageuksouthcumbria.org.uk

Age UK South Cumbria is in no way responsible for the work carried out by the organisations listed in this publication and being on this list does not constitute a recommendation.

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Practical support

Getting help from Adult Social Care

If you need help with personal care, you may be able to get support in your home. The first thing you or your carer should do is contact Adult Social Care on 0300 373 3301 and ask for an assessment of your needs. They have a legal duty to assess your needs if you have a disability or if they provide a service that you might need.

A care needs assessment will usually take place in your home and be carried out by Adult Social Care staff. The person doing the assessment should discuss your care needs with you to decide what services might be suitable for you. If you have a carer, he or she also has a right to an assessment and can be involved in your 'self-directed' support planning process. The care needs assessment can also include Personal Budgets or Direct Payments, these are a way of personalising and managing your care and support. They are designed to give you greater choice, control and flexibility over how your care needs are met.

After the assessment, you should be given a written care plan detailing your needs and how they can be met. Other issues such as respite care or your carer's needs, if you have one, should also be addressed. You may have to pay a contribution to your care, depending on your income and savings.

Alzheimer's Society

Provide a range of support and advice services for people living with all forms of dementia, their carers and families. They offer a wide range of information and advice resources including books, videos, leaflets and factsheets.

Tel Dementia Connect National Support Line 0333 150 3456

The Dementia Navigator Service local team for North Lancashire and South Cumbria is community based and uses an answerphone which is checked regularly: 01253 696 854 or northlancashire@alzheimers.org.uk

Carers Support South Lakes

Offer support, information and advice to carers of all ages.

Tel 01539 815970 or email admin@carersupportsouthlakes.org.uk

Dignity in Dementia

Is a local organisation working to help and support family members and close friends of individuals with dementia. Dignity in dementia offers a range of services that help and support both the individual with Dementia and their carers. Support may include educational sessions, community activities, and behavioural support services.

Tel – 07771 682 378 Diane Smillie or Lesley Gill on 07816 895 021

Email – info@dignityindementia.org

Support Services

Lasting Power of Attorney

Lasting Powers of Attorney (LPA) cover Property & Financial Affairs and Health & Welfare and you may opt to create either or both. The Property and Financial Affairs LPA gives your attorney access to your financial affairs enabling them to make decisions and act on your behalf. Both types of LPA must be registered with the Office of the Public Guardian before they can be acted upon.

Care Alarms

Personal alarms can offer added reassurance, enabling you to access help 24 hours a day from anywhere in your home, at the press of a button. Ask for a copy of our separate leaflet entitled 'Safety in the Home'. This provides details of how these systems work and suppliers of this type of equipment.

Telecare

These are sensors fitted around the home which can be linked via a telephone line to a nominated person or call centre. The system monitors a person's activities and, if a problem occurs, triggers an alarm to a relative, key holder or a call centre. Sensors can be used to detect a range of situations that could indicate a potential hazard, including: floods, extreme temperatures, gas, falls, absence from a bed or chair, getting up in the night, leaving the home. Telecare can be provided by Adult Social Care or if a client does not meet their criteria it is also available privately.

Contact Age UK Helpline for more information on 030 300 300 03.

Care Contingency Plan

Adult Social Care and Carers Support South Lakes are able to offer carers advice on preparing for emergency situations. For example, preparing a 'Care Contingency' plan to ensure appropriate care can be put in place quickly if the carer is unable to provide support. They can also help carers access a Carer's Card which they can carry with them to inform others that someone is dependent on them and will require assistance should the carer be unexpectedly incapacitated.

Aids, Adaptations and Equipment

There is a wide range of equipment available that can assist someone living with dementia. They range from simple devices such as a calendar clock, which indicates whether it is morning or evening, to sophisticated “assistive technology” solutions. More information can be found on specialist websites or through the Alzheimer’s Society (0300 222 1122). Occupational Therapy/Adult Social Care department or your GP can also offer help in finding the most suitable products

Dementia Services Development Centre, University of Stirling

Provide a wide range of publications on all issues affecting people living with dementia. For more information on their work and publications visit www.dementia.stir.ac.uk. Tel 01786 467740

Financial Help*

Attendance Allowance

Attendance Allowance is a tax-free, non-means-tested benefit. You may get Attendance Allowance if you're in receipt of your State Pension. For further information including current rates call the Age UK South Cumbria Helpline on 030 300 300 03 or refer to the Age UK Information Guide IG49 on Attendance Allowance.

Personal Independence Payment (PIP)

PIP is a tax-free, non-means-tested benefit to help with care and mobility costs incurred as a result of illness or disability for adults aged over 16 and under State Pension Age, who need help with daily living activities or help getting around; or both of these. For further information call the Age UK South Cumbria Helpline on 030 300 300 03 or refer to the Age UK Factsheet FS87 on Personal Independence Payment and Disability Living Allowance.

Council Tax Exemption/Reduction

People with a diagnosis of dementia may be able to claim a non means tested exemption from Council Tax or a reduction (if living with another person). An application form can be obtained by ringing Westmorland and Furness Council Benefits Section on 0300 373 3300. For further information or help with applying call the Age UK South Cumbria Helpline on 030 300 300 03 or refer to the Age UK Information Guide IG54.

Useful Contacts:

WHO	WHAT THEY DO	CONTACT
Adult Social Care	For a Care Needs Assessment	0300 373 3301
Age UK South Cumbria	Offer Advice & support	030 300 300 03 Email: helpline@ageuksouthcumbria.org.uk
Alzheimer's Society:	Dementia Support Local Dementia Navigator Service	National 0333 150 3456 Email enquiries@alzheimers.org.uk Website www.alzheimers.org.uk Local 01253 696 854 northlancashire@alzheimers.org.uk
Carers Direct	Free confidential advice & information for carers	Helpline 0203 904 4520 available Mon-Fri 9am-5pm
Dementia UK	Specialist dementia nursing charity	0800 888 6678 Email helpline@dementiauk.org Website dementiauk.org
NHS Choices	NHS information/ advice available for people living with dementia.	website www.nhs.uk
Carer Support South Lakes	Support for carers	01539 815970 Mon-Fri 9am-5pm Email admin@carersupportsouthlakes.org.uk www.slcarers.org.uk

For your notes:

There is a wide range of Age UK guides and factsheets available. We have listed below some which you might be interested in reading:

Age UK Information Guides: *Information guides are short, easy to digest booklets, giving a comprehensive overview of the relevant topic.*

<i>Title</i>	<i>Age UK ref</i>
Advice for Carers	IG13
At home with Dementia	IG55
Attendance Allowance	IG49
Care Homes & Care Homes Checklist	IG06
Caring for Someone with Dementia	IG47
Housing Options	IG08
Living with Dementia	IG48
Pension Credit	IG50
Powers of Attorney	IG21

Age UK Factsheets: *Factsheets are longer with more detail.*

<i>Title</i>	<i>Age UK ref</i>
Arranging for someone to make decisions on your behalf	FS22
Attendance Allowance	FS34
Carer's Allowance	FS55
Finding help at home	FS 6
Finding, choosing and funding a care home	FS29
Paying for care and support at home	FS46
Paying for care in a care home if you have a partner	FS39
Paying for permanent residential care	FS10
Paying for short-term and temporary care in a care home	FS58
Personal budgets and direct payments in adult social care	FS24
Personal Independence Payment and Disability Living Allowance	FS87
Safeguarding older people from abuse and neglect	FS78

Age UK Information guides and Factsheets cover a wide range of topics and are available free of charge: Tel: 0800 169 65 65

A full list of all available factsheets is available on Age UK England's website: www.ageuk.org.uk