

**17 Finkle Street, Kendal Cumbria, 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 drop in at our Resource Centre at 17 Finkle Street, Kendal, call our Helpline on 030 300 300 03, or contact us by e-mail on [helpline@ageuksouthcumbria.org.uk](mailto:helpline@ageuksouthcumbria.org.uk)

Age UK South Lakeland 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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Next review due June 2025**

## **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 Support Line 0333 150 3456

### **Carers Support South Lakes**

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

Tel 01539 815970 or email [admin@carersupportsouthlakes.org.uk](mailto:admin@carersupportsouthlakes.org.uk)

### **Dignity in Dementia**

Work to help and support family members and close friends of individuals with dementia. Dignity in dementia offer a range of services that help and support both the individual with Dementia and their carers these include educational sessions, community activities, and behavioural support services.

Tel – 07771 682 378 Diane Smillie or Lesley Gill on 07816 895021

Email – [info@dignityindementia.org](mailto: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](http://www.dementia.stir.ac.uk). Tel 01786 467740

## **Financial Help**

### **Attendance Allowance**

Attendance Allowance is a tax-free benefit. You may get Attendance Allowance if you're in receipt of your State Pension.

Attendance Allowance is a non-means-tested benefit paid to those with a chronic health condition, which may include dementia, depending on the severity of the condition and the amount of support or supervision you require. If awarded, the weekly payments are either £72.65 (Lower Rate) or £108.55 (Higher Rate). If you would like further information or are interested in applying, call the Age UK South Lakeland Helpline on 030 300 300 03.

### **Personal Independence Payment (PIP)**

PIP is a new benefit which began to replace Disability Living Allowance (DLA) from April 2013.

PIP is a tax-free and 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 65 who need help with daily living activities or help getting around; or both of these. PIP does not depend on National Insurance contributions, is not affected by other income or savings, and is paid on top of most other benefits or pensions. It is payable whether you are working or not, and it is not taxable.

There are two parts to PIP: the 'daily living component' and the 'mobility component'. Both components have a 'standard rate' and an 'enhanced rate'. The components can be claimed separately or together.

#### Personal Independence Payment weekly rates from April 2024

##### Daily living component

Standard rate	£72.65
Enhanced rate	£108.55

##### Mobility component

Standard rate	£28.70
Enhanced rate	£75.75

You can get PIP for your care needs even if no one is actually giving you the care you need or if you live alone.

*Disability Living Allowance (DLA) is being replaced by Personal Independence payment (PIP) from April 2013. If you are currently receiving DLA and were under 65yrs of age on 8/4/13 you will be contacted at some point and asked to make an application for PIP.*

#### **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 01539 733333. You will be asked to provide details of a medical practitioner (such as your GP) who can confirm severe mental impairment, in addition to proof that the person with dementia is receiving an appropriate disability benefit (such as Attendance Allowance, the middle or higher care components of Disability Living Allowance or enhanced/standard care component of Personal Independence Payment).

## Useful Contacts:

Adult Social Care: 0300 373 3301

Age UK South Lakeland: 030 300 300 03  
Email: [helpline@ageuksouthcumbria.org.uk](mailto:helpline@ageuksouthcumbria.org.uk)

Alzheimer's Society: Dementia Connect Support Line 0333 150 3456  
Email [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)  
Website [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Carers Direct: Free confidential advice and information for Carers: Helpline 0203 904 4520 available Mon-Fri 9am-5pm

NHS Choices: NHS information website [www.nhs.uk](http://www.nhs.uk)  
Advice is available for people living with dementia.

Carer Support South Lakes: 01539 815970 Mon-Fri 9am-5pm  
Email [admin@carersupportsouthlakes.org.uk](mailto:admin@carersupportsouthlakes.org.uk)  
[www.slcarers.org.uk](http://www.slcarers.org.uk)

**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 and easy to digest, 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](http://www.ageuk.org.uk)