

Sheffield Dementia Information Pack

An introductory guide to sources of assessment,
advice and support for people with memory
problems or dementia and their families



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advice and support for people with memory
problems or dementia and their families***

Compiled by David Reid, Tony Warnes and Lori Low

The production of this booklet has been supported by the Marjorie Coote Old People's Fund, the Sheffield Town Trust, Sheffield Church Burgesses, the Department of Health and the University of Sheffield

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Studies on Ageing, University of Sheffield**

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FOREWORD

It is a great pleasure to write a Foreword for the *Sheffield Dementia Information Pack*. When I gave the Marjorie Coote Annual Lecture in Sheffield in 2010, I was privileged to witness at first hand the enthusiasm about, interest in and commitment to dementia, from the wide range of people in the audience. I mentioned the issue of

a *Bounty Pack for Dementia* (a phrase coined by my colleague Gillian Ayling at the Department of Health) that would provide much needed local information about the subject.

I was delighted when Tony Warnes (with his colleagues David Reid and Lori Low) told me that they had engineered such a resource, with generous support from the Marjorie Coote Old People's Charity Fund, the Sheffield Town Trust and the Sheffield Church Burgesses. The pack, compiled with contributions from Sheffield's dementia-care organisations, provides valuable information about memory problems and dementia, endorses and supports the important ideal of living well with dementia and presents detailed information about treatment, support and advice services. It is superbly written in an accessible style and I was overwhelmed by the range and quantity of services described. Once I had started to read it I could not put it down – the thought of an Indian Head massage for 50p was most appealing.

Information about dementia and locally available health and social care resources is so important for people with dementia and their carers. It empowers people to make informed decisions about what help they access, it puts individuals in touch with the right care and it can be of real practical help immediately after a diagnosis, for many a time of change and uncertainty.

Tony, David and Lori are to be congratulated on putting together such a useful document and they clearly had much needed support from all the organisations concerned and the charities who provided the funding. It will serve as an invaluable resource for the people of Sheffield and as a template for others to follow.

Alistair Burns

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1. INTRODUCTION

This booklet is an introduction and guide to the medical, care, support and advice services in Sheffield for people with serious memory problems or dementia and for their families and friends (in this pack sometimes collectively referred to as carers). It has been written for:

- People worried about their worsening memory problems, and their carers
- People with a diagnosis of dementia and their carers
- People with a practical interest in dementia care.

The booklet is a compact 'starter pack', particularly for those who have recently become aware of their own or a relative's or friend's serious memory problems, including people who have not yet sought medical advice or had a diagnosis. The booklet explains how serious memory problems can develop and where to go for assessment and advice. It also explains what dementia is and how it affects people, and describes the assessment, treatment, advice and support services that are available in the city.

Just as everyone is different, so are individual preferences and needs. Obtaining individualised advice is very important. As with any medical problem, the first point of call should be the general practitioner (GP). This booklet also gives the contact details of many organisations in Sheffield that provide advice and support to people with memory problems.

To keep the booklet short, it was decided not to give details of every residential home that provides care for people with dementia, including their day care. Nor does it detail every organisation that provides personal, domestic and care services in people's own homes. Instead we provide signposts to sources of information and advice about residential and domiciliary services. These include Internet-based directories, telephone inquiry lines, and organisations that offer confidential face-to-face appointments.

The production of this booklet was supported financially by three independent local charities and the University of Sheffield. The costs of producing this second edition have been met by the Department of Health. Many of Sheffield's dementia-care organisations have checked the factual details and commented on the booklet's design and content.

The booklet has four further sections. The next (Section 2) describes **what dementia is and its symptoms**. Section 3 summarises the most frequently offered suggestions about **how to live well with dementia**. Section 4 is an overview of **assessment and treatment services** in Sheffield, and focuses on the role of the National Health Service (NHS) memory services and the pathways into them. Section 5 is a **directory of advice and support services** in Sheffield that have expertise in dementia.

Next steps in Sheffield

The 2009 *National Dementia Strategy* seeks to transform dementia services, to raise the awareness of dementia, and to achieve earlier diagnosis and higher quality treatment at every stage of the illness. As across the country, in Sheffield the NHS and the City Council have formed a Dementia Strategy Board to implement the policy locally. It has recently taken a number of initiatives to *Transform Support for People with Dementia* who live at home. With the aim of making the city 'dementia-friendly' by 2015, the City Council has supported the development of an awareness toolkit and the Planning Department is promoting environmental changes to foster dementia-friendly communities.¹

Revisions of this booklet

The information in this booklet is revised every 6 months. The latest version is available from most of the organisations mentioned in the booklet and is on the website at www.sheffield.ac.uk/snm/dementiapack

1. For more details visit www.housinglin.org.uk/_library/Resources/Housing/Support_materials/Viewpoints/Viewpoint25_Dementia_Friendly_Communities.pdf

2. MEMORY PROBLEMS AND DEMENTIA

It is normal for a person's memory to be affected by age, stress, tiredness, certain illnesses and some medications. This can be annoying if it happens occasionally, but if it affects your daily life or is getting worse, make an appointment with your GP and ask for their advice.

Dementia is not a single illness but a term for various symptoms of several conditions that affect the brain. It can happen to anyone and in most cases there is no cure and the condition tends to get worse. For some conditions there are treatments that may stabilise or slow the progression of the disease. The symptoms depend on the particular form of dementia but include:

memory loss, such as difficulties finding the right word, remembering where you have put something, and remembering past events more readily than recent ones.

problems thinking or reasoning, such as increasing difficulties with tasks and activities that require concentration and planning.

Problems with memory and reasoning may lead people to become anxious or depressed. For some, this is one of the effects of dementia on the brain, but in other cases mood disorders may disturb an individual's memory. In such cases, treatment of the anxiety or depression can improve the symptoms of memory loss.

Some people with dementia lose their 'drive' and some have problems controlling their emotions. Aspects of the personality may change, such as developing compulsive behaviour or acting in ways that are unusual or out of character. Some people with dementia may also see or hear things that others do not. These symptoms do not occur with every form of dementia or in every case.

The symptoms of dementia gradually worsen over time, but many things can be done to help manage them. With the right

support, many people with a diagnosis of dementia live happy and fulfilling lives for many years. Some ways of living positively with dementia are described in Section 3.

Types of dementia

The Alzheimer's Society estimates that in 2012 in the United Kingdom, 800,000 people had a form of dementia. Around 1 in 100 people aged 65-69 years are affected, 1 in 25 of people in their seventies, and 1 in 6 of people aged 80 plus. So the great majority of people with dementia are aged more than 75 years, but it does occur among younger people.

There are several types of dementia. They are distinguished by the part of the brain that malfunctions. The symptoms and progression of the different types vary, and more than one can be present.

Memory problems and dementia that result from parts of the brain receiving insufficient blood and oxygen, as after a stroke, may improve and be treatable. Clearly, therefore, it is very important for anyone with severe memory problems to seek medical advice and a diagnosis.

3. LIVING WELL WITH DEMENTIA

In the early stages, the effects of dementia are mild and many with a diagnosis lead busy, diverse and enjoyable lives. In the later stages, the whole life of the person is affected, and those close to the person are also much affected. We are fortunate in Sheffield, however, because a lot of advice and support is available, both for those with the diagnosis and for those who care for or support a person with dementia. The assessment, support and advice services in the city are detailed later.

This section begins with the many ways that people living with dementia can take part in enjoyable, safe and healthy activities, including meeting people in similar situations. It closes by describing the arrangements that we all should make to protect our interests should we become incapable of making decisions at the end of our lives.

These days a great deal of information is available on the Internet but of course not everyone has a computer or can go 'on line'. This information booklet therefore always gives an alternative way of getting more information, usually a phone number. Remember, though, that many of the organisations in Sheffield that provide advice to people with dementia and their carers will help you access and use the Internet, and that all the city's local and mobile libraries offer free access to computers and the Internet.

People with dementia should remain as independent and active as possible and continue as many of their usual pastimes as they can. If a person with dementia can prepare a drink or snack, or can put the groceries in their place as they have always done, these tasks should not be taken over. Continuing to meet friends and relatives, old and young, is particularly important. Those who have enjoyed going on walks, trips and holidays should continue to do so. There is no reason why people should not still enjoy listening to music, singing, dancing, painting, craftwork or going for a swim. Maintaining social life makes a very important contribution to continued wellbeing.

Worsening memory problems may eventually mean that most activities outside the home have to be accompanied, but short walks independently in well-known areas should not be ruled out. Even going to a neighbourhood shop is possible if the shop owner and assistants are briefed and know who to contact if there is a problem. Encouraging people in the neighbourhood to be 'dementia friendly' will also help others. More ambitious trips can be undertaken with careful planning. There is a lot to be said for getting together with others who have dementia and their carers to arrange walks and outings.

Meeting people with dementia and their carers

First contacts can be made at the various dementia cafes and day centres in Sheffield described later in the booklet. They are great places to relax, reminisce, exchange views and to get informed advice in an informal way. Even if you have never been a 'club joiner', it is worth going along to one to see if it suits. For those who have not heard of dementia cafes, a four-minute introductory video on the NHS website is highly recommended (the website address is: www.nhs.uk/Livewell/Dementia/Pages/diagnosisandtreatment.aspx#yourself).

Some of the day centres and lunch clubs for older people in Sheffield welcome people with memory problems or dementia. Sheffield City Council provided grants to around 80 lunch clubs right across the city in 2012-13. They are listed at www.sheffield.gov.uk/in-your-area/grants/lunchclubs.html and on the *Help Yourself* (www.sheffieldhelpyourself.org.uk/) website. Most take place one day a week, a few are more frequent.

The charge varies in the range £1.50 to £4.50. Some offer transport to or from the centre. A few cater particularly to older people from an ethnic or national group and the following are named: African-Caribbean, Chilean, Chinese, Asian, South Asian and Yemeni. If you are interested in joining a lunch club or would like details of a club near you, the city council invites you to email lcrefer@sheffield.gov.uk or telephone 0114 273 4631.

Travel and holidays

If a person with dementia has to travel alone and requires assistance, it is important to let the transport company know in advance. Most airports and rail companies offer help to board the train or plane, and will assist with changes and connections. If the person is likely to become disorientated or distressed during the journey, it is recommended that they have an escort.

The Alzheimer's Society has a factsheet and informative web pages about 'Travelling and going on holiday'. See www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=158

The charity Vitalise offers short breaks and holidays at its own centres for people with dementia at various prices. (Vitalise, Shap Road Industrial Estate, Shap Road, Kendal, Cumbria LA9 6NZ. Tel: 0303 303 0145. Website: www.vitalise.org.uk/).

Another organisation that offers trips at various prices for small groups and couples affected by dementia is Dementia Adventure. Their focus is on action-packed breaks, and connecting with nature in a fun and fulfilling way. Tel: 01245 230661. Email: info@dementiaadventure.co.uk Website: www.dementiaadventure.com/

Useful information is also available on Guidepost Trust's *Dementia Web* at: www.dementiaweb.org.uk/holidays-and-travelling.php. Their telephone advice line is 0845 120 4048.

Driving

A diagnosis of dementia does not result in the automatic withdrawal of the person's driving licence. What matters, legally and practically, is whether the person is still able to drive safely. If you have the diagnosis and wish to continue to drive, the law requires that you tell the Driver and Vehicle Licensing Agency (DVLA). This is done using form CG1 from the DVLA website (www.dft.gov.uk/dvla/medical.aspx). Alternatively telephone 0300 790 6806 and they will send a copy (the line is open 8 am to 5.30 pm Mondays to Fridays,

and 8 am to 1 pm on Saturdays). DVLA recommend that if you are unsure what answers to put down, you should discuss the form with your GP.

Fuller information about the legal situation with regards to driving and practical steps to take is available in an Alzheimer's Society factsheet or on its website (page 23 has contact details). This runs through the factors that should be taken into account when considering whether to stop or continue driving.

If someone with a diagnosis of dementia is unsure of their ability to continue driving, they can take a driving assessment. To do this, the person applies directly to an assessment centre and pays a fee. The nearest are at St Mary's Hospital, Leeds (tel: 01133 055288) and Kingsway Hospital, Derby (tel: 01332 371929). An assessment is not the same as a driving test. It is an overall assessment of the impact that the dementia is having on a person's driving performance and safety, and it makes some allowances for the bad habits that drivers get into.

Personal finances

Depending on a person's financial circumstances, a number of social security benefits are available to those with a diagnosis of dementia and their carer.

Care and mobility costs

- The *Attendance Allowance* is for people aged 65+ years who need help with personal care because of physical or mental disabilities. It is paid at two different rates depending on the level of care required.
- The *Disability Living Allowance* (DLA) is paid at different rates depending on the level of help needed. You may need an assessment to work out what you need. From 8 April 2013, the *Personal Independence Payment* will replace DLA for people aged 16 to 64 years.
- For those aged less than the retirement age and who are unable to work because of illness or disability the

Employment and Support Allowance (ESA) offers: financial support if you are unable to work, and personalised help so that you can work if you're able to. You can apply for ESA if you are employed, self-employed or unemployed.

- Help for those on low income (*Income Support*)
- Help with housing costs for those on low incomes (*Housing Benefit*)

Carer's Allowance is available to people who spend at least 35 hours a week caring for someone. The government is changing some benefits and you need to make sure that you have up-to-date information. It is probably best to start by approaching one of the several organisations in Sheffield that provide advice: Age UK Sheffield, the Alzheimer's Society, a neighbourhood Citizens' Advice Bureau, and Carers in Sheffield. Their contact details are given later. These organisations offer further information and help with filling out the associated paperwork.

Alternatively you can telephone the Department for Work and Pensions' (DWP) Benefit Advice Line: 0800 88 22 00 (Monday to Friday, 8 am to 6 pm). If you or a relative have access to the Internet, DWP has an informative website: www.gov.uk/browse/benefits/disability

Sensible advance planning

Accidents or becoming ill can happen to anyone at anytime. Whether or not this leads to a person going to hospital, it is sensible for everyone to carry information about any medical conditions and dietary requirements. This information is very useful for those who come to your aid and might prevent delays in decisions about the best treatment.

The Alzheimer's Society and the Royal College of Nursing have produced a standard form for this purpose called *This is Me*. You can request a copy at Alzheimer's Society Sheffield or get one from their website. Alternatively, telephone 0845 300 0336 to request a copy. People with a diagnosis of dementia

are strongly advised to complete this form because it sets out the person's contact details and background.

Every adult should make a will. In the same way, we should all make arrangements to protect our interests should we become unable to make our own decisions about money, property or medical treatment.

The Alzheimer's Society's advice is that, 'if a person has dementia, it is important that they organise their financial and legal affairs while they are still able to do so. This ensures that in the future, their affairs will be set up in a way that they have chosen. The person may want a friend or family member to help them with this. Make sure that important papers are in order and that you know where to find them, including bank and building society statements, records of mortgage or rent, insurance policies, a will, tax and pension details and bills or guarantees'.

The *Mental Capacity Act 2005* made provision for people to choose someone to manage not only their finances and property should they become incapable, but also to make health and welfare decisions on their behalf. They are able to do this through a 'Lasting Power of Attorney' for personal welfare. For more information, ask the Alzheimer's Society for copies of their factsheets 460, *Mental Capacity Act 2005*, and 472, *Enduring Power of Attorney and Lasting Powers of Attorney*. A government website also has useful information: www.gov.uk/power-of-attorney/overview

Other things can be done to ensure that your wishes are followed with respect to social security benefits, managing bank accounts, and your will. To learn more, the Alzheimer's Society website is a good starting point (and has the factsheets just mentioned), or consult them directly.

The Citizens Advice Bureau (CAB) offers advice on these subjects. Its service is free, confidential and independent. Trained CAB advisers offer information and advice on many issues including benefits, housing, debt and employment. They may be able to help you resolve your problem or they may

provide details of other professionals or organisations. Many CABs have a solicitor able to give free advice, and some also have an accountant, and can often provide information in a range of languages, or refer people to an interpreting service. The principal CAB advice centres in Sheffield are at:

- 416-418 London Rd, Sheffield S2 4ND. Tel: 0114 258 3322
- Michael Carlisle Centre, Osborne Road, Sheffield S11 9BF. Tel: 0114 271 8025
- 28-30 Spital Hill, Sheffield S4 7LG. Tel: 0114 275 5376
- 77 Queen St, Mosborough, S20 5BP. Tel: 0114 248 0043
- There is a Pakistani Community Advice Centre at 127 Page Hall Rd, Sheffield S4 8GU. Tel: 0114 261 9130

There are a number of other CAB Neighbourhood Advice Centres across Sheffield. To make contact, consult the latest telephone directory, or ring 0114 269 8963, or visit the local CAB website at: www.sescab.org.uk/

The CAB, Sheffield Law Centre and local independent advice centres have jointly set up 'Advice Sheffield' 'to serve the needs of local people, especially the most disadvantaged'. To speak to an adviser who will assess your advice needs, telephone 0114 205 5055 (lines are open Monday to Friday, 10 am to 4 pm). Further information can be found at: www.advicesheffield.org.uk

Advice booklets

The Alzheimer's Society has produced many 'factsheets' about various aspects of living with dementia. Many are available on their website (www.alzheimers.org.uk). Other organisations across the country have produced useful online booklets. They include:

Living Well with Dementia: The Westminster Guide. Housing 21, London.
(www.westminster.gov.uk/workspace/assets/publications/Living-Well-with-Dementia-Oct-10-1292418589.pdf)

Living Well with Dementia, NHS Gloucestershire, Gloucester
(www.southwestdementiapartnership.org.uk/wp-content/uploads/living-well-handbook.pdf)

DementiaWeb Kent and Medway, Kent and Medway Dementia Collaborative and Guideposts Trust
(www.dementiawebkentandmedway.org.uk/index.html)

If you are worried about your memory, Alzheimer Scotland has very useful material on its website
(www.alzscot.org/pages/worried_about_my_memory.htm)

A Guide to Active Ageing in Sheffield, Sheffield City Council. Available online at: www.sheffield.gov.uk/caresupport/adult/support-available.html (found at the bottom of the page)

4. ASSESSMENT AND TREATMENT SERVICES

Anyone concerned about their memory problems should seek the opinion of their GP, and anyone concerned about a relative or friend's memory should encourage them to go their GP. The GP will assess the severity of the problems and the likely causes. If they believe that the patient's problem requires further investigation, they will refer him or her to the specialist NHS services. There are different services in Sheffield for people aged less than and more than 65 years.

The Memory Services

Sheffield Health and Social Care NHS Foundation Trust (SHSCT) is the main source of dementia assessment and treatment for people aged over 65 years. Its **Memory Service** aims to provide early assessment and diagnosis so that treatment and support can be initiated quickly. Services for the north of Sheffield are at Grenoside Grange, and those for the south of the city are at the Michael Carlisle Centre in Nether Edge. The Memory Service carries out tests to determine whether a diagnosis of dementia (or other brain disorder) is appropriate. Not everyone who undergoes these tests receives a diagnosis of dementia. For some people given a diagnosis of dementia, there is medication that may slow the progress of the illness.

If you are diagnosed with dementia, then you might be eligible for a number of specialist and community support services and therapeutic groups. Among the services are rapid response and home treatment teams, which offer people with dementia who are experiencing difficulties a number of treatment and support options in their own homes. There are also 'Resource Centres' and a 'Community Dementia Support Service' that provide various hospital and day-care services for people diagnosed with dementia who are assessed as needing support. Some are specifically for people who are discharged from the city's general hospitals, and others are for people living in their own homes. Equally, if you support someone with a diagnosis

of dementia, you might be eligible for one of the services run or funded by the Memory Service to meet the needs of carers. Fuller details of the Trust's dementia services are given on its website (see www.sct.nhs.uk/our-services/older-adults/dementia-services/memory-service).

SHSCT also provides specialist services for people with learning disabilities who are diagnosed with dementia and their carers. The Learning Disabilities Team carries out a wide range of assessments and can give a diagnosis of dementia. Anyone with a learning disability who is seriously concerned about their memory problems can consult either their GP or the Learning Disability service on 0114 226 2900.

The Neurology Memory Service

The memory clinic for people of working age is run by the neurology service at the Royal Hallamshire Hospital. People with complex needs, including some older people, are referred to this service by GPs or hospital clinicians. Serious memory problems among younger people stem from various conditions and usually need specialist investigations. The neurology service carries out the appropriate tests to make a diagnosis, assess needs and arrange appropriate treatment and support. More information is available at:

www.sth.nhs.uk/neurosciences/neurology/neurology-memory

The patients of the Neurology Memory Service are, where appropriate, assisted by various community and therapy services and support groups, some of which are provided in collaboration with the Alzheimer's Society in Sheffield (see the entry below).

5. ADVICE AND SUPPORT SERVICES

Introduction

Apart from the specialist NHS treatment centres that have just been described, many other organisations offer support and advice to people with dementia, their families and carers. Some provide advice and support services for all older people but welcome people with dementia. Others run informal 'day clubs' or 'dementia cafes' where people with dementia and their carers exchange views and share experiences. Some organisations run specialist support groups to which people with special needs are referred, and some provide personal care and domestic services in people's own homes. Finally, there are many residential and nursing homes with staff trained to care for people with dementia, and some of them offer short-term breaks and day care. There is more information about personal care and residential-care services after the alphabetical list of organisations.

The services are provided variously by Sheffield City Council, the NHS, voluntary non-profit organisations or charities, and for-profit companies. Several services are funded by Sheffield City Council and/or an NHS Trust but managed by a charity, such as the Alzheimer's Society, Age UK Sheffield and the Darnall Dementia Group. The charges vary considerably, from none to commercial rates.

Some care and support services have been approved by Sheffield City Council in two ways. Those which are contracted by the Council are said to have a 'Framework Agreement', which means that the providing organisation is subject to robust and regular quality assurance and contract monitoring by its Contracts and Partnership Team. The Council also maintains a 'Recognised Providers List' (RPL). This enables those who are drawing up packages of care and support to choose providers who adhere to a clear quality framework.

The *Help Yourself* website (www.sheffieldhelpyourself.org.uk/) lists 'Recognised Provider' and 'Framework Agreement'

services. These are eligible for self-directed payments. The residential care provided by care homes is not included in the scheme although respite and day-care services provided by care homes are eligible for Recognised Provider status. The list changes frequently and should be checked when a package of support services is drawn up or revised. The Directory that follows indicates which were noted as having 'Registered Provider' and 'Framework Agreement' status on the *Help Yourself* website in March 2013.

ALPHABETICAL LIST OF ORGANISATIONS

Both telephone numbers and, if available, web-site addresses are given for all organisations. For those who do not have a computer or Internet access, remember that your local library and the mobile libraries provide free computer and Internet access. All services of particular types, e.g. dementia cafes, are indexed at the end of the brochure.

Age UK Sheffield

44 Castle Square, Sheffield, S1 2GF

Open Monday-Friday, 9 am-5 pm, tel: 0114 250 2850

Email: enquiries@ageuksheffield.org.uk

Website: www.ageuksheffield.org.uk

The charity Age UK Sheffield supports people aged 50 or more years including those with dementia and memory problems. Its friendly and experienced team will help with any inquiry, and its diverse services aim to help people live as independent and fulfilling lives as possible. Where appropriate, Age UK Sheffield signposts you to other organisations.

1. Information and Advice

This free drop-in service at 44 Castle Square is staffed Monday-Friday from 10.30 am to 1 pm (tel: 0114 250 2850). It provides information and advice on various topics including

finances, leisure activities and support groups. Service users must be aged 50 plus.

2. Day centres

Sheffield City Council Recognised Provider/Framework Agreement Service

Age UK Sheffield's six day centres currently support more than 100 older people whose ability to continue living independently in their own homes is threatened by either dementia or poor physical health. Each member's needs are individually assessed and a support plan is developed which is reviewed regularly with the member.

Two of the centres cater specifically for older people with mild to moderate dementia. Activities at these centres are designed to provide mental and physical stimulation and slow down the rate of deterioration, as through reminiscence, quizzes, daily living skills (e.g. setting the table, washing up), gentle exercise and occasional trips out. These two centres provide a friendly atmosphere for people over 60 years old with a formal diagnosis of mild to moderate dementia. One is in Crookes and meets on Tuesdays, Wednesdays and Thursdays. The other meets in Stocksbridge on Mondays, Wednesdays and Fridays.

Members help with planning activities, including outings, entertainment and socialising. Transport can be provided for people living in the designated catchment area. Those living outside the catchment area are very welcome but need to arrange their own transport. Referrals are accepted from assessment, care management and health professionals, families and carers. Enquiries about the day centres and the charges can be made by telephoning 0114 250 2850 or by sending an email to: enquiries@ageuksheffield.org.uk

3. One-to-one dementia practical support service

Sheffield City Council Recognised Provider/Framework Agreement Service

This is a chargeable service for people aged 50 plus with mild to moderate dementia. It helps people live independently with an individualised package of support, which may include:

- Help with shopping or socialising
- Help with pets including dog walking
- Support with cooking, housework or entertaining guests
- Support to use public transport and getting out of the house
- Help to attend appointments

4. South East older person's home support scheme

This free service offers housing support (for up to six months) to people aged 55 plus with housing-related needs living in south-east Sheffield, including those affected by dementia and memory problems. The aim is to enable a person develop the skills necessary to remain living independently in their home. Once a support plan has been agreed, a support worker will be allocated to work alongside the person to implement the plan. The type of support typically provided includes:

- Finding and moving into a new property
- Obtaining furniture
- Home safety check
- Making a full benefit check and applying for relevant benefits
- Budgeting skills and debt management
- Accessing other agencies and organisations providing primary health care
- Making sure essential utilities are connected
- Promoting and encouraging life skills such as cooking, shopping and cleaning
- Preventing social isolation
- Support following a crisis

For more details, telephone 0114 250 2850.

5. Choice service

This is a chargeable service for people aged over 50 that is tailored to the service user's particular needs. Services are varied and may include:

- Befriending

- Helping with practical tasks such as gardening and shopping
- Using new technologies, from microwaves to the Internet
- Keeping your home ship-shape by helping you de-clutter
- Support getting to appointments and activities.

An initial assessment will take place to establish the most suitable package.

6. Advocacy for older people with mental health problems

This is a free, one-to-one advocacy service for adults aged over 65 with a mental health problem or learning disability, including those affected by dementia and memory loss, but no formal diagnosis is necessary. Trained advocates help individuals make independent choices and will represent them when they are unable to speak for themselves. Advocates also give help with accessing services that improve quality of life. People can self-refer or be referred by family/friends or professionals. For more information, telephone 0114 250 2850.

7. Self-directed Support Planning advice service

Older people who have an Indicative Personal Budget from Sheffield City Council can include this service in their Support Plan. It provides impartial advice about many service options, helps identify ways in which quality of life can be improved, and gives assistance with submitting the Support Plan for approval and, if necessary, with appeals. For more information, telephone 0114 250 2850.

8. 'Older Sheffield' website

This website is a directory of a wide range of services for older people in Sheffield. It can be searched by postcode and by key words such as 'dementia' (see www.oldersheffield.org.uk/).

Alzheimer's Society Sheffield

Venture House, 105 Arundel Street, S1 2NT.

Tel: 0114 276 8414.

Email: Sheffield-enquiries@alzheimers.org.uk

Website: www.alzheimers.org.uk

The Alzheimer's Society is the leading national support and research charity for people with dementia, their families and carers. It works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland. Many of its 25,000 members have personal experience of dementia, as carers, health professionals or as having dementia themselves. Alzheimer's Society staff and volunteers have immense experience of advising and supporting people with dementia and their carers.

1. Information and advice team

The Sheffield team welcomes enquires from anyone who is affected by dementia including family members and carers, by telephone, email or by calling in. They can give general advice on diagnosis, finances and benefits, including help with filling out claim forms. Legal issues can be discussed and, if needed, signposts are provided to other organisations that offer specialist advice. Contact can be just once or more frequently. One staff member will be responsible for supporting each person, couple or family and will ensure individualised support throughout. Where appropriate they will point you or your relative/friend to a number of support services and groups run by the Alzheimer's Society.

2. Dementia cafes

Dementia cafes provide a relaxed atmosphere for people with dementia, their carers and families in which to gather, meet and socialise. Alzheimer's Society staff and volunteers and people from local dementia services are on hand to offer advice, support or answer any questions. Anyone who is

worried about their memory or who has concerns about a friend or relative is very welcome.

The longest established cafe in Sheffield is held on the last Friday of each month at the United Reformed Church in Norfolk Street, opposite The Crucible Theatre. There is no charge, and it is jointly sponsored by The Alzheimer's Society, the SHSCT and Sheffield City Council. This cafe often attracts more than 100 people. The Alzheimer's Society also runs free monthly cafes in Bighton, Hillsborough, Roman Ridge and Jordanthorpe. For more details about the Alzheimer's Society cafes, telephone 0114 276 8414.

3. Peer-support groups

These small groups meet to discuss thoughts, feelings and share experiences in a supportive environment. On one Wednesday and Friday each month, there is a support group for people with dementia and memory problems. On the first Thursday of each month there is a support group for the carers of people with dementia. For more details, and to find out about vacancies, telephone 0114 276 8414 or email: Sheffield-enquiries@alzheimers.org.uk

4. Singing for the Brain

Singing is not only an enjoyable activity, it can also provide a way for people with dementia, along with their carers, to express themselves and socialise with others in a fun and supportive group. The free 'Singing for the Brain' sessions bring people together to sing in a friendly and stimulating social environment. They take place twice a month at the Quaker Meeting House, 10 St James Street, Sheffield S1 2EW, very near The Cathedral tram-stop in the city centre. To enquire about vacancies, telephone 0114 276 8414.

5. Day Care and Outreach Provision

Day care *Sheffield City Council Framework Agreement Service*

This service *provides* stimulating, building-based, day support for people aged less than 65 years diagnosed with dementia.

Transport to and from the centre is provided, and outings take place during the day.

Home Support Service (Community Outreach)

Experienced staff provide one-to-one support to people aged less than 65 years who have a diagnosis of dementia. Transport is provided and the support is tailored to the needs of the person. Referrals to both services are usually made by care management and health professionals.

6. Walking Group

The group is for people with dementia, who can be accompanied by a family member or carer. It is led by volunteers and meets twice a month during spring, summer and autumn. The walks are over approximately 3 to 4 miles. To find out more telephone 0114 276 8414 or email: Sheffield-enquiries@alzheimers.org.uk

Carers in Sheffield

7 Bells Court, Bells Square, Sheffield, S1 2FY

Tel: 0114 278 8942

Helpline: 0114 272 8362

Email: office@sheffieldcarers.org.uk

Website: Under construction

Carers in Sheffield offers information, advice and support and advice to people who are caring for relatives or friends who are ill, frail or disabled, including those affected by dementia and memory problems. In particular, advice is available on:

- benefits
- practical changes to your home to help with disabilities
- equipment to make life easier
- support groups to overcome isolation and gain mutual support.

The first step is to telephone or email, and you can be added to the mailing list. The services include:

- Information pack and quarterly newsletter
- Telephone helpline for information or a friendly, listening ear.
- Specialist advice on benefits, debt, power of attorney, wills *etc.*
- Local carers' support groups in Manor Library, Darnall, Low Edges and Woodhouse, and a support group for carers who are also working
- Art group
- Aromatherapy session (individual appointments of 15 minutes)
- 'Chairbics' exercise group
- Counselling service
- Telephone support service for isolated carers

All services are free apart from the aromatherapy sessions which are charged.

Chinese Community Centre

Sheffield Chinese Community Centre, 157-159 London Road, Sheffield S2 4LH

Tel: 0114 258 8863 or 0114 250 9994

Email: belinda@sheffieldchinesecommunity.org.uk

Opening hours: Monday-Thursday 10am-5pm, Friday 10am-3pm, Sunday 12.30pm-5pm

1. Evergreen Day Centre and Lunch Club

The Evergreen Chinese Senior Citizens (60+ years) Day Centre and Lunch Club meet in the Chinese Community Centre on London Road. They provide a friendly environment in which to socialise and enjoy a sense of community and belonging and a traditional Chinese hot meal (charge £1).

The staff and volunteers provide health talks, trips out, reflexology, gentle exercises, Indian head massage, craft workshops and help with shopping. The charge for these services is 50 pence per session. Although the emphasis is on Chinese culture, the club promotes multiculturalism, and has members and volunteers from England, Vietnam, Hong Kong

and Malaysia. This service welcomes people with dementia and memory problems, but advises that they are accompanied by a carer, friend or family member. There is an outreach service for isolated individuals who cannot attend the day centre.

2. Kinhon Chinese Health Programme (Kinhon)

Tel: 0114-2549594 / 2509994

Email: info@kinhon.fsnet.co.uk

Website: www.kinhon.org.uk/

Kinhon is a registered charity that aims to provide equal access to the NHS and mental health services to the Chinese community in Sheffield and is part-funded by the NHS. Kinhon means 'health' in Chinese. The service provides a range of support for accessing NHS services including for mental health service users and carers, *e.g.* advice on benefits and statutory rights, advocacy, patient rights enquiry, arrangement for accommodation, leisure activities, confidence-building group as well as a Chinese-speaking mental health professional to provide counselling and clinical assessment. Kinhon can arrange interpreters for all primary and secondary care service contacts.

Community Action Halfway Home Ltd

Knowle House, 4 Norfolk Park Road, Sheffield S2 3QE

Telephone: 0114 279 6777

Website: www.cahh.org.uk

Community Action Halfway Home (Halfway), a registered charity, provides practical and emotional support to people with mental health problems to enable them to improve the quality of their lives. It helps people develop self-confidence, self-esteem and life skills. It can help people with multiple problems and those with severe and enduring mental illness.

1. Befriender's service

Halfway provides a one-to-one befriending service for older people who live in Sheffield and have mental health problems

(including dementia). It aims to improve the person's quality of life by encouraging enjoyable and meaningful activity and providing support in pursuing interests that the person is no longer able to do without support. The emphasis of the support is on facilitation and empowerment, enabling the client to engage in meaningful activity. The service can be purchased using a Self-Directed Support (SDS) budget or Direct Payments. It costs £45 per week for up to 2 hours support. Clients must have sufficient SDS funds to pay for their befriender's expenses.

2. Support Planning and Brokerage service

This service is available for people who have been assessed for Self-Directed Support (SDS) or Direct Payments. A client-centered, holistic approach is taken, enabling clients to think about what they want for their future. The plan sets out what clients want to achieve, how they intend to reach their goals and what kind of support they would find most helpful.

The services identified in the plan are discussed with the client, priced and then forwarded to the care coordinator for submission to the panel, who will have to agree that it meets the client's assessed needs.

Halfway provides a Brokerage service to make the Support Plan happen. Once the Support Plan has been written and a budget has been agreed, experienced staff will help the client to contact services to access the services identified in the plan and help with all processes involved in accessing the services. The Brokerage service can be purchased using an SDS budget: the cost is dependent on the number of services identified in the support plan. Please contact Halfway for up-to-date prices.

Darnall Dementia Group

Telephone: 0777 338 1621

Email: Darnalldementia@yahoo.com

Website: www.darnalldementiagroup.co.uk

1. Day care

Sheffield City Council Recognised Provider/Framework Agreement Service

The Darnall Dementia Group charity provides day care for people with dementia from any part of Sheffield on Mondays, Wednesdays and Fridays at a church hall in Darnall. The Group has more than 30 years' experience of supporting individuals affected by dementia. The day care sessions promote a sense of community, friendship and fun in an informal setting, and attenders choose the extent to which they are involved. One-to-one support is provided, enabling all service users to be involved in decisions and to decide if they want to join in with activities. Inquiries about referrals and vacancies should be to the office (contact details above). An assessment will be carried out by the nurse to ensure that the Darnall Dementia Group is appropriate for the individual. The service is charged and eligible for self-directed payments.

2. Carer support groups

For those caring for a person with dementia, Darnall Dementia Group also offers two monthly support groups that provide a relaxed, friendly place to share experiences and learn from one another.

Dementia? Welcome! Cafe

The Furnival, Verdon Street, Pitsmoor, Sheffield, S3 9QQ
Tel: 0141 272 7479, mobile (Nick Edmondson) 07725 569 380

This cafe is on Wednesdays from 11 am to 1 pm and welcomes anyone affected by or with an interest in dementia or memory problems. It provides light refreshments in a relaxed environment where people share stories, reminisce and play games. This informal and sociable cafe promotes living a full and enjoyable life with dementia, and an understanding of the needs and issues that arise from memory problems. It makes everyone very welcome, is free, and people can drop in as often as they wish. Dementia? Welcome! Cafe has recently received a grant from the Big Lottery Fund.

Sheffield City Council

The City Council provides a wide range of advice and support services for older people, many designed to help with 'looking after your health and well-being, staying active, taking care of your finances, keeping safe and much more' (see www.sheffield.gov.uk/caresupport/adult.html).

A service found reassuring by some people with memory problems is 'City Wide Care Alarms'. This monitoring and response service, including the support worker responses, costs £4.81 per week (from April 2013). It can be supplemented with several specialist monitors and alarms (see www.sheffield.gov.uk/caresupport/adult/our-services/citywidealarm.html).

The Council's Adult Care Services provide various care services for people with disabilities (including dementia) and functional limitations, some in the individual's own home (domiciliary care) and some in a residential care or nursing home. These include a specialist home-care service for people with dementia. 'Adult care' services are means-tested: some are free to people on low incomes and with modest assets.

To obtain the advice of the city's Adult Care Services Access Team, contact First Point. The central office at Howden House, 1 Union Street, S1 2SH is open Monday to Friday from 8.30 am to 5.30 pm. It has a 24-hour telephone number (0114 273 4908) and the Email address is firstpoint@sheffield.gov.uk. In addition, there are four local First Point walk-in centres. All (except Manor Library) are open Monday to Friday 9 am to 5 pm:

- Chapeltown, at Chambers Court, off Cowley Lane.
- Crystal Peaks, at 1-3 Peaks Square, Waterthorpe.
- Hillsborough, at The Mall, off Langsett Road.
- Manor, at Ridgeway Road. Closed Thursdays, and variable opening hours (tel: 0114 203 7805)

There is a 'How to Get Social Support' page on the Sheffield City Council website at www.sheffield.gov.uk/caresupport/adult/how-get-support.html

The libraries and Internet access

There are 30-odd public libraries in Sheffield and all will provide help with accessing the Internet. A complete list and map is available at www.sheffield.gov.uk/libraries/find/all.html. In addition, two mobile libraries provide this help at more than 50 stops across the city at least once a month (for more details, go to www.sheffield.gov.uk/libraries/find/all/mobile-library-service.html). Alternatively telephone 0114 273 4277 or email: mobileservices.library@sheffield.gov.uk.

Computers are available to everyone in all the libraries. Every computer has Internet Explorer for web browsing and all registered users are given their own disc space that can be accessed from any computer in any Sheffield public library. All library services are free to anyone who lives, works or is educated in Sheffield or the surrounding area.

The city's libraries manage the already-mentioned Sheffield Community Information Service 'Help Yourself' website (www.sheffieldhelpyourself.org.uk/default.asp). This lists a wide range of services and can be searched by postcode and by the keyword 'dementia'. Personal enquiries can be made at any library or by telephoning 0114 273 4763.

SADACCA Day Centre

Sheffield and District Afro-Caribbean Community Association (SADACCA), 48 The Wicker, Sheffield, S3 8JB.
Tel: 0114 275 3692 Email: sadaccadaycare@hotmail.com
Website: www.sadacca.org/services/sadacca-day-care-centre

SADACCA runs a friendly, relaxed day centre for elderly African-Caribbean individuals where they can meet, socialise and enjoy a meal together. It welcomes people affected by dementia and memory problems. There is no need to book a place as people are encouraged to drop in any day from

Monday to Friday between 9 am and 5 pm. Services are chargeable and include:

- A minibus pick up service for those unable to travel independently
- A traditional West Indian hot meal during the day
- A laundry service on site, including delivery and pick up if required
- A 'meals-on-wheels' service
- A chiropodist service once per month

WRVS Support Services

WRVS South Yorkshire Hub. Tel: 0845 600 5885

Email: southyorkshirehub@wrvs.org.uk

Website: www.wrvs.org.uk

1. Good Neighbours Scheme

Many people with memory problems living on their own do not need highly skilled practical assistance or care, but just someone to spend time with while enjoying a cup of tea and a friendly chat or someone to help with daily living tasks such as shopping. The WRVS volunteers who deliver the Sheffield Good Neighbours Scheme help people who lack such basic support. The aim is to ensure that everyone accepted into the scheme has an appropriate package of support tailored to their individual needs and desires, utilising services provided by both other organisations and the WRVS. All the volunteers have training in dementia awareness. They may be able to assist with befriending, shopping, transport, simple DIY/gardening and attending health appointments. Anyone can refer themselves or a relative or acquaintance to this service.

2. Dementia Support at the Northern General Hospital

WRVS Chesterman, Northern General Hospital, Herries Road, Sheffield S5 7AU

Tel: 0845 600 5885

Email: southyorkshirehub@wrvs.org.uk

Trained WRVS volunteers work alongside the hospital staff on the wards, encouraging patients with dementia or memory problems to eat, reading to them, spending time with them away from the ward, and with activities such as painting, crafts and singing. The volunteers give support around the clock to older people that have long stays in any of the hospital wards. They also help family members and carers. The WRVS support to both patients and family members can continue after the hospital stay. The service is jointly funded by Sheffield Teaching Hospitals NHS Foundation Trust and the WRVS. All staff and volunteers are fully CRB checked. There is no charge for this service.

PERSONAL CARE AND DOMESTIC HELP

A person with dementia or their carer might need or appreciate help with domestic or care tasks at home (generally called 'domiciliary services'). Several charities and for-profit organisations and Sheffield City Council provide personal care, domestic help and companionship services. Charges vary considerably.

Those with substantial care needs may be eligible for Sheffield City Council's personal social services and should seek the advice of its Adult Care Services (see the entry above).

This booklet does not list all providers of domiciliary services. The Sheffield Community Information Service website 'Help Yourself' lists approved and other providers (see www.sheffieldhelpyourself.org.uk/). It can be searched by postcode and by the keyword 'dementia'. Personal enquiries can be made at the Reference and Information Service in the Central Library or by telephoning 0114 273 4712.

The Age UK 'Older Sheffield' website gives summary details of many services and can be searched by postcode and by keywords (such as 'dementia') (see www.oldersheffield.org.uk/). A commercial website also has a

short list of services in South Yorkshire (see www.homecare.co.uk).

RESIDENTIAL CARE AND SHORT BREAKS

A time may come when a person with dementia would appreciate a short break from home, or when their carer needs to be away. Many residential care and nursing homes offer short stays as well as permanent residence, and most homes have considerable experience of caring for people with dementia. All homes welcome telephone calls and visits. Their charges vary considerably. Those with substantial care needs may be eligible for residential care part-paid by Sheffield City Council. The advice of the City's Adult Care Services should be sought (see the entry above).

This booklet does not give information about individual residential care and nursing homes in Sheffield. Sheffield City Council's website lists the local residential care and nursing homes and has a lot of useful advice about this option and about choosing a home (see www.sheffield.gov.uk/caresupport/resnursing.html).

The Care Quality Commission (CQC) inspects and registers care homes. Its website identifies around 40 homes within 5 miles of Sheffield that care for people with dementia (see www.cqc.org.uk/public and click on the 'care homes' tab). For each home, the website gives a very brief tick-box summary of the results of the most recent inspection.

The Sheffield Community Information Service website 'Help Yourself' lists approved and other residential care providers (see www.sheffieldhelpyourself.org.uk/sis.html). Personal enquiries can be made at the Reference and Information Service in the Central Library or by telephoning 0114 273 4712. Commercial websites also list care homes and nursing homes in the city. Examples include:

- www.carehome.co.uk/ and
- www.accessplace.com/nursing-home/south-yorkshire/sheffield.htm

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FEEDBACK

We are very keen to receive your views on the Pack and its usefulness. Please send your comments and suggestions to David Reid by email (d.reid@sheffield.ac.uk), by post (David Reid, School of Nursing and Midwifery, The University of Sheffield, Barber House, 387 Glossop Road, Sheffield S10 2HQ) or through the dementia pack webpage (www.sheffield.ac.uk/snm/dementiapack).

Comments from some people affected by dementia in Sheffield who have looked at the Pack:

“I think it’s very useful and easy to understand. It has all sorts of useful bits you’re never told about, not just where you can get help but also the symptoms”

“I don’t want to know too much. Still, the numbers are good: I might need some of them some time. Yes, I think it’s good”

“As Mum’s dementia is now quite progressed we have used almost every help section you have highlighted. I think the Pack will be very useful”

“I liked having all the contact numbers in one place, instead of having to ring around trying to find the right place which I often have to do. It’s all been put together well and is easy to read with good size print”

For the latest version go to: www.sheffield.ac.uk/snm/dementiapack

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