

Living Well with Dementia in Bristol

Dementia Information Prescription

www.dementiaweb.org.uk

There are many things to think about when you are affected by dementia, be it as a person who has been diagnosed or as a family member or supporter/carer.

Above all, in Bristol, we want you to feel able to continue to do the things that have been important to you or that you have always enjoyed, maintaining friendships and wider networks; being involved in your local community and accessing local amenities. We recognise though, that for some people, and at different stages of the illness, this may be difficult to do without some kind of support.

The **Dementia Information Prescription** is a list of key services and contact details for organisations in Bristol where you may be able to access more information and support. Most of these are listed because they provide general activities or support that may be useful to you, but some (highlighted *****) offer dementia-specific support which may become helpful in the later stages. Of course, everyone's life and experience of dementia is unique, so you may not need all the information (or sections) in the list.

The Bristol list is updated every three months, so to get a new copy please contact the helpline or write to us at **Dementia Helpline, Willow Tree House, Station Lane, Witney, Oxfordshire, OX28 4BH**. We can also create an information prescription localised to your postcode and personalised to your own individual requirements: there is no charge for this.

If you would like to discuss any of this information or you need any further help please do not hesitate to contact the **24 hour dementia helpline** on **0845 120 4048**.

1	Face to Face Support and Information	
	<p>Alzheimer's Society*</p> <p>Alzheimer's Society offers information and support for people with any type of dementia and their families.</p> <p>A telephone information line is normally staffed between 9.00 am – 2.00 pm Monday to Friday with an answer phone outside of these hours.</p> <p>International House, 10 Bank Road, Kingswood, Bristol, BS15 8LX.</p>	<p>0117 961 0693</p>
	<p>Alzheimer's Society Dementia Support Worker*</p> <p>A Dementia Support Worker provides support to people with dementia and their carers/families to help them to maintain their independence, improve their sense of well-being and keeping in control of their lives. They also assist in identifying needs and access to appropriate information. This service is provided through one to one contact.</p>	<p>0117 961 0693</p> <p>Ask for the Dementia Support Worker.</p>

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1	Face to Face Support and Information <i>CONT...</i>	
	<p>Bristol Admiral Nurse*</p> <p>An Admiral Nurse is a mental health nurse specialising in dementia. Admiral Nurses work with family carers and people with dementia, in the community and other settings. Working collaboratively with other professionals, Admiral Nurses seek to improve the quality of life for people with dementia and their carers. They use a range of interventions that help people live positively with the condition and develop skills to improve communication and maintain relationships.</p> <p>Covering: Bristol (Stockwood Area) Accessible to referrals by Admiral Nursing Direct & Admiral Nurses.</p> <p>3-8 Redcliffe Parade West, Bristol, BS1 6SL.</p> <p>Email: direct@dementiauk.org</p>	<p>0845 257 9406</p> <p>This number takes you through to Admiral Nursing Helpline Direct. Charges range from 1p – 11p per minute when calling from a landline.</p>
2	<p>Local adult social care contact – <i>if you wish to find out about care at home, respite or Care Homes you will need this number to request a Community Care Assessment.</i></p> <p><i>If you think you may benefit from equipment or advice to help with everyday activities around the home you can request an Occupational Therapy Assessment.</i></p>	
	<p>Care Direct</p> <p>Care Direct is part of the council and is the main way to contact adult care (social services). One of their advisors will ask you about your situation. They can:</p> <ul style="list-style-type: none"> • give you information and advice • tell you about other organisations that will be able to help you <p>If you need further support from them they will carry out an assessment over the phone. They will then either:</p> <ul style="list-style-type: none"> • Set up support over the phone • Refer you to their reablement service. They provide short-term support in your own home to help you be more independent • Arrange for someone to visit to carry out a more detailed assessment. If you need it, they can help you set up and manage your own care. <p>8.30 am – 5.00 pm Monday to Friday (answerphone outside office hours).</p> <p>Email: adult.care@bristol.gov.uk</p>	<p>0117 922 2700</p>

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3	Local Council – you may be eligible for a council tax discount – contact the council for a form	
	Council Tax Office Monday to Friday, 8.30 am – 6.00 pm. Except Wednesday 10.00 am – 6.00 pm. There is also an out of hours automated service. Phoenix Court Customer Service Point, Bond Street South, Bristol, BS1 3PH.	0117 922 2900 24 hour automated service.
4	Benefits help and advice – you may be eligible for some financial support including a non-means tested benefit called Attendance Allowance	
	Age UK Bristol Financial Information Service Free, confidential and independent information advice and advocacy, on a wide range of issues is available at Age UK Bristol's Information and Advice Service. Monday to Thursday 10.00 am – 1.00 pm. Age UK Bristol, Canningford House, 38 Victoria Street, Bristol, BS1 6BY.	0117 929 7537 Or 0117 922 5353
	Avon and Bristol Law Centre Provides free legal advice and advocacy for unwaged and low paid people, people experiencing unlawful discrimination, benefits, debt and money, housing, immigration, community care and other legal issues. 2 Moon Street, Stokes Croft, Bristol, BS2 8QE. Email: mail@ablc.org.uk Web: www.ablc.org.uk	0117 924 8662
	Bristol Advice Point At their drop-in assessment service you will receive a short interview to decide the most appropriate advice to meet your needs. You may then be given an appointment at their Broad Street Office. Some clients will be referred to other agencies and some clients may be given assistance with self-help packs. Monday to Friday, Drop-in Assessment, 9.30 am – 1.00 pm. Monday to Thursday, Self-help information service, 9.30 am – 4.30 pm. Friday Information Service 9.30 am – 1.00 pm. The Bristol Advice Point is accessible via any bus stopping in the centre. 1 Quay Street, Bristol, BS1 2JL. Web: www.bristolcab.org.uk	No contact number, drop-in at the times specified.

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4	Benefits help and advice – you may be eligible for some financial support including a non-means tested benefit called Attendance Allowance CONT...	
	Bristol Citizens Advice Bureau Bristol Citizens Advice Bureau is an independent charity that provides free, impartial advice and information on a range of issues. We can help with most everyday problems from employment to housing and debt. The office is open to telephone calls between 10.00 am – 1.00 pm. Web: www.bristolcab.org.uk	0844 499 4718 Please be aware that this call costs 5p per minute.
	Bristol Debt Advice Centre Provide free, independent debt advice, energy advice and financial education. 1 Hide Market, West Street, Bristol, BS2 0BH. Email: mail@bdac.org.uk Web: http://www.bdac.org.uk/	0117 954 3990
	East Bristol Advice Provides supportive information, advice and signposting to vulnerable people and/or people in need of help for whatever reason in East Bristol. 54 Staple Hill Road, Fishponds, Bristol, BS16 5BS. Web: www.eastbristoladvice.org.uk	0117 965 5133
	GOV.UK Department of Work and Pensions enquiry line. Web: https://www.gov.uk/	0800 882 200 Free from a landline.
	North Bristol Advice Centre The centre provides advice and advocacy in areas of debt, employment, housing, welfare benefits and basic immigration. The office is open to telephone calls between 9.00 am – 5.00 pm. A drop-in is available on Tuesdays 9.30 am – 12.30 pm. 2 Gainsborough Square, Lockleaze, Bristol, BS7 9XA. They also have drop-ins at: Southmead Health Centre, Ullswater Road, Bristol, BS10 6DF. Lawrence Weston Housing Office, Ridingleaze House, Ridingleaze, Bristol, BS11 0QE. Patchway Health Clinic, Thirlmere Road, Patchway, BS34 5PD. The Park Centre, The High Street, Kingswood, Bristol, BS15 4AR. Shirehampton Health Centre, Pembroke Rd, Shirehampton, Bristol, Avon, BS11 9SB. Please call through to the number given for details of 'drop-in' times. Web: www.northbristoladvice.org.uk	0117 951 5751

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	South Bristol Advice Service Advice from South Bristol Advice Centre is free, independent and confidential to people experiencing difficulties with debt and welfare benefits. The Withywood Centre, Queens Road, Bristol, BS13 8QA. Email: admin@southbristoladvice.org.uk	0117 985 1122
	St Paul's Advice Centre St Paul's Advice Centre provides free, independent, impartial and confidential legal advice services. They can advise residents of the East Bristol & Ashley wards, via outreach in Easton, Barton Hill and Fishponds in addition to areas of St Paul's, St Jude's, St Werburghs, St Agnes and Montpelier via their main St Paul's office on: 146 Grosvenor Road, St Paul's, Bristol, BS2 8YA. The office is closed everyday between 12.00 am – 2.00 pm. Web: http://advicewest.org.uk/service/st-pauls-advice-centre	0117 955 2981
5	Local support for the person with dementia – (inc: practical and emotional support, possible opportunities/activities)	
	Alzheimer's Society* Alzheimer's Society provides support through a variety of groups and activities. Please ring the local office for dates, times and venues for the following activities:	
	Activity Group* These are regular groups for people with dementia and their family and friends offering an opportunity to enjoy a range of social activities, including at some sessions, working with visiting artists. These groups are also a place to share concerns, experiences and coping mechanisms in a safe and friendly environment. These groups take place in Whitchurch, Withywood, Filton and Westbury-on Trym.	0117 961 0693
	Befriending Service* The Befriending Service provides personalised support for people with dementia and/or carers either in their own home or during outings and activities in the community. This service does not provide personal care. There is a charge for this service.	0117 961 0693

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5	Local support for the person with dementia – <i>(inc: practical and emotional support, possible opportunities/activities) CONT...</i>	
	<p>Memory Café*</p> <p>Memory cafes provide a relaxed environment for people with dementia and their families to meet and socialise. A variety of guest speakers provide a wide range of information and support on every day issues as well as dementia related topics.</p> <p>Memory Cafés are running in the following areas: Bedminster, Fishponds, Henleaze and Withywood.</p>	0117 961 0693
	<p>Peer Support Group (St Werburghs)*</p> <p>This small group is for people with dementia and is facilitated by Alzheimer's Society. The group meets to discuss thoughts and feelings and to share experiences in a supportive environment. Please call to book a place.</p>	0117 961 0693
	<p>Singing for the Brain®*</p> <p>These sessions for people with dementia and their family and friends bring people together to sing in a friendly and stimulating environment. The groups are led by trained facilitators. Groups meet at: Henleaze, Horfield, Westbury-on-Trym, Whitchurch and Withywood.</p>	0117 961 0693 Please call to book a place.
	<p>Sports and Social Club*</p> <p>These weekly groups for people with dementia offer the opportunity to enjoy a range of sports and social activities. They are a safe place to form new friendships, share experiences and coping mechanisms. There are two clubs: Bradley Stoke and Hengrove.</p>	0117 961 0693
	<p>Alzheimer's Day Support Service *</p> <p>A day support service for younger people with dementia (under 70 years). The service provides an opportunity to socialise with other people with dementia whilst pursuing personal hobbies and interests. Following assessment the service will also provide you with a level of personal care.</p> <p>The Limes, Kingswood Foundation Estate, Bristol BS15 8DB.</p>	0117 961 3651
	<p>Alzheimer's Society Dementia Support Worker*</p> <p>A Dementia Support Worker provides support to people with dementia and their carers/families to help them to maintain their independence, improve their sense of well-being and keeping in control of their lives. They also assist in identifying needs and access to appropriate information. This service is provided through one to one contact.</p>	0117 961 0693 Ask for the Dementia Support Worker.

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5	Local support for the person with dementia – (<i>inc: practical and emotional support, possible opportunities/activities</i>) <i>CONT...</i>	
	Other Services:	
	Age UK Bristol – New Beginnings Day Service* This dementia service is open on a Monday and Thursday 9.30 am – 2.30 pm and they are able to provide transport for those who require it. They offer a regular programme of activities that include exercise, dance, arts and crafts. The Withywood Centre, Queens Road, Withywood, Bristol, BS13 8QA.	0117 987 8406
	Bristol Community Links It can provide day care for up to 5 days per week Monday to Friday, for older people. There is a programme of regular activities which include exercise, craft, computer access, music and reminiscence. A two course meal and transport can also be provided. Bristol Community Links, Lower Floor, Langhill Avenue, Knowle, Bristol, BS4 1TN.	0117 377 2720 This centre is not dementia specific so ring through to check suitability.
	British Red Cross – Dementia Support* Volunteers provide weekly home visits (up to six weeks) to support people with dementia, and provide respite for their family/carer. The service promotes independence and companionship, and volunteers can also help with collecting prescriptions, shopping and light household work. The service includes hand, arm and shoulder massage for the carer, if required. Unit 19, Easton Business Centre, Felix Road, Bristol, BS5 0HE. <i>Postal address for reference only, please call for an appointment.</i>	0117 941 5041
	Healthwatch Bristol Healthwatch will give children, young people and adults across Bristol a powerful voice locally and nationally. Local Healthwatch will work to help people get the best out of their local health and social care services. You can refer yourself: call them to make an appointment or to speak to an advocate over the phone. You can leave a message on their 24 hour voice mail service and someone will get back to you as soon as they can. They are open Monday to Thursday, 9.00 am – 5.00 pm, Friday 9.00 am – 4.30 pm. Healthwatch Bristol, The Care Forum, The Vassall Centre, Gill Ave, Fishponds, Bristol, BS16 2QQ. Web: http://www.healthwatchbristol.co.uk/find-services/advocacy	0808 808 5252

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5	Local support for the person with dementia – (<i>inc: practical and emotional support, possible opportunities/activities</i>) <i>CONT...</i>	
	<p>Milestones Trust – Dementia Day Care*</p> <p>Milestones Trust have a purpose-built day care centre at “Humphry Repton House” with state-of-the-art facilities. They provide:</p> <ul style="list-style-type: none"> • Reminiscence and life history sessions • Snoezelen sessions for sensory stimulation (sessions that create a tranquil atmosphere through fibre optic lights, hand massage and soft music) • Arts and crafts • Pool, darts and snooker • Music days • Daily pet therapy • Cooking and baking • Hair and beauty <p>Humphry Repton House, Brentry Lane, Bristol, BS10 6NA. Email: humphryrepton@milestonetrust.org.uk</p>	<p>0117 959 2255</p> <p>This number takes you through to the main house and they will re-direct your call to Milestones Trust Dementia Day Care. Call to find out more details and to book a place.</p>
	<p>Supporting Dementia Team*</p> <p>The Supporting Dementia team is a free, crisis and re-ablement service to help people with moderate to severe dementia live more independently.</p> <p>The team provides short-term intensive support to help people with dementia to stay living independently in their own home for as long as possible. The team provides a range of support which could include: help with mobility, self-care, continence and daily living activities e.g. food preparation and participation in leisure activities.</p> <p>Web: www.bristol.gov.uk (search for `supporting dementia team`).</p>	<p>0117 922 2700</p> <p>Contact Care Direct for a referral.</p>
	<p>Sporting Memories*</p> <p>Want to share memories of great sporting heroes and events?</p> <p>The weekly groups are a friendly place where people with dementia can tell us about their favourite sporting memories and hear stories from others who also love their sport. The groups also welcome the company of individual friends or relatives who share their sporting passion. Sporting Memories Network is setting up an exciting network of weekly, daytime groups in venues across South Gloucestershire and Bristol including Gloucestershire County Cricket Club, Bristol Rovers FC, Patchway Library, Filton Library and Bristol City FC, with more to follow.</p> <p>If you would like more information about joining a group, know someone who may benefit from attending a group, please contact the number opposite.</p> <p>Email: admin@sportingmemoriesnetwork.com</p>	<p>0755 353 0307</p> <p>Martin Chatwin</p>

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5	Local support for the person with dementia – (<i>inc: practical and emotional support, possible opportunities/activities</i>) <i>CONT...</i>	
	Tyndale Circle Day Centre* A weekly Day Centre for those with memory loss who are not in full-time residential care. Every Thursday from 9.15 am – 3.00 pm. Cost – £5.00 per day including lunch but will be £15.00 per day for self-funders when block service purchase is displaced. Tyndale Baptist Church, Whiteladies Road, Clifton, Bristol, BS8 2QG.	0117 968 6065
6	Local support for family, friends and carers	
	Age UK Bristol – Telephone Befriending Service Age UK Bristol offer a telephone befriending service providing a supportive, listening ear and reassurance for people over 60. Canningford House, 38 Victoria Street, Bristol, BS1 6BY. Web: http://www.ageuk.org.uk/bristol/	0117 929 7537
	Alzheimer's Society – Carers' Support Group* These are regular support groups for the close family, friends and carers of people with dementia and are led by experienced facilitators. Meetings are a chance to discuss, amongst other things, the diagnosis of dementia and its impact. These groups are the place to share concerns, experiences and coping mechanisms, as well as a place to make friends. Groups meet in Brislington, Filton, Kingswood and Westbury-on-Trym.	0117 961 0693
	Alzheimer's Society – CrISP – Carers' Information Support Programme* This service has been designed specifically for families, friends and carers of those with a recent diagnosis of dementia. There are four essential sessions, consisting of: <ol style="list-style-type: none"> 1. Understanding dementia - the physical, psychological and emotional implications that dementia may have on a person with dementia. 2. Legal and money matters - information on legal and money matters including making decisions now and in the future. 3. Providing support and care - practical information on communication, understanding problems from the perspective of the person with dementia, and where and how to access support. 4. Coping day-to-day and next steps - the physical, psychological and emotional implications that dementia may have on people, including their relationships, how to look after themselves and identification of relevant support and services. To book a place on this course call the number opposite.	0754 092 1035 Katy Berwick

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6	Local support for family, friends and carers <i>CONT...</i>	
	<p>Bristol Black Carers</p> <p>Bristol Black Carers supports families, friends and carers, mainly from black and minority ethnic (BME) backgrounds. It provides a range of culturally specific and supportive services for young people, adults and families across Bristol. Current services are free and confidential. They include advice about housing, benefits and health and social care; monthly support groups and Care Attendant Service allowing family members and carers to take time out.</p> <p>Unit 20, Easton Business Centre, Felix Road, Bristol, BS5 0HE.</p> <p>Web: www.bristolblackcarers.org.uk</p>	0117 941 5303
	<p>Bristol and Avon Chinese Women's Group</p> <p>Provide a range of services for Chinese women and their families including a sitting service, translation and interpretation and a drop-in Day Centre. To find out about all the services they provide call the number opposite.</p> <p>St Agnes Church, Thomas Street, St Pauls, Bristol BS2 9LL.</p> <p>Web: www.bacwg.org.uk</p>	0117 935 1462
	<p>Bristol Shared Lives</p> <p>In Bristol Shared Lives, an approved carer shares their home and family life with a vulnerable person; this could be someone with learning difficulties, dementia, mental health issues or with another disability. Shared Lives carers provide care, support and accommodation within their own home. Carers come from a range of backgrounds with different family circumstances. They receive support and guidance from a Shared Lives Officer.</p> <p>Bristol Shared Lives, FREEPOST NAT17481, PO Box 30, Bristol, BS1 5BR. <i>Postal address for reference only - please call to arrange an appointment.</i></p> <p>Web: www.bristol.gov.uk (search for 'Shared Lives').</p>	0117 922 2700 Referral is required via Care Direct.
	<p>Care Direct</p> <p>Care Direct provide information about applying for the Carers Emergency Card and support through the Carers Self Assessment. Carers Emergency Card is a free service that provides up to 72 hours of emergency support for the person cared for in the event of their main care provider having an accident or emergency. Call the number opposite for further information.</p>	0117 922 2700

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	<p>Carers Support Centre – Carers Line Provide support, information and advice to families, friends and carers of any age. This includes:</p> <ul style="list-style-type: none"> • Carers Line (telephone support line) • Carers Emergency Card (see Care Direct) • One-to-one support and carers' groups • Short breaks and carers' holidays • Counselling service • Support for young carers (see EighteenPlus) • Support for young carers <p>Carers line hours: 10.00 am – 1.00 pm and 2.00 pm – 4.00 pm Monday to Thursday. Friday 10.00 am – 1.00 pm. An answer phone operates outside these hours. The Vassall Centre, Gill Avenue, Fishponds, Bristol, South Gloucestershire, BS16 2QQ. Email: carersline@carerssupportcentre.org.uk Web: www.carerssupportcentre.org.uk Web for holidays: www.carersholidays.org.uk</p>	0117 965 2200
	<p>Dhek Bhal A voluntary organisation that works to promote the health and social wellbeing of the South Asian Community of Bristol and South Gloucestershire through the provision of a range of services which include: Day Care, Sitting Service, Domiciliary Care, Respite Care and an Older Men's Group. Barton Hill Office, 43 Ducie Road, Barton Hill, Bristol, BS5 0AX. <i>Postal address for reference only - please call to arrange an appointment.</i> Web: www.dhekbhal.org.uk</p>	0117 914 6671
	<p>EighteenPlus A monthly group for young adult carers aged 18-25 who are currently caring for a family member or friend. Supported by the Carers Support Centre. Contact Ruth Garner, Family Support Worker.</p>	0117 937 5620
	<p>Tyndale Circle Day Centre A bi-monthly self-help group for families, friends and carers of people with dementia. Tyndale Baptist Church, Whiteladies Road, Clifton, Bristol, BS8 2QG.</p>	0117 968 6065
	<p>www.wellaware.org.uk This website is a guide to health, wellbeing and community services in Bristol, South Gloucestershire, Bath & North East Somerset and North Somerset.</p>	0808 808 5252 Free phone.

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	Alternative Therapies (always discuss with your GP first, but can be a good source of relaxation and certain claimed healing properties)	
	Continence (problems associated with toileting)	
	Bristol Community Health Continence care is available for: <ul style="list-style-type: none"> • People aged 19 years and over • Those registered with a Bristol General Practitioner (GP) • Those able to attend a clinic to be assessed • Families or carers requiring advice and support for the continence needs of the person they care for • Housebound patients who have bladder and bowel problems Continence Service, Avonmouth Medical Centre, Collins Street, Avonmouth, Bristol, BS11 9JJ.	0117 982 9129
	Dentist (dental pain and/or poor oral health may be a great source of distress)	
	Community Dental Service The Community Dental Service (CDS) provides dental care for people who are unable to access treatment from a general dental practitioner (GDP) because of special needs, or disabilities. Home visits are available where patients are housebound, or where the disability is such that the individual would find it too difficult to visit a clinic, but this would be at the discretion of the service. The Dental Hospital, Lower Maudlin Street, Bristol, BS1 2LY.	0117 342 4383
	Dieticians (Dietary advice and nutritional support)	
	There is a specialist team of Dieticians providing a community based Nutrition and Dietetics service. They provide advice and support to adult patients and carers locally within the community through one-to-one counselling, group education, and teaching on a number of topics about nutrition.	GP Referral only.
	District/Community Nurse (visit at home to meet any short or long term nursing needs)	
	Bristol Community Health Community Nurses provide nursing care for predominantly housebound patients. They promote and support independence and provide care at periods of time when patients are unable to support themselves, such as following a recent discharge from hospital or a period of serious illness.	GP referral only.

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	Hearing (hearing loss may contribute to increased isolation but hearing aids may also add further to confusion with increased or distorted noise levels. It is therefore important to have the right assessment by an Audiologist experienced in assessing hearing loss and dementia)	
	University Hospitals Bristol	0117 342 5854 GP referral only.
	Occupational Therapist (activity, aids and adaptations)	
	Avon and Wiltshire Mental Health Partnership Significant provider of specialist mental health services operating across BANES, Bristol, North Somerset, South Gloucestershire, Swindon and Wiltshire. They have a range of services including Occupational Therapists.	GP referral only.
	Bristol Community Health Occupational Therapists Help for older and disabled people to remain living independently at home. Assessments and visits are prioritised depending on people's needs. There are waiting lists – they will let you know if there will be a delay before they can see you. Monday to Friday 8.30 am – 4.30 pm. Knowle Clinic, Broadfield Road, Knowle, Bristol, BS4 2UH.	0117 919 0290
	Opticians (undetected visual problems such as sight loss may exacerbate anxiety and increase risk of falls)	
	Healthcall Optical Services Specialises in home eye care services; takes care of everything from home eye tests and dispensing of glasses to a comprehensive aftercare service. Web: www.healthcalloptical.co.uk	0800 030 4083 Free from a landline.
	NHS Choices – Website only Web: http://www.nhs.uk/nhsengland/aboutnhservices/opticians/pages/nhsopticians.aspx On the right hand side of the page is a 'drop down box' beside it is the word 'choose a service' - the word opticians should already be in place. Underneath this is another box with: 'Located in' beside it - enter your post code here to obtain a list of opticians close to where you live.	Website only.
	VisionCall Specialises in home eye care services; takes care of everything from home eye tests and dispensing of glasses to a comprehensive aftercare service. Web: www.vision-call.co.uk	0845 677 3340 Charges range from 1p – 11p per minute when calling from a landline.

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7	Local health care contacts – <i>there may be options in your local area for certain health specialist services to visit you at home – where applicable we have listed services in your area, but if in doubt contact your GP practice for further details CONT...</i>	
	Physiotherapists (Mobility and exercise)	
	Bristol Community Health Physiotherapy The Physiotherapy Team deliver expert advice and support to patients. Physiotherapists use manual therapy and exercises to help restore and maintain physical function of the body's joints, muscles and ligaments.	GP or Healthcare Professional referral only.
	Podiatry (Good foot care leads to reduced pain, increased mobility, increased physical activity, reduction in falls)	
	Bristol Community Health Provide podiatry services in community clinics and can also visit bed and chair bound patients at home. The treatment they provide will be based on a risk assessment. Podiatry Department, Knowle Clinic, Broadfield Road, Knowle, Bristol, BS4 2UH.	0117 919 0275
	Speech and Language Therapists (assessment and advice concerning swallowing, feeding and communication) GP referral only.	
8	Local activities, organisations	
	Age UK Bristol Age UK Bristol provide a range of support and services for older people including benefits help and advice. Canningford House, 38 Victoria Street, Bristol, BS1 6BY.	0117 929 7537
	Alzheimer's Society* Alzheimer's Society offers information and support for people with any type of dementia and their families. A telephone information line is normally staffed between 9.00 am – 2.00 pm Monday to Friday with an answer phone outside of these hours. International House, 10 Bank Road, Kingswood, Bristol, BS15 8LX.	0117 961 0693

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8	Local activities, organisations <i>CONT...</i>	
	<p>British Red Cross – Dementia Support*</p> <p>Volunteers provide weekly home visits (up to six weeks) to support people with dementia, and provide respite for their family/carer. The service promotes independence and companionship, and volunteers can also help with collecting prescriptions, shopping and light household work. The service includes hand, arm and shoulder massage for the carer, if required.</p> <p>Unit 19, Easton Business Centre, Felix Road, Bristol, BS5 0HE. <i>Postal address for reference only, please call for an appointment.</i></p>	0117 941 5041
	<p>British Red Cross – Home from Hospital Service</p> <p>The 'Home from Hospital' service provides a weekly visit for up to six weeks after somebody is discharged from hospital. Support is provided through home visits aimed at promoting independence and companionship. Red Cross volunteers help with activities such as collecting prescriptions, shopping and light household work.</p> <p>Unit 19, Easton Business Centre, Felix Road, Bristol, BS5 0HE. <i>Postal address for reference only, please call for an appointment.</i></p>	0117 941 5041
	<p>Bristol Shared Lives</p> <p>In Bristol Shared Lives, an approved carer shares their home and family life with a vulnerable person; this could be someone with learning difficulties, dementia, mental health issues or with another disability. Shared Lives carers provide care, support and accommodation within their own home. Carers come from a range of backgrounds with different family circumstances. They receive support and guidance from a Shared Lives Officer.</p> <p>Bristol Shared Lives, FREEPOST NAT17481, PO Box 30, Bristol, BS1 5BR. <i>Postal address for reference only - please call to arrange an appointment.</i></p> <p>Web: www.bristol.gov.uk (search for 'Shared Lives').</p>	0117 922 2700 Referral is required via Care Direct.
	Community transport:	
	<p>Bristol Community Transport</p> <p>Bristol Community Transport (BCT) is a community based organisation providing efficient, affordable, accessible transport to community groups, organisations and individuals.</p> <p>Booking and general enquiries lines open: 7.30 am – 1.00 pm and 2.00 pm – 5.00 pm Monday to Friday.</p> <p>181 – 189 Easton Road, Easton, Bristol, BS5 0HQ.</p> <p>Email: bctoffice@hctgroup.org</p> <p>Web: www.bristolcommunitytransport.org.uk</p>	0117 902 0158 Or 0117 902 0157

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8	Local activities, organisations <i>CONT...</i>	
	Community transport: <i>CONT...</i>	
	Bristol Dial A Ride A charitable organisation that provides door-to-door accessible transport services for disabled and older people in Bristol, at the cost of a bus fare. Concessionary Travelcards can be used. Assistance is provided by Driver/Escorts and for your comfort and safety all the Minibuses have seat belts and securing systems for wheelchairs. Lines open: 9.00 am – 5.00 pm Monday to Friday. Bristol Dial A Ride, Great Park Road, Bradley Stoke, Bristol, BS32 4RU. Email: info@socialaccess.org.uk Web: www.bristoldialaride.org.uk	0845 130 1875 Select option 1. Charges range from 1p – 11p per minute when calling from a landline.
	North & West Area – Lawrence Weston Community Transport The service aims to help people with mobility needs to travel around Lawrence Weston. They provide a service with the ability to divert to individual addresses within the Lawrence Weston area for those who are unable to walk to the route the bus travels. 117–119 Long Cross, Bristol, BS11 0HG. Email: lwct.bristol@talk21.com Web: www.lwct.btck.co.uk	0117 907 3074
	South Area – CATT Hartcliffe & Withywood Community Partnership The service links less accessible areas with mainstream transport service routes and local places of activity. The @symes Community Building, Peterson Avenue, Bristol, BS13 0BE. Web: www.hwcp.org.uk (Select 'CATT' on right hand column).	0117 377 3451
	Frozen meals – if you find it difficult to prepare a hot main meal for yourself, you may consider having frozen meals delivered directly to your door.	
	Community Meals (Meals on Wheels) It provides “meals on wheels” for people unable to cater for themselves. They provide a choice of hot meals which are served between 11.00 am – 2.00 pm or frozen meals, a more flexible service based on people heating their own meals as required. Frozen meals are delivered once a week.	0117 922 2700 To access this service contact Care Direct.
	Oakhouse Foods Web: www.oakhousefoods.co.uk	0845 643 2009 Charges range from 1p – 11p per minute when calling from a landline.
	Wiltshire Farm Foods Web: www.wiltshirefarmfoods.com	0800 773 773 Free from a landline.

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8	Local activities, organisations <i>CONT...</i>	
	Other services:	
	<p>Carers Support Centre – Carers Line Provide support, information and advice to families, friends and carers of any age. This includes:</p> <ul style="list-style-type: none"> • Carers Line (telephone support line) • Carers Emergency Card (see Care Direct) • One-to-one support and carers' groups • Short breaks and carers' holidays • Counselling service • Support for young carers (see EighteenPlus) • Support for young carers <p>Carers line hours: 10.00 am – 1.00 pm and 2.00 pm – 4.00 pm Monday to Thursday. Friday 10.00 am – 1.00 pm. An answer phone operates outside these hours. The Vassall Centre, Gill Avenue, Fishponds, Bristol, South Gloucestershire, BS16 2QQ. Email: carersline@carerssupportcentre.org.uk Web: www.carerssupportcentre.org.uk Web for holidays: www.carersholidays.org.uk</p>	0117 965 2200
	<p>Community Databases and Online Listings: Local Organisations Database The Bristol City Council website includes an online searchable database of over 900 community, voluntary and self-help groups, clubs and societies, and other resources and facilities in Bristol. Web: www.bristol.gov.uk/organisationfinder This is Bristol – Online listings by Bristol Post newspaper include sports, 'What's On' and local news.' Web: www.bristolpost.co.uk Visit Bristol – Online listings of places, activities and events in Bristol. Web: www.visitbristol.co.uk</p>	Websites only.

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8	Local activities, organisations <i>CONT...</i>	
	Other services: <i>CONT...</i>	
	<p>Dementia Adventure*</p> <p>This organisation provides a range of high quality adventures ranging from short walks to international holidays and bespoke group breaks. These activities not only give a feeling of self-worth but also give a sense of belonging, encourage team work and provide an opportunity to make new friends.</p> <p>Post: write to them at Dementia Adventure CIC, Ellis Farm, High Easter, Chelmsford, Essex, CM1 4RB.</p> <p>Email: info@dementiaadventure.co.uk</p> <p>Web: http://www.dementiaadventure.co.uk/</p>	01245 230661
	<p>Forget Me Not Book*</p> <p>Is a wonderful innovation that allows family and friends to easily collect great stories and photographs together in an online memory or life story book. It is a fantastic way to involve a wide group of people and being online means anyone can contribute at any time, wherever they live. It's free to create a book online and there is a small charge if you would like your book printed.</p> <p>Email: jon@forgetmenotbook.com</p> <p>Web: www.forgetmenotbook.com</p> <p>Facebook: www.facebook.com/forgetmenotbook</p>	01225 891778
	<p>Leisure Centres</p> <p>Your local leisure centre offers groups and activity programmes which accommodate all levels of ability. To locate your nearest leisure centre contact: Sports and Health Development, 4th Floor, Brunel House, St George Road, Bristol, BS1 5UY or if you have internet access go to:</p> <p>Web: http://www.everyoneactive.com/tabid/678/Default.aspx</p>	0117 922 2696
	<p>Libraries</p> <p>Your local library also has information about services and support in your area. To locate your nearest library either contact Bristol Central Library, College Green, Bristol, BS1 5TL or if you have internet access go to http://www.bristol.gov.uk/LibraryViewer.</p>	0117 903 7200

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8	Local activities, organisations <i>CONT...</i>	
	Other services: <i>CONT...</i>	
	Link Age Link Age works with over 55s in the local communities around Bristol. They encourage participation in social activities, reduce isolation and loneliness, and enable people to become active citizens in their community. Web: www.linkagebristol.org.uk/home	0117 353 3042
	The Mede Sprint Provides a range of activities and courses. Please be aware that they are not dementia specific. Call through for suitability. The Mede Community Centre, 1 Marshall Walk, Knowle, Bristol, BS4 1TR. Web: www.knowlewest.co.uk	0117 904 1220
	RADAR Key Toilets with extra room and easier access for the use of disabled people. To obtain your own key contact: Bristol Shopmobility, Cabot Circus Car Park, Newfoundland Circus Bristol, BS2 9AB. Email: admin@bristolshopmobility.co.uk	0117 955 9083
	Research Opportunities There are many ways to get involved in clinical research. You could participate in a study or help shape the direction of research by having a say or offering your opinion. You can get involved in research in the following ways: <ul style="list-style-type: none"> • Attending discussion groups in your area - Regional or National research committees • Developing patient and carer information leaflets • Support a research project or advisory group as a member • Become a champion for research • Identify research that is important, relevant and beneficial to patients and carers • Talk in groups with researchers to discuss their research proposal • Write guidance for researchers on how to run patient and public involvement If you are interested: Write to AWP Research Office, The Blackberry Centre, Blackberry Hill Hospital, Manor Road, Bristol BS16 2EW or Email: south-west@dendron.org.uk	

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8	Local activities, organisations <i>CONT...</i>	
	Other services: <i>CONT...</i>	
	RSVP West The Retired and Senior Volunteer Programme (RSVP) provides volunteering opportunities that allow older people over 50 to play an active role in their communities. Contact: RSVP West Region, The CREATE Centre, Smeaton Road, Bristol, BS1 6XN.	0117 922 4392
	Volunteer Bristol Volunteer Bristol promotes and supports volunteering in the city. A drop-in is open Tuesdays and Wednesdays 11.00 am – 3.00 pm at Volunteer Bristol, Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB.	0117 989 7733
	VOSCUR directories 'Online directory of Bristol's community voluntary groups and social enterprises. Email: info@voscur.org Web: http://www.voscur.org/directories	Website only.
	www.wellaware.org.uk This website is a guide to health, wellbeing and community services in Bristol, South Gloucestershire, Bath & North East Somerset and North Somerset.	0808 808 5252 Free from a landline.
	Assistive Technology:	
	Bristol Careline This is a 24 hour Telecare and Assistive Technology Service run by Bristol City Council, offering a telephone response to personal alarm calls. The call centre will get help for you or call your nominated contacts in an emergency. Web: www.bristol.gov.uk	0117 922 3269
	Telecare and alarms Equipment that can help people maintain their independence. For information about technology to support people at home contact Care Direct. To arrange a demonstration of the equipment contact: Living Mobility and driving Centre. The Vassall Centre Gill Avenue, Fishponds, Bristol, BS16 2QQ. Web: www.thisisliving.org.uk	0117 922 2700

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8	Local activities, organisations <i>CONT...</i>	
	Assistive Technology: <i>CONT...</i>	
	West of England Care & Repair (WE care & repair) Can provide you with a handyperson to take care of smaller repairs and home improvement jobs. Their handypersons are multi-skilled tradespersons – they are friendly, reliable and CRB-checked (Criminal Records Bureau). All their handypeople carry ID cards and their logo is clearly displayed on their vans and uniform. Web: www.wecr.org.uk	0300 323 0700 Calls charged the same as the national rate to 01 & 02 numbers.
	West of England Care and Repair – Support my Life This is an online catalogue of items that can help to make life easier, from simple memo-minders to movement detectors and pager-alarms. Showroom at 5 Hidemarket, West Street, Bristol, BS2 0BH. Web: www.supportmylife.org	0300 323 0700 Calls charged the same as the national rate to 01 & 02 numbers.
9	Legal and Financial Help – <i>a Lasting Power of Attorney (LPA) enables you to appoint one or more people who you trust to manage your affairs should this become necessary. The role of the LPA may be to make decisions about your health and personal welfare that are in your best interests such as: where to live; the provision of day-to-day care; medical treatment and / or managing your financial affairs.</i> <i>You do not have to involve a solicitor to draw up an LPA, more information about the two types of LPA can be found on the GOV.UK site: https://www.gov.uk/power-of-attorney</i> <i>You can fill out and register an LPA on line, guidance is given on how to do this: https://www.gov.uk/power-of-attorney/make-a-lasting-power-of-attorney</i> <i>However if you choose to use a solicitor the following information may be helpful:</i>	
	The Law Society They can find a solicitor for you.	0207 242 1222
	If you would like to find a solicitor for yourself: http://www.lawsociety.org.uk (click on find solicitor, then click on find a law firm, fill in post code/location and select the word advocacy for area of law).	
	9a: Local Legal Firms	
	Avon and Bristol Law Centre Provides free legal advice and advocacy for unwaged and low paid people, people experiencing unlawful discrimination, benefits, debt and money, housing, immigration, community care and other legal issues. 2 Moon Street, Bristol, BS2 8QE. Web: www.ablc.org.uk	0117 924 8662

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Here is a list of some of the issues which may or may not be relevant to you – but help and information is available.

- The different types of dementia
- Understanding Behaviours
- Care and Support Options
- Dementia Medications including the use of anti-psychotics
- Safety – Home or out and about
- Assistive Technology
- Living Well with dementia
- Life Story Work
- Continence and Toileting
- Sexual relationships
- Advocacy
- Younger people with dementia
- Cultural diversities
- Learning Disabilities and dementia
- How to explain to children
- Environment inc. equipment, adaptations

If you provide a service for people affected by dementia and would like to be included on this Information Prescription please email dementiahelpline@guidepoststrust.org.uk or telephone **0845 1204048**

Evaluation:

We would really welcome and appreciate your feedback in order to develop our work. If you would be happy to discuss your thoughts and answer a few questions then please contact **0845 120 4048**

Disclaimer:

Every effort has been made to ensure the content of the Information Prescription is accurate at the time of issue (see date at the bottom of the page). However, neither the authors nor Guideposts Trust accept liability for any third party information or service provision.

The inclusion of organisations, services and links to other websites is for information purposes only and does not constitute endorsement of any kind by Guideposts Trust / dementia web or the organisations supporting the publication.

Guideposts Trust / dementia web are not responsible for the content of external internet sites.

Primarily the Information Prescription is a guide only, it is not intended as a substitute for independent / expert advice; always consult a qualified professional about your own care or the person you care for.

If you have a problem with any of the contact details please call our helpline number 0845 120 4048.

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Evaluation on Dementia Information Prescriptions

The **Dementia Information Prescription** is currently being piloted and we would really value your feedback to improve the quality and content of the service we provide. We would be very grateful if you could answer the following questions.

Thank you.

Please tell us about you :

Please tick ✓ all boxes that apply.

- | | |
|--|---|
| <input type="checkbox"/> I have dementia | <input type="checkbox"/> I think I might have dementia |
| <input type="checkbox"/> Someone in my family has dementia | <input type="checkbox"/> I care for someone with dementia |
| <input type="checkbox"/> I am a social or health care professional | |

1 What information about dementia are you looking for?

2 Have you used any other resources to find out about dementia? If so, please list them below.

Evaluation on Dementia Information Prescriptions

3 Now you have the details of the 24 hour dementia helpline, would you consider calling?

Please tick ✓ the relevant box.

Yes

No

If no, please comment on your reasons why:

4 Does the Dementia Information Prescription contain relevant information for you?

Please tick ✓ the relevant box.

Yes

No

If no, please comment on your reasons why:

Evaluation on Dementia Information Prescriptions

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5 Do you feel there was enough information provided in the Dementia Information Prescription?

Please tick ✓ one box below.

Not enough information

The right amount of information

Too much information

Please add any other comments:

6 Did you find the Dementia Information Prescription easy to use?

Please tick ✓ the relevant box.

Yes

No

If no, please comment on your reasons why:

Evaluation on Dementia Information Prescriptions

7 Do you have any other comments about the Dementia Information Prescription?

If you would like to discuss your views in detail with a Dementia Web Co-ordinator, please complete the details below and they will contact you for a conversation. Please leave blank if you wish to remain anonymous.

Title: Mr Mrs Miss Name:

Phone:

Best day / time to contact you:

Useful information for us:

Where did you get your information prescription?

What area do you live in?

Which GP practice are you registered with?

Thank you for taking the time to answer our questions.

Please return to: Dementia Web, Willow Tree House, Station Lane, Witney, Oxfordshire, OX28 4BH