

Dementia Support Services

Information for patients and carers

Introduction

This information leaflet directs patients, relatives and their carers to support services for people with dementia. The services have been identified as either, local to Queen Victoria Hospital NHS Foundation Trust (QVH) and the surrounding healthcare community, or as national information services.

Local dementia support services

QVH

- **Butterfly Scheme** - The QVH has implemented the Butterfly Scheme which was devised by a carer whose mother had dementia: its purpose is to improve patient safety and well-being in hospitals. The scheme enables staff to respond appropriately and positively not only to people with dementia but also to those with memory-impairment or temporary confusion and allows people to request that response via a discreet Butterfly symbol.
- **Dementia Care Champions** - Each department has a dementia champion who will direct and advise patients and carer's on the Butterfly Scheme ensuring the patient's experience is a positive one.

Other useful local contacts

- **Contact your own GP**
 - for referral to the Memory Assessment Service
 - for the practice to register the carer, highlighting their needs as well as that of the cared for - what is provided varies according to the area you live in
 - check the practice notice boards for local support contact details
- **Age UK East Grinstead & District – www.ageuk/eastgrinstead**

Swan Mead, Queens Road, East Grinstead RH19 1BE
Phone 01342 327046 or email enq@ageukeastgrinstead.org.uk
Free information and advice on a range of subjects - services include:

 - Centre providing friendship, hot meals and activities every weekday
 - Programme of trips, outings and holidays
 - Community groups, such as swimming, walking, Zumba, tai chi, board games and cinema
 - Help at Home domestic service for help with cleaning, ironing and shopping
 - Respite service for carers which provides specialist support for people who are more frail or who have low-level dementia on 1st/3rd Saturdays of the month and late afternoon on last Monday of month.
 - Access to all services can be by personal referral and do not need assessment by Social Services. Some services are funded but there is a charge for others. Transport is available through a local provider.

- **Alzheimer’s and Dementia Support Group** - www.dementia-support.org
- **Carers Support - West Sussex** - www.carerssupport.org.uk

National support groups

- **Alzheimer’s Society (AS)** - www.alzheimers.org.uk provides:
 - “**This is Me**” – a patient passport to enable staff caring for a patient with dementia to know and understand the patient’s needs better.
 - A wealth of useful information and contact details. Membership, at a nominal rate for those living with dementia, entitles you to - -“**Living with dementia**”, the magazine of the AS which provides valuable information, personal experiences and handy hints etc.
 - Carers Support Groups run by AS where the cared for are looked after for a small charge whilst the carer has time to listen to a speaker on a relevant topic and share experiences with others caring for and living with dementia
 - Training courses for carers.
 - ‘**Dementia Friends**’ - any member of the public can sign up to become either a **Dementia Champion** or a **Dementia Friend**. Training is provided. The objective is to encourage the development of dementia-friendly communities: at home, in the workplace etc. Training is provided for those signing up.
- **Butterfly Scheme** - www.butterflyscheme.org.uk
- **Carers UK** - www.carersuk.org
 - supports carers and provides information and advice about caring
 - influences policy through research based on carers’ real life experiences
 - campaigns to make life better for carers and provides advice and information
- **Citizen’s Advice Bureau** - www.citizensadvice.org.uk
- **Crossroads Care** - <http://www.crossroadscare-sc.org> provides:
 - support for carers and the people they care for
 - day service, night service, self-funding service, emergency respite service, night sitting service and holiday support service
- **Dementia UK** - www.dementiauk.org
- **Royal College of Nursing** www.rcn.org.uk/dementia
 - launched their SPACE project in 2011 to improve care of patients in hospital.
- **Admiral Nurses** - www.dementiauk.org/what-we-do/admiral-nurses

Please ask if you would like this leaflet in larger print
or an alternative format.