

## 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.

For more information you can visit our website <https://www.qvh.nhs.uk/for-patients/support-for-carers/>

## Local dementia support services

### QVH

- **Butterfly Scheme** - 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. [www.butterflyscheme.org.uk](http://www.butterflyscheme.org.uk)
- QVH is a member of the national and local Dementia Alliance. This is to work with local organisations to support people with dementia in and around East Grinstead. [www.dementiaaction.org.uk](http://www.dementiaaction.org.uk)

- **Dementia Care Champions** - Each department has a dementia champion who will direct and advise patients and carers on the Butterfly Scheme ensuring the patient's experience is a positive one.
- We support **Johns Campaign** – John's campaign which enables open visiting for carers of patients with dementia on our inpatient wards.

## 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

## National support groups

- **Age UK** – [www.ageuk.org.uk](http://www.ageuk.org.uk)
- **Alzheimer's Society (AS)** - [www.alzheimers.org.uk](http://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.

- **Carers UK** -  
[www.carersuk.org](http://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](http://www.citizensadvice.org.uk)
- **Dementia UK** -  
[www.dementiauk.org](http://www.dementiauk.org)
- **Royal College of Nursing** -  
[www.rcn.org.uk/dementia](http://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](http://www.dementiauk.org/what-we-do/admiral-nurses)
- **Alzheimer's and Dementia Support Group** -  
[www.dementia-support.org](http://www.dementia-support.org)
- **Carers Support West Sussex** -  
[www.carerssupport.org.uk](http://www.carerssupport.org.uk)

## Dementia Support Services

### Information for patients and carers

Please ask if you  
would like this leaflet  
in larger print or a  
different format.

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