**Information for carers of people with dementia**

**Rosina, Lewis Loyd ward**

<table>
<thead>
<tr>
<th>Our consultant is:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>We are on ward:</td>
<td></td>
</tr>
<tr>
<td>The ward telephone number is:</td>
<td></td>
</tr>
<tr>
<td>The ward manager's name is:</td>
<td></td>
</tr>
</tbody>
</table>
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Working in partnership with us</td>
<td>3</td>
</tr>
<tr>
<td>Top tips for hospital</td>
<td>4</td>
</tr>
<tr>
<td>Useful information about dementia</td>
<td>5</td>
</tr>
<tr>
<td>Being a carer</td>
<td>6</td>
</tr>
<tr>
<td>Legal and financial matters</td>
<td>7</td>
</tr>
<tr>
<td>Aspects of dementia</td>
<td>9</td>
</tr>
<tr>
<td>Support services</td>
<td>17</td>
</tr>
</tbody>
</table>
Introduction

As the carer of a person with dementia, we recognise that you will need support while that person is in hospital. We want to work in partnership with you while you are both with us.

This booklet is designed to give you information which will be useful in hospital and also when you go home.

As a carer, you may be providing unpaid care for a relative, partner or friend and who could not manage without your help. In this booklet, the term ‘your person’, refers to the person with dementia who has been admitted to hospital and who you care for.

Working in partnership with us - the Carer’s Charter

At Imperial College Healthcare NHS Trust we understand the importance of carers’ involvement in our patients’ lives. We want to deliver the best possible patient care and to ensure that this happens, we have the Carer’s Charter.

<table>
<thead>
<tr>
<th>This is what we will do</th>
<th>How you can help us</th>
<th>Together, we will</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide you with an information booklet and carer’s passport</td>
<td>Share the patient's hospital passport and/or health action plan with the Trust</td>
<td>Aspire to deliver the best possible experience care for our most vulnerable patients</td>
</tr>
<tr>
<td>Involve you in the patient’s care planning and treatment</td>
<td>Wear your carer’s passport whilst at the hospital</td>
<td></td>
</tr>
<tr>
<td>Listen to you as an expert with in depth knowledge of the patient’s needs and wishes</td>
<td>Agree with staff the best times for you to be on the ward</td>
<td></td>
</tr>
<tr>
<td>Work collaboratively with you</td>
<td>Leave the ward if requested to do so for clinical reasons</td>
<td></td>
</tr>
<tr>
<td>Include you in multi-disciplinary team meetings and discharge plans</td>
<td>Be kind and supportive of your role as a carer</td>
<td></td>
</tr>
</tbody>
</table>
Top tips for hospital stays

While your person is in hospital, there are some things that you can do to help.

Looking after yourself

First of all, make sure that you look after yourself. Use your carer’s passport to visit whenever you want, but give yourself time to rest and recover as well.

Remember to eat and drink enough, it can be hard to organise feeding yourself when you are coming to and from the hospital. If you are finding it difficult, please tell us and we will see what we can do to help you.

What might help your person to settle down while they are in hospital

- Bring in familiar objects (but not avoid anything valuable) as favourite things and photographs are often helpful.

- Always tell the ward staff something personal about your person, what he/she did for a living or as a hobby – it helps our staff to get to know the person.

- Complete a This is Me document or a Mind Dice. You can ask the staff on the ward for a form or dice to complete. These will tell our staff all the important non-medical facts that will help them to look after your person well.

- Bring in something that your person likes to do at home like books, sewing or crosswords.

- Let us know if your person like music or films and we can try to provide them in hospital. You can bring in your own CDs or DVDs in for them too.

- You are welcome to bring in any favourite drinks or food if your person is allowed to eat. Or tell us what these are and we can try to get them for your person.

As soon as you can, encourage your person to move around and do things for him/herself. This will ensure that your person does not lose abilities or skills while in hospital. You can ask the therapists on the ward to help and advise you on this.
What we will do for your person while they are in our care

While your person is in hospital, we will try to provide additional support to ensure that your person feels secure and recovers as quickly as possible.

Here are some of the things we will do with and for your person:

- get to know them using My life units using computer programmes designed for people with dementia or Mind Dice (a dice that can have information written on the surface)
  - ensure they have access to you if he/she needs it
  - offer a range of activities on the wards from music to touch screen computers
  - check they are eating and drinking enough

- offer snack boxes and an alternative menu available to support people with dementia and a specialist team dedicated to helping people eat

- offer alternative therapies such as massage and aromatherapy to help with distress, anxiety and appetite

- assess and identify pain

If you want advice or help from the hospital’s dementia care team please contact us. Or ask the ward staff to call us.

A team member will come and talk to you, or you are welcome to attend our regular drop in sessions at St Mary’s or Charing Cross hospitals. Ask the ward staff to tell you where and when they are held.

Useful information about dementia

General facts

Dementia is damage to the brain that can affect a person’s thinking and impacts on their ability to carry out normal day to day activities.

- it is not a normal part of the ageing process

- dementia is normally progressive and currently there is no cure
• dementia is an 'organic' disorder, where the brain becomes physically damaged

• there are over 100 types of dementia e.g. Alzheimer’s disease, vascular dementia and fronto-temporal dementia such as Pick’s disease and Lewy Body dementia

Please ask the ward staff to provide you with our leaflets on these dementias if you need more information. You can also talk to your GP if you’re worried about a friend or loved one's memory.

Being a Carer

Carers’ assessments
If you regularly provide care for your person, there is a legal obligation to offer you a carer’s assessment, which covers your own needs. You can discuss the support you’ll need with caring and what would help you to maintain your own health and balance with other aspects of your life, such as work and family.

Social services use the carer’s assessment to decide what help to provide along with other assessments. If you need to have an assessment you can ask to see a social worker, either in hospital or when you are at home.

Carers and family support
Admiral Nurses are specialist dementia nurses who give expert practical, clinical and emotional support to families living with dementia. Admiral Nurses are available across some, but not all London boroughs, so please contact the Admiral Nursing Direct helpline to see whether you can access an Admiral Nurse in your area.

Services Admiral nurses provide range from:

• working with both the person living with dementia and their family

• focusing on the needs of the family, including psychological support and relationship centred work to help them understand and deal with their feelings and learn different coping strategies

• helping families understand dementia and use a range of specialist clinical interventions that help people live well with the condition, and develop skills to improve communication and maintain relationships

• helping families cope with feelings of loss and bereavement as dementia progresses
• providing advice on referrals to other appropriate services and liaise with other health and social care professionals on behalf of the family

The Admiral Nurses helpline is a free and confidential service and it is open seven days a week.

• 09.00 – 17.00 Monday, Tuesday, Friday, Saturday and Sunday
• 09.00 – 21.00 Wednesday, Thursday

Call 0800 888 6678 – you can leave a message if the lines are busy

Email direct@dementiauk.org

What happens if you become ill?
People who care for a person with dementia often worry about what would happen if they became ill, particularly in an emergency situation. Most local authorities have a carers emergency card scheme and in the event of your illness, support for the person you care for will be started. Contact details for these are listed by area in the support services section at the back of this guide.

Breaks from caring
Caring for your person can be a fulfilling experience, but eventually it may become more demanding and coping with the needs of your person and meeting your own needs may be difficult. It is easy to forget about yourself and the activities you enjoy so it is very important that you maintain your own individuality, independence, health and wellbeing. If you have a wider family or social group, you could consider asking one of them to spend some time with your person so that you can have time doing an activity you enjoy, knowing that they are safe and cared for.

Respite
As a carer, there are different ways you can take a break. The kind of break that will suit you will depend on your own needs and circumstances, as well as those of your person. Some carers may maintain an active social life, or attend a weekly social club or activity centre. They may wish to holiday with the person they look after, and some may choose to go away alone. A short break or holiday may not always mean going away, some carers enjoy taking a break at home while the person they look after goes away.

Legal and Financial Matters

Benefits
People with dementia and their carers may be entitled to certain benefits, which should be claimed as they can make a great difference to someone’s life.
You and the person you care for may be entitled to the following benefits:

**Council tax benefit**
Council tax exemption (for people with dementia living alone) or discount (for people living with someone).

**Carer’s allowances**
Are available to help you look after someone with substantial caring needs. You do not have to be related to, or live with, the person you care for. You need to be aged 16 or over and spend at least 35 hours a week caring for your person.

**Attendance allowance**
This is only applicable if a person is receiving substantial care and aged over 65. It is paid at different rates depending on the level of care that your person requires because of their ill health.

If you would like more information about benefits visit [www.gov.uk/browse/benefits/disability](http://www.gov.uk/browse/benefits/disability) or contact your person’s social worker. If your person does not have a nominated social worker, please contact their local social services.

**Power of Attorney**
If a person has dementia, it is important that they organise their financial and legal affairs while they are still able to, so that their affairs are set up in a way that they have chosen.

The person may want a friend or family member to help to do this. Depending on the health of your person, they may wish to consider drawing up a power of attorney document, to assign legal rights and decisions to a chosen, trusted person.

**Lasting power of attorney (LPA)**
An LPA enables the attorney that is trusted person the right to make decisions relating to the person with dementia in regard to their property, affairs and personal welfare. Personal decisions about care, treatment or where the person should live, can be covered by a personal welfare LPA. An LPA covering personal welfare can only be used when the person lacks the ability to make specific welfare decisions for themselves.
If you would like to know more information about who can become an attorney and more information about EPA and LPA duties visit: [www.gov.uk/power-of-attorney/organisations/office-of-the-public-guardian](http://www.gov.uk/power-of-attorney/organisations/office-of-the-public-guardian)

**The Court of Protection**

If a person does not have power of attorney, the Court of Protection can arrange a deputyship to make decisions on a person’s behalf. This will often be a person’s relative. For more information visit: [www.gov.uk/apply-to-the-court-of-protection](http://www.gov.uk/apply-to-the-court-of-protection)

**Mental capacity**

Mental capacity refers to the ability to make decisions about things which affect a person’s life. This includes all decisions from what to eat for breakfast, whether to take medication or who to appoint as an LPA. Certain medical conditions such as dementia may at some point, affect your person’s ability to make these decisions. In this case, an assessment is completed to determine if your person has the capacity to make a specific decision.

Capacity is assessed on a situation by situation basis for example if your person has the capacity to decide what they eat, but not the capacity to decide who manages their financial affairs. Mental capacity is often assessed in hospital settings when an important decision needs to be made.

**Advanced care planning (ACP)**

It is important for everyone to be able to choose how they would like to be cared for at the end of life. A person with dementia might be unable to do this as the dementia progresses. It is important to give them the chance to make choices about the end of life while they can. This is known as Advanced care planning (ACP).

There are two specific but overlapping areas within ACP:

- **Advance Statement**
  - Is a discussion about your person’s preferences, wishes and likely plans. This is not legally binding but vital for determining planned provision of care.

- **Advance Decision**
  - Clarifies the person’s position on their refusal of treatment or what they do not wish to happen. If properly documented, this decision can be legally binding.
Difficult conversations in dementia is a useful booklet published by the National Council for Palliative Care. The contents may help you to start a discussion about this subject. The booklet can be ordered from www.ncpc.org

Aspects of dementia

Possible difficulties in dementia

Dementia is much more than forgetfulness - we can all have that from time to time! People with dementia can have problems in many other areas of their thinking which can change what they are able to do.

People with dementia can find it difficult to make decisions. Dementia can affect very big decisions, such as where they want to live or making a will. It can also inhibit people's ability to make smaller decisions, such as what clothes they want to wear or what they would like to eat for lunch.

A person with dementia may experience changes in the way they see things. Colours and the perception of colour depth can change for a person with dementia making it difficult for them to see objects clearly. The edges of shapes or objects can become blurred, meaning the person might not be able to see where the object begins or ends, or they might not see it at all.

If furniture and the flooring are of a similar colour, the person might not be able to determine where to sit and this might increase their risk of falling. The following things can help:

- try to improve the lighting. Your person may be able to see colours and shapes clearer in brighter light
- use objects that have a very distinct and strong colour to help distinguish them from other objects
- remove unnecessary objects from sight
- name objects when handing them to the person
- label objects

A person’s ability to carry out normal daily activities can also change in dementia. They may carry out tasks in the wrong order or forget what they are doing and move onto another task.

Allow them to do what you know they can do, and then provide assistance with other tasks they have problems with. Sometimes they may need prompts to carry out a task which can be broken down into smaller, more manageable
steps. Sometimes a list of prompts stuck on the refrigerator or cupboard door is all that is needed to help your person remain independent.

Communication in dementia

Changes to look out for

- difficulties in finding the right words to say
- use of the wrong word in a sentence, or they may say the right words, but in the wrong order
- difficulties understanding what you, or other people are saying
- difficulties following a conversation where lots of people are talking or in noisy places. This may lead to frustration
- forgetting familiar languages, reverting to their mother tongue or using a mixture of both

How you can help

If your person says something that you know is incorrect, try steering the conversation around the subject instead of telling them they are wrong. If your person is only speaking a few words, or has stopped speaking, continue to speak to them using the techniques listed here. While they may not be able to participate in conversations using verbal language, they still may enjoy hearing conversations and you may notice non-verbal communication responses.

Body language and touch are both very important parts of communication. Make sure your body language reflects what you are saying and do not underestimate the reassurance you can give by holding your person’s hand or putting your arm around them, if it feels right to do so.

- be patient and respectful, speak in a calm, soft tone but not too slowly
- give only short pieces of information
- do not talk to your person like they are a child as they may pick up on this tone and become upset
- avoid asking direct questions if your person cannot find the right words to answer to avoid frustration

The Alzheimer’s Society website has a leaflet about communication in dementia. For more information visit www.alzheimers.org.uk
Eating and drinking in dementia
A person with dementia can encounter various difficulties with eating and drinking. For more information please ask for the Imperial leaflet, *Helping a person with dementia to eat and drink*. You can download the leaflet too from the Imperial College Healthcare NHS Trust website.

Activities in dementia
Spending time in meaningful activities can be enjoyable and stimulating for both you and your person with dementia, at any stage of their condition, improving their well-being and quality of life.

Encouraging your person to do something creative or take part in an activity helps them to realise their potential, which improves their self-esteem whilst reducing any feelings of loneliness or isolation.

Think about activities that your person has enjoyed throughout their life. Do they have any hobbies? What was their job? There are lots of things that a person with dementia can still do with little or no assistance:

- cognitive - reading, large piece jigsaw puzzles, word searches, crosswords
- physical - walking, dancing, chair-based exercise, swimming
- social - coffee with friends, small singing group, reminiscing with family or friends, looking at old photos from childhood or of other family members
- creative - painting, colouring books, baking, knitting
- spiritual - music, prayer groups, outdoor walks
- daily life tasks - setting the table, making lunch, emptying the rubbish, watering plants
- personal care - brushing hair, getting dressed, eating, applying makeup

No matter how big or small the activity, it is important your person keeps active. Folding sheets or pairing socks can give your loved one more of a sense of purpose. Find ideas for different activities on the Alzheimer’s Society, Mind Start and Elderly Activities websites:

- [www.alzheimers.org](http://www.alzheimers.org)
- [www.mind-start.com](http://www.mind-start.com)
- [www.elderlyactivities.co.uk](http://www.elderlyactivities.co.uk)

Unusual behaviours
People with dementia can sometimes display unusual behaviour which can be very distressing for both the person and the carer. Carer’s can react differently to them, but below are a few of the main behaviours that carers and professionals may find challenging.
Repetitive behaviours
People with dementia sometimes carry out the same activity, make the same gesture, or ask the same question repeatedly. Medical professionals call this ‘perseveration’. This repetition may be because your person may not remember having done it previously, but it could also be for other reasons such as boredom, distress, anxiety or pain.

Try to understand how the person is feeling emotionally and respond to that instead of the detail of the question or the activity. However, be mindful of what your person’s underlying needs may be in relation to what they are repeatedly saying or doing and try to address it.

Restlessness
Some people with dementia experience general restlessness. This can be a sign of hunger, thirst, constipation or pain, or the person may be ill or suffering from the side-effects of medication. Other possibilities are boredom, anger, distress or anxiety, stress due to noisy or busy surroundings or lack of exercise. It may also be due to changes that have taken place in the brain.

If your person seems upset, try to find the reason, give them reassurance and then try to distract them with an interesting activity or by involving them in some form of exercise.

Pacing up and down
Pacing may indicate that your person wants to use the toilet but is unable to tell you. Ask whether they need to use the toilet, or lead them towards it. If they want to pace try to find somewhere they can walk safely. If they have always been active and walked regularly, they may be feeling frustrated and want some fresh air.

Help your person to choose comfortable clothes and shoes, offer drinks and snacks, check their feet regularly for redness, swellings or blisters, and try to persuade them to rest from time to time.

Fidgeting
Your person may fidget. As with pacing, try to distract their attention and offer reassurance. Give them something to occupy their hands, such as a ‘twiddle muff’ (this is a woollen muff which has different items sewn onto it such as buttons, ribbons and beads), a soft toy, worry beads, or provide a ‘rummage’ box containing interesting objects.

Shouting and screaming
Often calling out and shouting is a sign of distress and being unsettled rather than because of a person’s dementia. Some people experiencing difficulties with visual perception or hallucinations. In these cases, talk to your person’s
GP. Look for the reason why the person is distressed as sometimes there is a straight forward solution.

**Asking for a person who has died**

It is not unusual for a person with dementia to ask for someone close like a mother, father or spouse who has died. When a person says this, it usually means that he or she feels anxious and wants to feel more secure or safer. Although it is difficult, you need to try and think about the emotion behind what the person is saying rather than the facts.

This means that you should not tell the person that their loved one has died, rather get them to talk about that person, and let your person know that you understand how anxious they are. Often the person with dementia will reset as in they realise the situation for themselves when they start talking about the relative.

**Lack of inhibition**

Your person may behave in a way that other people find embarrassing because of their failing memory and general confusion. Try to react calmly. Some people with dementia may undress in public, as they have forgotten when and where it is appropriate to remove their clothes. If this happens, take the person somewhere private and check whether they are too hot, uncomfortable or want to use the toilet.

Stroking or exposing genitals in public, or apparently inappropriate sexual behaviour, may be a result of the physical damage to the part of the brain that allows us to recognise acceptable social behaviours.

If this happens, discourage the person tactfully and try to distract their attention. It is important to remember that having a dementia does not mean a person no longer has physical or sexual needs – simply that inhibitions and social skills may not be functioning.

If such behaviour is frequent or persistent, consult your person’s GP. Some actions, such as lifting a skirt or fiddling with trouser flies. This behaviour may not be related to sex at all – it may simply be a sign that the person wants to use the toilet.

If the person behaves rudely for example, by insulting people, swearing or spitting – don’t attempt to argue or correct the behaviour. Try to distract their attention and explain to other people later that the behaviour is due to their dementia.
**Night-time waking**
Many people with dementia get restless at night and find it difficult to sleep. However, older people often need less sleep than younger people. Dementia can affect a person’s body clock so that they may get up in the night, get dressed or even go outside. This can be very worrying and exhausting for carers.

Avoid letting your person sleep in the day and try to encourage some physical exercise as well as a little time outside every day. If the person wakes up gently remind them that it is night time. During the light summer months, it can feel like daytime even late at night or very early in the morning, so put a clock that shows whether it is am or pm next to the bed and consider darker curtains or blackout blinds.

**Hiding and losing things:**
People with dementia sometimes hide things and then forget where they are, or forget that they have hidden them at all. The wish to hide things may be due to feelings of insecurity and a desire to hold on to what your person still has.

We do understand how impatient you may feel, but try to be reassuring. Do not leave important documents lying around and make sure you have a spare set of keys. Try and discreetly find out where your person’s hiding places are, so that you can tactfully help find missing items. If your person hides food, check hiding places regularly and discreetly dispose of any perishable items.

**Suspicion**
Some people with dementia can become suspicious. If they have mislaid an object they may accuse someone of stealing it, or they may imagine that a friend or neighbour is plotting against them. These ideas may be due to failing memory, an inability to recognise people, and the need to make sense of what is happening around them.

If this happens, state calmly what you know to be true, and then reassure and distract them. Try to remember that although your person’s interpretation may be wrong, the way this makes them feel is real. You can gently explain to others that they should not take the unfounded accusations seriously. However, please do not automatically dismiss your person’s suspicions especially if there is any possibility that they may be true.
**Tips on coping with unusual behaviours**

Is there something in the environment that is distressing your person? Is it too noisy or busy? Is there poor signage or lighting, or are there shiny, linoleum floors that may be misinterpreted as wet?

The effect of your person’s dementia on their brain does cause some changes in behaviour, but many other physical factors that can influence their behaviour. Consider if your person is in pain, constipated, hungry, thirsty or nauseous. Your person is an individual, and sometimes the reason for their behaviour is linked to their own individual habits, needs or personal history. Try to give your person your full attention and focus on your person's feeling and not the facts they are saying or what they are doing.

Think about your own body language. Your person may not always understand the words you are saying but will still understand tone. Have a calm demeanour with polite gestures to explain what you mean. Maintain good eye contact but do not stare, tilt your head, keep your hands open with your palms outward - and smile!

Give your person plenty of space and say instructions slowly.
Support Services

**National Support**

**Age UK**
A UK-wide charity which can provide: information and advice, subsidised holidays, insurance, legal and financial advice and wills, day care, carers groups, and community dementia support workers.
Call 0800 169 2081
Visit [www.ageuk.org.uk](http://www.ageuk.org.uk) for more information about local services

**Alzheimer’s Society**
A national charity providing support to people with all types of dementia and their carers. The society provides: a helpline, day care, support services, carers groups, social events, advice and help with claiming benefits and a monthly e-newsletter with articles about research and tips from other carers.
Call 020 7423 3500 for details of your local branch
Visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Dementia UK Helpline**
The helpline is available from 09:15 - 16:45pm Monday to Friday and 18.00 – 21.00 on Wednesdays and Thursday evenings.
Or email direct@dementiauk.org
Call 0800 888 6678
Visit [www.dementiauk.org](http://www.dementiauk.org)

**Carers Trust**
This is a charity which supports unpaid carers through: short breaks, information, advice, education, training and employment opportunities, emotional and practical help. They have a network of 116 independent carers centres, 55 Crossroads Care schemes which provide care in people’s home so carers can take a break and 99 young carers services.
Call 0844 800 4361
Visit [www.carers.org](http://www.carers.org)

**Carers UK**
This charity offers expert advice, information and support for all carers. Including a useful hand out *Your guide to a Carer’s Assessment* and a telephone advice and support service, called The Carers UK Advice line.
Call 0808 808 7777 from 10.00 - 16.00 - Monday to Friday
Visit [www.carersuk.org](http://www.carersuk.org)

**Cinnamon Trust**
A charity that helps older people to be with their pets for longer, including dog walking and long term accommodation for owners who have died or moved into residential care.
Holidays

The Mede
The Mede is a company that has three bungalows offering short breaks and day care for people with dementia and their carers.
Call 01392 421189
Visit www.themede.org

Revitalise
Revitalise is a charity that provides short breaks and holidays for people with physical disabilities and carers.
Call 0303 303 0145
Visit www.revitalise.org.uk

Dementia Adventures
A social enterprise which runs small group short breaks and holidays for people living with dementia and their carers. They offer an alternative to traditional respite as their short breaks mean people living with dementia can get outdoors, connect with nature and retain a sense of adventure in their lives.
Open for enquiries between 09.00 – 17.00 Monday to Friday
Call 01245 237548
Visit www.dementiaadventure.co.uk

Local Support Services

Brent

Age UK, Brent
Age Concern Brent offers a range of services and projects to support, inform, advise and inspire older people. The service assists with one-off queries and extended support for more complex issues. They offer an advocacy and befriending service and a service to encourage healthy eating.
120 Craven Park Road, Harlesden, NW10 8QD
Call 020 8965 7711
Visit www.ageukbrent.org.uk

Asian People's Disability Alliance (APDA)
The service is for Asian elderly and disabled people and their carers and families. The service provides advice and information, peer counselling, volunteer support and day care services.
APDA (Asian People’s Disability Alliance) Day Care and Development Centre, Alric Avenue (off Bruce Road), London. NW10 8RA
Call 020 8459 1030
Visit www.apda.org.uk

Alzheimer’s Society, Brent
Templeton Centre, Joel Street, Northwood Hills Middlesex, HA6 1NL
Call 01923 823999
Visit www.alzheimers.org.uk

Brent Carers Centre
Willesden Medical Centre, 3rd Floor, 144-150 High Road, Willesden London, NW10 2PT
Monday to Friday: 09.00 – 17.30
Third Wednesday of the month open until 20.00
Last Saturday of the month 10.00 – 13.00
Call 020 3802 7070

Contact for advice about emergency planning

Hammersmith and Fulham

Age UK, Hammersmith and Fulham
A community resource with garden, open Monday to Friday from 10.00 – 16.00. Services on offer range from lunches, talks, bingo, films, advice and information, exercise classes, computer classes, crafts, therapy room to a lending library. There are also befriending and shopping services. Age UK has a free newspaper which is available at Hammersmith and Fulham Town Hall, newsagents and libraries.
105 Greyhound Rd, London W6 8NJ
Call 020 7386 9085
Visit www.ageuk.org.uk/hammersmithandfulham

Alzheimer’s Society, Hammersmith and Fulham
They provide a support group for people living with the early stages of dementia, day support services, dementia support services, newsletters, Saturday café, and ‘Singing for the brain’ music therapy and singing service.
St Vincent’s, 49 Queen Caroline Street, Hammersmith, London W6 9QH
Call 020 8563 0001

Carer’s emergency card
Call 020 7386 9417
Visit www.carers-network.co.uk to download an application form
Elgin Close resource centre
A local community resource that provides a range of free and paid activities and support in a safe and comfortable environment. This information, advice and signposting service includes workshops, activities, IT facilities, space to read and a daily lunch club. There is a dedicated outreach worker, drop-in service and a floating support service for older persons at home.
Address: 1-3 Elgin Close (off Goldhawk Rd), Shepherds Bush, London W12 9NH
Call 020 8762 3007
Visit www.nottinghillhousing.org.uk

Hammersmith and Fulham Carers Helpline
This helpline is the first point of contact if you need any information or advice about being a carer.
Open Monday to Friday, 09.30am – 16.30
Call freephone 0800 996 1754 from a landline or 020 8753 4616

Imperial Wharf Resource Centre
Imperial Wharf Resource Centre aims to support adults to remain in their own homes. The centre provides a safe environment for service users to socialise, enjoy a nutritious meal and take part in a range of activities. The centre offers day time respite for carers and is open seven days a week. They provide therapeutic exercise groups, enhance key skills and provide meals.
Imperial Wharf Resource Centre, Olive House, 185 Townmead Road, London SW6 2JY
Call 020 7384 6950

Shanti Centre via the Asian Health Agency
Shanti provides a range of individually tailored and culturally appropriate services including, day care for older people, people with disabilities, people with substantial health needs and debilitating conditions, and respite care services which includes carers. There is also a lunch service and takeaway which caters for both vegetarians and non-vegetarians, including halal meals available daily between 12.00 noon to 14.00.
Further services include health education and health promotion activity.
Referrals are by a GP or health professional, social services or self-referral.
89 Askew Road, London, W12 9AS
Call 020 8811 1501
Visit www.taha.org.uk
**Kensington and Chelsea**

**Age UK Kensington and Chelsea**
Supports people living with dementia or memory difficulties and their friends and family, both in groups and one-to-one. The charity also offers education sessions on memory management and dementia for those wanting to know more.

**Sessions include:**
- Ageing well
- My memories café
- Trips and outings
- Men’s groups and activities
- Young at heart
- Exercise for the mind
- One to one support
- Dementia support
- Dementia advisor

Call **020 3181 0002** - ask for the health and wellbeing team or email **dementia@aukc.org.uk**

09.30am – 17.30 Monday to Friday, please note the centre is closed between 13.00 – 14.00

1 Thorpe Close, London W10 5XL

Call **020 8969 9105**

---

**Carer’s emergency card**

Call **020 7605 6509**

Email **tcommunityalarmservice@kctmo.org.uk**

---

**Carers Kensington & Chelsea**

Carers Kensington and Chelsea, provides information, advice and support for unpaid carers who are finding it difficult to manage on their own. Contact for advice on the following: benefits and grants for carers and people they look after community care assessments, carer’s assessments and how to get support from the Council, carer personal budgets, local services available for carers including health, support, activities, outings and counselling how to get support for the person with care needs.

Carers Kensington and Chelsea also offer home visits to carers who have mobility problems or to those who cannot leave the person they care for home alone.

Call **0800 032 1089** free phone from landlines to book an appointment
Open Age
Open Age is a user led charity working across the Royal Borough of Kensington and Chelsea and Westminster to enable older people to sustain their physical and mental fitness, maintain active lifestyles and develop new and stimulating interests.

The charity provides a wide range of physical, creative and mentally stimulating activities to enable older people to develop new skills, fulfil their potential, and encourage social interaction, thus helping reduce loneliness, isolation and depression.

Open Monday to Friday 09.00 – 17.00
St Charles Centre for Health & Wellbeing, Exmoor Street, London, W10 6DZ
Call - **020 8962 4141**
Email [mail@openage.org.uk](mailto:mail@openage.org.uk)

Westminster

**Age UK, Westminster**
Age Concern Westminster offers specialist advice and home support services for older people including befriending.
Enquiries in person Monday – Friday 10.00 -12.00 noon
Call **0800 169 6565** - Age UK advice national helpline
Visit [www.acwestminster.org.uk](http://www.acwestminster.org.uk)

**Carer’s Network, Westminster**
Is a locally based charity in Westminster providing support, information, breaks and grants for unpaid carers.
Call **020 8960 3033**
Visit [www.carers-network.co.uk](http://www.carers-network.co.uk)

**Carer’s emergency card**
Visit [www.westminster.gov.uk/care-support-group](http://www.westminster.gov.uk/care-support-group) to apply

**Dementia Advisor**
Westminster dementia adviser service
42 Westbourne Park Road, London, W2 5PH
Call **07540 502379**
Email [terezie.holmerova@housingandcare21](mailto:terezie.holmerova@housingandcare21).
Memory café
Group based support for people with dementia, their families and supporters with varied activities. Café sessions provide a warm and friendly environment as well as information from local health and carer related services.

- North Westminster Memory café, 42 Westbourne Park Road, London, W2 5PH
- South Westminster Memory café, Victoria Medical Centre, 29 Upper Tachbrook Street, London SW1V 1SN.
Call 0370 192 4265