



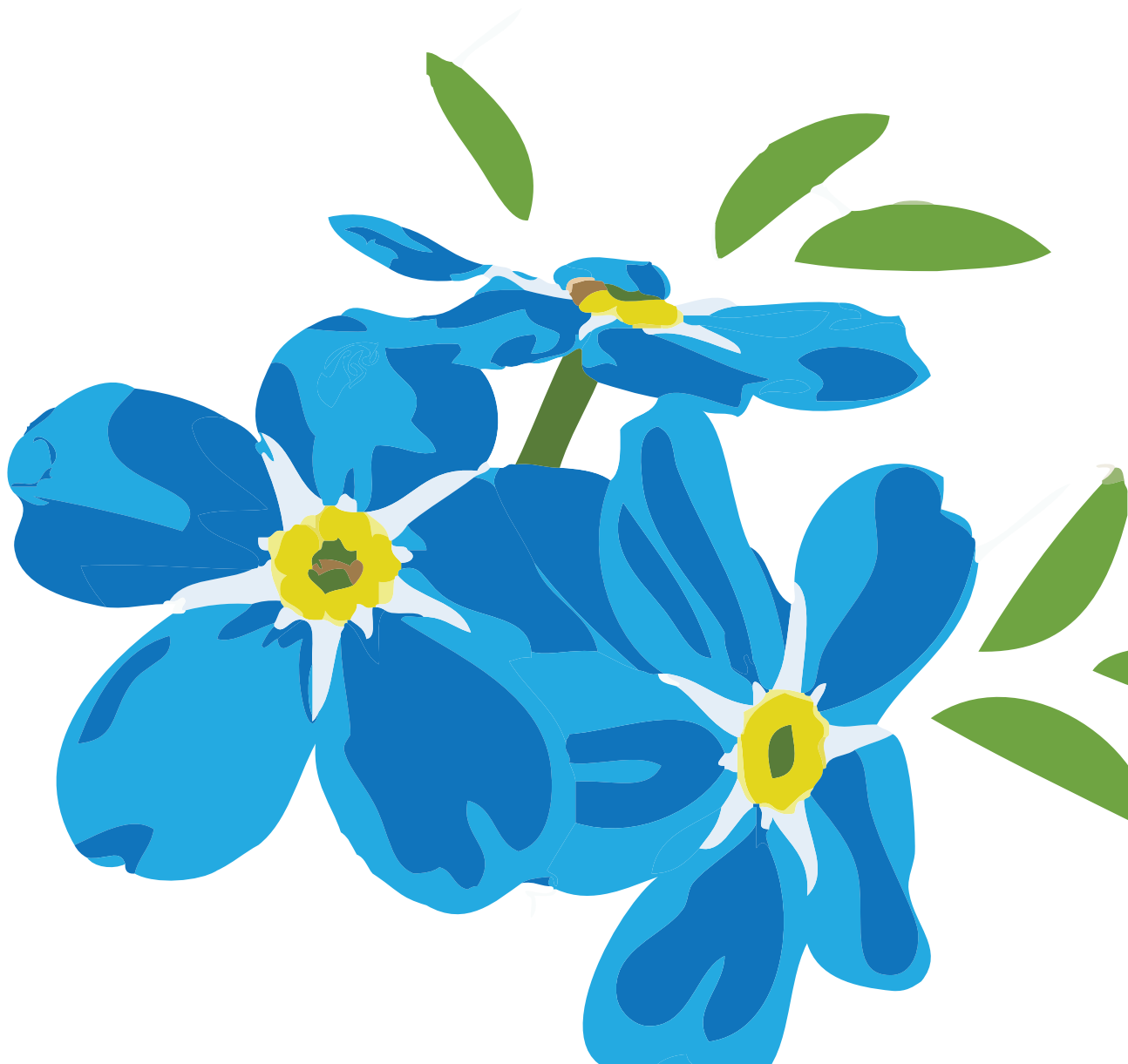
**Positive  
Dementia  
Care**



**Hounslow and Richmond  
Community Healthcare**  
NHS Trust

# **Richmond Dementia Services Directory**

Information for people living with  
dementia and their carers.





# Contents

	Page
About this directory	4
1. Health services	8
2. Adult Social Care and other support	13
3. General information about dementia	17
4. Housekeeping: Finances, benefits and daily practicalities	20
5. Legal issues	26
6. Being social and living well	28
7. Organisations offering help and support	31
8. Equipment and assistive technology	34
9. Dementia helplines	37

# About this directory

This directory has been created by the Hounslow and Richmond Community Healthcare (HRCH) NHS Trust Community Dementia Practitioners, co-produced with other statutory and voluntary organisations within Richmond, to be shared with people living with dementia and their carers.

(See page 39 for details of the other organisations.)

## **This directory is intended to help in the following ways:**

- Direct you to information about local and national dementia support services and resources.
- Act as a prompt when you start to think and talk about what matters to you to live well with dementia. These conversations might happen with families and carers. They might also happen at regular appointments with the HRCH Community Dementia Practitioners, your GP or other services.
- Help you discuss and consider wishes and plan for the future, including end of life care plans.

You do not need to read all of the information in one go. You can come back to read this directory for relevant details when you need to.

You can contact us to discuss which services are most appropriate for you. As your needs change over time, we can support you with navigating these services too.

“Having heard the diagnosis “Dementia”, both the patient and the carer left the doctor’s consulting room wondering what was ahead of them. They were entering an unknown world to them and many others with trepidation as to the future.

“Confused, worried, apprehensive as they left the surgery they saw the Richmond Dementia Services Directory laying on the table the answer to their prayers.

“I was that very thankful carer.”

T.W.

# Our philosophy about sharing these resources

We asked people living with dementia, and those caring for a friend or relative with dementia, what was important to them to live well with dementia. We heard that health is important, and it's helpful to know what local clinical services are available - and how you might go about accessing these at the right time.

We also heard that receiving clinical support is only one aspect of living well with dementia. Financial matters, the practicalities of daily living, social, emotional and wellbeing support are also important and can sometimes be overlooked when there's lots to think about and organise.

Being informed allows you and your carer to access the right support at the right time. This can help people living with dementia to maintain independence as abilities change, enabling a better quality of life, based on what is important to them.

This directory shares information on a range of local and national services and resources. These are for consideration only, we do not endorse any of them in particular and you may not need to access all of them.

We have included the information you need to be able to access information and resources directly, but if you find this difficult please contact us and we can supply you with electronic or hard copies of the information listed here.

**Nina Jalota and Teresa Keegal**  
**Community Dementia Practitioners**



**020 8614 5429 / 5430**



**[hrch.dementia@nhs.net](mailto:hrch.dementia@nhs.net)**



**[www.hrch.nhs.uk](http://www.hrch.nhs.uk)**

# What we mean by healthcare professionals

Within this directory 'healthcare professional' means anyone who provides healthcare assessments or treatment. This could be a district nurse, matron, GP (family doctor), physiotherapist, occupational therapist, podiatrist, social worker, speech & language therapist or dietitian.

# What we mean by carers

When we use the term 'carer' within this directory we mean those people who are providing unpaid care for someone with dementia - not paid care workers.

An unpaid carer is someone of any age who provides support to a partner, friend, relative or neighbour who could not manage without their help. This care may be necessary because of a physical or learning disability, a mental health condition, long-term illness, frailty, addiction or substance misuse.

# Diagnosing Well Steps

## Step 1: Assessment by a GP

If you are concerned that you, or someone close to you, may have dementia, the first person to consult is the GP. (The GP will encourage the partner or a family member to attend).

The GP will spend time talking to you and significant family member present or the person you are concerned about, to try and establish some of the symptoms. The GP will look up your medical history and asked questions about other family members. They may carry out a physical examination if required and will carry out a number of tests, such as blood and urine tests, to rule out any other medical conditions that may be causing confusion.

Your GP may make a referral to a specialist or a memory assessment clinic once other conditions have been ruled out.

## Step 2: Referral to a specialist

Referrals to the Memory Service are through the GP. You will be contacted by the memory service for an appointment to be seen within 28 days from referral.



A consultant will have more specialised knowledge and experience of dementia than the GP. The Memory Service provides a comprehensive assessment of memory symptoms. In the first instance people will be seen either by the Consultant in Old Age Psychiatry or the Specialist Memory Nurse who will have access to more specialised investigations, such as brain scans and memory testing.

There are two memory assessment clinics serving different parts of Richmond Borough (more information about these services are available in the directory.)

- Teddington Health and Social Care Centre 18 Queens Road, Teddington,
- Barnes Hospital South Worple Way,

### **Step 3: Specialist Assessment**

Once a referral is made to the Memory Service, you will be seen within 28 days and should receive a diagnosis within 6 weeks. People are welcome to take along a family member or a close friend to the appointment (this is often helpful).

A formal diagnosis of dementia can take longer than 6 weeks. (While you wait you should continue with your normal routine or contact Alzheimer's Society for pre-diagnosis support if required).

### **Step 4: Post-Diagnosis**

The person will be told of their diagnosis by the consultant psychiatrist or the dementia specialist nurse.

Any treatment options will be discussed with you and your family member. You will be introduced to an Alzheimer's Society Dementia Adviser for individual support.

The adviser will make arrangement to see you at a time convenient to you for ongoing support and signposting to appropriate services if necessary (See supporting services in the Directory).

A collaborative care plan will be drawn up by the memory service and the Dementia Adviser with you and your significant other to share with GP and others involved in your care. This care plan will be reviewed yearly by your GP or before depending on changes to your needs.

# 1. Health services

Dementia is a disease of the brain and is not just about losing your memory. People living with dementia can often have other health issues which may add to their care needs. Accessing and co-ordinating these varied services often falls upon them or their family members.

This list details local services – some operated by HRCH and some by other local providers.

You can speak with us in Dementia Care at HRCH if you are unsure which service is right for you.

## Urgent issues

If you need medical help fast, but it's not a 999 emergency, **call NHS 111**.

You can also go to an urgent care / treatment centre if you need urgent medical attention, but don't need to be seen at A&E.

### **Teddington Memorial Hospital**

8am to 8pm, 7 days a week (including bank holidays)

### **West Middlesex University Hospital**

24 hours a day, 7 days a week (including bank holidays)

## Non-urgent services

When you make an appointment, it can be helpful to let the team know about the dementia diagnosis so that staff will know how best to support you.

It may also help to ask for a double appointment to give you more time to speak to the healthcare professional and understand everything they tell you.



Information or resource	How to access
<p><b>Daily living and occupational therapy</b></p> <p>For support with activities of daily living, equipment provision and strategies, an <b>Occupational Therapist</b> can help (e.g. aids for bathing, rails to help with getting upstairs or off the toilet).</p>	<p>You will need a referral from Adult Social Care or a healthcare professional.</p> <p>Speak to your GP for a health screening.</p>
<p><b>Behaviour changes</b></p> <p>Behaviour changes can be caused by dementia or an acute illness like an infection. Your GP will be able to complete a health check, prescribe medication if appropriate or refer you to other services.</p>	<p>You can speak to the HRCH Dementia Service if you are unsure what to do.</p> <p>If there are concerns about <b>wandering and going missing</b>, see the <b>Herbert Protocol</b> on page 25 of this directory.</p>
<p><b>Continence issues</b></p> <p>For advice on managing bladder and bowel issues including constipation, urinary and faecal incontinence</p>	<p>You can refer yourself to the <b>HRCH Bladder and Bowel Dysfunction</b> service at <a href="http://www.hrch.nhs.uk">www.hrch.nhs.uk</a> or by calling <b>020 8714 4086</b>.</p> <p>You can also ask your GP to make a referral for you.</p>
<p><b>Dental care</b></p> <p>The Special Care Dentistry service provides clinic and home dental visits for people who have difficulty visiting their normal dental practice.</p>	<p>Ask your usual dentist or the HRCH Dementia Service to refer you.</p>
<p><b>Dietary advice</b></p> <p>Dieticians can provide advice and plans (eg weight loss, poor nutritional intake)</p>	<p>Ask your GP or another healthcare professional for to refer you.</p>

Information or resource	How to access
<p><b>District nurses</b></p> <p>District nurses provide care at home for people who are house-bound and who are acutely unwell, have a long-term condition, require intensive support or palliative care.</p> <p>Because they are often out visiting patients, district nurses are not always available to answer phone calls. If you call, you may need to leave a message and someone will call you back.</p>	<p>Ask your GP, social worker or a healthcare professional to refer you.</p>
<p><b>Eye problems</b></p> <p>Local opticians can visit you at home and provide a free NHS eye check if you have dementia and need assistance to leave home.</p>	<p>Contact any local optician to request this service.</p>
<p><b>Falls</b></p> <p>A falls assessment can help prevent you from falling in the future and reduce hip fractures and other injuries</p>	<p>You can self refer for this service at: <a href="http://www.hrch.nhs.uk">www.hrch.nhs.uk</a></p> <p>Search for 'falls and bones'</p> <p>You need to have a Richmond GP to be referred to this service.</p>
<p><b>Flu</b></p> <p>Both the person living with dementia and their carer are entitled to annual vaccinations for influenza (flu), shingles and pneumococcal pneumonia</p>	<p>You can request this from your GP surgery or visit your local pharmacy.</p>
<p><b>Hearing</b></p> <p>Kingston Hospital Audiology department for diagnosis of hearing loss and supply and repair of hearing aids</p>	<p>Ask your GP to refer you.</p>

Information or resource	How to access
<p><b>Hospices</b></p> <p>Hospices can support for people towards the end of the life, for symptom control and end of life care.</p>	<p>Talk to your GP or district nurse for a referral.</p>
<p><b>Medication</b></p> <p>If the person living with dementia tends to forget their medication, then medication can be dispensed in a pill box or dispenser, supplied by your pharmacist.</p>	<p>Talk to your GP, pharmacist or other healthcare professional for more information.</p>
<p><b>Memory</b></p> <p>Memory clinics can help you to get a diagnosis and review those with a diagnosis as needs change.</p>	<p>Ask your GP for a referral.</p> <ul style="list-style-type: none"> <li>• <b>Richmond borough:</b> Barnes Hospital</li> <li>• <b>Hounslow:</b> Older People's Mental Health Service Cognitive Impairment and Dementia Service (West Middlesex Hospital)</li> </ul>
<p><b>Mobility and physiotherapy</b></p> <p>For support with mobility and provision of walking frames, physiotherapists can help.</p>	<p>Ask your GP for a physiotherapy referral.</p> <p>NHS Wheelchair referral is through your GP or healthcare professional. Wheelchairs can also be rented for short term use from local mobility shops.</p>
<p><b>Pain</b></p> <p>People with dementia can still experience pain but may not always express this correctly. If you notice changes in behaviour keep a record and talk to your GP</p>	<p>Talk to your GP about pain to see if medication is required.</p>

Information or resource	How to access
<p><b>Palliative care</b></p> <p>Palliative care can improve the quality of life for those at any age for any illness towards the end of your life.</p>	<p>A referral is required from a healthcare professional eg GP, District Nurse, HRCH Dementia Service</p>
<p><b>Podiatrist</b></p> <p>For toe nail cutting and foot issues</p>	<p>A referral is required from a healthcare professional (eg GP, District Nurse, Dementia Service).</p>
<p><b>Richmond Response and Rehabilitation Team</b></p> <p>This team can provide an urgent response to prevent hospital admission, such as following a fall or due to an infection and can also help you to go home after a stay in hospital.</p>	<p>You can self-refer if the person living with dementia has been known to RRRT in the previous six months. Otherwise a referral is required from a healthcare professional, eg GP, District Nurse, HRCH Dementia Service</p> <p><b>020 8714 4060</b></p>
<p><b>Richmond Wellbeing Service</b></p> <p>It is a free and confidential NHS service designed to help you feel better about yourself. The service provides a number of different talking therapies as well as psychiatric consultation and support.</p>	<p>You can sign up for treatment yourself.</p> <p><b>020 8548 5550</b>  <a href="http://richmondwellbeingservice.nhs.uk">richmondwellbeingservice.nhs.uk</a></p>
<p><b>South West London and St George's Memory Service</b></p> <p>This team is based at Barnes Hospital with an outreach clinic in Teddington Hospital. Only for residents in Richmond borough.</p>	<p>If you have used the service before, you can contact them on <b>020 3513 3680</b></p> <p>If you have not used the service before, ask your GP to refer you.</p>
<p><b>Speech and language therapists</b></p> <p>For issues with swallowing and eating</p>	<p>Ask a healthcare professional to refer you.</p>

## 2. Adult Social Care and other support

Adult Social Care can give you practical information and advice about the support available. Everyone has the right to ask for an assessment, regardless of their financial situation.

When filling in forms or completing assessments, people living with dementia and their carers can underestimate the support they will need.

A helpful tip is to think about how much support you might need on your worst days, not the best days when you are feeling well.

All carers are entitled to a **Carer's Assessment**, carried out by Adult Social Care either in person or over the telephone.

Online assessments now available; see details here:  
[www.richmond.gov.uk/carers\\_assessments](http://www.richmond.gov.uk/carers_assessments)

Information or resource	How to access
<b>Care at home</b> Adult Social Care can supply a list of approved agencies within the borough	You can contact them directly: <b>020 8891 7971</b> adultsocialservices@richmond.gov.uk or <a href="http://www.careplace.org.uk">www.careplace.org.uk</a>
<b>Care homes</b> (longer term or respite) <ul style="list-style-type: none"><li>• Adult Social Care can supply a list of approved care homes within the borough</li><li>• <b>Care Home Selection</b> is a free service which can help you find a care home or package of care across the country</li></ul>	<b>Adult Social Care</b> <a href="http://www.careplace.org.uk">www.careplace.org.uk</a> <b>020 8891 7971</b> adultsocialservices@richmond.gov.uk  <b>Care Home Selection</b> <a href="http://www.carehomedselection.co.uk">www.carehomedselection.co.uk</a> <b>0808 175 3081</b> surreysussexplacements@chshealthcare.co.uk

Information or resource	How to access
<p><b>Care Place</b></p> <p>An online centralised source for care and community services, information and guidance.</p>	<p><a href="http://www.careplace.org.uk">www.careplace.org.uk</a> (Select Richmond borough)</p>
<p><b>Community Independent Living Service (CILS)</b></p> <p>Support, information and advice and signposting services, clubs and activities.</p>	<p><b>020 8831 6464</b> <b>Text: 07894 215 835</b> advice@richmondaid.org.uk</p> <p><a href="http://www.ageukrichmond.org.uk">www.ageukrichmond.org.uk</a> <a href="http://www.richmondaid.org.uk">www.richmondaid.org.uk</a></p>
<p><b>Crossroads Care Richmond and Kingston</b></p> <p>Offers a wide range of home and community care and support services, providing carers with a vital break from their caring role, as well as dementia friendly community cafes.</p>	<p><b>020 8943 9421</b></p> <p><a href="http://www.crossroadscareruk.org">www.crossroadscareruk.org</a></p>
<p><b>Day centres</b></p> <p>There are three adult day centres in Richmond:</p> <p><b>HomeLink:</b> a day respite centre offering carers a much-needed weekly respite break in their dementia-friendly centre.</p> <p><b>Sheen Lane:</b> offers a person-centred approach for individuals aged 60 plus with a physical disability/frailty or sensory loss or impairment.</p> <p><b>The Woodville Centre:</b> focuses on sensory stimulation and combine services for people who are aged 60 or over diagnosed with moderate to severe dementia or have high level care and support needs.</p>	<p>You can contact HomeLink directly on <b>020 8255 1992</b> or <a href="mailto:daycentre@homelink.daycare.co.uk">daycentre@homelink.daycare.co.uk</a></p> <p>For Sheen Lane and The Woodville Centre, you can contact Richmond Adult Social Care directly for an assessment:</p> <p><b>020 8891 7971</b> <a href="mailto:adultsocialservices@richmond.gov.uk">adultsocialservices@richmond.gov.uk</a></p>



Information or resource	How to access
<p><b>Emergency Card Scheme for carers</b></p> <p>This scheme provides peace of mind that in the event of an emergency, the person you care for will receive help and support whilst you're not there.</p>	<p>You can contact Adult Social Care directly:</p> <p><b>020 8891 7971</b> adultsocialservices@richmond.gov.uk</p>
<p><b>Mind (Richmond branch)</b></p> <p>Information about help and support if you are feeling low, anxious or stressed.</p>	<p>You can contact them directly, or ask your GP to refer you.</p> <p><b>020 8948 7652</b> info@rbmind.org carers@rbmind.org</p> <p><a href="http://www.rbmind.org">www.rbmind.org</a></p>
<p><b>Richmond branch Alzheimer's Society</b></p> <p>Dementia support services for people living with dementia and their carers. They provide information, advice and support directly to those affected by dementia through one to one and telephone support; and a series of peer support and carer support groups, as well as signposting to organisations around the borough for wellbeing and health support.</p>	<p>Can be accessed directly</p> <p><b>020 8036 9570</b> richmondservices@alzheimers.org.uk</p> <p><a href="https://facebook.com/alzheimerssocietyuk">facebook.com/alzheimerssocietyuk</a></p> <p><a href="https://twitter.com/alzheimerssoc">twitter.com/alzheimerssoc</a></p>
<p><b>Richmond Carers Centre</b></p> <p>Supports unpaid adult and young carers living in or caring for someone living in the London Borough of Richmond. Confidential information and advice, emotional and listening support, workshop and learning opportunities, signposting and referrals to other organisations, counselling, wellbeing programme, regular groups, trips and leisure activities and a carer's newsletter.</p>	<p>You can contact them directly:</p> <p><b>020 8867 2380</b> info@richmondcarers.org</p> <p><a href="http://www.richmondcarers.org">www.richmondcarers.org</a></p> <p>5 Briar Rd Twickenham TW2 6RB</p>

Information or resource	How to access
<p><b>Richmond Carers Hub Service</b></p> <p>The Carers Hub Service is a group of six local organisations, led by Richmond Carers Centre and commissioned by London Borough of Richmond upon Thames and NHS Richmond Clinical Commissioning Group to provide between them, services specifically for carers in the borough.</p>	<p>You can contact them directly - Adult Carers Support Team:</p> <p><b>020 8867 2380</b>  <a href="http://www.richmondchs.org">www.richmondchs.org</a></p> <p><b>ASCA (addiction support)</b>  <a href="http://www.addictionsupport.co.uk">www.addictionsupport.co.uk</a></p>
<p><b>Richmond Adult Social Care</b></p> <p>Richmond's Adult Social Care team is the first point of contact for information and advice for care and support services.</p>	<p>You can contact them directly:</p> <p><b>020 8891 7971</b>  <a href="mailto:adultsocialservices@richmond.gov.uk">adultsocialservices@richmond.gov.uk</a></p>
<p><b>Ruils - Independent Living</b></p> <p>Ruils is a local charity that can help you to think through and set up care and support at home. They also run local activities and a befriending service that may be of benefit.</p>	<p>Contact Ruils directly:</p> <p><b>020 8831 6083</b>  <a href="mailto:info@ruils.co.uk">info@ruils.co.uk</a> <a href="http://www.ruils.co.uk">www.ruils.co.uk</a></p>
<p><b>Social Prescribing</b></p> <p>Ruils Link Workers can support your health and wellbeing by connecting you or your loved one with activities and support in the local community.</p> <p>Link Workers can meet with you and together you can explore opportunities in your local community that can help you feel better.</p>	<p>Contact Ruils directly:</p> <p><b>020 8831 6083</b>  <a href="mailto:socialprescribing@ruils.co.uk">socialprescribing@ruils.co.uk</a></p> <p><a href="http://www.ruils.co.uk/services/social-prescribing">www.ruils.co.uk/services/social-prescribing</a></p>

# 3. General information about dementia

Dementia is an umbrella term that is used to describe a progressive decline in someone’s mental abilities.

Dementia is not a normal part of ageing, it is caused by diseases of the brain. The symptoms of dementia are not the same for everyone and can vary for each individual.

Here are some resources which address the range of symptoms people living with dementia may face.

**\*Remember, this is not a definitive list and there is no ‘typical’ progression of dementia throughout an individual’s journey.**

Information or resource	How to access
<p><b>Alzheimer’s Society</b></p> <p>You can find out about all aspects of Dementia on the national website, including information on different types of dementia; managing behaviours; emotional changes and reducing the risk of Dementia. They provide literature on a vast range of subjects, as well as 24-hour online Support</p>	<p>You can access this directly on their website:</p> <p><b><a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></b></p> <p>24 hour Talking Point Access <b>03331 503 456</b> <b><a href="http://forum.alzheimers.org.uk">forum.alzheimers.org.uk</a></b></p>
<p><b>Dementia UK</b></p> <p>A charity offering advice, support and information about dementia. They have produced a booklet of Sources of support and advice for someone living with dementia or their carers. Advice can also be obtained from the Admiral Nurse helpline.</p>	<p><b>0800 888 6678</b></p> <p><b><a href="http://www.dementiauk.org">www.dementiauk.org</a></b></p>

Information or resource	How to access
<p><b>Films and books</b></p> <p>You might look up books and documentaries about other people's experiences, such as:</p> <p><b>Request guide: Books on prescription for dementia</b> which recommends books you might find helpful if you have dementia, are caring for someone with dementia or would like to find out more about the condition.</p> <p><b>Barbara's story</b> is a video created by Guy's and Thomas' to make staff more aware of person centred dementia care.</p> <p><b>'Finding Patience'</b> is a video to help families be more aware of subtle changes and raise awareness</p>	<p>Ask the HRCH Dementia Service for the 'Books on Prescription leaflet.</p> <p><a href="http://www.reading-well.org.uk">www.reading-well.org.uk</a></p> <p>Search for 'Barbara the whole story' on <a href="http://www.youtube.com">www.youtube.com</a></p> <p>Search for 'Finding Patience dementia' on <a href="http://www.youtube.com">www.youtube.com</a></p>
<p><b>Online courses</b></p> <p>If you want to learn more about dementia, there are free online courses available through organisations such as the Open University and Future Learn.</p> <p>The course lasts six weeks and there is an online forum with participation from a mixture of professionals and carers.</p>	<p><b>Designing space for dementia care</b> <a href="http://www.open.edu/openlearn">www.open.edu/openlearn</a> (Search for dementia)</p> <p><b>Understanding dementia</b> <a href="http://www.futurelearn.com">www.futurelearn.com</a> (Search for dementia)</p>
<p><b>Research</b></p> <p>You might want to participate in dementia research, by signing up with <b>Join Dementia Research</b> or <b>Alzheimer's Research UK</b></p>	<p><b>Join Dementia Research:</b> <a href="http://www.joindementiaresearch.nihr.ac.uk">www.joindementiaresearch.nihr.ac.uk</a></p> <p><b>Alzheimer's Research UK:</b> <b>0300 111 5555</b> <a href="http://www.alzheimersresearchuk.org">www.alzheimersresearchuk.org</a></p>



Information or resource	How to access
<p><b>Younger people's dementia:</b></p> <p>Dementia is considered 'young onset' when it affects people under 65 years of age. It is also referred to as 'early onset' or 'working age' dementia.</p> <p>The <b>Young Dementia Network</b> is a movement of people committed to improving the lives of those affected by young onset dementia.</p> <p>The Richmond &amp; Kingston Alzheimer's Society has a project offering support groups for people with young onset dementia and their carers, including one to one support.</p>	<p>You can contact them directly:</p> <p>Young Dementia Network  c/o Dementia UK  7th Floor  One Aldgate  London  EC3N 1RE</p> <p><a href="mailto:youngdementianetwork@dementiauk.org">youngdementianetwork@dementiauk.org</a></p>





## 4. Housekeeping: finances, benefits and daily practicalities

With so many things to co-ordinate and keep track of, keeping on top of finances and benefits can feel like another thing to do that often slips down the list.

Some find they avoid these matters if they've not had a lot of involvement with family finances before. Both Alzheimer's Society and Dementia UK produce booklets which provide information on the benefits that you could be entitled to.





Having a confirmed dementia diagnosis can help you access benefits that can be used to pay for care.

There are also daily practicalities to consider such as taxi cards, disabled parking badges and police protocols if someone goes missing. You can find more information and application forms below. If you require help with completing forms, Age UK can assist you.

Information or resource	How to access
<p><b>Attendance allowance</b></p> <p>Attendance allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you. This benefit is not means tested. There are two rates of payment depending on the level of care required.</p>	<p>You can apply directly:</p> <p><a href="http://www.gov.uk/attendance-allowance">www.gov.uk/attendance-allowance</a></p> <p>Or Age UK Richmond can support you to apply on <b>020 8878 3625</b></p>
<p><b>Carers allowance</b></p> <p>You may be able to apply for carers allowance if you care for someone at least 35 hours a week and they get certain benefits.</p> <p>You must earn no more than £120 a week after tax and expenses. If you are over 65 years old and receive state pension you may not be eligible for a full carer's allowance.</p>	<p>You can apply directly:</p> <p><a href="http://www.gov.uk/carers-allowance">www.gov.uk/carers-allowance</a></p> <p>Or Age UK Richmond can support you to apply on <b>020 8878 3625</b></p>
<p><b>Continuing care funding</b></p> <p>NHS continuing healthcare or continuing care funding. Some people with long-term complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS continuing healthcare.</p>	<p>You can ask your GP, Community Nurses or social worker if you think you might be eligible for NHS continuing healthcare. They can make a referral to the relevant CCG.</p>

Information or resource	How to access
<p><b>Council tax discounts</b></p> <p>Council tax discounts in Richmond are available for physical disability and severe mental impairments, including dementia. Also when someone is in hospital or a care home for an extended period.</p> <p>It covers personal care and healthcare costs for people who are assessed as having significant health care needs</p>	<p>You can access information and start an application at:</p> <p><a href="http://www.richmond.gov.uk">www.richmond.gov.uk</a> (Search for 'council tax discounts')</p> <p>Tel: <b>020 8891 1411</b></p> <p>Age UK Richmond can help you to complete the forms</p> <p>Tel: <b>020 8878 3652</b></p>
<p><b>Disability living allowance</b></p> <p>Disability Living Allowance/Personal Independence Payment (PIP) - 16-64 years only, but will continue to be paid after 65 if already allocated.</p> <p>Disability Living Allowance (DLA) is ending for people aged 16 to 64. Payments will be replaced with a Personal Independence Payment.</p> <p>You can get PIP whether you're working or not. You may also be eligible for an additional mobility payment.</p>	<p>You can apply directly:</p> <p><a href="http://www.gov.uk/pip/how-to-claim">www.gov.uk/pip/how-to-claim</a></p> <p>Tel: <b>0800 917 2222</b></p> <p>You can also ask your social worker or contact RUILS who can help you apply:</p> <p>Tel: <b>020 8831 6083</b> <a href="http://www.ruils.co.uk">www.ruils.co.uk</a></p>
<p><b>Disabled toilet access</b></p> <p>RADAR keys provide access to over 9000 disabled toilets around the UK.</p> <p>The Toilet Key &amp; Card Pack has been specially designed for those who may be concerned about getting to a toilet when out and about, enabling them to access disabled toilets.</p>	<p>You can buy the Toilet Key &amp; Card Pack from Age UK incontinence shop online:</p> <p><a href="http://www.ageukincontinence.co.uk">www.ageukincontinence.co.uk</a></p>

Information or resource	How to access
<p><b>Finance and practicalities</b></p> <p>Request Dementia UK booklet: Sources of support and advice, May 2017 for an overview of finance support (page 9) and practicalities (page 22)</p>	<p>You can ask the HRCH Dementia Service for the booklet, or you can access it online:</p> <p><a href="http://www.dementiauk.org">www.dementiauk.org</a> (Search for 'sources of support')</p>
<p><b>Fire safety checks</b></p> <p>The London Fire Brigade offer free home safety checks, free fitted smoke alarms and advice on fire safety to people who might be at risk.</p> <p>The London Fire Brigade will visit homes where the occupants are older people living alone, people with disabilities and other vulnerable people to discuss the risks of fire and look for any visible signs of fire risk.</p>	<p>You can contact them directly: London Fire Brigade Fire Safety</p> <p>Tel: <b>0800 028 4428</b> info@london-fire.gov.uk</p> <p><a href="http://www.london-fire.gov.uk">www.london-fire.gov.uk</a></p>
<p><b>Handyperson</b></p> <p>Age UK Richmond offers a Handyperson service who can help you with a range of support at home and in the garden, whatever your age.</p> <p>There is a subsidised rate per hour plus materials for those over 65; registered disabled; eligible for support from Adult Social Care due to a physical or sensory impairment; full time unpaid carers and those at risk of falls.</p>	<p>You can contact them directly:</p> <p>Tel: <b>020 3326 9432</b> handyperson@ageukrichmond.org.uk</p>
<p><b>Home adjustments</b></p> <p>You might consider the advice in Dementia UK's leaflet: 'Making the home dementia friendly and safe'</p>	<p>Go to <a href="http://www.dementiauk.org">www.dementiauk.org</a> and search for 'dementia friendly home'.</p> <p>The Alzheimer's Society also has advice about home adjustments at <a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></p>

Information or resource	How to access
<p><b>Motability scheme</b></p> <p>If you are aged 16-64 years and get the Higher Rate Mobility Component of PIP (currently £59.75 per week), you may be eligible to lease a vehicle on the Motability Scheme.</p>	<p>Find out more at:</p> <p><a href="http://www.motability.co.uk">www.motability.co.uk</a></p> <p>Tel: <b>0300 456 4566</b></p>
<p><b>Parking (Blue Badge scheme)</b></p> <p>If you are disabled or have a physical or mental health condition that affects your mobility, you can apply for a Blue Badge.</p> <p>The Blue Badge will help you park closer to your destination in designated disabled spaces.</p>	<p>Find out more at:</p> <p><a href="http://richmond.gov.uk/services/roads_and_transport/blue_badge">richmond.gov.uk/services/roads_and_transport/blue_badge</a></p> <p>Tel: <b>020 8831 6096</b></p> <p>Guidance from the Alzheimer's Society: Search for 'blue badge' at <a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></p>
<p><b>Taxicard scheme</b></p> <p>The London Taxicard scheme offers subsidised travel in licensed taxis and private hire vehicles to London residents with serious mobility impairments or who are severely sight impaired.</p>	<p>Find out more and download the application form at:</p> <p><a href="http://www.richmond.gov.uk">www.richmond.gov.uk</a> (Search for 'taxicard')</p> <p>Tel: <b>020 8831 6312</b></p> <p>Age UK Richmond can support you to apply on 020 8878 3625</p>
<p><b>VAT relief</b></p> <p>VAT relief for disabled people. If you're disabled or have a long-term illness, you won't be charged VAT on products designed or adapted for your own personal or domestic use. The product and your disability have to qualify (eg continence pads, specialist equipment or adaptations).</p>	<p>You can find out more at:</p> <p><a href="http://www.gov.uk/financial-help-disabled">www.gov.uk/financial-help-disabled</a></p> <p>When purchasing equipment, ask your supplier of equipment about VAT relief.</p>

Information or resource	How to access
<p><b>Wandering / going missing</b></p> <p><b>The Herbert Protocol</b> (Adult at risk form) is a national scheme introduced by the police in partnership with other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing</p> <p><b>Tracking devices</b> are available from a number of commercial companies</p>	<p>Find out more at:</p> <p><a href="http://www.met.police.uk/herbertprotocol">www.met.police.uk/herbertprotocol</a></p> <p>Or ask the HRCH Dementia Team for a form.</p> <p>Ask your local Alzheimer’s society or the HRCH Dementia team for advice.</p>
<p><b>Waste and recycling</b></p> <p>London Borough of Richmond Assisted Waste &amp; Recycling Collections can help residents with a disability, illness or mobility problem, who may otherwise have difficulty leaving their household waste and recycling for collection.</p> <p>Your waste and recycling will be collected from your front doorstep or another front entrance (e.g. outside the garage door) rather than the kerbside.</p>	<p>Apply online or call the Civic Centre:</p> <p><a href="http://www.richmond.gov.uk">www.richmond.gov.uk</a> (Search for ‘assisted collections’)</p> <p>Tel: <b>020 8891 1411</b></p>
<p><b>Welfare benefits</b></p> <p>Age UK Richmond and Richmond AID can support you with a welfare benefits check and form filling.</p> <ul style="list-style-type: none"> <li>• Aged 65 years and over: contact Age UK Richmond</li> <li>• Aged 16 to 64 years: contact Richmond AID</li> </ul>	<p><b>Online benefits checker</b> <a href="http://www.turn2us.org.uk">www.turn2us.org.uk</a></p> <p><b>Age UK Richmond Benefits Advice Team</b> Tel: <b>020 8878 3546</b> welfarebenefits@ageukrichmond.org.uk</p> <p><b>Richmond AID</b> Tel: <b>020 8831 6464</b> benefits@richmondaid.org.uk</p>

# 5. Legal issues

Wills, Advance care Plans, Power of Attorney, Do not attempt resuscitation (DNAR) and funeral arrangements can all be discussed in advance whilst you are still able to contribute and share your wishes.

For an overview of legal issues, the following websites may be helpful:

- [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- [www.dementiauk.org](http://www.dementiauk.org)
- [www.dementia.livebetterwith.com](http://www.dementia.livebetterwith.com)

Information or resource	How to access
<p><b>Advance Care Plan</b></p> <p>An advance care plan (ACP) is the conversation between people, their families and carers and those looking after them about their future wishes and priorities for care.</p> <p>It is a way for you to think about and share what matters most to you at the end of your life.</p>	<p>You can start a discussion with your GP or any other healthcare professional.</p>
<p><b>CPR and 'do not attempt CPR' decisions</b></p> <p>A Do Not Attempt Resuscitation form is a document issued and signed by a doctor, which tells your medical team not to attempt cardiopulmonary resuscitation (CPR). The form only covers CPR, so if you have a DNAR form you'll still be given all other types of treatment.</p>	<p>Discuss with your GP or consultant</p> <p>You can also access information from the website below:</p> <p><a href="http://compassionindying.org.uk">compassionindying.org.uk</a></p>
<p><b>Deputyship</b></p> <p>A deputyship allows you to manage someone's finances when they no longer have capacity and there is no Lasting Power of Attorney in place.</p>	<p>You can access information online:</p> <p><a href="http://www.gov.uk/become-deputy">www.gov.uk/become-deputy</a></p>



Information or resource	How to access
<p><b>Funeral planning</b></p> <p>You might consider an early conversation about your funeral wishes and how to capture your personal preferences and share those with people who are important to you.</p>	<p>You can download Dying Matter's guide on thinking about funeral wishes:</p> <p><a href="http://www.dyingmatters.org">www.dyingmatters.org</a></p> <p>You can speak with any local Funeral Director to discuss all aspects of funeral care, including pre-paid funeral plans.</p>
<p><b>Lasting Power of Attorney (LPA)</b></p> <p>A legal document that lets you choose trusted people ('attorneys') to make decisions on your behalf.</p> <p>This gives you more control over what happens to you if you have an accident or an illness and cannot make your own decisions (you 'lack mental capacity').</p> <p>There are two types - one for finance and property and one for health and welfare</p>	<p>You can access information online: <a href="http://www.gov.uk">www.gov.uk</a> (Search for 'lasting power of attorney')</p> <p>Several organisations can help you to complete the application:</p> <p><b>Age UK</b> 0800 055 6112 <a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a></p> <p><b>Alzheimers Society</b> 0300 222 1122</p>
<p><b>Urgent Care Plan (UCP)</b></p> <p>The NHS aims to provide personalised care based on "what matters to you". Care planning enables your wishes and individual needs to be communicated digitally with your healthcare professionals across London.</p>	<p>For more information, visit: <a href="http://ucp.onelondon.online">ucp.onelondon.online</a></p> <p>You can start a discussion with your GP or any other healthcare professional.</p>
<p><b>Wills</b></p> <p>You might think about planning your wills and appointing solicitors.</p>	<p>You can look up local solicitors or those recommended by Age UK</p>

## 6. Being social and living well

Involvement in activities and being social help you to live well and can help people living with dementia to maintain cognitive abilities for longer.

However, some activities easily undertaken in the past can become stressful or difficult as the dementia journey progresses. Holidays and outings may actually result in stress, and meals in a restaurant may no longer be enjoyable.

It can be hard to explain to friends or family who don't understand dementia the reasons why this is. It may help to take advantage of the increasing range of local activities targeted and adapted to suit people at different stages of the dementia journey.

You can reduce the risk of dementia by eating a healthy diet, staying a healthy weight, keeping alcohol to a minimum, stopping smoking, keeping your blood pressure healthy, and being physically active. Therefore to maintain a healthy lifestyle it is advisable to follow government public health advice. Remember, "what is good for your heart is good for your head".

Information or resource	How to access
<b>Assisted holidays</b> Several companies run assisted holidays for people living with dementia and those important to them.	You can access information online: <a href="http://www.dementiaadventure.co.uk">www.dementiaadventure.co.uk</a> <a href="http://revitalise.org.uk">revitalise.org.uk</a> <a href="http://www.carersholidays.org.uk/independent-providers">www.carersholidays.org.uk/ independent-providers</a> <a href="http://www.mindforyou.co.uk">www.mindforyou.co.uk</a>  Get useful tips for going on holiday with a loved one who has dementia:

Information or resource	How to access
<p><b>Crossroads</b></p> <p>Crossroads Care is a non-profit organisation, regulated and inspected under the Care Quality Commission, providing essential, bespoke, high-quality home and community respite care and support services in Richmond and Kingston. The team are highly trained, paid and experienced care support workers.</p>	<p><b>020 8943 9421</b></p> <p>info@crossroadscarerck.org.uk</p>
<p><b>Dementia-friendly activities</b></p> <p>Explore dementia friendly local activities suitable for your stage.</p> <p>For example, local walks, local clubs with supported activities or talks at Hampton Court and sensory palaces, supper clubs at your local day centres, guided walks through Kew gardens, Elleray Hall and The Greenwood Centre.</p> <p>Richmond &amp; Kingston Alzheimer's Society provide a number of Dementia friendly local activities, including walks and coffee mornings.</p> <p>Age UK Richmond also run activity sessions at local halls and sports centres.</p>	<p>You can find information about a range of local activities here:</p> <p><b>Community Independent Living Service (CILS)</b>  <a href="http://www.ageuk.org.uk/richmonduponthames">www.ageuk.org.uk/richmonduponthames</a></p> <p><b>Elleray Hall</b>  info@ellerayhall.org  <b>020 8977 0549</b></p> <p><b>The Greenwood Centre</b>  <b>020 8979 9662</b></p> <p><b>020 8036 9570</b>  <a href="http://alzheimers.org.uk">alzheimers.org.uk</a>  facebook.com/alzheimerssocietyuk  twitter.com/alzheimerssoc</p>
<p><b>Singing for the Brain</b></p> <p>Every Tuesday from 10.30am to 12pm at Ellery Hall, and every Thursday from 1.30pm to 3pm at the Barnes Green Centre.</p>	<p>To book your seat, contact Joy at Home Instead:</p> <p><b>020 3879 7877</b>  joy.james@homeinstead.co.uk</p>

Information or resource	How to access
<p><b>Faith groups</b></p> <p>Many local faith groups now run memory cafes. Memory cafes can be a great place to go if you are caring for a person with dementia or just want to meet other people who are affected by dementia.</p>	<p>Contact your local church, temple, mosque or other faith organisation to see if they run a memory cafe.</p>
<p><b>Local respite</b></p> <p>You might access local respite options for short-term care, either at home or in a local residential home, to support at times of carers' emergencies or for a break.</p>	<p>You will need an assessment from Adult Social Care about what local respite support you can access.</p> <p>You can contact them directly:</p> <p><b>020 8891 7971</b> adultsocialservices@richmond.gov.uk</p> <p><a href="http://www.careplace.org.uk">www.careplace.org.uk</a></p>
<p><b>My Life Films</b></p> <p>Celebrate the life of a loved one who has dementia by capturing their memories on film.</p> <p>Free service by a charity</p>	<p><b>020 8154 6220</b> info@mylifefilms.org</p> <p><a href="http://www.mylifefilms.org">www.mylifefilms.org</a></p>
<p><b>Supper clubs</b></p> <p>A Supper Club is a monthly pop up restaurant for local people living with dementia and their family carers to enjoy an evening out in a friendly and understanding environment.</p> <p>Held at The Woodville Centre on the third Thursday of the month and at Homelink on the fourth Wednesday of every month.</p>	<p>You can contact them directly:</p> <p><b>020 3879 7877</b> richmond@homeinstead.co.uk</p>





## 7. Organisations offering help and support

If you need help, advice or an ear to listen, you can contact the following organisations who are trained and have experience supporting people who live with dementia, and their carers. This might be before diagnosis, straight after diagnosis, or any time after that.

It can feel difficult to explain what living with dementia is like for those who haven't experienced it. Some families and friends might find it difficult to understand and relate to. Some people living with dementia and/or their carers don't want to feel as though they're bothering people by talking about it. It's important to remember that you are not alone and there are organisations and people who can help and support you.

You don't need to be experiencing a crisis to pick up the phone and speak to someone. Some organisations have a 24 hour phone line, others are often open late.

Information or resource	How to access
<p><b>Alzheimer's Society</b></p> <p>Information on different types of dementia; managing behaviours; emotional changes and reducing the risk of Dementia.</p> <p>They provide literature on a vast range of subjects, as well as 24-hour online support</p>	<p>Can be accessed directly:</p> <p><b>020 8036 9570</b> richmondservices@alzheimers.org.uk</p> <p><a href="https://www.facebook.com/alzheimerssocietyuk">facebook.com/alzheimerssocietyuk</a></p> <p><a href="https://twitter.com/alzheimerssoc">twitter.com/alzheimerssoc</a></p>
<p><b>Carer's Hub</b></p> <p>Carer's Hub is a support group run by the Carer's Association.</p> <p>They provide information, education, help and support as well as hosting carer support sessions.</p>	<p>You can contact them directly:</p> <p><b>020 8867 2380</b></p> <p><a href="http://www.richmondchs.org">www.richmondchs.org</a></p>
<p><b>Crossroads Cafe</b></p> <p>Caring Cafes are designed to combat loneliness. A relaxed space, they offer a safe, supportive and confidential environment to meet other Carers and share experiences. It is also an opportunity to receive up-to-date information and advice from Crossroads Care staff.</p>	<p>You can contact them directly on:</p> <p><b>020 8943 9421</b></p> <p><b>Carers Café:</b> Runs every Thursday, from 12.30pm to 2.30pm at the Hampton Hill Theatre (Playhouse).</p> <p><b>Caring Café:</b> Runs the first and third Saturday of the month, 11am to 3.30pm at Sheen Lane Day Centre.</p>
<p><b>Dementia UK</b></p> <p>Dementia UK supports families affected by dementia through its specialist Admiral Nurses, who work in the community, in hospitals and hospices, on the free Dementia Helpline and in virtual clinics.</p> <p>They also offer a range of information resources including leaflets on many aspects of dementia.</p>	<p>Admiral Nurse Dementia Helpline:</p> <p><b>0800 888 6678</b> (Monday-Friday 9am-9pm, Saturday and Sunday 9am-5pm)</p> <p>or email <a href="mailto:helpline@dementiauk.org">helpline@dementiauk.org</a></p> <p><a href="http://www.dementiauk.org">www.dementiauk.org</a></p>



Information or resource	How to access
<p><b>Personal (care) assistants</b></p> <p>Ruils offers support to set up care and support arrangements for you or your loved one when you or they start to need help with day to day living and activities.</p> <p>This could be funded through the Council via a Direct Payment or you might be funding yourself.</p> <p>Advisors will guide you through the available options (including employing a personal care assistant), help you compare costs and set up the right support.</p>	<p>For information contact:</p> <p>dpsupport@ruils.co.uk  <b>020 8831 6088</b></p> <p><a href="http://www.ruils.co.uk">www.ruils.co.uk</a>  <a href="http://www.find-a-pa.co.uk">www.find-a-pa.co.uk</a></p>
<p><b>Personal preferences</b></p> <p>Request documents: <b>Understanding Me</b> and <b>All About Me</b> to provide your life story and personal preferences for receiving care</p>	<p>Contact the HRCH Dementia Service:</p> <p><b>020 8614 5429</b>  hrch.dementia@nhs.net</p> <p>Or download at <a href="http://www.hrch.nhs.uk">www.hrch.nhs.uk</a> (search for dementia)</p>
<p><b>Time to think about you</b></p> <p>As a carer, it's important that your needs and wellbeing are looked after. You can fill in the <b>Time to think about you form</b> and give it to your GP so it is marked on your medical records and you can access support.</p>	<p>Speak to HRCH Dementia Service Team or access the form here:</p> <p><a href="http://carers.org/downloads/scotland-pdfs/finaltimetothinkaboutyoua42.pdf">carers.org/downloads/scotland-pdfs/finaltimetothinkaboutyoua42.pdf</a></p>

# 8. Equipment and assistive technology

Technology has changed many aspects of our lives and there are some very helpful developments to support people living with dementia. These range from basic equipment, such as commodes and additional stair rails, to Careline and falls sensors.

There are many companies available who make and supply products designed for people living with dementia. These products range from those that can assist with tasks of daily living, adapted clothing or memory aids, to those that can help support in undertaking recreational activities.

We have listed here a number of these previously used by local residents but **we do not endorse any specific service or resource** listed here.

Information or resource	How to access
<p><b>Activities to Share</b></p> <p>Activities to Share have a range of games, puzzles, sensory items, art &amp; craft equipment, music and exercise products.</p>	<p>You can access them directly:</p> <p><b>01227 362 858</b></p> <p><a href="http://www.activitiestoshare.co.uk">www.activitiestoshare.co.uk</a></p>
<p><b>Equipment to aid everyday life</b></p> <p>If you have problems bathing, washing, dressing or getting around the home there is a range of specially designed equipment to help you to stay living independently.</p>	<p>You can contact Richmond Access Team directly:</p> <p><b>020 8891 7971</b></p> <p><a href="mailto:adultsocialservices@richmond.gov.uk">adultsocialservices@richmond.gov.uk</a></p>

Information or resource	How to access
<p><b>Independent living resources</b></p> <p>Online resources available with useful items to aid independent living.</p>	<p>Alzproducts: <a href="http://www.alzproducts.co.uk">www.alzproducts.co.uk</a></p> <p>Alzheimers Society: <a href="http://www.shop.alzheimers.org.uk">www.shop.alzheimers.org.uk</a></p> <p>Relish: <a href="http://www.relish-life.com">www.relish-life.com</a></p> <p>Find Memory Care: <a href="http://www.findmemorycare.co.uk">www.findmemorycare.co.uk</a></p>
<p><b>Community Alarms (Telecare)</b></p> <p>Careline is a 24 hour monitoring system that can help you stay safe in your own home. The equipment can be linked to a telephone line, or via GSM connection (sim card) that does not require a telephone line which, when activated, automatically generates an alarm call to the Council's 24 hour monitoring centre so that an emergency response can be raised at any time. Sensors, such as smoke, carbon monoxide or fall detectors can be linked to the alarm to provide additional support and reassurance.</p>	<p>You can self-refer by contacting Careline directly:</p> <p><b>020 8891 7413</b> careline@richmondandwandsworth.gov.uk</p> <p><a href="http://www.richmond.gov.uk/adult_social_care">www.richmond.gov.uk/adult_social_care</a></p> <p>Or you can speak to a healthcare professional.</p>







# Dementia helplines

You don't need to be experiencing a crisis to speak to someone. Some organisations have a 24-hour phone line, others are often open late.

Organisation	Telephone	Email	Website	Opening hours
<b>Dementia UK Helpline (Admiral Nurses)</b>	0800 888 6678	helpline@dementiauk.org	www.dementiauk.org	Mon-Fri: 9am-9pm Sat-Sun: 9am-5pm
<b>Alzheimer's Society</b>	0333 150 3456	helpline@alzheimers.org.uk	www.alzheimers.org.uk	Mon-Wed: 9am-8pm Thurs-Fri: 9am-5pm Sat-Sun: 10am-4pm
<b>Age UK Richmond</b>	020 8878 3073	info@ageukrichmond.org.uk	www.ageukrichmond.org.uk	8am-7pm 365 days a year
<b>Samaritans</b>	116 123	jo@samaritans.org	www.samaritans.org	24 hours 365 days a year
<b>Richmond Adult Access Team Adult Social Care</b>	020 8891 7971 Out of hours: 020 8891 1411	adultsocialservices@richmond.gov.uk	www.richmond.gov.uk	Mon-Fri: 9am-5pm Out of Hours: Mon-Fri, 5pm-9am W/E: 24 hours
<b>South West London and St Georges</b>	Out of hours: 0800 028 8000	No email available	www.stgeorges.nhs.uk	Mon-Fri: 5pm-9am Weekends and bank holidays: 24 hours
<b>Barnes Hospital Older person's team</b>	020 3513 5000 / 3680			Mon-Fri: 9am-5pm
<b>Hounslow Older Peoples Services</b>	020 8583 3100 Out of Hours (after 6pm): 020 8583 2222	adultsocialcare@hounslow.gov.uk	www.hounslow.gov.uk	Mon-Fri: 9am-5pm
<b>Community Dementia Specialists (HRCH)</b>	020 8614 5430 / 5429	hrch.dementia@nhs.net	www.hrch.nhs.uk (Our services)	Mon-Fri: 8.30am-5pm Excludes bank holidays

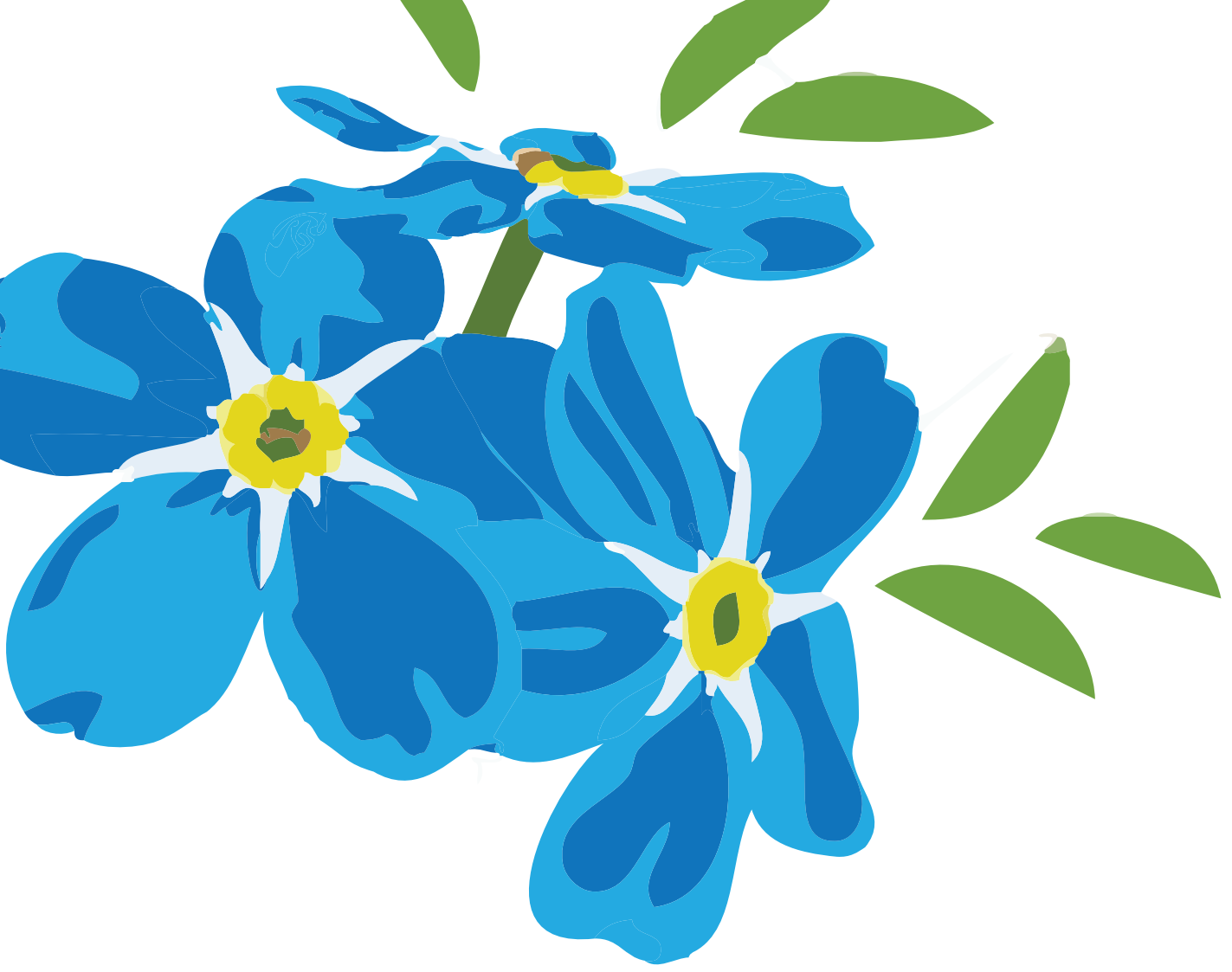
# Your notes

A series of horizontal dotted lines for writing notes.

Produced in partnership with:







**020 8614 5429 / 5430**



**hrch.dementia@nhs.net**



**www.hrch.nhs.uk**