



Lincolnshire Dementia Carers Handbook



2014 - 2015

We hope you have found this information useful and if you are aware of any changes that need to be made to this handbook, please contact either LCYCP or Lincolnshire County Council Carers Team.

LCYCP

T: 01522 846911

**Lincolnshire County Council
Carers Team**

T: 01522 782224



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About this handbook

This handbook has been compiled by Lincolnshire County Council (LCC) and Lincolnshire Carers and Young Carers Partnership (LCYCP) with dementia Carers under their ethos 'By Carers for Carers'. It contains a wealth of useful information that should give you support along your own personal journey of caring for someone with dementia. It is has been designed to work in partnership with The Alzheimer's Society's 'The Dementia Guide' to help support you in understanding dementia and the treatments, support and services that are available to help you, locally.

The Lincolnshire Carers & Young Carers Partnership enables Carers, those supporting friends and family members, and those working with Carers the opportunity to help shape Carers services in Lincolnshire. Led by Carers and young Carers themselves, the Partnership aims to develop better information and support for unpaid Carers.

We hope you find this handbook a useful tool to support you and the person you care for.

Useful Contacts

Please contact us for information or details on how to get involved:

Lincolnshire Carers & Young Carers Partnership,
Commerce House, Outer Circle Road, LN2 4HY

T: 01522 846911

W: www.lincolnshire.gov.uk/lcycp

E: info@lincscarerspartnership.net

About dementia

Becoming forgetful does not necessarily mean that you have dementia. Memory problems are common and many of us especially notice our memory becoming less efficient and reliable as we get older. This can be a normal part of ageing. If you are worried about your memory, or that of someone you care for, finding help and support and going to see your GP are all positive steps to take to enrich your quality of life, or that of the person you care for.

Dementia is a descriptive term given to a picture of progressive and sustained decline of mental ability that affects how an individual thinks, feels, sees, experiences and acts in the world. These 'visible' changes, or 'signs and symptoms' of dementia, include memory loss, communication and perception problems, changes in mood, personality, and the ability to cope effectively, and subsequently also changes in behaviour. The visible changes are caused by an underlying disease or altered condition of the brain, condition of the brain, with Alzheimer's disease being the most common and well-known example, but far from the only form of dementia.

Dementia most commonly affects older people and becomes more frequent with increasing age from 65 years of age. However, dementia is not a normal part of ageing and most people experience healthy ageing without dementia. Whilst comparatively rare, it is important to realise that dementia also affects younger people, before the age of 65 and can be easily missed as people do not necessarily associate dementia with people this age.

When to seek help

If you are worried about yourself or a family member or friend experiencing forgetfulness, or any of the other changes outlined on the previous page, the first port of call should always be their GP. This is important because other conditions, such as depression, stress, infection or certain blood problems may cause similar, but treatable changes in thinking and behaviour. As well as doing a brief test to assess your memory, the GP can also quickly check your physical health to exclude and treat other causes.

Whilst GP's do not normally make a diagnosis of dementia, as mentioned they will do a brief assessment of memory and thinking. If other causes have been ruled out, then based on the outcome of this test the GP may just keep an eye on you and see you again in a few months to repeat the tests to see if things have changed, or if required they may refer an individual on to a specialist memory assessment service.

The Alzheimer's Society have launched '**The Dementia Guide**'. It is the first of its kind to provide information to people after a diagnosis of dementia. It offers advice to help people come to terms with their diagnosis and plan ahead and enable them to live well with the condition.

More local information and advice

You can find more information from Lincolnshire County Council's online information and advice service, My Choice My Care, www.lincolnshire.gov.uk/dementia. This service enables individuals, their friends, Carers and family, to research the options available to them wherever they live in Lincolnshire.

There is a wide range of information which will help you or the person you care for find support and services to help you lead a better quality of life in your own home. If you need help and don't know where to start; you can complete a short online enquiry form and someone will contact you. If you are a Carer looking for support, or you have received a personal budget and want some help with what to do next, there are people who can help.

There is a section on the My Choice, My Care website where you can find out about financial costs involved in paying for your care needs, and how much Social Services will fund towards this. Using the new financial calculator, you will easily and quickly be able to find the information you need to help you make your own decisions about where to go next.

Hopefully you will find support, equipment and services that you did not realise were available to help you and enrich your quality of life. We hope www.mychoicemycare.org.uk will be a valuable tool to you in your journey in making the best choices for your care needs.

You can find more information in hard copy from the Care Choices directory and from LCYCP, the Carers Team and other local organisations such as Age UK and your local Alzheimers Society. You can find more information on these groups in section 6 of this handbook.

How to get in touch

You don't have to be online at home to benefit – you can also access the website free of charge from your local library.

If you would like more advice or a copy of our care services directory, contact the: **Adult Social Care Team** on **01522 782155** from 8 am to 6 pm, Monday to Friday (except on public holidays).

In an emergency (out of these hours) phone the **Emergency Duty Team**
T: 01522 782333

Alzheimer's Society

The Alzheimer's Society can help provide you with support and advice about any type of dementia. You can also order or download a copy of **'The Dementia Guide'** online or contact the Lincolnshire branch for specific information in your area.

Download **'The Dementia Guide'** below:

www.alzheimers.org.uk/site/scripts/download_info.php?fileID=1881

or request a copy by completing the form online or by using the contact details below:

T. 0300 303 5933

or email: orders@alzheimers.org.uk

Lincoln Office

15 Sixfield Close, Lincoln, Lincolnshire LN6 0EJ

T: 01522 692681

E: lincoln@alzheimers.org.uk

Disclaimer

The information in this handbook is provided by Lincolnshire County Council and LCYCP. Please note that information about other organisations is provided for your convenience; their inclusion does not imply LCYCP or Lincolnshire County Council's endorsement of them. Lincolnshire County Council and LCYCP make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability or suitability of any information, services, or content on this website and shall not be liable for any loss or damage arising from or otherwise in connection with your use of www.mychoicemycare.org.uk, this handbook or any information, services, or content in this handbook or on www.mychoicemycare.org.uk



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The Lincolnshire Pathway

Step One: The GP

Becoming forgetful does not necessarily mean that you have dementia. Some decline in memory can be an effect of normal ageing. It can also be a symptom of stress, depression or a number of other mental or physical health conditions. Therefore, diagnosing dementia can be complicated, especially in the early stages. In all cases the GP is the first port of call and will assess the person through:

- **Taking background information** - such as when and how the changes were noticed, how the changes present, and a personal and family medical history. These help determine if the pattern of change suggests dementia and to evaluate any risks.
- **Physical examinations and tests** - such as blood and urine tests. These help to identify and/or exclude other treatable conditions that may be causing the problems.
- **Mental examination** - some brief screening questions to examine thinking and memory functions. These indicate whether further assessment is required or not.

At the end of the assessment, the GP should clearly communicate their findings. Dependent upon the outcome, the GP may want to refer on to a memory assessment service or other specialist for a fuller assessment to determine if a diagnosis is present or not and to get the help and support needed.

Step Two: A memory assessment service: diagnosis & early intervention.

A memory assessment service is delivered by specialist staff skilled in the assessment and treatment of people experiencing dementia. This includes consultant psychiatrists, mental health nurses, occupational therapists, psychologists, social workers and support workers. The memory team work together to provide specialist assessment for people with suspected dementia where other common causes have been excluded by the GP. The assessments provided build upon the tests and history started by the GP, and where required request additional investigations such as head-scans or further blood-tests to further support the process of diagnosis.

Following assessment the memory team will either sign-post on to other appropriate services or discharge back to the GP if a diagnosis of dementia is not the cause of the problems. Where a diagnosis of dementia is made, then information and appropriate early treatment and intervention options and advice are discussed. A care plan detailing the needs of the person/people concerned is completed. The GP will be informed of the findings to ensure continuity of care and sign-posting to appropriate support networks and organisations for post-diagnosis support.

Lincolnshire Partnership Foundation Trust (LPFT) provide Dementia & Specialist Older Adult Mental Health Services (DSOAMHS). They provide specialist time limited services for people of any age experiencing needs associated with suspected or diagnosed dementia and for older adults presenting with complex mental health problems with specialist needs (eg increased frailty or complex co-morbid physical health conditions).

DSOAMHS provides a range of community and in-patient services and contributes to all key care pathways for older adults with dementia or mental health related needs within Lincolnshire.

Lincolnshire Partnership Foundation Trust: Memory Assessment Services

T: 0303 123 4000

W: www.lpft.nhs.uk

Benefits of a diagnosis

Whilst dementia is not curable, a proper and timely diagnosis is essential for many reasons. The main benefits of a timely diagnosis include:

- To rule out other conditions that may have symptoms similar to dementia and that may be treatable including depression, infections, vitamin and thyroid deficiencies and brain tumours.
- For early access to treatment (both medical and non-medical) to relieve symptoms and maximise individual well-being and functioning.
- To enable people to better understand the condition and thus better adapt and cope. To access information and practical advice on how to manage and maximise well-being for an individual experiencing dementia.
- To access support, advice and networking from/with resources such as social services, voluntary agencies and support groups to help you.
- To support life and financial planning - with regards plans and wishes for the future and to 'open the door' for future care needs
- For legal planning - such as Power of Attorney or advanced directives.

Together, the information and support enables you to understand what is happening, so you can make informed decisions about care, life and access the treatment and support your needs.

More information

For more detailed information about assessment, diagnosis and dementia, use the Alzheimer's Society **The Dementia Guide** or go online to alzheimers.org.uk for more information and advice.

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Being a Carer

If you support a family member or friend with a memory problem you may be a Carer. Carers do not always see themselves as Carers in a caring role, but as someone supporting a loved one. The Royal College of General Practitioners recognises a Carer as: **'a person of any age - adult or child - who provides unpaid support to a partner, child, relative or friend who couldn't manage to live independently or whose health or wellbeing would deteriorate without this help.'**

Caring for someone with memory loss or dementia can be very demanding, challenging and at times stressful. It's not easy to spot the early signs of dementia in someone we are caring for. If a person is struggling to remember a name, follow a conversation or recall what they did yesterday, many of us may put it down to the fact that the person is getting older. As a Carer, you can go to your GP to share your worries about the person you care for or with your own health worries and concerns.

Family and friends are likely to be the first to see the signs and play an important role in encouraging that person to see a GP. A doctor can help establish whether a person has dementia – or a treatable illness or condition that can cause dementia-like symptoms.

Carers face very different experiences at each stage of the illness. Adjusting to the diagnosis and coping with the changes the illness will bring can cause a great deal of stress. However, if you are prepared and know where you can find help and support, this can help a great deal.

Looking after yourself

Being a Carer is often hard work, and it is important for you to look after yourself. Stress can build up, so looking after yourself is crucial. Keeping well reduces the risk of you being unable to look after someone due to a problem with your own health.

It's good to talk

Talk about how you are feeling about your caring role. Accept offers of help and don't feel guilty about it. If you are struggling to manage, are feeling isolated or down, **let your family and friends** know. Joining a group is often helpful, sharing experiences with others in a similar position to you.

Talk to your GP if you notice any changes in yourself such as loss of appetite, being unable to sleep, feeling depressed or any other worrying symptoms. You have to stay healthy if you are to continue caring. It is a very demanding and intensive job caring for someone with dementia and you deserve to be looked after too.

Positive steps to mental health

Looking after your health and wellbeing is important and can help you to maintain the quality of your life. There is more information available in the Good Life Guide produced by Public Health which has handy tips and information about leading a healthy life, staying safe and independent. You can find a link here to an online version on www.lincolnshire.gov.uk

What is mental wellbeing?

Mental wellbeing is the ability to cope with life's problems and make the most of life's opportunities. It's about feeling good and functioning well. We all feel stressed, anxious, or low from time to time. Doing something positive to help yourself can make a real difference to our mood.

For more mental wellbeing information, please contact pam.channa@lincolnshire.gov.uk

Asking friends and family to help

Friends and family can provide an important network for you and the person you care for. They may be able to help you to take a break as they offer the advantage of already knowing you and the person you care for.

However, friends and family are not the same as paid professional care workers, and regular caring can place the same stresses on them that you may feel yourself. They may also be unable or unwilling to commit to giving you a break when you need it, especially if you are caring for much of the time. Contacting the Carers Team in the first instance to arrange a Carers Assessment can ensure you receive the support you need to continue in your valuable caring role.

There are a number of organisations in Lincolnshire that can provide support to help you take some time off from your caring role. They offer advice, information and practical support to Carers and can act as a gateway to other services that can help you to get the support you need. As a Carer, it is vital that you look after yourself and one of the ways you can do this is by having sometime away from your caring role. This might be just an hour or so to go shopping or visit a friend, or might be a longer period such as a weekend away. There are many options you can read more about later in this booklet to help you plan for this.

Contact **Lincolnshire County Council's Carers Team** on **01522 782224** for more information and advice.

What is a Carers Assessment?

The Carers Team can offer you a Carers Assessment which gives you a chance to express your feelings and needs as a Carer. It does not judge your ability to care for your spouse, relative or friend. The Carers Assessment is a gateway to support, information, and services that are available to Carers in Lincolnshire.

The Assessment is completed by a dedicated Carer Trusted Assessor, and consists of an informal discussion on the impact on your life of caring for someone. It can reveal a lot to you as to how your life is affected by caring and what can be done to support you. It can offer you emotional support. The Assessment can be completed either by self-Assessment, by the Carers Team on the phone or by a face to face visit by a Trusted Assessor at a location of your choice.

Why have an Assessment?

It enables the experienced Trusted Assessor to target support to your specific circumstances. During the Assessment, the assessor can identify and suggest ways of obtaining any support needed and, if agreed with the Carer and cared for, assist in organising it. Your Trusted Assessor will remain your on-going point of contact for as long as your need them. Most carers also value creating a Carers Emergency Response Plan to give peace of mind in the event of a crisis.

Benefits of a Carers Assessment include:

- Provision of an experienced and dedicated support worker
- Emotional and practical support
- Signposting to relevant services and Carer groups
- Access to a Carers Emergency Response Plan
- Possible access to a Carers Personal Budget
- Receive a Carers Information pack
- Regular Newsletter
- Access to Carers Discounts

How to get an Assessment

You can contact **The Lincolnshire County Council Carers Team**
They will offer you a choice of Trusted Assessors.

8 am – 6 pm, Monday – Friday.

T: 01522 782224

Out of Hours, **Emergency Social Care Services (ESCS)**.
From 6 pm – 8 am including weekends and bank holidays.

T: 01522 782333

E: Carers_team@lincolnshire.gov.uk

Carer Emergency Response Service and Carers Assessment comments from Carers:

- Adult Carer:** “ Trusted Assessors will tell you where to go for support. ”
- Carer:** “ My life has changed for the better now I have had a Carers Assessment. ”
- Former Carer:** “ I wish I had known about the Carers Assessment before. ”
- Carer:** “ I didn’t know what to do. So I rung my Trusted Assessor who was able to advise me. ”
- Carer:** “ It makes a huge difference when I can speak to the same person again and again. ”

Trusted Assessors

The following organisations offer advice, support and can also carry out a Carers Assessment, all of which operate across the County of Lincolnshire.

Carers Connect

T: 01522 696000

E: info@Carersconnect.net

www.carersconnect.me



Carers Connect are supporting many unpaid Carers across the county and are trying to reach those who are not yet aware they are there to support them.

Carers Connect recognise that all Carers and their situations are different and the range and type of support they can offer will be unique to each Carer.

- Free Information and Advice
- Emotional and Practical Support
- Face to Face Visits
- Carers Assessments
- Emergency Plans
- Education, Employment, Learning and Leisure Scheme
- Benefit Checks
- Support Groups
- Discount Scheme
- Carer Group Grants

Just call one of the team on the above number who will be happy to discuss any or all of the services available to Carers

Rethink**T: 01522 536029****E: lincolnCarers@rethink.org****www.rethink.org**

Support, advice and information for Carers supporting a person with a mental health condition which includes dementia. Working with voluntary and statutory agencies offering a befriending service for people, and running social events.

Carer support groups run regularly throughout the county. They also support Carers who themselves have mental health issues. Please contact the above number for advice and support and details of groups in your area.

South Lincolnshire Blind Society

South Lincolnshire Blind Society (SLBS) are a major provider of services for blind and partially sighted people and their Carers, who live in the Districts of North Kesteven, South Kesteven, Boston Borough and South Holland. Their aim is to work with blind and partially sighted people, to provide services so that they may lead fuller, more independent lives.



They carry out Assessment's for Carers who are caring for people with ALL types of physical, sensory ailments, accident survivors and other disabilities. Please call the Helpline to talk to us 01476 592775 to find out how they can help you in your caring role.

Lincolnshire Young Carers Count**T: 01205 331322**

Action for Young Carers is a project that supports young Carers, children and young people aged 5 - 18 years and their families in Lincolnshire run by the Carers Federation. The young person must be caring for a parent, grandparent or other relative affected with a long term condition including memory loss or Dementia. Services include: Telephone support, one-to-one support, information provision, signposting to other services, regular newsletters, group work, youth groups and activities/workshops during school holidays. A new service - AYC+ (AYC Plus) provides support for Carers aged 18 yrs – 23 yrs.

Training and learning opportunities

Many Carers find that having an activity outside of caring is essential to their own wellbeing. It gives them a break from the demands of caring and helps boost their self-esteem.

That is why we support Carers by providing information on a range of training courses designed to help with the caring role, or provide a welcome break through learning something completely different.

How can I access Training and Learning?

As part of your Carer's Assessment, your assessor may identify a need in one of the above areas. For example, you may have transport difficulties, or need a break from your caring role. You might wish to start a new hobby to give you time to yourself, or would benefit from some driving lessons to enable you to get to the shops. You could even access specific training courses to help you in your caring role, such as moving and handling, first aid or dealing with dementia. There are specific dementia awareness courses running in the county.

If your Assessment identifies a need such as this, you may be referred on to the Education, Employment, Leisure and Learning Scheme (EELL's) which can source appropriate training or assistance for you. This scheme is operated by the Lincolnshire County Council's partners Carers Connect.

Lifelong Learning

If you are looking to change your career, move into employment, learn new skills or meet new people, taking a learning course is a step in the right direction. A range of courses are available across Lincolnshire, from health and beauty, art and crafts to photography. A large number of the courses are free.

Carers can also access online www.2aspire.org.uk



4 Planning Ahead

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Making decisions

You may need to make decisions about health, care and finances as a Carer for someone with dementia, or for yourself. If you are able to plan ahead for your future wishes with the person you care for as soon as you can, you can ensure all wishes are considered. These choices range from how the person you care for wishes to be looked after to how finances and legal decisions are made.

The Alzheimer's Society, **'The Dementia Guide'** has detailed information which can help you make the best decisions for you and the person you care for.

Legal and Financial Issues

Arranging someone's affairs when they are no longer able to do so

The Mental Capacity Act 2005 aims to protect people aged 16 and over who are unable to make certain decisions for themselves, perhaps due to learning disabilities, mental health problems or because of an illness or disease, for example dementia.

The Mental Capacity Act enables people to choose someone to manage their finances and property should they become incapable of doing so, or to make health and welfare decisions on their behalf. This needs to be carefully thought out and the best way to do this is to plan for the future by drawing up a legal agreement known as a Lasting Power of Attorney (LPA).

The Office of the Public Guardian (part of the Justice Department) can give you more information, including the Code of Practice and other guidance.

Advocacy - Someone to speak on your behalf

Having someone to speak on your behalf is often known as advocacy.

Advocacy means having someone who will express your views and wishes, secure your rights and represent your interests. It safeguards people who are vulnerable by speaking up for them. It enables people with physical or learning disabilities, older people and those with mental health needs to make informed choices and decisions about their own health and social care.

Advocacy helps you to access information and services and to explore choices and options. Advocacy is completely independent from the organisations that provide social care services. Advocates act only according to the wishes of the person they are speaking for. They do not take their own view of what is best, or try to influence the person to make a different choice.

Advocacy services in Lincolnshire are provided by Total Voice Advocacy, an organisation which is independent of the Council. Advocacy services in Lincolnshire specifically referring to NHS complaints are provided by POhWER.

Total Voice Lincolnshire

T: 01522 706580

www.voiceability.org.uk

POhWER

T: 0300 456 2370 or

Lincolnshire local rate: **0300 200 0084**

E: pohwer@pohwer.net

www.pohwer.net

What is a Lasting Power of Attorney?

There are two types of LPA:

- **A Property and Affairs LPA** enables you to arrange for someone to make decisions on your behalf about your property and affairs when you are no longer able to do so. This can include paying bills, managing a bank account or selling property.
- **A Personal Welfare LPA** enables you to arrange for someone to make decisions on your behalf about your health and personal welfare, such as giving consent to medical treatment or deciding where you should live.

Anyone aged 18 or over with the capacity to do so can make an LPA and can appoint one or more attorneys to act in their best interest and consider their needs and wishes as far as possible.

The Office of the Public Guardian (OPG) supports and promotes decision making for those who lack capacity or would like to plan for their future. They can advise how to prepare an LPA and it will need to be registered with them before it can be used. The cost can be anything from free of charge up to £110, depending upon your financial circumstances.

You should be aware that a LPA is a powerful and important legal document and you may wish to seek legal advice from a solicitor with experience of preparing them. There are likely to be costs involved for this work.

Visit their website: www.justice.gov.uk/about/opg

Please note: Lasting Power of Attorney (LPA) replaced Enduring Power of Attorney (EPA) in October 2007. An existing EPA remains valid as long as it was signed before that date and while the person was still able to make decisions for themselves. If they start to lose the ability to make reasoned decisions then the EPA must be registered with the OPG. If there is no EPA or LPA in place, a deputy may be appointed to make the decisions needed. Please contact the OPG for further advice.

There may be a number of benefits to which you or the person you are supporting may be entitled to. Please be aware that the Benefits system is continually changing and it is important to check for up to date information.

Benefits for Carers aged over 60

If you are a Carer over 60 you could be entitled to several benefits depending on your circumstances, as follows:

If you are in paid work

- **Working Tax Credit**

Benefits if you are not in paid employment

These benefits are known as “earnings replacement benefits”. You cannot usually receive more than one of these at the same time because of the overlapping benefits rules.

- **State Pension:** A State Pension Age calculator is available on GOV.UK
- **Carer’s Allowance:** in most cases you will not be able to receive Carer’s Allowance once you receive your state pension. However, you will still have an “underlying entitlement” to it, and this can help you to qualify for more means-tested other benefits.

Benefits if you are disabled

- **Personal Independence Payment:** if you are over 16 and under 65 when you first claim
- **Disability Living Allowance:** for children under 16. Existing Disability Allowance customers aged under 65 on 8/4/13 will be invited to apply for PIP at some stage
- **Attendance Allowance:** if you are 65 or over when you first claim

Benefits to top up your income if it is low

These are called “means-tested benefits” because they will depend on your income and savings and include:

- **Pension Credit:** this has two parts: the guarantee credit and the savings credit. The guarantee credit is paid to people who have reached the qualifying age and tops up their income. Between 2010 and 2020, the qualifying age for guarantee credit will move gradually from 60 to 66. You can **check your qualifying age** on GOV.UK. The savings credit is paid to people of 65 and over and rewards them for having some savings. Pension credit can also help with paying the interest part of your mortgage.
- **Housing Benefit** (to help pay rent).
- **Council Tax Reduction** (to help pay council tax).

If you receive means-tested benefits you may be able to access certain other types of help such as free prescriptions and Social Fund loans.

Winter Fuel Payment

The Winter Fuel Payment is to help you pay your fuel bill during the winter. To find out if you are eligible, check the criteria on the GOV.UK website or contact the Winter Fuel Payment helpline on 0845 915 1515.

If you receive means-tested benefits you may be able to access certain other types of help such as free prescriptions and Social Fund loans.

Benefits for Carers aged under 60

If you are under 60 you could be entitled to a combination of the following benefits and tax credits.

Benefits if you are in paid work

- **Working Tax Credit**

Benefits if you are not in paid employment

These benefits are known as “earnings replacement benefits”. You cannot usually receive more than one of these at the same time because of the overlapping benefits rule.

- **Carer’s Allowance**
- **Incapacity Benefit** (existing claimants)
- Contributory **Employment and Support Allowance** (new claimants)
- Contribution based **Jobseeker’s Allowance**
- **Maternity Allowance**
- **Bereavement benefits**, or
- **Severe Disablement Allowance** (you cannot make a fresh claim for this benefit).

Benefits if you are disabled

If you are a Carer under 65 and also severely disabled, you may be able to make your own claim for:

- **Disability Living Allowance**
- **Personal Independence Payment**

Benefits to “top up” your income if it is low

These are called “means-tested” benefits because whether you get them or not will depend on your income and savings.

- **Income Support** (this could include a payment to help with mortgage interest),
- **Income-based Jobseekers Allowance** (this could include a payment to help with mortgage interest),
- **Income-related Employment and Support Allowance** (this could include a payment to help with mortgage interest),
- **Housing Benefit** or Local Housing Allowance (to help pay rent), and
- **Council Tax Reduction** (to help pay council tax).

If you receive means-tested benefits you may be able to access certain other types of help such as free prescriptions and Social Fund loans.

For Information and advice on benefits please discuss at your Carers Assessment or contact 0345 300 3900 for general information on Tax Credits.

Benefits Calculator

This is an online calculator, which can be used to see the benefits you or someone else might be entitled to.

www.entitledto.co.uk/benefits

Other Benefits

Council Tax reduction (not means tested)

If a person with dementia receives either Attendance Allowance or Disability Living Allowance at middle or higher rate, they are exempt from paying council tax. Therefore if only two people live in a house the council tax should be reduced by 25%. If the person lives alone they are exempt from paying council tax. To claim this, telephone the local Council Tax Department and ask for a form for mental impairment.

There may be other exemptions possible please check with your local authority.

For more information

For more information on **Benefits** please ask at your Carers Assessment and have a benefits check.

You can also get a benefit advice from **Citizens Advice Bureau**

Contact Lincoln and District office on

08444 111 444

or if you are 50 or over you can contact **Age UK**

When does the NHS pay for care?

There is a booklet produced by the Alzheimer’s Society which offers guidance on eligibility. It explains what NHS continuing care is, how you might be able to get it, and what to do if your request is turned down. This can be obtained from the Alzheimer’s Society or can be downloaded from

www.alzheimers.org.uk/nhscare

In case of emergency

Carers Emergency Response Scheme (CERS)

This is an emergency response service that can be put in place to ensure that the person you care for continues to be taken care of immediately following an emergency which affects you and would prevent you from being able to continue to care in the short term. We strongly recommend every Carer has one.

Carer: “ A Carer had slipped in a shop and the CERS was activated- It works! ”

Rethink: “ I found out that this particular Carer was took to hospital and left her Cared for with Alzheimer’s alone at home. The Carers Emergency Response (CERS) was needed, without a Carers Assessment the Carer was unaware of this service. ”

Carer: “ CERS....Better than any RAC recovery ”

How does the service work?

As part of the Carers Assessment, you create your own Emergency Plan. Once this has been registered you will receive a Carers Identification and Emergency Card. This is the size of a credit card you can carry with you at all times and carries a 24-hour emergency telephone number and bears a unique identity number that links to your Emergency Plan.

In the event of an emergency that prevents you caring for your loved one or friend, the service will use the support detailed on your Emergency Plan. This could mean simply contacting a family member, neighbour or friend who can help support the person you care for.

Alternatively, you may wish for professional Carers to be arranged to directly provide support to the person you care for in their own home or make other arrangements. This can be arranged free of charge for up to 48 hours (72 hours on a Bank Holiday weekend). During that time Adult Social Care can plan with you for what happens next.

All you or someone on your behalf needs to do is ring the number on the card and your plan can be followed.

What are the benefits to you?

- You will feel supported
- You will have the backup of an emergency helpline that operates 24 hours a day, 7 days a week
- You will have peace of mind to know there is back-up
- You will have a choice of agencies to help support you to complete your Emergency Plan

How much will it cost you?

There is no cost to you for registering with the service.

There will be no charge to you for any emergency support during the first 48 hours (72 hours on a Bank Holiday weekend).

An individual emergency plan can be completed when doing a Carers’ Assessment but if you wish to register or initiate an emergency response plan then call the **Carers Team** on **01522 782224** or email at **Carers_team@lincolnshire.gov.uk**

ICE - In Case of Emergency

If you have an accident the emergency services can look for this number in your mobile phone to get in touch with someone for you.

The idea is that you store the word “ICE” in your mobile phone address book and against it enter the number of the person you would want to be contacted “In Case of Emergency”. In an emergency situation, ambulance and hospital staff will then be able to quickly find out who your next of kin are and be able to contact them. It’s as simple as that, and for more than one contact name you can use ICE1, ICE2, ICE3 etc.

Message in a Bottle

‘Message in a Bottle’ is an emergency information scheme that could save someone’s life! You place a small plastic bottle in your fridge containing medical information and Emergency contacts. Then you put specially designed stickers on your fridge door and on your front door to let people know it’s there. This means that should the emergency services need to come to your house they will know exactly where to look for this important information.

This is a voluntary scheme sponsored by your local Lions Club.

T: 0845 833 9502

www.lionsmd105.org



Equipment and Alarms for Carers

As a Carer, you may be able to access all sorts of equipment for yourself and for the person you’re looking after. You may not live with the person you’re looking after or may need to be away from them for long periods of time. As a result you may worry that there will be no one nearby when the person you are looking after needs help. A TeleCare system can help to reduce the worry. The equipment is linked to a telephone alarm unit which, when activated, automatically generates an alarm call to a local monitoring centre so that an emergency response can be raised whatever the time of day. Health Professionals may also refer someone for Telecare equipment.

Detectors can also give you early warning of leaking gas, smoke, extreme heat, flood, a seizure or a fall, if someone has left the property or managed to get in or out of bed safely.

How much does it cost?

The equipment is free on loan from Lincolnshire County Council but there is a small fee for monitoring.

How to get in touch

More information can also be found on www.lincolnshiretelecare.org.uk

The **Adult Social Care Team** is the first point of contact for all referrals and general enquiries.

T: 01522 782155

You can contact them from 8 am to 6 pm, Monday to Friday
(except on public holidays)

T: 01522 782333

Advance Care Planning

Planning my Future Care

As individuals, we may wish to put in place a record of what is important to us so that if we experience ill health or an unforeseen event, like an accident, and become unable to make decisions we can be reassured by knowing we have already made clear our preferences.

Lincolnshire Council Care Adult Care have developed an Advance Care Plan template which people can use to record their future wishes. This plan is called Planning My Future Care. You can contact Lincolnshire County Council or LCYCP for a copy or download from the LCC website by typing planning my future care into the search box.

All About Me

All About Me has been developed in partnership with Patients, Carers, Health, Social Care and Voluntary Sector agencies across Lincolnshire.

All About Me is a document to be completed by the individual or their Carer. It relates solely to the individual, containing key information about their daily life to inform and advise health and social care staff. All About Me aims to improve communication to make your experiences in hospital, as positive as possible.

Some individuals will be unable to adequately represent their own views or has difficulty making decisions. This booklet will therefore be even more important and can be completed by the Carer, for example a relative or friend.

For a copy of this booklet

T: 01476 464560 or 01476 464862

Or **E: patient.experience@ulh.nhs.uk**

You can also complete the booklet online at www.allaboutme-lincolnshire.org.uk

You can also download a copy to print at home and complete.

This is me

Alzheimer's Society have developed a simple and practical tool for people with dementia who are receiving professional care to record their needs, preferences, likes, dislikes and interests.

It is now relevant for people with dementia who are receiving professional care in any setting - at home, in hospital, in respite care or a care home. It was originally developed for people with dementia who were going into hospital.

It enables health and social care professionals to see the person as an individual and deliver person-centred care that is tailored specifically to the person's needs. It can therefore help to reduce distress for the person with dementia and you as their carer. It can also help to prevent issues with communication, or more serious conditions such as malnutrition and dehydration.

Alzheimer's Society - Lincoln Office

15 Sixfield Close, Lincoln, Lincolnshire LN6 0EJ

T: 01522 692681

E: lincoln@alzheimers.org.uk

When things get difficult

- Contact your Trusted Assessor
- Contact your GP
- Seek support from family members.
- Contact LCYCP if you need help finding out who your Trusted Assessor is or simply require advice in finding support.



5 Finding support at the right time

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Finding Support

A Carers Assessment can help you to identify support that is right for you and the person you care for. The following pages give information about what services and support are available in the county to help you. It also should help you to research how you can take a short break from your caring role, and work out how best to organise this. The local groups can offer friendship and support in your area. You will find a directory of providers who can help provide services which allow you to take a break from your caring role. They have been split into 6 options, and you could use all of them or just one to help you take a break.

Dementia Short Breaks

What would a short break mean for you?

If you care for and support someone, you may already have support from a friend or relative to help you in your caring role. This can help avoid a problem turning into a real crisis. However, you may not be as fortunate as this and can be left struggling to cope.

In order to be able to continue this very valuable job, it is important that you look after yourself too. Everyone needs time off from the physical, psychological and emotional demands of caring.

A break from your caring role may be something you haven't thought possible. Most people tend to think it can be hard to find a break or that there are not many options available. There are many different choices available to you and this handbook aims to help you think about what options would work for you and the person you care for, and where you can find more information.

The Dementia Short Breaks scheme is funded from NHS Better Care Fund money initially until March 2015. It has been designed to target Carers who are most in need of a break and help support them to make this happen. There is currently time-limited funding to support eligible Carers of people with memory problems and dementia to access a break until March 2015.

This scheme is assessed through a Carers Assessment. Being a Carer often

means you are unable to take time for yourself. If you need some support to help you with your caring role, getting a Carers Assessment gives you the opportunity to talk through your circumstances with someone who understands and wants to support you. The Carers Team or your Trusted Assessor can help you look at the options that suit you using this handbook and their knowledge and experience.

Knowing what services are available and where they are in the county can help you to complete the application form for the dementia short breaks scheme. Read through the different options below, discuss your application form with your Trusted Assessor to check you are eligible.



Help at home

Help at home

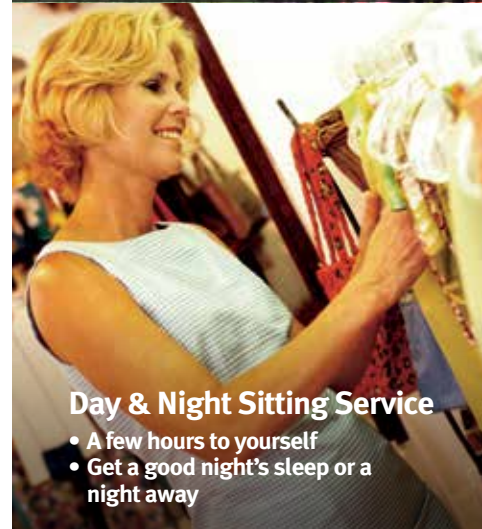
Have someone help with the laundry or housework DIY or gardening so you can spend time with the person you care for.



Things to do together

Things to do together

- Find out about social groups
- Support to get out and about



Day & Night Sitting Service

Day & Night Sitting Service

- A few hours to yourself
- Get a good night's sleep or a night away



Daytime Support

Daytime Support

Away from home



Supported Holidays

Supported Holidays

Specialist locations or taking someone with you to support you

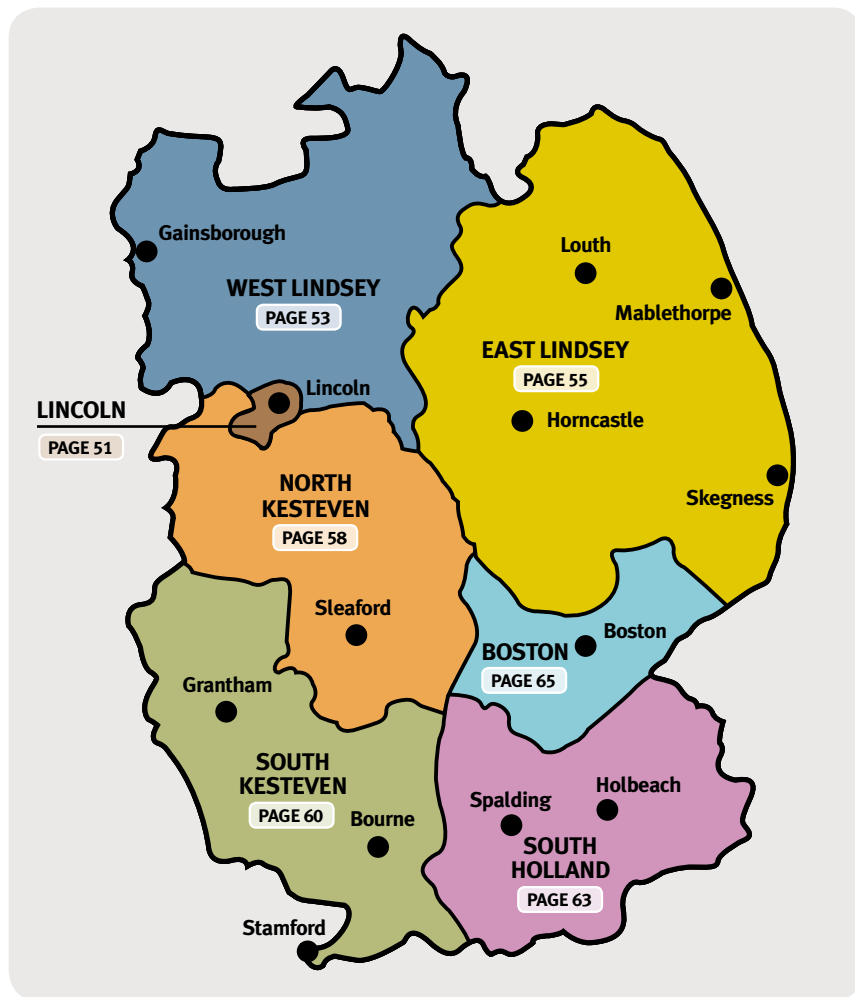


Residential Respite Breaks

Residential Respite Breaks

A longer break for you while the person you care for is looked after

Providers by Area



Simply choose the appropriate area of the county and go to the respective pages indicated on the map of Lincolnshire.

Please note the following information was correct at the time of printing.
Please contact all groups prior to visiting to ensure details are still correct.

Providers - Countywide

Help at Home

Adults Supporting Adults
01529 416 270
www.ayolayo.co.uk

Ayo-Layo Care Services
0800 002 9897
www.ayolayo.co.uk

Things to do together

At Home Day Resource
Dementia specific -
social interaction in a
small group. One-to-one
support to develop
independence.

Adults Supporting Adults.
01529 416 270
www.asaorg.co.uk

Shop2Gether
Help with shopping trips.
Adults Supporting Adults.
01529 416 270
www.asaorg.co.uk

Day & Night Sitting Service

Adults Supporting Adults
(ASA)
Sit2Gether - Countywide
01529 416 270
www.asaorg.co.uk

Cambridgeshire Care Agency
01733 319505
www.cambridgeshirecare.com

Longhurst and
Havelock Homes
0845 3090700
www.longhurst-group.org.uk

Advance Support
01993 772885
www.advanceuk.org

Care First
0121 358 8150
www.carefirstltd.co.uk

Montrose Therapeutic Care
01507 201 303

AMG Nursing and Care
01522 535660
www.amgnursing.com

Choices Care
01733 572 572
www.choicescare.org

Prestige Nursing
01529 414818
www.prestigenursing.co.uk

Ayo-Layo Care Services
0800 002 9897
www.ayolayo.co.uk

Clarriots Home Care
01507 605849
www.clarriotshomecare.co.uk

Tess CIC
07732 061330
www.tess-cic.org.uk

Helping Hand
0808 252 4172
www.helpinghands-homecare.co.uk

Residential Respite Breaks

Vitalise
Accessible respite care
holidays and short breaks
0303 303 0145
www.vitalise.org.uk

Extended Stay
Support and guidance to
access local resources.
Adults Supporting Adults
01529 416 270
www.asaorg.co.uk

Dementia Adventure
Holidays and activities
for people living with
dementia and their carers
01245 230661
www.dementiaadventure.co.uk

Respite Resource
Respite in family home.
Adults Supporting Adults
01529 416 270
www.asaorg.co.uk

Information and Advice

Awareness Raising Service
(Lincolnshire)

Information Provision
(Lincolnshire)
Alzheimer's Society
01522 692681
www.alzheimers.org.uk

Alzheimer's Society
National Dementia Help Line:
0300 222 11 22

Lifestyle Brokerage
Personal Budget assistance.
Adults Supporting Adults.
01529 416 270
www.asaorg.co.uk

MyChoiceMyCare
Lincolnshire County Council
01522 782155
www.mychoicemycare.org.uk

Short term assistance
with funding
The Respite Association
01775 820176
www.respiteassociation.org

Support Groups

Telephone Befriending
and Support Groups
- Lincolnshire
Alzheimer's Society
01522 692681

Friendly Support Groups
for all Carers
Carers Connect
- Lincolnshire
01522 696000

Support Groups for Carers
Rethink Mental Illness
01522 536029
lincolncarers@rethink.org

Providers - Lincoln

Things to do together

Lincoln Dementia Cafe
Alzheimer's Society
01522 692681
www.alzheimers.org.uk

Singing for the
Brain - Lincoln
Alzheimer's Society
01522 692681
www.alzheimers.org.uk

Day & Night Sitting Service

Aamina Homecare Ltd
Lincoln & 5 mile radius
01469 571084
www.aamina.co.uk/

Age UK Lincoln
Greater Lincoln and North
West Clinical Commissioning
Cluster Area
01522 696 000
www.ageuk.org.uk/lincoln

Allied Healthcare
Lincoln
01522 753290
www.alliedhealthcare.com

Ambassador Home
Care Limited
City of Lincoln and a
10 mile radius
01522 528 455

Carewatch
City of Lincoln
01522 285 000
www.carewatch.co.uk

Making Space
Lincoln
07843 267988
www.makingspace.co.uk

Mears Care
City of Lincoln
0800 1216525
www.mearshomecare.co.uk

Minster Court Limited
Lincoln
01522 521212
www.retirementsecurity.co.uk

Sevacare Lincoln
Lincoln Specifically:

- Heighington
- Branston
- Bracebridge Heath
- Birchwood
- Canwick
- Washingborough
- Hykeham
- Burton
- Burton Waters
- Newland
- Bracebridge
- South Hykeham
- North Hykeham

01522 525 000
www.sevacare.org.uk

Daytime Support

Beckfield House
Retirement Home
Allington Healthcare Ltd
01522 790314

Bernadette House
01522 521926

Brantley Manor
Pearlcare
01522 543866

Canwick Court
Guardian Care Homes
(UK) Ltd
01522 544595

Hartsholme House
Order of St.Johns
01522 810524

Support Groups

Lincoln Dementia Café:

For people with dementia & their carers.
Every Friday, 10:30-12 noon, Bracebridge Community Centre, Maple Street, Lincoln, LN5 8QT.

Singing for the Brain:

For people with dementia & their carers. The second & fourth Monday of every month from 9.30am – 12noon at The Volunteer Centre, 16-26 Tentercroft Street, Lincoln LN5 7DB.

For more information please contact the Lincolnshire office for more details

T: 01522 692681

E: lincoln@alzheimers.org.uk

Memory Support Café:

For people with dementia and their Carers. This group is to share experiences and ask for advice or information about any memory difficulties. The sessions will be supported by an Admiral Nurse. This group meets every month at Orders of St John Care Trust, Boultham Park House, Rookery Lane, Lincoln. Please contact the Manager for further information.
T: 01522 681500

Lincoln Carers Group:

A friendly Carer group run by Carers Connect. Every 4th Wednesday of the month 10:30 – 12:30 at Holy Cross Church Hall, Skellingthorpe Road. For more Information please contact
Carers Connect
T: 01522 696000
E: info@Carersconnect.net

Providers - West Lindsey

Things to do together

Gainsborough
Dementia Cafe
Alzheimer's Society
01522 692681
www.alzheimers.org.uk

Ginsborough Music for the Memory
Foxby Hill Care Home
01427 611231

Day & Night Sitting Service

Aamina Homecare Ltd
Brocklesby & 5 mile radius;
Gainsborough & 5 mile radius;
Market Rasen & 5 mile radius
01469 571084
www.aamina.co.uk

Age UK East Lindsey
Across the whole of East and West Lindsey
01507 524242
www.ageuk.org.uk/lindsey

Age UK Lincoln
Greater Lincoln and North West Clinical Commissioning Cluster Area
01522 696 000
www.ageuk.org.uk/lincoln

Allied Healthcare
(Gainsborough)
Gainsborough
0800 542 1078
www.alliedhealthcare.com

Carewatch
West Lindsey
01522 285 000
www.carewatch.co.uk

Hales Lincoln
West Lindsey and Skellingthorpe
01522 500070
www.halesgroup.co.uk

Mears Care
West Lindsey
0800 1216525
www.mearshomecare.co.uk

Saga Homecare
(Gainsborough)
West Lindsey
01427 679664
www.saga.co.uk

Daytime Support

Eliot House
M P S Care Homes Ltd
01427 617545

Foxby Court
Order of St.Johns
01427 613376

Foxby Hill Nursing/
Residential Home
J & A Evans
01427 611231

Greenacres Care Home
T A Shepherdson
01472 851989

Grosvenor House
C & RD Bainborough
01427 616950

The Laurels
Vaghjiani Ltd
01673 858680

The Old Rectory
M & M Care Ltd
01522 702346

The Poplars
Order of St.Johns
01673 843319

Willan House
01526 398785

Willow Court
HC-One Ltd
01522 595391

Wispington House
Wispington House Ltd.
01522 703012

Support Groups

Gainsborough Dementia Café:

For people with dementia & their carers.
The 1st Wednesday of every month, 10am- 12noon, Gainsborough House, Parnell Street, Gainsborough, DN21 2NB. (no meetings January or August)

For more information please contact the Lincolnshire office for more details
T: 01522 692681
E: lincoln@alzheimers.org.uk

Music for Memory - Gainsborough

For people with dementia and their Carers.
At Foxby Hill Care Centre, Foxby Hill, Gainsborough, Lincolnshire, DN21 1PN.
For more information and to book call **01427 611231**

Memory Support Café:

For people with dementia and their Carers.
This group is to share experiences and ask for advice or information about any memory difficulties. The sessions will be supported by an Admiral Nurse.
This group meets at Orders of St Johns Care Trust at Foxby Court, Middlefield Lane, Gainsborough.
Please contact the manager for further information.
T: 01427 613376

Providers - East Lindsey

Things to do together

Singing for the Brain
Linda West
01507 472203

Singing for the Brain
- Middle Rasen
Alzheimer's Society
01522 692681
www.alzheimers.org.uk

Day & Night Sitting Service

Aamina Homecare Ltd
Mablethorpe & 5 mile radius;
Louth & 5 mile radius
01469 571084
www.aamina.co.uk

Age UK East Lindsey
Across the whole of East and West Lindsey
01507 524242
www.ageuk.org.uk/lindsey

Allways Care
We cover Skegness
• Spilsby
• Chapel St Leonards and Burgh Le Marsh areas.
Our support does reach as far as
• Sibsey
• Stickney
• Old Leake
• Wrangle
• Friskney and Wainfleet.
01754 612720
www.allwayscare.com

Bluebird Care
North Kesteven and East Lindsey
01522 538656
www.bluebirdcare.co.uk

Carewatch
East Lindsey
01522 285 000
www.carewatch.co.uk

Hales Bourne
East Lindsey
01778 393723
www.halesgroup.co.uk

Mears Care
East Lindsey
0800 1216525
www.mearshomecare.co.uk

Sunny View Homecare
East Lindsey specifically:
• Skegness
• Burgh le Marsh
• Winthorpe
• Ingoldmells
• Chapel St Leonards
• Hogsthorpe
• Helsey
01754 762 795
www.sunnyview.org.uk

Sutton Home Support
East Lindsey
01507 441 800

The Beeches
Louth plus 10 mile radius
01507 603862
www.the-beeches-residential-care-home-louth.co.uk

Daytime Support

Blenheim Care Centre
Southwark Park Nursing
Home Ltd
01427 668175

Bramhall Residential Home
Mr & Mrs Mercer
& Partners
01526 342632

Eresby Hall
Order of St.Johns
01790 752495

Newhaven Residential
Care Home
01507 490294

Orchard House
Nursing Home
01507 472203

Phoenix Care Centre
Care Plus & Complete
Care Ltd
01754 872645

Sea Breezes
Sea Breezes Total Care
01754 760596

Summerfield Rest Home
Summerfield Rest Home Ltd
01507 441969

Tanglewood Sandpiper
Tanglewood Care Homes
01507 462112

The Old Hall
Kesh-Care Ltd
01790 755613

Wyngate Residential
Care Home
Habilis Operations Ltd
01507 477531

Residential Respite Breaks

Holiday Cottage
Bluebell Cottage
01526 388341
www.dementiaholiday.co.uk

Short breaks - Skegness
The Respite Association
01775 820176
www.respiteassociation.org

Support Groups

Skegness Carers Group:
A friendly Carer group run
by Carers Connect.
Every 3rd Wednesday of
the month 10:30 – 12:30
at The Salvation Army
42 High Street, Town
Centre Skegness. For more
information and to confirm
venue please contact
Carers Connect
T: 01522 696000
E: info@Carersconnect.net

Louth Carers Support Group:
A friendly Carer group run
by Carers Connect.
Every 2nd Monday of the
month at Louth Salvation
Army,13, Church Street
For more information and
to confirm venue and
times please contact
Carers Connect
T: 01522 696000
E: info@carersconnect.net

**Woodhall Spa Carers
Support Group:**
A friendly Carer group run
by Carers Connect.
Every 1st Monday of the
month at Woodhall Spa
Methodist Church Hall For
more information and to
confirm venue and times
please contact
Carers Connect
T: 01522 696000
E: info@carersconnect.net

The following groups are organised by the Alzheimer's Society.

For more information please contact the Lincolnshire office for more details

T: 01522 692681
E: lincoln@alzheimers.org.uk

**Market Rasen
Dementia Café:**
For people with dementia
& their carers.
The 3rd Wednesday
of every month, 10am-
12noon, Methodist Church,
Chapel Street, Market
Rasen, LN8 3AQ.

Singing for the Brain:
For people with dementia
& their carers. The first
and third Wednesdays
of each month 1.30pm –
3.30pm in the Church Hall,
Church Street,
Middle Rasen LN8 3TS.

Skegness Support Group:
For people with dementia
& their carers.
1st Friday of the month,
10am-12noon, Methodist
Church, Alghitha Road,
Skegness, PE25 2AJ.

Providers - North Kesteven

Things to do together

Lunch Group - Sleaford
 Alzheimer's Society
01522 692681
www.alzheimers.org.uk

Day & Night Sitting Service

Age UK Kesteven
 North Kesteven and
 South Kesteven
01529 302843
www.ageuk.org.uk/kesteven

Bluebird Care
 North Kesteven and
 East Lindsey
01522 538656
www.bluebirdcare.co.uk

Carewatch
 North Kesteven
01522 285 000
www.carewatch.co.uk

Cornward Limited
 North Kesteven
01522 788215

Hales Bourne
 North Kesteven
01778 393723
www.halesgroup.co.uk/bourne-healthcare

Mears Care
 North Kesteven
0800 1216525
www.mearshomecare.co.uk

Sevacare Lincoln
 Lincoln Specifically:

- Heighington
- Branston
- Bracebridge Heath
- Birchwood
- Canwick
- Washingborough
- Hykeham
- Burton
- Burton Waters
- Newland
- Bracebridge
- South Hykeham
- North Hykeham

01522 525 000
www.sevacare.org.uk

Daytime Support

Greenacres
 Residential Home
 Greenacres Care Home Ltd
01529 460935

The Cottage
 Residential Home
 BSB Limited
01526 320887

Support Groups

Sleaford Dementia Café:
 For people with dementia & their carers.
 The second and Fourth Wednesdays of every month, 10.30am – 12 noon at The Source, Southgate Sleaford, NG34 7RY.
 For more information please contact the office for more details
T: 01522 692681 or
E: lincoln@alzheimers.org.uk

Sleaford Carers Support Group:
 A friendly Carer group run by Carers Connect.
 Every 3rd Wednesday of the month at The Salvation Army Hall.
 For more information and to confirm venue and times please contact
Carers Connect
T: 01522 696000
E: info@carersconnect.net

Providers - South Kesteven

Help at Home

Age Care Advice South East Lincs 01572 756666 www.agecareadvice.co.uk	Ness M Care Services South Lincs 01733 321367 www.nessmcareservices.co.uk
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Things to do together

Lunch Group - Grantham Alzheimer's Society 01522 692681 www.alzheimers.org.uk	Spriteleys - Grantham day centre Adults Supporting Adults 01529 416 270
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Day & Night Sitting Service

Age Care Advice South East Area 01572 756666 www.agecareadvice.co.uk	Gilder Care Ltd South Kesteven 01476 978077 www.gilderhomecare.co.uk	Saga Homecare (Grantham) South Kesteven 01476 591029 www.saga.co.uk
Age UK Kesteven North Kesteven and South Kesteven 01529 302843 www.ageuk.org.uk/kesteven	Hales Bourne South Kesteven 01778 393723 www.halesgroup.co.uk/bourne-healthcare	South Lincs CVS South Lincs 01205 365580 www.southlincscvs.org.uk
Bloomsbury Homecare South Lincs 0845 5084512 www.bloomsburyhomecare.com	Mears Care South Kesteven 0800 1216525 www.mearshomecare.co.uk	Sterling Homecare South Kesteven 01636 858675
	Ness M Care Services South Lincs 01733 321367 www.nessmcareservices.co.uk	The Butterfield Centre Bourne 01778 421422 www.thebutterfield.plus.com

Daytime Support

Casterton House Mr & Mrs C Dunmore 01780 482525	Forget Me Not Day Centre Compass Day Care Services 01476 594533	The Willows The Willows Home Ltd 01778 440773
Caythorpe Residential Christine Lyte 01400 272552	Qu'Appelle Residential Care Home 01778 422932	Whitefrairs Order of St.Johns 01780 765434
Digby Court Order of St.Johns 01778 422035	The Butterfield Centre 01778 421422 www.thebutterfield.plus.com	Woodgrange Care Home Barchester Healthcare 01778 424010

Information and Advice

Support & Information -
Grantham
Alzheimer's Society
01522 692681
www.alzheimers.org.uk

Support Groups

The following groups are organized by the Alzheimer's Society.

For more information please contact the office for more details

T: 01522 692681
E: lincoln@alzheimers.org.uk

Grantham Lunch Club:

For people with dementia & their carers.
3rd Thursday of every month, 12noon-2pm, Greyfriars Community Centre, Union Street, Grantham, NG31 6PG.

Grantham Carer Support Group:

For carers of people with dementia.
The last Friday of every month, 2pm-4pm, Greyfriars Community Centre, Union Street, Grantham, NG31 6PG.

Grantham Information Stand:

Every Saturday, 10am-12noon, George Shopping Centre, High Street, Grantham, NG31 6LH.

Support Groups not run by Alzheimer's Society:**Grantham Carer****Support Group:**

A friendly Carer group run by Carers Connect.

The last Monday of every month. For more information on venue and times, please contact

Carers Connect**T: 01522 696000****E: info@Carersconnect.net****Bourne Carer****Support Group:**

A friendly Carer group run by Carers Connect.

1st Wednesday of month.

For more information on the venue and time, please contact

Carers Connect**T: 01522 696000****E: info@Carersconnect.net****Dementia Support South Lincs**

Supporting people living with all types of dementia and their families in The Deepings, Stamford and Bourne and surrounding villages. Our support groups offer an opportunity to meet others affected by dementia, to share experiences and provide mutual support. Our memory Health Care Worker provides advice, information and emotional support by telephone, email and in person at the groups or during home visits.

Support Groups/coffee mornings:

Stamford Health Clinic 2nd Friday 10 to 12

Bourne Corn Exchange 3rd Wednesday 10 to 12

Deepings Community Centre 3rd Monday 10 to 12

Me Time - Our Time

Monthly pub lunches for people living with early onset dementia and early stage dementia and their partners and an evening carer support group - please contact us for dates and times as these vary.

Square Hole Club

Fortnightly "club" held at Deepings Sports and Social Club for people living with early onset dementia and early stage dementia - please contact us for more information.

Kate Marshall - Memory Health Care Worker

T: 01778 440153/07867635611**E: k.marshall18@btinternet.com****www.community.lincolnshire.gov.uk/DementiaSupportSouthLincs****Providers - South Holland****Help at Home**

Ness M Care Services

South Lincs

01733 321367

www.nessmcareservices.co.uk

Things to do together

Lunch group 11-3

Margaret Taylor

01733 210326**Day & Night Sitting Service**

Action Home Care

- Long Sutton

- Holbeach

- Sutton Bridge plus a 5 Mile Radius

01406 365793

Bloomsbury Homecare
South Lincs

0845 5084512

www.bloomsburyhomecare.com

Hales Bourne

South Holland and

Boston Borough

01778 393723

www.halesgroup.co.uk/bourne-healthcare

Home from Home Care

- Long Sutton

- Sutton Bridge

- Holbeach

- Spalding

0845 004 2323

Making Space

Spalding & Ingleby

07843 267988**www.makingspace.co.uk**

Ness M Care Services
South Lincs

01733 321367

www.nessmcareservices.co.uk

Saga Homecare (Spalding)
South Holland

01775 723210**www.saga.co.uk**

South Lincs CVS
South Lincs

01205 365580**www.southlincscvs.org.uk****Daytime Support**

Abbeygate Rest Home

Abbeygate Rest Homes

01733 211429

Adderley Care Home

Adderley House Ltd

01406 364309

Field House

Residential Home

Farrington Care Homes Ltd

01406 423257

Grenoble Rest Home

Mr & Mrs C Dunmore

01775 722447

Patchett Lodge

Order of St.Johns

01406 422012

Support Groups

Holbeach Support Group for People with Dementia and their Carers:

Here 4 U

Come along and support one another and help develop our new group in the way you would like it to progress.

For more information please contact

Joan Woolard

T: 01406 426508

www.here-4-u.co.uk

Carers Lunch Group:

2nd Wednesday of every month from 11.30 am to 3.30 pm at the Constitutional Club, New Road, Sutton Bridge. For further details about the group, date and times.

And to book a meal please contact

Eric Ormond

T: 01406 370014

Crowland and District 55+ Carers Club:

This group gives support for Carers and the people they care for with memory problems relating to Dementia.

For more information on the venue, dates and times please contact

Margaret Taylor

T: 01733 210326

Spalding Carer Support Group:

A friendly Carer group run by Carers Connect.

2nd Thursday every month at the Ivo Day Centre, 67 Albion Street, Spalding.

For more information and confirm the venue and time, please contact

Carers Connect

T: 01522 696000

E: info@Carersconnect.net

Providers - Boston

Day & Night Sitting Service

Hales Bourne
South Holland and
Boston Borough
01778 393723
www.halesgroup.co.uk/bourne-healthcare

Mears Care
Boston Borough
0800 1216525
www.mearshomecare.co.uk

Service and Care UK Ltd
Boston
01205 311631

Daytime Support

Manor Gate
01205 366260

The Old Rectory
Prime Life Limited
01205 480885

White Gables
01205 723874

Information and Advice

Hospital and ward liaison service Pilgrim Hospital
Alzheimer's Society
01522 692681
www.alzheimers.org.uk

Support Groups

Boston Carer Support Group:

A friendly Carer group run by Carers Connect. Every 3rd Monday of the month 10:30 – 12:30 at Len Medlock Voluntary Centre. For more information and to confirm venue, please contact

Carers Connect

T: 01522 812830

E: info@Carersconnect.net

Support Service in Pilgrim Hospital, Boston

We have dedicated staff in Pilgrim Hospital, Boston to offer help, support, information and advice to people with dementia and their carers, families and friends.

Alzheimer's Society

01522 692681

www.alzheimers.org.uk

Memory Music

Boston

Contact **Jane George**

T: 01522 829013

Support Groups

The Alzheimer's Society offer a number of support groups across the county – for more details see pages 50 - 65.

Singing for the Brain

Singing for the Brain is a service provided by the Alzheimer's Society which uses singing to bring people together in a friendly and stimulating social environment. Singing is not only an enjoyable activity, it can also provide a way for people with dementia, along with their Carers, to express themselves and socialise with others in a fun and supportive group.

If you are interested in going along to a group in your area the previous few pages will tell you what is available.

Telephone Befriending Service for all of Lincolnshire

The Alzheimer's Society Telephone Befriending Service operates throughout the county of Lincolnshire. It is available to people with dementia and/or their Carers. We match people with volunteer telephone befrienders who offer regular one-to-one social and emotional support over the telephone.

The office is based in Lincoln but the service covers all, the service covers all Lincolnshire for Carers and people with dementia; in partnership with Age UK.

Information Service in Lincolnshire

An information and awareness-raising service working across the county with individuals, community groups, medical professionals etc.

For more information on any of these services contact:

Alzheimer's Society Lincoln office

T: 01522 692681

E: lincoln@alzheimers.org.uk

Age UK Lincoln

W: www.ageuk.org.uk/lincoln

E: info@ageuklincoln.org.uk

T: 01522 696000



Age UK Lincoln is a local, independent, charity part of the national Age UK Association of Brand Partners set up following the merger of Age Concern and Help the Aged. Their vision and mission are:

- To create a world in which older people flourish; and
- To improve the lives of older people

They do this through researching into the needs of older people and devising new ways of meeting these, campaigning and raising public awareness of older people's issues, providing information and advice, volunteering opportunities and delivering a range of community support services. These are:

- **Community Support Services** - including Personal Care, Hospital Discharge, Lifestyle Support and Sitting Services; Help in the Home - housekeeping – cleaning, shopping – prescription and pension collection, laundry and preparation of light meals; Technical Support Services – lifeline alarms and key safe fitting; gardening and handyman services.
- **Park Street 50+ Activity Centre** provides learning and cultural, leisure and recreational activities; hairdressing, chiropody and complementary therapies; restaurant and coffee bar including lunch club services; information and advice – pensions and benefits and legal advice surgeries
- **Insurance** and other products and services are also available from Park Street – home and contents, travel, motor, funeral plans, utilities, holidays, and charity flowers.
- **Information, Advice Advocacy Services:** provided at Park Street, on an outreach basis and for older people in their own homes – this includes support with benefit claim completion, representation and advocacy.

- **Volunteering** – providing a range of volunteering opportunities at the Park Street Centre and with Befriending Services, Telephone Support, Wheelers and Walkers Projects; admin and reception opportunities at Sixfield Close and retail opportunities in the Age UK shop in Lincoln.
- **Preferred Trade Providers:** working in partnership with Lincolnshire County Council's Trading Standards and Lincolnshire Police to compile an ongoing register of local traders to combat 'Rogue Traders' taking advantage of older people – this links with doorstep crime initiatives throughout Lincolnshire.
- **First Contact** – a single gateway access point to a range of community support services for people 60+ aimed at keeping people independent and safe, across the County, in partnership with over 20 other agencies.

Age UK Lincoln also runs a number of other Projects and these include:

- **FALLS Service** – education and raising awareness of Falls as part of a prevention service.
- **Hospital Companion Scheme** – to support older people in hospital at mealtimes and to provide friendship services.
- **Silver Surfers** – promoting access to IT for older people.
- **Promoting Choice** – a joint venture with Age UK Lindsey, funded by the Department of Health, to promote awareness and take up of personal budgets by older people.

Domiciliary care

Having someone to come into your home is called Domiciliary care

This type of a short break provides care for the person you support while you have some time to yourself. The care might be as simple as someone keeping your loved one company in their own home while you are out, or may involve going out and taking part in activities that they enjoy.

Residential respite

A short break away in a care home can often be arranged on a temporary basis. This is sometimes known as respite care.

Out and About

Going out for the day you may find a **RADAR key** can help when using public toilets **The National Key Scheme (NKS)** offers disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can now be found in shopping centres, pubs, cafés, department stores, bus and train stations and many other locations in most parts of the country. You can purchase a key from a number of places.

T: 020 72503222

or visit www.radar.org.uk

Paying for Care

Will I have to pay?

Depending on your financial situation and the cost of your service you may have to pay something towards the cost. We will look at your finances with you and then we will work out how much you have to pay.

The Adult Social Care Team is the first point of contact for all referrals and general enquiries. You can contact them from 8am to 6pm, Monday to Friday (except on public holidays).

T: 01522 782155

or visit the **My Choice My Care website**



6 Useful Contacts

In this section

Useful Contacts

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Your own contacts and information

75

Useful Contacts

The following organisations are national but can offer support and advice and signpost to local organisations

Carers Direct

T: 0300 123 1053

W: www.nhs.uk/Carersdirect

Lines are open 9 am to 8 pm Monday to Friday (except bank holidays), 11 am to 4 pm at weekends. Calls are free from UK landlines and mobiles or you can request a free call back.

Online enquiries

If you have a question about caring you can use an **online enquiry form** and you should normally get a response within 24 hours of you submitting your enquiry.

This is a free, confidential advice and information service to help you as a Carer. Information, advice and support for Carers including:

- Advice on how to cope in a crisis
- A guide to caring
- Financial and legal advice
- Advice for young Carers
- Work and study information
- Help to find local support groups and services
- Advice on keeping healthy

Admiral Nursing DIRECT

Admiral Nursing DIRECT

T: 0845 257 9406

E: direct@dementiauk.org

Lines are open the following days:

Monday to Friday 9.15am – 4.45pm

Admiral Nursing DIRECT is a **national telephone helpline**, provided by experienced Admiral Nurses and supported by the charity Dementia UK. It offers practical advice and emotional support to people affected by dementia. It is a direct access **telephone information** and support service for family Carers, people with dementia and professionals. It is staffed by experienced Admiral Nurses who are dementia specialist mental health nurses who work in the community and other settings, with families affected by dementia.

Other Useful Contacts

Age UK Lincoln

01522 696000

Alzheimer's Society Lincolnshire

01522 692681

Benefit Enquiry Line

0800 882200

Carers Connect

01522 696000

Citizens Advice Bureau Lincoln and District

08444 111 444

District Council Offices

Boston Borough Council

01205 314200

City of Lincoln Council

01522 881188

East Lindsey District Council

01507 601111

North Kesteven District Council

01529 414155 or **01522 699699**
if calling from a Lincoln number

South Holland District Council

01775 761161

South Kesteven District Council

01476 406080

West Lindsey District Council

01427 676676

