



Caring for Dementia

DEMENTIA CARERS' PATHWAYS

Torbay, Teignbridge, South Hams & West Devon

David Light & Jim Delves

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Foreword

This document is designed to bring the local information you will find useful in your role as a carer of any age group. It has been organised into sections around important details you will need to know along your pathway.

It is important that you do not allow the information to overwhelm you by trying to absorb it all at once. We recommend that you refer to the Dementia Carers' Pathways when you have a specific problem or have a subject that you wish to know more about. The document is designed to direct you to an organisation where you will be able to find the help and information you require.

As we develop the Dementia Carers' Pathways, your opinions and comments would be welcome to help us in keeping this information up to date.

Please contact: www.carerspathways.org.uk info@carerspathways.org.uk

NB. This booklet provides information for both the Torbay and Southern Devon areas.

If you care for someone living in the Torbay area, then you should use the Torbay contact numbers.

If you care for someone living in the South Hams, Teignbridge or West Devon area then you should use the South Hams, Teignbridge or West Devon contact numbers.

Disclaimer

The content of this guide has been checked for accuracy at the time of publication. It is designed to provide helpful information and signpost organisations and services that may be of help. It should not be used as a basis for taking, or not taking, any specific course of action in relation to a person's care. The inclusion of organisations and services is for information purposes only and does not constitute endorsement of any kind by the authors or the organisations supporting the publication.

Always consult a qualified professional about your own care, the care of a loved one or a friend.

The authors are grateful to the following organisations for their support of this document:-

Devon County Council
Devon Partnership NHS Trust
Newton Print
NHS Devon
Torbay Council
Torbay and South Devon NHS Foundation Trust

Further copies of the "Dementia Carers' Pathways" can be obtained from:

South Hams and West Devon

Teignbridge

Torbay

Torbay, South Hams, Teignbridge, West Devon

Telephone 01803 869488

Telephone 01392 388240

Telephone 01803 666620

Telephone 01803 210333

Section 1: Diagnosis and Understanding Dementia

Diagnosis

Because you are reading this you, or someone you care for, will have had a clear and early diagnosis of an illness which might lead to dementia. The importance of an early diagnosis cannot be over emphasised.

An early diagnosis is essential to:-

- Access advice, information and support from social services, voluntary agencies and support groups.
- Allow the person with dementia to plan and make arrangements for the future.
- Identify the type of dementia. This is becoming increasingly important as drugs for treating different conditions become available.

A doctor should have eliminated any physical causes which might mimic a symptom of dementia. Such causes could include a urinary tract infection, chest infection, substance abuse (drugs or alcohol) or mental health conditions such as severe depression.

During the course of dementia your main point of contact for NHS help and support will be your doctor (GP) who will be able to help you access a range of services, including specialist community services that provide individual assessment, interventions and support, including memory clinics. You will find extensive references to other services throughout this Dementia Carers' Pathways booklet.

Understanding dementia

Although widely quoted the term dementia, technically, does not describe an actual illness. It describes a set of symptoms which might be brought about by one or more illnesses which might affect the brain. These symptoms might involve significant short term memory loss, disorientation or mood swings.

Unfortunately, dementia is progressive and currently there is no positive cure. Drugs are constantly being developed to modify the symptoms. How fast dementia progresses will depend upon the individual. Each person is unique and the course of their dementia will take an individual pathway.

Research has shown that the three main types of illness which may lead to dementia are:-

Alzheimer's disease

Alzheimer's disease, first described by the German neurologist Alois Alzheimer, is an Organic Degenerative Disorder affecting the brain. During the course of the disease `plaques and tangles` develop in the structure of the brain, leading to the death of brain cells.

We also know that people with Alzheimer's have a shortage of some important chemicals in the brain. These chemicals are involved with the transmission of messages within the brain. Alzheimer's is a progressive disease which means that gradually, over time, more parts of the brain are damaged, as this develops the symptoms become more severe.

Vascular dementia

To be healthy and function properly, the brain cells need a good supply of oxygen carried by the blood. The blood is delivered through a network of blood vessels called the vascular system. If the vascular system within the brain becomes damaged and the blood cannot reach the brain cells they will eventually die. This can lead to the onset of vascular dementia.

There are a number of conditions that can cause, or increase, damage to the vascular system. These include high blood pressure, heart problems, high cholesterol and diabetes. It is therefore important that these conditions are identified and treated at the earliest opportunity.

Dementia with Lewy bodies

Dementia with Lewy bodies is a progressive disease. This means that over time the symptoms will become worse. In general, dementia with Lewy bodies progresses at about the same rate as Alzheimer's disease, typically over several years.

People with dementia with Lewy bodies may display some symptoms of both Alzheimer's and Parkinson's disease.

- They often experience the memory loss, spatial disorientation and communication difficulties associated with Alzheimer's and Parkinson's diseases.
- They may also develop the symptoms of Parkinson's disease, including slowness, muscle stiffness, trembling of the limbs, a tendency to shuffle when walking, loss of facial expression and changes in the strength and tone of the voice.

There are also symptoms that are characteristic of dementia with Lewy bodies. People may:-

- Find that their abilities fluctuate daily, even hourly.
- Faint, fall or have 'funny turns'.
- Experience detailed and convincing visual hallucinations, often of people or animals.
- Fall asleep very easily by day and have restless disturbed nights with confusion, nightmares and hallucinations.

Obtain information, factsheets and leaflets from:-

Alzheimer's Society	National Helpline	0300 222 1122
Devon Dementia Support Service	Telephone	0300 123 2029
Torbay Dementia Advisor Service	Telephone	01803 210333
		01803 210333
		www.alzheimers.org.uk/factsheets
Care Direct (Devon)		0345 155 1007
Telephone		www.devon.gov.uk/factsheets
South Hams, Teignbridge, West Devon		
Signposts For Carers (Torbay)		01803 666620
Torbay		signposts@nhs.net
Torbay and South Devon NHS Foundation Trust		01803 219700
		www.torbayandsouthdevon.nhs.uk/carers

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 2: General Information

Emergency Duty Team (Out of Hours)

To contact the emergency duty / out of hours social care team in your area

Devon Telephone 0845 6000 388

Torbay Telephone 0300 456 4876

Important personal information

To assist you on your pathway, pages are available at the back of this booklet, to record the following information:-

- Emergency telephone contact numbers, leave by the telephone for sitters etc.
- Your own quick reference telephone numbers
- A record of all telephone calls, dates, organisations, what was said and the name of the contact (this may be valuable at a later date)
- A record of the cared for person's medical treatment (this may be valuable at a later date)

If you and the cared for person use a mobile telephone, enter your IN CASE OF EMERGENCY (ICE) telephone numbers in the 'address book', numbering ICE 1, ICE 2, ETC., in order of your preference. Emergency services personnel will always look for information under this entry.

In case the cared for person wanders or becomes lost, put emergency contact names, telephone numbers in their handbag, wallet or pocket.

See also the Personal Tracker System Section 2 and Carers Alert Card Scheme in Section 3.

Torbay operates a 'Safely Home Scheme' for people with dementia found wandering in a public place. For details Contact:-

Signposts for Carers (Torbay)

Torbay Telephone 01803 66620

Email: signposts@nhs.net

Message in a bottle and message in a wallet

The message in a bottle system works by storing the cared for person's details in clearly labelled plastic bottles. These may be kept in the refrigerator and in the glove box of their vehicle.

Matching labels, known to the emergency services, are displayed in their house, on the outside of their refrigerator door and on the inside of their front door, placed so it is not visible from outside. The label is also displayed on the dashboard of their vehicle. This ensures that the essential information is readily available to the emergency services should the cared for person suffer an accident, sudden illness or is involved in a fire.

The message in a wallet system works by storing the cared for person's details on a card within their wallet/purse.

Vital information is available, not only to identify them but also to advise on relevant illnesses, allergies, medication and emergency contact addresses.

Obtain message bottles and/or wallet cards from your doctor's surgery, pharmacy, Age Concern, Neighbourhood Watch, Council Offices or the Lions Club.

South Hams, Teignbridge, West Devon

Telephone 0845 833 2806

Email: miab@lions105sw.org.uk

Signposts for Carers (Torbay)

Torbay Telephone 01803 66620

Email: signposts@nhs.net

Emergency Details of Cared for Person

Go to Page 49 Appendix i: Fill in form and leave in a prominent position. ie. By the telephone.

Managing your medicines

Use a tablet dispensing container (memory aid container) to help you to remember when to give prescribed medication. Containers are available to cover a week, either, twice a day, morning and evening, or four times a day, morning, lunchtime, teatime and evening. The container is refilled

once a week. Tablet dispensing containers are available at your pharmacist. It is very important to make sure that you put the right medicines in the correct compartment of the container. If necessary keep all medicines out of reach of the cared for person in a cupboard or under lock and key. Under certain circumstances, the dispensing chemist will provide medicines on a week-by-week basis, in the form of a fully labelled 'blister pack'. This helps to avoid any under or overdosing of medicines.

Maintaining a daily routine

It is important that you try to maintain a sense of routine and continuity for the cared for person and, if possible, that they have an awareness of this. For example regular meal times etc. A list of the day's activities for the cared for person, is very useful in helping to maintain contact with day to day life. This is easily achieved by means of a white board or a written list in a known position, for example, in the kitchen.

Book of my Life

Make a "Book of my Life", for the cared for person. The purpose of the book is to give information of life experiences, relationships, preferences and unique personality of the cared for person that will be available to inform staff in hospitals or care settings. It could contain information about their date of birth, schools (where and when), employment, likes and dislikes, their dietary needs, daily and weekly routines, habits, interests and hobbies. A photograph album of now and in past is another idea. The list is endless, put in your own ideas.

Memory box

A suitable plastic, wooden or cardboard box can be used. Items from the past of the cared for person can act as a memory aid. The items can show who the person is and what they have achieved in their life. Anything with a personal memory that will stimulate them and that they can relate to is ideal. Objects from the past, family heirlooms, household or personal items with a sentimental value, photographs, medals. Do not include anything sharp or pointed. Add items to the box as time progresses.

Sources of information

- Age UK (Find an office near you)
 - Alzheimer's Society
 - Care Direct (Devon)
 - Citizens Advice Bureau (CAB) (Find a Bureau Near you)
 - Devon Carers Link
 - Signposts for Carers (Torbay)
- National Telephone 020 8765 7200**
Devon Telephone 01392 368885
Torbay Telephone 01803 210333
Devon Telephone 0345 155 1007
Telephone 03444 111 444
Devon Telephone 08456 434435
Torbay Telephone 01803 666620

Teignbridge Dementia Advice Service

For all your information, advice, signposting and support with just one call

Telephone 01392 368885
Email: Devon@alzheimers.org.uk

Torbay Dementia Advice Service

For all your information, advice, signposting and support with just one call

Torbay Dementia support services

Torbay Telephone 01803 210333
Email: torbay@alzheimers.org.uk

Signposts for Carers (Torbay)

Signposts for Carers are the specialist information and support services for carers in Torbay
For more information see Section 3 page 13

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620
Email: signposts@nhs.net

Devon Carers (South Hams, Teignbridge, West Devon)

Devon Carers Link provide help, information and support services for carers in Devon

For more information see Section 3 page13

Devon Carers **South Hams, Teignbridge, West Devon Telephone 08456 434 435**
Email: info@devoncarers.org.uk

The following publications are very informative and well worth reading:-

Who Cares?

Can be obtained as a download from the Department of Health

Publications department

Telephone 0300 1231 002
www.orderline.dh.gov.uk

Still Going Strong

Can be obtained free from The Mental Health Foundation

Publication department

Telephone 0207 8031 100 / 116 123
Email: mhf@mhf.org.uk

Information factsheets and leaflets

Obtain information leaflets from the racks at doctors' surgeries, hospitals and clinics.

These leaflets are a good source of information on a range of conditions and services.

Additional sources of information can be obtained from:-

- Section 13 page 38 Telephone numbers, websites and email address
- Section 14 page 47 Factsheets and leaflets

The National Dementia Strategy

The National Dementia Strategy is a government backed initiative to raise awareness of dementia. The Strategy sets out 17 recommendations that the government wants the NHS, local authorities and others to take to improve dementia care services.

The recommendations are focused on three key themes of:

- Raising Awareness and Understanding
- Early Diagnosis and Support
- Living Well with Dementia

For details visit:-

www.gov.uk/NationalDementiaStrategy

Devon Dementia Roadmap

The Dementia Roadmap for Devon provides high quality information about the dementia journey alongside local information about services, support groups and care pathways to assist primary care to support people with dementia and cognitive impairment, their families and carers.

To obtain details visit:-

www.dementiaroadmap.info/devon

Social Care (South Hams, Teignbridge, West Devon)

Devon County Council is responsible for many social care services in the South Hams, Teignbridge, West Devon.

The single point of contact for information and to access services about health and social care for all adults, their carers and the registered disabled if appropriate.

Devon Carers **South Hams, Teignbridge, West Devon Telephone 03456 434 435**
Email: info@devoncarers.org.uk

Social Care (Torbay)

Torbay and South Devon NHS Foundation Trust is responsible for many social care services in Torbay and is the single point of contact for information and access to services about health and social care for all adults, their carers and the registered disabled if appropriate.

Torbay and South Devon NHS Foundation Trust **Torbay Telephone 01803 219700**
Email: customerservices.tsdhct@nhs.net

Carers Register (South Hams, Teignbridge, West

Becoming a member of Devon Carers can provide you with:-

- Access to a Flexible Breaks Grant
- Assistance to attend your local carers' forum
- Benefits check
- Carers' newsletter mailed direct to carers
- Contact details for social or health care
- Carers Alert Card Scheme – designed to provide round the clock assistance to ensure that if carers have an emergency, support is put in place to enable the cared for person to be looked after.
- Free carers information pack
- Support groups
- Training opportunities for carers
- Free hospital parking when attending appointments or visiting the person you care for

Devon Carers **South Hams, Teignbridge, West Devon Telephone 03456 434 435**
Email: info@devoncarers.org.uk

Carers Register (Torbay)

The following are free services available through joining the Torbay Carers register:-

- Access to Carers Education programmes
- Carers discount scheme, special discounts available at some local businesses and shops
- Carers Emergency Card, designed to provide round the clock assistance to ensure that if carers have an emergency, support is put in place to enable the cared for person to be looked after
- Safely home scheme, a confidential and secure means to help return home someone found lost and confused in a public place
- Signposts quarterly newsletter for other relevant information mailed direct to carers
- Special events for carers
- Free hospital parking when attending appointments or visiting the person you care for

Signposts for Carers (Torbay) **Torbay Telephone 01803 666620**
E mail: signposts@nhs.net

Registration of people with disabilities

People with a physical or sensory disability may be able to be registered as disabled.

For further information contact:-

Care Direct (Devon) **South Hams, Teignbridge, West Devon Telephone 0345 155 1007**
www.devon.gov.uk/socialcare

Torbay and South Devon NHS Foundation Trust **Torbay Telephone 01803 219700**
Email: customerservices.tsdhct@nhs.net

VAT relief

There is no VAT payable for registered disabled people on certain goods and services.

H M Revenue and Customs (HMRC) reference notice 701/7 gives information on relief for disabled people.

HM Revenue and Customs **Telephone 0300 2003 700**
www.hmrc.gov.uk

Getting out and about

Hospital Parking

If you are a registered carer and the person you are supporting is in or attending hospital, free hospital parking is available with your carers card.

For information contact parking services, the hospital ward you are visiting or contact:

Signposts for Carers (Torbay)

Torbay Telephone 01803 66620

Email: signposts@nhs.net

Blue Badge Parking Scheme

The Blue Badge Parking Scheme provides a national range of parking concessions for disabled people with severe mobility problems who have difficulty using public transport, who travel either as a driver or passenger in a vehicle. The badge belongs to the person, not the vehicle.

Torbay Council offers a car park permit (Torbay residents only) for Blue Badge holders who have reduced mobility to enable them to park in Torbay Council operated car parks without payment.

This permit may only be used when the Blue Badge holder is in the vehicle and the permit is displayed alongside a valid blue badge.

There is a set eligibility criteria which needs to be met in order to qualify for a Blue Badge, and a disabled persons parking permit (Torbay residents only).

To obtain details of the Blue Badge scheme contact:-

Care Direct (Devon)

South Hams, Teignbridge, West Devon Telephone 0345 155 1007

www.devon.gov.uk/socialcare

Torbay and South Devon NHS Foundation Trust

Torbay Telephone 01803 219700

www.torbayandsouthdevon.nhs.net

National Radar Key

The National Radar Key system offers independent access to toilets for people with disabilities.

A Radar key for use of the toilets, a list of toilets for the disabled in your area and where to obtain a key is available from:-

Care Direct (Devon)

South Hams, Teignbridge, West Devon Telephone 0345 155 1007

www.devon.gov.uk/socialcare

Torquay Council (Torbay)

Telephone 01803 201201

www.torbay.gov.uk

Community Transport (South Hams, Teignbridge, West Devon)

Ring and Ride Community bus services operate in the following areas:-

South Hams Ring and Ride:-

Totnes and Dartmouth Community Buses

Telephone 01803 867878

Coleridge community bus (Kingsbridge)

Telephone 01548 853018

Harbertonford shuttle bus (Bob the bus)

Telephone 07800 745 332

Totnes community bus

Telephone 07800 745 332

West Dart bus

Telephone 01803 712375

Teignbridge Ring and Ride:-

Dawlish

Telephone 01626 888777

East Teignbridge

Telephone 01626 888777

Newton Abbot and West Teignbridge

Telephone 01626 335775

West Devon Ring and Ride:-

Ivybridge

Telephone 01752 690444

Tavistock

Telephone 01822 618028

Community Transport (Torbay)

Torbay Fare Car service provide a vital link for Torbay residents who have difficulty using conventional transport due to disability, age or other mobility restrictions.

Brixham, Churston, Galampton, Paignton North, Paignton South and Torquay.

All initial applications to join the scheme Contact:-

Torbay Telephone 01803 207683

National Bus Pass

Free bus passes available on all registered local bus services within England for eligible residents aged 60 years and over or those with disabilities.

Devon County Council South Hams, Teignbridge, West Devon Telephone 0345 155 1015
Torbay Council Torbay Telephone 01803 207766

Check your local taxi companies for purpose built wheelchair access taxis in Yellow Pages and Thompson Local Directory

Park and Ride

Brixham The popular park and ride is located on Dartmouth Road, just past the junction with Kennels Road, next to the Cayman Golf Course.

Torquay Council

Brixham Telephone 01803 207677

Dartmouth The service runs from the car park just outside Dartmouth on the A3122, where it joins with the A379 by Lidl supermarket, to Dartmouth town centre. It is a seasonal service operating between Easter and the end of October. Occasionally there are out of season services for special events.

South Hams District Council

Dartmouth Telephone 01803 861234

Mobility, Disability, Independent Living Aids

Mobility and Disability Information (Torbay)

Torbay disability information service produce a range of information sheets and include one on transport that covers wheelchair accessible taxis, another that lists local companies that hire out electric powered scooters, electric and manual wheelchairs and other equipment

Torbay and South Devon NHS Foundation Trust Disability Information Service

Torbay Telephone 0300 456 8373

Email: dis.torbay@nhs.net

British Red Cross

British Red Cross offers the following medical equipment on loan:-

- Bathroom aids Rivera and Bath-Wizard bath lifts and shower stools
- Daily living aids Riser/recliner chairs, over-bed tables, trolleys and stools
- Small aids Including jar openers, tap turners, peelers and plug pullers
- Toilet aids Commodes, toilet rails, raised toilet seats and grab rails
- Walking Aids Rollators, tri-walkers, walking frames and walking sticks
- Wheelchairs

To obtain details contact:- **British Red Cross**

Telephone 0344 871 1111

Delivery service 0344 871 1111

www.redcross.org.uk

Shopmobility

Shopmobility is a scheme hires mobility equipment to members of the public with limited mobility, to shop and to visit leisure and commercial facilities within the town or shopping centre:-

- manual wheelchairs
- powered wheelchairs
- powered scooters

For information contact Shopmobility. See section 13, Page 45

There are retail showrooms in the area that sell mobility and disability aids that will assist the cared for person in their day to day living.

The Independent Living Centre does not sell equipment, but offers professional and impartial advice on how to choose, where to buy and often an opportunity to try out equipment.

The aids available include:-

- Household items and kitchenware
- Pressure relief and positioning pillows and cushions
- Wheelchairs and walking aids
- Bathing and toileting aids including incontinence care
- Homecare
- Therapy
- Moving and Handling
- Orthopaedic

It is vital to ensure that you get professional advice before purchasing, having on loan or hiring any equipment. This can be via an assessment from:-

Care Direct (Devon) South Hams, Teignbridge, West Devon Telephone 0345 155 1007

www.devon.gov.uk/socialcare

Independent Living Centre

Telephone 01392 687276

Torbay and South Devon NHS Foundation Trust (Disability Information Service)

Telephone 0300 456 8373

Personal Alarm Systems

A Community Alarm is an easy to operate system in your home that connects the alarm base unit to an emergency response centre and can summon help immediately in an emergency.

An alarm button to summon help is located on the base unit.

A pendant can be worn around the neck or like a watch to summon help if you are away from the base unit, whether in the house or in the garden.

A Monitoring Alarm can be as simple as a baby alarm. More complicated alarms can be bought through a local equipment provider. Specialised alarms are available for people with sensory loss. Information about alarm systems can be obtained through your local Crime Prevention Officer or private companies

Age UK Ltd (Aid Call)

Telephone 0800 028 8782

Call 24 Hour

Telephone 0800 0850407

Lifeline Alarm Service

Torbay (Only) Telephone 0300 456 4861

Saga

Telephone 0800 0688583

Teign Care Alarm

Telephone 01626 355135

Personal tracker system Global Positioning System (GPS)

If you are a carer, next of kin of someone with dementia, a personal tracker system Global Positioning System (GPS) can pinpoint and track a person's location should that the person become lost.

The GPS personal tracker is very useful in helping the emergency services, and you, to locate the cared for person very quickly. This gives peace of mind and helps to ensure their safety.

There are several GPS tracking systems available on the market and costs vary. It is therefore advisable to seek expert advice prior to purchase.

Search online for GPS Personal Tracker Systems

Telecare

A range of equipment can be added on to the basic community alarm system. Instead of relying on the client to press a button to summon help, sensors attached to pieces of equipment, for example, a movement sensor or a fall detector will automatically alert the centre when a client has left their home or had a fall. This then allows an appropriate response to be provided to the client, often by carers or relatives.

For environmental risks there are a range of detectors, such as smoke, carbon monoxide, natural gas and flood.

For personal risks there are devices which monitor movement, falls, imminent epileptic seizures, night time incontinence, bed or chair occupancy, medication, exiting property, bogus caller/panic buttons and visual alert door access.

For more information on products and how telecare works contact:-

Care Direct (Devon) **South Hams, Teignbridge, West Devon Telephone 0345 155 1007**
www.devon.gov.uk/socialcare

TeleHealthCare **Torbay (Only) Telephone 0300 4564861**
Email: enquiries.torbaylifeline@nhs.net

Torbay and South Devon NHS Foundation Trust **Torbay Telephone 01803 219700**
www.torbayandsouthdevon.nhs.net/carers

Obtain information, factsheets and leaflets from:-

Age UK	National Telephone	020 8765 7200
	Freephone	0800 169 6565
South Hams, Teignbridge, West Devon	Telephone	0333 241 2340
	Torbay Telephone	01803 555181
		www.age.org.uk
Alzheimer's Society	National Helpline Telephone	0300 222 1122
Devon Dementia Support Service	Telephone	0300 123 2029
Torbay Dementia Advisor Service	Telephone	01803 210333
		www.alzheimers.org.uk/factsheets
Care Direct (Devon)	Telephone	0345 155 1007
South Hams, Teignbridge, West Devon		www.devon.gov.uk/factsheets
Citizens Advice Bureau (CAB)	National Telephone	03444 111 444
South Hams, Teignbridge, West Devon	Telephone	03444 111 444
	Torbay Telephone	01803 521726
		www.citizensadvice.co.uk/factsheets
Signposts for Carers (Torbay)	Torbay Telephone	01803 666620
		signposts@nhs.net
Torbay and South Devon NHS Foundation Trust		01803 219700
		www.torbayandsouthdevon.nhs.net

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 3: Carer Support

Emergency Duty Team (Out of Hours)

To contact the emergency duty / out of hours social care team in your area
Devon Telephone 0845 6000 388
Torbay Telephone 0300 456 4876

Befriending

Most carers are on a similar pathway. The support of other carers is very comforting as they know and understand how you are feeling, and the emotions you are experiencing. We can all feel anger, worry, sadness, guilt, loneliness, isolation, confusion, longing for the past, wanting to turn the clock back. Unfortunately this is not possible, we must live for today, tomorrow and the future.

Get to know your Dementia Support Worker or Dementia Advisor responsible for the cared for person. They will be able to help you get practical help in your caring role.

Accepting help

It is not unknown for carers to refuse help in the early stages of an illness. It is vital to accept the help and support you will need as time progresses. By accepting help you will know that you are not alone. Your local Community Mental Health Service is a vital link where workers from a range of professional backgrounds will be able to help with practical problems and provide advice to people who use services and carers. Their role is to provide community interventions where practicable, to help people stay in their own homes.

Support Services

Alzheimer's Society

Alzheimer's Society provides arrange of support services for people with dementia, their families and their carers in your area:-

- **Dementia Advisers** provide information and guidance to people with dementia and their carers from their dementia helpline
- **Dementia Support Workers** provide one to one information and practical support to people with dementia and their carers
- **Memory Matters Groups** offer support and education to people who have recently received a diagnosis of dementia. These groups are held in various locations across Devon
- **Memory Café** Is a place for people with dementia and their carers to share information and experiences, or to simply have a cup of tea and chat
- **Peer Support** groups for people with dementia or carers and families
- **Leadership Group** run by people with dementia to advise and feedback on local issues. These groups are held in various locations across Devon
- **Singing for the Brain** is a stimulating group activity, for people in the early to moderate stages of dementia and their carers, which can help with general well being and confidence

For information, support and confidential guidance, speak to trained advisers on the Torbay Dementia Advisor Service Telephone 01803 210 333

Torbay Carer Support Workers

In Torbay there are Carer Support Workers at each GP surgery, at Torbay Hospital and in the specialist mental health and drug/alcohol misuse teams.

Signposts for Carers (Torbay)

Telephone 01803 666620
Email: signposts@nhs.net

Devon Dementia Support Service and Torbay Dementia Advisers

Dementia Support Workers / Dementia Advisers can give you expert practical advice and support to help you understand dementia, cope with the day-to-day challenges it brings, and prepare for the future. This includes helping you access other support services, and build support networks within your community. The service helps you feel supported, maintain independence, choice and control over your life.

For information about the support service or any questions about dementia contact:-

**Devon Dementia Support Service
Torbay Advisers**

**Telephone 0300 123 2029
Telephone 01803 210333**

Dementia Connect

Dementia Connect is the Alzheimer's Society's online services directory for anyone affected by dementia in England, Wales and Northern Ireland. It is the most comprehensive and easy-to-use online directory of its kind, with over 3,500 listings of local information and support services that can help people with dementia, their families and carers to live well.

Through a simple postcode or place name search, you can find voluntary, statutory and private services nearest to you. Each listing includes a map and clear essential information about the service.

For information visit:-

www.alzheimers.org.uk/dementiaconnect

Devon Carers Support for Carers (South Hams, Teignbridge, West Devon)

Devon Carers Link is the specialist information and support service for carers in The South Hams and Teignbridge area. The service can help by calling:-

Devon Carers

South Hams, Teignbridge, West Devon Telephone 03456 434 435

Email: info@devoncarers.org.uk

Signposts Support for Carers (Torbay)

Signposts for Carers is the specialist information and support service for carers in Torbay. The service can help by:-

- Listening to carers' concerns in a friendly and non judgemental way
- Providing information about a wide range of subjects, such as:- welfare benefits, equipment, transport, leisure, housing, support groups etc.
- Contacting Torbay and South Devon NHS Foundation Trust on your behalf to arrange support for you and the person you care for
- Arranging welfare benefit checks through a range of organisations
- Chasing up organisations
- Highlighting services for carers, such as the Carers Emergency Card, Signposts newsletter, Carers Education programme and special events for carers
- Offering confidential support

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Carer Support Groups

For information about carer support groups contact:-

Alzheimer's Society

South Hams, Teignbridge, West Devon Telephone 0300 222 1122

Email: Devon@alzheimers.org.uk

Torbay Telephone 01803 210333

Email: Torbay@alzheimers.org.uk

Devon Carers

South Hams, Teignbridge, West Devon Telephone 03456 434 435

Email: info@devoncarers.org.uk

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Memory Cafés

A Memory Café is a drop in centre, open on a regular basis, to provide information for anyone who has, or is worried about, memory loss. People with dementia and their family or carers are encouraged to attend. Often a qualified health professional will be in attendance for confidential, private consultation. Memory Cafés provide information and peer support for you and the cared for person. They are run by a number of local agencies, including partnerships between the voluntary sector, the NHS and local Authorities.

For Memory Café information refer to Section 13 Page 43

Flexible Break Grant (South Hams, Teignbridge, West Devon)

The scheme is intended to be flexible and enable you to have a break that suits you. The grant can be used for holidays and trips, with or without the person you care for, personal development or the purchase of equipment to pursue hobbies and leisure activities.

Devon Carers **South Hams, Teignbridge, West Devon Telephone 03456 434 435**
Email: info@devoncarers.org.uk

Short Break Voucher Scheme (Torbay)

Torbay and South Devon NHS Foundation Trust has a voucher scheme in partnership with residential care homes to provide adults and carers of adults with easier access to residential short breaks. The Short Break voucher Scheme is for adults who are eligible to community care services and whose carers have been assessed as needing regular breaks.

Please contact Torbay and South Devon NHS Foundation Trust to arrange for someone to visit you to look at your, or the cared for persons needs. If you would like to use the short break voucher scheme, the number of breaks will be agreed for the following year.

You will then be sent:-

- The number of vouchers you have to use in the following year, one voucher equals one nights stay
- A list of all the care homes that are part of the scheme. Your care manager will mark on the list those homes that are most suitable for your needs
- Notes on how to book your break
- A financial assessment will be carried out to work out if you need to pay for anything towards the cost of the break.

For further information contact:-

Torbay and South Devon NHS Foundation Trust **Torbay Telephone 01803 219700**
Email: customerservices.tsdhct@nhs.net

Short breaks (Respite Care)

Respite care gives people a chance to relax by having a break or taking a holiday. The care can be provided either at home or away from the home. Respite care is short-term care used as a temporary alternative to a person's usual care arrangements. It is important that carers have regular breaks and make time for their own needs. Respite care may also be needed in other situations, the carer might have to go into hospital or have other important commitments.

For information contact Care Direct
Torbay

Devon Telephone 0345 155 1007
Torbay Telephone 01803 219700

Mentoring Service (South Hams, Teignbridge, West Devon)

A Community Mentoring Service can offer support and help if you are experiencing difficulties because of isolation, stress, depression or anxiety. A coordinator will get in touch and arrange to visit you to find out how a community mentor can help. The mentor can point you in the direction of other organisations able to help you, and plan what you would like to achieve with the help of the service. This service is for carers and also for people in the early stages of dementia.

Devon (Time for Life) **South Hams, Teignbridge, West Devon Telephone 0345 155 1007**

Carers Aid Torbay (Formally Carers Trust Phoenix and Crossroads Care)

A charity that provides support to carers and their families to enable them to focus on their own needs, including breaks, advocacy, links to support groups, education and social activity. Crossroads Care will work with each individual to work out what a break means to them and then assist them to get it. **Carers Aid Torbay Torbay Telephone 01803 323510 / 07972 410514**
Email: steph@carersaidtorbay.org.uk

Shared Lives South West Short Break Service (available throughout Devon and Cornwall including Plymouth and Torbay)

Shared Lives services are an alternative to day centres or traditional residential care for people with dementia and/or mental health problems. Shared Lives services are provided in the ordinary family homes of professional Shared Lives carers and are very flexible and personalised. As well as choosing how long you want to stay, each household offers different activities and interests to join in with, as well as support for you to pursue your own interests and hobbies.

Shared Lives carers are fully checked and trained and are recruited and supported by Shared Lives South West, an independent charity.

For further information please contact Shared Lives South West:- Telephone 01626 360170
www.sharedlivesw.org.uk.

Carer's Alert / Emergency Response Card

The Carer's Alert card (south Hams and Teignbridge) and Carer's Emergency card (Torbay) is designed to provide round the clock assistance to ensure that if the carers have an emergency, support is put in place to enable the cared for person to be looked after. The card only has a reference number on it. All personal details are held at a secure central data base.

The card is carried in your hand bag or wallet.

Devon Carers South Hams, Teignbridge, West Devon Telephone 03456 434 435
Email: info@devoncarers.org.uk

Signposts for Carers (Torbay) Torbay Telephone 01803 666620
Email: signposts@nhs.net

Obtain information, factsheets and leaflets from:-

Age UK	National Telephone	020 8765 7200
	Freephone	0800 169 6565
South Hams, Teignbridge, West Devon	Telephone	0333 241 2340
	Torbay Telephone	01803 555181
		www.age.org.uk
Alzheimer's Society	National Helpline Telephone	0300 222 1122
Devon Dementia Support Service	Telephone	0300 123 2029
Torbay Dementia Advisor Service	Telephone	01803 210333
		www.alzheimers.org.uk/factsheets
Care Direct (Devon)	Telephone	0345 155 1007
South Hams, Teignbridge, West Devon		www.devon.gov.uk.factsheets
Citizens Advice Bureau (CAB)	National Telephone	03444 111 444
South Hams, Teignbridge, West Devon	Telephone	03444 111 444
	Torbay Telephone	01803 521726
		www.citizensadvice.co.uk/factsheets
Signposts for Carers (Torbay)	Torbay Telephone	01803 666620
		signposts@nhs.net
Torbay and South Devon NHS Foundation Trust		01803 219700
		www.torbayandsouthdevon.nhs.net

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 4: Looking after Yourself

Part of doing your best is looking after yourself, making time to relax is very important. If you try to continue day after day without a break, you invite stress and depression. Even a short period away from the routine can work wonders.

It is important to look after yourself when you are caring for someone with dementia, it can be all too easy to ignore your own needs and to forget that you matter as well.

If there is a day centre or sitting service in your area that will allow you to get out for a while, use it. When you feel the need for a longer rest, ask your Care Manager about respite care and be insistent. Do not be afraid to approach your friends and family for support, your role as a carer is exhausting. You are entitled to expect help.

There may be a local self help group you can join, sharing and discussing your problems, this is a good idea. You can learn how others deal with difficulties similar to your own.

Laugh and try to retain a sense of humour. Laughing with the cared for person can help to relieve a stressful situation. Remember there are funny times. We can laugh at the funny times, we are not laughing at our loved ones we are laughing with them.

If the time comes when you can no longer cope, don't be too hard on yourself.

If the cared for person needs to be admitted to hospital, or residential care, this is not a sign of failure on your part. It is often the best and safest solution for all concerned.

Health matters

As a carer your health is important. If you become unwell and do not get help, you may be unable to continue looking after the person you care for. Take the time to consult your doctor about your own health. Simple treatments like having a 'Flu Jab', for example, could help you avoid illness.

Because of your caring role, do not ignore warning symptoms that might indicate a developing illness or a serious condition. Services can be put in place to support you even if you are compelled to have time away from your caring role.

Carers Health and Wellbeing Checks

Carers often neglect their own health because they focus their attention on the needs of others. This can mean health problems that arise get worse or the carer does not pay enough attention to staying healthy. Health and Wellbeing checks are being offered to carers. These simple checks can highlight areas for support. They have been developed from what carers have told us are the important questions to consider. In Torbay they will be carried out by carers support workers in the GP surgeries (contact your practice)

Safety in the home

Staying safe whilst caring for someone with dementia is exhausting and as their ability to reason declines, potential hazards increase.

Be aware of risks in the home such as gas appliances, trailing wires, electrical equipment, low glass tables, loose rugs, medicines and cleaning materials (bleach etc.)

Make sure the cared for person is kept away from anything that might harm them.

Remember you cannot remove all hazards, but you can be vigilant and aware of new dangers that might develop. As long as you learn to look out for problems, you are doing all that can be expected.

Devon and Somerset Fire and Rescue Service will carry out a free home safety visit for the occupier, providing advice and guidance on their fire and home safety needs. They can also provide specialist alarms for people with hearing or sight impairment.

To obtain details and a free home visit contact:-

Devon and Somerset Fire and Rescue Service

Telephone 0800 0502 999

If you have safety concerns about water, electricity, gas appliances or other risks, (e.g. gas or carbon monoxide leaks) contact your utility company immediately, as they are able to offer specialist advice and support to mitigate any risks.

Western Power Electricity

Telephone 0800 6783 105

Gas

Telephone 0800 048 0202

South West Water

Telephone 0800 0830 283

Diet

It is important to do what you can to make sure that the cared for person and yourself enjoy their food and eat a healthy balanced diet. As dementia progresses eating can become difficult for some people. By making a few changes you can help keep mealtimes as enjoyable and stress free as possible. Sometimes a person with dementia may eat more food than they need.

If they are eating excessive amounts, try to limit their food intake to prevent them eating too much and becoming overweight.

Contact your doctor if you have any specific concerns about nutrition or other problems associated with eating for either the cared for person or yourself. If appropriate a specialist such as a Dietician, Occupational Therapist or Speech and Language Therapist can help.

Obtain information, factsheets and leaflets from:-

Age UK	National Telephone	020 8765 7200
	Freephone	0800 169 6565
South Hams, Teignbridge, West Devon	Telephone	0333 241 2340
	Torbay Telephone	01803 555181
		www.age.org.uk
Alzheimer's Society	National Helpline Telephone	0300 222 1122
Devon Dementia Support Service	Telephone	0300 123 2029
Torbay Dementia Advisor Service	Telephone	01803 210333
		www.alzheimers.org.uk/factsheets
Care Direct (Devon)	Telephone	0345 155 1007
South Hams, Teignbridge, West Devon		www.devon.gov.uk.factsheets
Citizens Advice Bureau (CAB)	National Telephone	03444 111 444
South Hams, Teignbridge, West Devon	Telephone	03444 111 444
	Torbay Telephone	01803 521726
		www.citizensadvice.co.uk/factsheets
Signposts for Carers (Torbay)	Torbay Telephone	01803 666620
		signposts@nhs.net
Torbay and South Devon NHS Foundation Trust		01803 219700
		www.torbayandsouthdevon.nhs.net

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 5: Carers Rights and Assessments

Who is a carer?

A carer is someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who provides care professionally, or through a voluntary organisation.

Carers Assessment

The Care Act 2014: The Law for carers

Assessments

The Act gives local authorities a responsibility to assess a carers needs for support. These assessments are to be carried out regardless of the local authority's view of the level of those needs or of the person's financial resources. They aim to ensure the carers wellbeing. Carers assessments must seek to establish not only the carer's needs for support, but the sustainability of the caring role itself, including such issues as the carer's potential future needs, their willingness to care, the impact of caring on other aspects of their lives. Local authority's must identify any children involved in the provision of care and where relevant, must consider whether to undertake a young carers assessment or a child's assessment.

If both the carer and the person they care for agree, a combined assessment of both their needs can be undertaken.

Carer support planning

The government have introduced national eligibility criteria for access to certain services. Where local authorities have determined that a person has any eligible needs, they **must** meet these needs, subject to meeting the financial criteria. Local authorities must take all reasonable steps to involve the people concerned and their representatives (or advocates) in preparing care and support plans. The carer and the local authority will agree a **Support Plan** setting out how the carers needs may be met. This could include whether the carer wants to work, or continue to work, assistance with housework or help with technology so that a carer may keep in touch with family. Consideration of short break provision should also be made.

Charging and financial assessment

In most cases local authorities do not charge for providing support to carers, in recognition of the valuable contribution that carers make to their local community. However, this is something that the local authority can decide. If the local authority does decide to charge a carer for providing them with support, it must carry out a financial assessment to decide whether the carer can afford to pay. If supporting a carer involves providing care to the person being cared for, the local authority will charge for that care, but must carry out a financial assessment of the person who is being cared for. This is because the care would be provided directly to that adult, and not to the carer.

Personal budgets

Where a Support Plan is agreed, carers should be offered a personal budget, which is a statement showing the cost of meeting their needs, as part of their support plan. It will include the amount the carer will pay, if any, and the amount the local authority is going to pay. Carer's have a right to request that the local authority meets some, or all of such needs by giving them a direct payment, which will give them control over how their support needs are arranged.

To request a Carers Assessment call:-

Care Direct (Devon) **South Hams, Teignbridge, West Devon Telephone 0345 155 1007**

www.devon.gov.uk/socialcare

Torbay and South Devon NHS Foundation Trust

Torbay Telephone 01803 219700

Email: customerservices.tsdhct@nhs.net

Advocacy

Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocacy schemes work in partnership with the people they support and take their side. Promotes social inclusion, equality and social justice

To obtain details contact:-

Age UK Ltd

Carers Aid Torbay (for carer's only)

Torbay Telephone 01803 555181

Torbay Telephone 01803 323510 / 07972 410514

Email: steph@carersaidtorbay.org.uk

Devon Advocacy (Devon, Torbay, Teignbridge, South Hams and west Devon)

Telephone 0300 342 5707

Hospital discharge

Hospital discharge is the term used when a person leaves hospital once they are sufficiently recovered. People with dementia usually need further long term help after leaving hospital. Some people with dementia move into a care home. Others need further long term help in their own home, or in the home of a relative or friend. Before a person is discharged from hospital, their needs must be assessed by the multi disciplinary team so that any support or care services they need can be arranged before the person leaves hospital. Any organisations that will be providing these services must be made aware of when the person is due to be discharged. The person leaving hospital should be fully involved in this assessment with input from family, carers and friends if deemed appropriate. It may also involve the person's consultant, nursing and ward staff, physiotherapists, occupational therapists and social worker.

Healthwatch

Healthwatch is your local champion for health and social care. They ensure that the voices of service users reach the ears of the decision makers, and are taken seriously.

- **People First.** The starting point is always the person with health and social needs.
- **Partnership.** Working with groups, seeking a stronger voice together.
- **Inclusion.** Having a particular responsibility for championing the needs of those are often not heard.
- **Critical Friendship.** Where service providers excel, it is recognised and celebrated. Where they are struggling, they receive advice and support. Where they are failing, they are told.
- **Focus.** Healthwatch cannot do everything, everywhere, all the time, but will choose the issues that matter most to the consumer and where a clear difference can be made

For information contact Healthwatch

Devon Telephone 0800 5200 640

Torbay Telephone 0800 052 0029

www.healthwatch.co.uk

Obtain information, factsheets and leaflets from:-

Age UK National Telephone Freephone South Hams, Teignbridge, West Devon Telephone Torbay Telephone	020 8765 7200 0800 169 6565 0333 241 2340 01803 555181 www.age.org.uk
Alzheimer's Society National Helpline Telephone Devon Dementia Support Service Telephone Torbay Dementia Advisor Service Telephone	0300 222 1122 0300 123 2029 01803 210333 www.alzheimers.org.uk/factsheets
Care Direct (Devon) Telephone South Hams, Teignbridge, West Devon	0345 155 1007 www.devon.gov.uk.factsheets
Citizens Advice Bureau (CAB) National Telephone South Hams, Teignbridge, West Devon Telephone Torbay Telephone	03444 111 444 03444 111 444 01803 521726 www.citizensadvice.co.uk/factsheets
Signposts for Carers (Torbay) Torbay Telephone	01803 666620 signposts@nhs.net
Torbay and South Devon NHS Foundation Trust Disability Information Service	0300 456 8373 dis.torbay@nhs.net
Torbay and South Devon NHS Foundation Trust	01803 219700 www.torbayandsouthdevon.nhs.net

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 6: Carer Training

IT IS NEVER TOO EARLY TO ATTEND A CARERS TRAINING COURSE

BOOK IT NOW

As a carer you need information to understand what causes dementia, also advice and support on problems facing the cared for person and the carer in the future. Carers training courses are designed to do this in a very informative and relaxed environment.

A carers training course is a source of valuable information for you now, and what you will encounter in the future.

On the training courses, as a group, carers are a great source of information, sharing their experiences with each other.

Current topics include:-

- Basic first aid
- Behaviour problems
- Benefits and allowances
- Better Nutrition
- Communication strategies
- Coping with dementia
- Emergency first aid and patient handling
- Falls awareness for carers
- Managing incontinence
- Preventing falls
- Safe moving and handling
- Stress management
- What causes dementia
- What support is available for the cared for and carer

Obtain information, factsheets and leaflets from:-

Age UK South Hams, Teignbridge, West Devon	Telephone Torbay Telephone	0333 241 2340 01803 555181
Alzheimer's Society	Exeter Telephone Torbay Telephone	01392 368885 01803 210333
Care Direct (Devon) South Hams, Teignbridge, West Devon	Telephone	0345 155 1007
Citizens Advice Bureau (CAB) South Hams, Teignbridge, West Devon	Nation Telephone Telephone Torbay Telephone	03444 111 444 03444 111 444 01803 521726
Devon Carers South Hams, Teignbridge, West Devon	Telephone	08456 434 435
Signposts for Carers (Torbay)	Torbay Telephone	01803 666620 signposts@nhs.net
Torbay and South Devon NHS Foundation Trust		01803 219700 www.torbayandsouthdevon.nhs.net

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 7: Financial and Legal Implications

IT IS VERY IMPORTANT TO ARRANGE THE FINANCIAL AFFAIRS FOR THE CARED FOR PERSON AND YOURSELF BEFORE IT IS TOO LATE

Wills

Everyone should make a Will. A Will ensures that when a person dies, their possessions and/or money go to the people of their choice. People with dementia who wish to make or change their Will should seek legal advice from a solicitor as soon as possible. This is because there may be issues about that person's mental capacity to understand and special arrangements may have to be made.

It is important that people make a Will safeguarding their family's financial interests.

Setting up a Trust

If the person with dementia has investments, property or savings, they can set up a Trust to ensure that these assets are managed in their chosen way. To do this the person must be able to convey their wishes clearly. A Trust is a very powerful legal document giving a nominated person authority to deal with your financial affairs. It is wise to take advice from your solicitor on your choice of Attorney(s) to ensure that they act on your behalf in your best interests. You can also in a similar way appoint someone to make decisions about health and personal welfare.

People may wish to set up a Trust safeguarding their family's financial interests.

Enduring Power of Attorney (EPA)

Before October 2007 people could grant an Enduring Power of Attorney (EPA) to one or more trusted person(s) attorney(s), provided that both the donor of the power and the attorney(s) signed the document prior to 1st October 2007. Any EPA remains valid whether or not it has been registered at the Court of Protection. An EPA can be used while you still have mental capacity, provided you consent to its use. If you start to lose the mental capacity to manage your finances, your attorney(s) are under a duty (under certain circumstances) to register your EPA with the Office of the Public Guardian (OPG).

Lasting Power of Attorney (LPA), Property and Affairs

Anyone who has been diagnosed with dementia, who has not made a Property and Affairs LPA, who owns property, investments or has an income other than benefits, should make one.

An LPA gives the attorney(s) the legal right to act on a person's behalf when they are no longer able to act for themselves. It is a very powerful legal document giving that person(s) absolute control over all your financial affairs. It is in your best interest to appoint two people plus your solicitor to act on your behalf as attorney(s). It can only be used once it has been registered at the Office of the Public Guardian (OPG).

Lasting Power of Attorney (LPA) Personal Welfare

Anyone who is worried that they may develop dementia in the future, or has been diagnosed with dementia and is concerned about how decisions regarding their medical treatment might be made, should they lose the ability to decide for themselves, should consider making a Personal Welfare LPA. They may fear that life sustaining or life-prolonging treatments would be provided long after they were able to achieve a level of recovery, length of life or quality of life that the person would at present consider to be acceptable or tolerable.

Because a Personal Welfare LPA (advance decision/living will) concerns health care, you should consult your General Practitioner (GP) and solicitor before drafting and signing.

Once enacted, your chosen attorney(s) are allowed to make decisions about your personal welfare. It can only be used after it has been registered at the Office of the Public Guardian (OPG) and you have become mentally incapable of making decisions about your own welfare.

Court of Protection

The Court of Protection is a Court which can direct how a person's finances should be dealt with if there are issues about mental capacity. The Court acts under very strict rules. It has wide powers which can sometimes prove restrictive for those appointed by them to act for a person who has lost capacity to deal with their financial affairs. If no EPA or LPA exists the Court of Protection is a last resort having the power to appoint a deputy to act on the cared for persons financial behalf. It can divide joint bank accounts causing great inconvenience to other persons. There is an initial charge, plus a yearly charge to audit the accounts. Every penny received and paid out must be accounted for, backed up by receipts.

It is very important and advantageous to have people's affairs in order well before this stage.

The Mental Health Act 2007

The Mental Health Act 2007 replaces the Mental Act 1983. The sections of the 1983 act which are relevant to people with dementia and their carers remain largely unchanged. The Mental health Act 2007 deals with people who are medically assessed as having a 'mental disorder'. If a person is thought to be at risk to themselves or to others, or if it is felt that their health is at risk, they can be detained in hospital under this act. This is commonly known as 'being sectioned' under the act. Most people are, however, admitted into hospital on a voluntary basis.

Mental Capacity Act 2005

The Mental Capacity Act 2005 provides a statutory framework to empower and protect people who are aged 16 and over who lack, or may lack, capacity to make certain decisions for themselves because of illness, a learning disability, or mental health problem.

The main purpose of the act is to clarify and reform the current common law provisions which govern the ways in which people can and should deal with those people who lack decision making capacity. It is supplemented by new statutory schemes for advanced decision making and court-based resolution of disputes or difficulties. The act covers decisions relating to an individual's property and financial affairs, together with decisions regarding health care treatment and more everyday decisions such as personal care.

Deprivation of Liberty (DOL) Safeguards 2009

As part of the Mental Capacity Act, DOL Safeguards are now in place for people in hospitals and care homes who lack capacity or who can't make their own decisions about their care.

A DOL authorisation must be obtained where people need to have their liberty taken away from them in order to receive care and/or treatment that is in their best interests and that protects them from harm. It is the responsibility of the local Primary Care Trust (for hospitals) or Local Authority (for care homes) to ensure appropriate assessments and reviews are in place.

Financial advice

To make the best use of Trusts, Wills and Investment Planning including Powers of Attorney it may be useful to ask a professional to assist in collating and advising in all the financial aspects and implications.

Organisations such as banks operate 'in house' advice teams which frequently change and which are typically restricted to offering advice only on the bank's own products.

Independent Financial Advisors, registered by the Financial Services Authority, can offer independent advice on the best way to safeguard a person's financial aspects when faced with a dementia driven situation.

Independent Financial Advisers are usually localised businesses offering personal continuity and are able to provide advice from the whole of the financial market.

Independent wide ranging financial advice would be tailored to assist close family members/carers through an extremely difficult period and may be a prompt to put similar safeguards in place to possibly assist their own children in years to come.

Torbay and South Devon NHS Foundation Trust (Social Care) can give details of independent financial advisors.

Torbay and South Devon NHS Foundation Trust

Torbay Telephone 01803 219700

Email: customerservices.tsdhct@nhs.net

Obtain information, factsheets and leaflets from:-

Age UK	National Telephone	020 8765 7200
	Freephone	0800 169 6565
South Hams, Teignbridge, West Devon	Telephone	0333 241 2340
	Torbay Telephone	01803 555181
		www.age.org.uk
Alzheimer's Society	National Helpline Telephone	0300 222 1122
Devon Dementia Support Service	Telephone	0300 123 2029
Torbay Dementia Advisor Service	Telephone	01803 210333
		www.alzheimers.org.uk/factsheets
Care Direct (Social Care Devon)	Telephone	0345 155 1007
South Hams, Teignbridge, West Devon		www.devon.gov.uk.factsheets
Citizens Advice Bureau (CAB)	National Telephone	03444 111 444
South Hams, Teignbridge, West Devon	Telephone	03444 111 444
	Torbay Telephone	01803 521726
		www.citizensadvice.co.uk/factsheets
Department of Health	Search for Mental Health Act	www.gov.uk
Signposts for Carers (Torbay)	Torbay Telephone	01803 666620
		signposts@nhs.net
Torbay and South Devon NHS Foundation Trust		01803 219700
		www.torbayandsouthdevon.nhs.net

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 8: Benefits

CHECK THAT ALL BENEFITS ARE BEING CLAIMED. IT IS MOST IMPORTANT YOU ARE BOTH ASSESSED FOR BENEFIT ENTITLEMENTS NOW

The cared for person and the carer need to be assessed for any benefits they are entitled to receive. Take advice on all the financial aspects of this step.

The benefits system is complicated and finding out to what you are entitled can be difficult.

Claiming benefits usually involves filling out forms but do not let this put you off. It is vital to get the right advice about any welfare benefits to which the cared for and the carer may be entitled.

Some benefits are not means tested.

There are a range of agencies that may be able to help you.

Contact the Pensions Office (Benefits Agency) for a personal appointment to see a customer liaison manager for assistance to fill in claim forms at home.

Claim forms can also be filled in on line.

Pensions Office (Benefits Agency)

www.gov.uk/benefits

Pension Services 0800 731 7898

www.pensionsadvisoryservice.org.uk

Possible benefits to claim (in alphabetical order) are:

- Attendance allowance
- Bereavement benefit
- Carer's allowance
- Council tax benefit
- Direct Payments
- Disability living allowance
- Employment Support Allowance (formally Incapacity benefit)
- Housing benefit
- Pension credit
- Personal Independent Payment
- Retirement pension
- Severe disablement allowance
- Warm front grants
- Widow's benefit
- Winter fuel payment

Benefit checks

Several organizations offer free confidential, impartial and independent advice at local drop in centres. Providing information on benefits entitlement, advocacy and support to claimants, assisting them to maximize benefit income. Help with form filling. A home visiting service is available.

For Details Contact:-

Age UK Ltd.	South Hams, Teignbridge, West Devon Telephone 0800 169 6565 Torbay Telephone 01803 555181
Devon Carers	South Hams, Teignbridge, West Devon Telephone 08456 434 435 Email: carerplus@westbankfriends.org
Citizens Advice Bureau Signpost for Carers (Torbay)	South Hams, Teignbridge, West Devon Telephone 03444 111 444 Torbay Telephone 01803 666620 Email: signposts@nhs.net

Appointee

When the cared for person eventually becomes unable to manage their income, someone will need to be appointed, known as an appointee, to administer their income in the cared for person's best interest. The appointee should ensure that all income is claimed, including benefits where appropriate and all every day living expenses are paid.

Wherever possible, the appointee should be a close relative who either lives with the person with dementia or visits them frequently. In certain circumstances the appointee might be a friend, neighbour or caring professional, it must be someone who can be trusted. Sometimes it is better to have a formal appointment depending on the individual circumstances under a Lasting Power of Attorney or through the Court of Protection.

You can only be an appointee if a court of law or a government department has appointed you to act on someone else's behalf.

You are an appointee if you have been appointed to act for the cared for person "called a claimant" by one or more of the following:

- The Department for Works and Pensions (DWP)
- HM Revenue and Customs (HRMC)
- The Department for Social Development (DSD) in Northern Ireland
- A court of law

Obtain information, factsheets and leaflets from:-

Age UK	National Telephone	020 8765 7200
	Freephone	0800 169 6565
South Hams, Teignbridge, West Devon	Telephone	0333 241 2340
	Torbay Telephone	01803 555181
		www.age.org.uk
Alzheimer's Society	National Helpline Telephone	0300 222 1122
Devon Dementia Support Service	Telephone	0300 123 2029
Torbay Dementia Advisor Service	Telephone	01803 210333
		www.alzheimers.org.uk/factsheets
Care Direct (Devon)	Telephone	0345 155 1007
South Hams, Teignbridge, West Devon		www.devon.gov.uk.factsheets
Citizens Advice Bureau (CAB)	National Telephone	03444 111 444
South Hams, Teignbridge, West Devon	Telephone	03444 111 444
	Torbay Telephone	01803 521726
		www.citizensadvice.co.uk/factsheets
Signposts for Carers (Torbay)	Torbay Telephone	01803 666620
		signposts@nhs.net
Torbay and South Devon NHS Foundation Trust		01803 219700
		www.torbayandsouthdevon.nhs.net

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 9: Understanding Domiciliary Care

Domiciliary Care, sometimes known as home help or home care, covers a number of different services available to the cared for person in their own home, and is provided so they remain as independent as possible. Domiciliary care agencies providing personal care to people in their own homes have to be registered by the Care Quality Commission (CQC), the same organisation that regulates care homes.

You may need help for a short time until you can manage for yourself, or sometimes on a more permanent basis. In most cases the person wants to stay in their own home, and the service aims to help them to do just that.

Adult and Community Services will carry out an assessment of the needs of the cared for person. This help could involve washing and dressing in the mornings, undressing and helping to bed in the evenings, supervising the administration of medication and preparation of meals. They will also be financially assessed to see if they will need to make a financial contribution towards the cost of any services.

Care Direct (Devon) South Hams, Teignbridge, West Devon Telephone 0345 1551 007
www.devon.gov.uk/socialcare
Torbay and South Devon NHS Foundation Trust Torbay Telephone 01803 219700
Email: customerservices.tsdhct@nhs.net

Domiciliary Care

Domiciliary care can be arranged by contacting your social worker or Key Worker/Care Manager. This service is provided by a private company and funded by social services within certain financial guide lines.

To access domiciliary care call:-

Care Direct (Devon) South Hams, Teignbridge, West Devon Telephone 0345 155 1007
www.devon.gov.uk/socialcare
Torbay and South Devon NHS Foundation Trust Torbay Telephone 01803 219700
Email: customerservices.tsdhct@nhs.net

Direct payments

These are payments made to individuals by Adult and Community services to enable the cared for person to buy assessed services and provide money to pay for social care services. This gives the cared for person greater choice and control over their lives. It enables them to make their own decisions about how their care is delivered. You can also receive direct payments if you are a carer who has been assessed as needing support in your own right.

You can also receive direct payments if you are a carer who has been assessed as needing support in your own right.

For Details Contact:-

Care Direct (Devon) South Hams, Teignbridge, West Devon Telephone 0345 155 1007
www.devon.gov.uk/socialcare
Torbay and South Devon NHS Foundation Trust Torbay Telephone 01803 219700
Email: customerservices.tsdhct@nhs.net

Obtain information, factsheets and leaflets from:-

Age UK	National Telephone	020 8765 7200
	Freephone	0800 169 6565
South Hams, Teignbridge, West Devon	Telephone	0333 241 2340
	Torbay Telephone	01803 555181
		www.age.org.uk
Alzheimer's Society	National Helpline Telephone	0300 222 1122
Devon Dementia Support Service	Telephone	0300 123 2029
Torbay Dementia Advisor Service	Telephone	01803 210333
		www.alzheimers.org.uk/factsheets
Care Direct (Devon)	Telephone	0345 155 1007
South Hams, Teignbridge, West Devon		www.devon.gov.uk.factsheets
Citizens Advice Bureau (CAB)	National Telephone	03444 111 444
South Hams, Teignbridge, West Devon	Telephone	03444 111 444
	Torbay Telephone	01803 521726
		www.citizensadvice.co.uk/factsheets
Signposts for Carers (Torbay)	Torbay Telephone	01803 666620
		signposts@nhs.net
Torbay and South Devon NHS Foundation Trust		01803 219700
		www.torbayandsouthdevon.nhs.net

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 10: Understanding Residential Care

Some carers decide that, come what may, they will try to continue looking after the cared for person in the home environment. It is not unknown for substantial support packages to be put into place and even 'continuing care' to be awarded in these cases. Remember, to keep the cared for person at home is your choice.

In many carers lives however, there comes a time when they realise that, despite how hard they try, looking after a cared for person at home is no longer an option. Sometimes this point is reached after the carers themselves have been ill or after a period when the cared for person has been either in hospital or intermediate care. At this point there may have been a deterioration in the health, mobility or skills of the cared for person making caring in the home environment almost impracticable.

If this point has been reached the cared for person will be assessed by a professional health worker and advice given on the type of care home that should be chosen. This will largely depend upon the health and / or the behavioural traits of the cared for person.

To place the cared for person, into a home might be very difficult. One cannot prepare for the feelings of loss, failure, guilt, and lack of purpose that may come flooding to the surface. Many carers find this step to be the most painful and difficult to take.

Take heart however, many also find that once the cared for person is settled visiting often achieves quality time together without the daily work associated with caring.

Residential Care Home

A Residential Care Home should provide 24 hour quality care in a safe, supportive and structured environment, where the individual needs of the resident will be met, and independence encouraged. Enabling support should also be provided for family members who may find it difficult to allow others to help care for their loved ones.

Stimulation should be offered to prevent deterioration and to improve and sustain a quality of life, promoting dignity and encouraging residents to achieve their maximum potential.

As well as caring for physical and moderate mental health needs, emphasis should be placed on recreation and leisure activities, based on planned activity programmes and the individual preferences of each resident.

Each resident should be assessed and cared for depending on their individual capabilities. This is done through the use of personalised care planning. Care plans are prepared in consultation with the resident, their family, their community care team and other relevant professionals. Day Care, respite and short term care may be available in some Residential Care Homes. This gives the person and their families the chance of a break, and also to see if a care home is suitable for their needs.

Nursing Care Home

A Nursing Care Home should provide the same level of care and support as a Residential Care Home. In addition care for people with complex needs who require the skills of a qualified nurse.

Nursing Care Home. Elderly Mentally Infirm (EMI) / Elderly Mentally Disordered (EMD).

A Nursing Care Home (EMI / EMD registered) should provide the same level of care and support as a Residential Care Home. In addition a Nursing Care Home (EMI / EMD registered) is for a person who requires 24 hour nursing care. A Nursing Care Home has qualified nursing staff on duty 24 hours a day who have the necessary skills to cope with more challenging behaviours.

To be registered all care homes have to be inspected by the Care Quality Commission (CQC) and if you have access to the internet you will be able to find the latest inspection reports for any particular care home.

As the carer you become the voice of the cared for person so you should be happy that the home you choose is the one that you feel most comfortable and safe with and that it is the best option for the cared for person.

Choose the care home very carefully. Make sure it meets the cared for persons needs.

The home should aim to give the cared for person as much choice and independence as possible. Ask about the room. Is it single?, shared or en suite? Does the home provide varied meals?, allow pets?, telephone point in the room?, arrange trips out? your own doctor?, religious worship?, activities and entertainment? Ask about their attitude towards the use of drugs.

Most care homes produce a brochure. This will tell you what services are available, and if the cared for person will have to pay for them out of their personal allowances.

Do not be pushed or bullied into a decision before you understand all the financial implications of the move.

Take advice on all the financial aspects of this step, with your local Financial Assessment and Benefit (FAB) team. Ask to be assessed for continuing care if the cared for person is very ill.

This is where your record of medical treatment and Incidents will serve you well.

Your Care Manager / Key Worker will have a list of care homes that are approved by the local health authority and will assist you in this step.

Take advice on the care homes and visit as many as you wish before choosing one.

For more information contact:-

Care Direct (Devon) South Hams, Teignbridge, West Devon Telephone 0345 155 1007
www.devon.gov.uk/socialcare

Torbay and South Devon NHS Foundation Trust Torbay Telephone 01803 219700
Email: customerservices.tsdhct@nhs.net

Key Care Solutions

Is a website which lists care homes and day care centres that have current vacancies. The simple and user friendly search facility is free to the public and enables you to search for care homes which specialise in dementia care. Many of the featured homes also accommodate day and short term respite care.

Key Care Solutions

Telephone 0800 772 0123
www.keycaresolutions.co.uk

Obtain information, factsheets and leaflets from:-

Age UK	National Telephone	020 8765 7200
	Freephone	0800 169 6565
South Hams, Teignbridge, West Devon	Telephone	0333 241 2340
	Torbay Telephone	01803 555181
		www.age.org.uk
Alzheimer's Society	National Helpline Telephone	0300 222 1122
Devon Dementia Support Service	Telephone	0300 123 2029
Torbay Dementia Advisor Service	Telephone	01803 210333
		www.alzheimers.org.uk/factsheets
Care Direct (Devon)	Telephone	0345 155 1007
South Hams, Teignbridge, West Devon		www.devon.gov.uk.factsheets
Citizens Advice Bureau (CAB)	National Telephone	03444 111 444
South Hams, Teignbridge, West Devon	Telephone	03444 111 444
	Torbay Telephone	01803 521726
		www.citizensadvice.co.uk/factsheets
Signposts for Carers (Torbay)	Torbay Telephone	01803 666620
		signposts@nhs.net
Torbay and South Devon NHS Foundation Trust		01803 219700
		www.torbayandsouthdevon.nhs.net

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 11: Counselling

When someone close to you has developed dementia you are likely to experience feelings of grief and bereavement, not only in the period after their death, but also as the illness progresses before they die. It may help to know that such feelings are normal and that other people experience similar reactions.

Carers groups are a great source of comfort. Other carers understand how you feel as they are going through or have been through the same emotions as you.

Knowing what to expect when someone nears the end of life is vitally important, both for the person who is ill and for their family and friends. It is difficult to prepare for the deep feelings of pain and loss.

Having information can help us to prepare for the physical and emotional changes that we might be experiencing.

Torbay and South Devon NHS Foundation Trust has an 'Emotional Support Scheme' which enables carers to talk through their emotional concerns confidentially with a qualified councillor and help them to see things more clearly and manage their caring role more easily. To be eligible to join the scheme, you will need to have had a carer's assessment and had the need for support identified. The service is free of charge and offers 10 sessions of counselling. There is a scheme co-ordinator who will be able to give more information.

Scheme Co-ordinator

**Torbay (only) Telephone 01803 666620
Email: signposts@nhs.net**

The following organisations can supply information you will find very useful:-

Age UK Ltd.

Age UK offer free advice and support in times of bereavement.

For information contact

AGE UK Ltd

**South Hams, Teignbridge, West Devon Telephone 0333 241 2340
Torbay Telephone 01803 555181**

Alzheimer's Society

The Alzheimers Society supply factsheets, books, information and support through local branches of the society.

For information contact Alzheimer's Society

**Telephone 01803 210333 / 01392 368885
www.alzheimers.org.uk/factsheets**

Citizens Advice Bureau (CAB)

The Citizens Advice Bureau help people resolve their money, benefits, legal and other problems in times of bereavement by providing free advice and information.

For information contact

**Citizens Advice Bureau South Hams, Teignbridge, West Devon Telephone 03444 111 444
Torbay Telephone 01803 297803
www.torbaycab.org.uk**

Cruse Bereavement Care

Cruse Bereavement Care provides help, support, advice, counselling and information on practical matters at local branches to anyone who has been bereaved.

For information and support contact Cruse

**Telephone 01626 332450 / 0300 330 5466
www.crusebereavment.co.uk**

Samaritans

The Samaritans are people from all walks of life who offer a sympathetic listening ear, provide confidential and emotional support to anyone of any age who is going through a crisis. The Samaritans are available 24 hours a day, 365 days a year (calls charged at local rate).

For information and support contact Samaritans

Free phone 116 123
Telephone 01803 299999
www.samaritans.org.uk

The Silver line

The Silver Line is the only free confidential helpline open 24 hours a day, every day of the year. Provides information, friendship and advice to older people, link callers to local groups and offers regular befriending calls.

For information contact The Silver Line

Telephone 0800 4 70 80 90
www.thesilverline.org.uk

End of Life

Palliative care

Palliative care services are intended to keep the person as comfortable as possible and to ensure that they have the best quality of life. The service offers supportive care and help to the person and their family to enable them to cope as well as possible with the effects of the illness. Ask your Dementia Advisor / Dementia Support Worker if this service is available in your area

Devon Dementia Support Service
Torbay Dementia Advisor Service

Telephone 0300 123 2029
Telephone 01803 210333

Obtain information, factsheets and leaflets from:-

Age UK	National Telephone	020 8765 7200
	Freephone	0800 169 6565
South Hams, Teignbridge, West Devon	Telephone	0333 241 2340
	Torbay Telephone	01803 555181
		www.age.org.uk
Alzheimer's Society	National Helpline Telephone	0300 222 1122
Devon Dementia Support Service	Telephone	0300 123 2029
Torbay Dementia Advisor Service	Telephone	01803 210333
		www.alzheimers.org.uk/factsheets
Care Direct (Devon)	Telephone	0345 155 1007
South Hams, Teignbridge, West Devon		www.devon.gov.uk.factsheets
Citizens Advice Bureau (CAB)	National Telephone	03444 111 444
South Hams, Teignbridge, West Devon	Telephone	03444 111 444
	Torbay Telephone	01803 521726
		www.citizensadvice.co.uk/factsheets
Signposts for Carers (Torbay)	Torbay Telephone	01803 666620
		signposts@nhs.net
Torbay and South Devon NHS Foundation Trust		01803 219700
		www.torbayandsouthdevon.nhs.net

For further details see Section 13 (Telephone numbers etc) & Section 14 (Factsheets etc).

Section 12: Glossary

Medical glossary of terms and abbreviations

ACUTE UNIT	A mental health hospital unit for people who have emergency, severe and/or challenging needs that requires treatment that cannot be provided in a less intensive local setting
AMHP (Previously known as ASW)	Approved Mental Health Practitioner
CAMCOG	Cambridge Cognitive Assessment
CAW	Community Assessment Worker
CAP	Community Alternative Programme
CARE MANAGER	Usually a social worker to oversee funding of the patient
CCT	Complex Care Team
CT or CAT SCAN	Computerised Axial Tomography
CJD	Creutzfeldt-Jakob disease
CMHS (OP)	Community Mental Health Services for Older People
CMHT	Community Mental Health Team
CMO	Community Medical Officer
CONSULTANT	Psychiatrist-in-charge
CPA	Care Programme Approach, agreeing an individualised care plan (You might hear this called a person centred plan)
CPN	Community Psychiatric Nurse
CSW	Carer Support Worker
CTG	Cardiotocography
DAY TREATMENT UNIT	Acts as a day treatment hospital and out patient department
DLB	Dementia with Lewy Bodies
ECG	Electro Cardiograph
ECR	Extra Contractual Referral is the term used for referring a patient to a specialist centre in another area
ECT	Electro Convulsive Therapy
EMD	Elderly Mental Disorder
EMI	Elderly Mentally Infirm
GP	General Practitioner (Family Doctor)
ICT	Intensive Community Treatment
KEY WORKER	Care co-ordinator. Could be GP, OT or CPN
MCI	Mild Cognitive Impairment
MDF	Manic Depression Fellowship
MDT	Multi Disciplinary Team
MIND	National Mental Health Charity
MMSE	Mini Mental State Examination
MND	Motor Neurone Disease
MRI SCAN	Magnetic Resonance Imaging
MS	Multiple Sclerosis
MSA	Multiple System Atrophy
NSF (1)	National Schizophrenia Fellowship
NSF (2)	National Service Framework
NHS	National Health Service
OCD	Obsessional Compulsive Disorder
OT	Occupational Therapist
PALS	Patient Advice & Liaison Service
PCT	Primary Care Trust
PD	Parkinsons Disease

PET SCAN	Position Emission Tomography
PICU	Psychiatric Intensive Care Unit
PSP	Progressive Supranuclear Palsy
PTSS	Post Traumatic Stress Syndrome
RMN	Registered Mental Health Nurse
RMO	Responsible Medical Officer (usually the consultant)
SANE	Mental health charity
SAP	Single Assessment Process
SHO	Senior House Officer (Hospital Doctor)
SOAD	Second Opinion Appointed Doctor, from the Mental Health Commission
SPECT SCAN	Single Photon Emission Computerised Tomography
SW	Social Worker
UNIT	Ward or outpatient facility

If any of the definitions are unclear, please discuss them with a medical professional.

Non medical glossary of terms and abbreviations

AA	Attendance Allowance
ADW	Advanced Decision Will. (Formerly called a Living Will)
BEL	Benefits Enquiry Line
CAB	Citizens Advice Bureau
CDP	Care Direct Plus
CQC	Care Quality Commission
CRUSE	National Charity for Bereavement
DOL	Deprivation of Liberty
DFG	Disabled Facilities Grant
DLA	Disability Living Allowance
DCP	Dementia Carers' Pathways
DSD	Department for Social Development in Northern Ireland
DVLA	Driver and Vehicle Licensing Agency
DWP	Department for Works and Pensions
EPA	Enduring Powers of Attorney
FAB	Financial Assessment and Benefits Team
ICE	In Case of Emergency
ICAS	Independent Complaints Advocacy Service
ICO	Integrated Care Organisation
LPA	Lasting Powers of Attorney
HMRC	HM Revenue & Customs
OPG	Office of the Public Guardian
REPoD	Rotarians Easing Problems of Dementia
SAP	Single Assessment Process
SCfD	Senior Council for Devon

Care Home glossary of terms and abbreviations

O65	Caring for Adults (over 65)
U65	Caring for Adults (under 65)
DE	Dementia
MD	Mental Disorder
LD	Learning Disability
PD	Physical Disability
ED	Eating Disorder
D	Drug Problems
A	Alcohol Problems
SI	Sensory impairment
MH Act	Caring for those under The Mental Health Act

Section 13: Telephone Numbers, Websites and Emails

Name Telephone number / Website / Email Address

Action on Hearing Loss Formally Royal National Institute for the Deaf	Free phone	0808 808 0123
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Age UK Ltd South Hams, Teignbridge, West Devon Torbay	Freephone National	0800 169 2081 020 8765 7200 www.age.org.uk 0333 241 2340 01803 226766
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Alarm Systems

Age UK Ltd (Aid Call)	0800 169 2081
Call 24 Hour	0800 085 0407 www.call24hour.com
Helpline	03458 247 999
Saga	0800 068 5059 www.saga.co.uk/sos
Teign Care Alarm	01626 355135
Torbay Community Alarm centre (Torbay only)	0300 456 4861

Alzheimer's Research UK	0300 111 5555 enquires@alzheimersresearchuk.org alzheimersresearchuk.org
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Alzheimer's Society National Dementia Help Line	National Devon Torbay	0330 333 0804 01392 368885 01803 210333 0300 222 1122 www.alzheimers.org.uk/factsheets
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Benefits

Pensions Office (Benefits Agency) Enquiry website Pension Services	www.gov.uk/benefits 0800 731 7898 www.pensionsadvisoryservice.org.uk
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Benefits Check

Age UK Ltd South Hams, Teignbridge, West Devon Torbay	0333 241 2340 01803 555181 / 555181
Care Direct (Devon)	0845 1551 007 www.devon.gov.uk/socialcare
Devon Carers Email	03456 434 435 www.devoncarers.org.uk info@devoncarers.org.uk
Signposts for Carers (Torbay) Email	01803 666620 signposts@nhs.net

Blue Badge Parking Scheme

Devon	0345 155 1007 www.devon.gov.uk/socialcare
Torbay	01803 217700

British Red Cross	National Delivery Service	0344 871 1111 0344 871 1111 www.redcross.org.uk
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Care Direct (Devon)		0345 155 1007 www.devon.gov.uk/socialcare 0845 6000 388
	Emergency Duty Team; Out of Hours	

Care Quality Commission (CQC)		03000 616 161 www.cqc.org.uk
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Carers Alert / Emergency Response Card

Devon Carers		03456 434 435 www.devoncarers.org.uk
	Email	info@devoncarers.org.uk
Signposts for Carers (Torbay)		01803 666620
	Email	signposts@nhs.net

Carers Direct		0300 123 1053 www.nhs.uk/carersdirect
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Carers Groups

South Hams, Teignbridge, West Devon:- Devon Carers		03456 434 435 www.devoncarers.org.uk
	Email	info@devoncarers.org.uk
Torbay:- Signposts for Carers (Torbay)		01803 666620
	Email	signposts@nhs.net

Carers Support

Community Mentoring Service (Time for life) :- Devon		0345 155 1007
	Email	info@timeforlife.org.uk
Care Direct (Devon)		0345 1551 007 www.devon.gov.uk/socialcare
Devon Carers		03456 434 435 www.devoncarers.org.uk
	Email	info@devoncarers.org.uk
Disability Information Service (Devon)		0345 155 1005
Disability Information Service (Torbay)		0300 456 8373
	Email	dis.torbay@nhs.net
Signposts for Carers (Torbay)		01803 666620
	Email	signposts@nhs.net
Torbay Carers Support Workers At each GP practice, and specialist teams (mental health or drug/alcohol misuse)		01803 666620
	Email	signposts@nhs.net

Carer Training Courses

Alzheimer's Society	Devon	01392 368885
	Torbay	01803 210333
Devon Carers		03456 434 435 www.devoncarers.org.uk
	Email	info@devoncarers.org.uk
Signposts for Carers (Torbay)		01803 666620
	Email	signposts@nhs.net

Carers U K	National helpline free phone	0300 123 1053
	Email	www.carersuk.org adviceline@carersuk.org

Citizens Advice Bureaux (CAB)	National	03444 111 444
South Hams, Teignbridge, West Devon	Telephone	www.citizensadvice.org.uk 08444 111 444
Torbay	Telephone	www.teigbbridgecab.otg.uk 01803 297803 www.torbaycab.org.uk

Community Transport Torbay and South Devon

My Devon Customer Care Centre	0345 1551 015
South Hams:-	
Park and Ride:-	
Dartmouth	01803 861234
Ring and Ride:-	
Ivybridge	01752 690444
Totnes and Dartmouth	01803 867878
Community Buses:-	
Coleridge community bus (Kingsbridge)	01548 853018
Harbertonford shuttle bus (Bob the bus)	07800 745332
Totnes community bus	07800 745332
West Dart bus	01803 712375
Teignbridge:-	
Ring and Ride:-	
East Teignbridge	01626 888777
Newton Abbot and West Teignbridge	01626 335775
Torbay:-	
Park and Ride:-	
Brixham	01803 207683
Ring and ride:	
Torbay	01803 201000

Cruse	01626 332450
Email	www.crusebereavment.co.uk helpline@cruse.org.uk

Dementia UK	0800 888 6678
Email	www.dementiauk.org info@dementiauk.org

Devon Carers	03456 434 435
Email	www.devoncarers.org.uk info@devoncarers.org.uk

Devon and Cornwall Housing Association	01392 252566
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Devon and Cornwall Police (non-emergency)	101
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Devon County Council	0345 155 1015 / 01392 382000
	www.devon.gov.uk

Devon Dementia Support Service	0300 1232 2029
	devon@alzheimers.org.uk

Devon Doctors NHS Out of hour's urgent GP service

	Devon	111
	Torbay and South Devon	111

Devon Link		01404 549045
	Email	linkdevon@edvsa.org.uk

Devon Partnership NHS Trust

Devon Partnership NHS Trust Headquarters Patient Advice and Liaison Service (PALS)	Free Phone	01392 208866 0800 0730 741 www.dpn-tr.pals.uk 0845 6000 388
Emergency Duty Team: Out of hours		
East Devon:- Inpatient Services:- Exeter. Franklyn hospital		01392 674300
Exeter:- Inpatient Services:- Exeter. Franklyn Hospital		01392 674300
Mid Devon:- Inpatient Services:- Tiverton. Melrose Unit Tiverton Hospital		01884 235400
North Devon:- Inpatient Services:- Barnstaple. Meadow Unit, North Devon District Hospital Bideford. Abbotsvale Unit Bideford Hospital		01271 322654 01237 420251
South Hams:- Community and Memory Services:- Totnes Team (Dartmouth, Kingsbridge, Salcombe, South Brent, Totnes) Rural Team (Ivybridge, Modbury, Wembury, Yealmpton) Inpatient Services:- Torquay. Beech Unit		01803 869488 01752 690967 01803 396580
Teignbridge:- Community Mental Health team:- Inpatient Services:- Torquay Beech Unit		01392 388266 01803 396580
West Devon:- Inpatient Services:- Torquay. Beech Unit		01803 396580

Devon Primary Care Trust Now NHS Devon	0800 073 0741 www.devonpct.nhs.uk
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Devon and Somerset Fire and Rescue Service	0800 0502 999
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Devon Young Carers	08456 434 435
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DHS Health Care Ltd	Free phone 0800 783 76 54
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Disability Information Service

Devon Torbay	0345 1551 005 0300 456 8373 dis.torbay@nhs.net
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District Councils

South Hams District Council	01803 861234
Teignbridge District Council	01626 361101
Torbay Council	01803 201201
West Devon Borough Council	01822 813600

Emergency Telephone Numbers Ambulance, Fire, NHS and Police

Ambulance	999
Fire	999
Non Emergency	0800 0502 999
NHS Help Line	111
Police	999
Non Emergency	101

Emergency Telephone Numbers mental health (Outside of Hours)

NHS Direct	111
Devon Emergency Duty Team	0845 6000 388
Torbay Emergency Duty Team	0300 456 4876
Devon Doctors	111

Emergency Telephone Numbers Utility Companies (24 Hours)

Western Power	0800 678 3105
Key Meter Emergencies Only	0800 096 3080
Transco If you Smell Gas or for Gas Leaks Gas	0800 111 999
South West Water	0344 346 2020

Hospitals Main

Barnstaple North Devon	01271 322577
Exeter Royal Devon and Exeter	01392 411611
Plymouth Derriford	01752 202082
Torquay Torbay	01803 614567

Hospitals Regional / Community

Exeter:-	
Wilmington	01392 208333
Franklyn	01392 674300
South Hams and West Devon:-	
Dartmouth / Kingswear	01803 832255
Kingsbridge	01548 852349
Tavistock	01822 612233
Totnes	01803 862622
Teignbridge:-	
Ashburton / Buckfastleigh	01364 652203
Bovey Tracey	01626 832279
Dawlish	01626 868500
Newton Abbot	01626 324500
Teignmouth	01626 772161
Torbay:-	
Brixham	01803 881399
Paignton	01803 547171

H.M. Revenue and Customs (VAT)	Help line 0300 200 3300 www.hmrc.gov.uk
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Independent Living Centre	01392 687276
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Key Care Solutions Free search facility for finding the right care home or day centre Information	0800 772 0123 www.keycaresolutions.co.uk Email info@keycaresolutions.co.uk
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Memory Cafés

UK	www.memorycafes.org.uk
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South Hams:- Dartmouth Ivybridge Kingsbridge Totnes	01803 835384 01752 893952 01392 368885 01803 863721
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Teignbridge:- Ashburton / Buckfastleigh / Dart Valley Bishopsteignton Bovey Tracey Dunsford / Teign Valley Dawlish Exminster Newton Abbot Teignmouth	07767 328686 01626 772702 01392 368885 01647 252701 01626 774484 01392 824752 01626 357090 01626 774484
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Torbay:- Brixham (Torquay Activity Group) Paignton (Torquay Activity Group) Torquay (Babbacombe) (Torquay Activity Group) Torquay (Barton)	01803 210333 01803 210333 01803 210333 01803 459290
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West Devon:- Tavistock Yelverton	01822 616958 01822 613145
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Mencap	0808 808 1111 / 0207 4540454
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Mentoring service

Devon Time for Life South Hams and Teignbridge Exeter (only) (Age Concern)	0345 155 1007 01392 454383 / 202092
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Message in a bottle

Lions Club	0845 833 2806 Email miab@lions105sw.org.uk
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Signposts for Carers (Torbay)	01803 666620
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MIND (National Association for Mental Health)	020 8519 2122 www.mind.org.uk
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Multiple Systems Atrophy	0333 323 4591 www.msatrust.org.uk hello@msalocalhub.org.uk
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National Bus Pass South Hams, Teignbridge, West Devon Torbay	01392 383688 www.devon.gov.uk/nationalbuspass 01803 207766
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NHS Devon	0800 0730 741 www.devonpct@nhs.net
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NHS Direct	111
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Office of the Public Guardian	0300 456 0300 www.publicguardian.gov.uk
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Patient and Advisory Service (PALS)

South Hams , Teignbridge, Torbay, West Devon	Free Phone 0800 032 7657
Torbay and South Devon NHS Foundation Trust	0800 032 7657

Parkinson's Disease Society	0808 800 0303
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Pensions Office Benefits Agency	0345 606 0265 www.thepensionservice.gov.uk
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Princess Royal Trust For Carers	0844 800 4361
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Publications

Who Cares? Department of Health publication department	0300 1231 002 www.orderline.dh.gov.uk
Still Going Strong. The Mental Health Foundation publication department	0207 8031 150 E mail mhf@mhf.org.uk

Radar key

Royal Association for Disability and Rehabilitation (RADAR) South Hams, Teignbridge, West Devon Torbay	020 7250 3222 www.radar.org.uk 0845 1551 007 01803 201201
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Registration Office (Birth, Marriage, Death)

South Hams, Teignbridge, West Devon	0345 155 1002
Torbay	01803 207130

Rotarians Easing Problems of Dementia (REPoD)	01822 852102 www.repod.org.uk
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Royal National Institute for the Deaf Now Action on Hearing Loss	0808 808 0123
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Royal National Institute for the Blind	0303 123 9999
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Samaritans	Free phone 116 123 01803 299999 www.samaritans.org.uk
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Saneline	0300 304 7000
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Second hand low cost furniture and appliance

Paignton	01803 559065
South Hams (Refurnish) Totnes	01803 868389
Teignbridge (Refurnish) Newton Abbot	01626 362313
Torbay (Mash)	01803 211343

Senior Voice Devon	01803 732678
Email	www.seniorcouncildevon.org.uk info@scfd.org.uk

Shopmobility

Barnstaple	01271 328866
Brixham	01803 858304
Dawlish	01626 888890
Exeter	01392 494001
Honiton	01404 46529
Ilfracombe / Lynmouth (Mobile Unit)	01271 867383
Newton Abbot	01626 335775
Paignton	01803 521771
Plymouth	01752 600633
Teignmouth	01626 777775
Tiverton	01884 242099
Torquay	01803 380982

Short Break (Respite Care)

The Mede and Seaward House Providing Day Care, Night Care, Tailored Dementia Friendly Holiday Accommodation	01392 421189 / 07718 976 072 www.themede.org Sallie.rutledge@yahoo.co.uk
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The Silver Line	0800 470 80 90 www.thesilverline.org.uk
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Signposts for Carers. Information for Torquay, Paignton and Brixham	Email 01803 666620 signposts@nhs.net
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Social Services

Care Direct (Devon)	0345 1551 007 www.devon.gov.uk/socialcare
Emergency Duty Team: Out of Hours	0845 6000 388
Torbay	01803 219700 customerservices.tsdhct@nhs.net
Emergency Duty Team: Out of Hours	0300 456 4876

Stroke Association	National Help line 0303 303 3100
	Local 01392 447362
	www.stroke.org.uk
	Email Info@stroke.org.uk

Teign Care	01626 355135 www.teignhousing.co.uk
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Torbay Council	01803 201201 www.torbay.gov.uk
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Torbay and South Devon NHS Foundation Trust	01803 219700
Email	customerservices.tsdhct@nhs.net
Website	www.torbayandsouthdevon.nhs.net
Website	www.torbayandsouthdevon.nhs.net/carers
Torbay Emergency Duty team out of Hours	0300 456 4876

Torbay and South Devon NHS Foundation Trust Community and Memory Services

Torbay:- Community and Memory Services:- Inpatient Services:- Torquay Beech Unit	01803 654927
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Torbay and South Devon NHS Foundation Trust Disability and Information Service	0300 456 8373 dis.torbay@nhs.net
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Wand (Mental Health Helpline)	0808 800 0312
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Westbank (Devon)	01392 824752
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Section 14: Factsheets and Leaflets

Age UK factsheets

Have a range of factsheets which can be obtained from:-

Telephone 0800 169 8787
www.age.org.uk/factsheets

Citizens Advice Bureau (CAB)

Have a range of factsheets which can be obtained from:-

Telephone 03444 111 444
www.citizensadvice.co.uk/factsheets

Devon County Council Factsheets

Have a range of factsheets which can be obtained from:-

Telephone 0345 1551 007
www.devon.gov.uk/factsheets
www.devon.gov.uk/socialcare

Torbay Council

Have a range of leaflets which can be obtained from:-

Telephone 01803 201201
www.torbay.gov.uk

Torbay and South Devon NHS Foundation Trust

Have a wide range of leaflets which can be obtained from:-

Telephone 01803 219700
www.torbayandsouthdevon.nhs.uk
www.torbayandsouthdevon.nhs.uk/carers
www.tsdhc.nhs.uk/disinfosheets

Alzheimer's factsheets

Have a wide range of factsheets which can be obtained from:-

Telephone 0300 303 5933
www.alzheimers.org.uk/factsheets

Causes of dementia, progression and drug treatments

400	What is dementia?
401	What is Alzheimer's disease?
402	What is vascular dementia?
403	What is dementia with Lewy bodies?
404	What is Fronto-temporal dementia (including Pick's disease)?
405	Genetics and dementia
407	Drug treatments for Alzheimer's disease
408	Drugs used to relieve behavioural and psychological symptoms in dementia
417	The later stages of dementia
427	What is Creutzfeldt-Jakob disease (CJD)?
430	Learning disabilities and dementia
434	Complementary and alternative therapies
438	What is Korsakoff's syndrome?
440	Younger people with dementia
442	Rarer causes of dementia
444	Depression and anxiety
450	Am I at risk of developing dementia?
456	Dementia and the brain
458	The progression of Alzheimer's disease and other dementias
470	Mild cognitive impairment
527	Sight, perception and hallucinations in dementia

Emotional and practical support

429	Equipment, adaptations and improvements and to the home
437	Assistive technology – devices to help with everyday living
439	Driving and dementia
445	Talking therapies (including counselling, psychotherapy and CBT)
448	Dental care and oral health
462	Replacement care (respite care) in England
471	After a diagnosis
474	Travelling and going on holiday
476	Selecting a care home
480	Supporting lesbian, gay and bisexual people with dementia
482	Moving into a care home – advice for lesbian, gay and bisexual people
484	Making decisions and managing difficult situations
500	Communicating
501	Walking about
502	Managing toilet problems and incontinence
503	Safety in the home
504	Washing and bathing
507	Grief, loss and bereavement
509	Dementia and aggressive behaviour
510	Dressing
511	Eating and drinking
512	Pressure ulcers (bed sores)
514	Sex and dementia
515	Explaining dementia to children and young people
516	Dealing with guilt
521	Staying involved and active
522	Staying healthy
523	Carers: looking after yourself
524	Understanding and respecting the person with dementia
525	Changes in behaviour
526	Coping with memory loss
528	Urinary tract infection (UTI) and dementia
529	Exercise and physical activity
531	End- of-life care

Health and social care

418	Assessment for care and support in England
425	How the GP can support a person with dementia
426	Diagnosis and assessment
452	Assessments for NHS-funded nursing care
453	Hospital discharge
454	How health and social care professionals can help
477	Care on a hospital ward

Legal and financial information

413	Benefits
414	Council tax
431	Benefit rates and income/savings thresholds
NI431	Direct payments
459	The Mental Health Act 1983 and Guardianship
460	Mental Capacity Act 2005
463	Advance decisions and advance statements
467	Financial and legal affairs
NI467	Financial and legal tips
472	Lasting powers of attorney
NI472	Enduring Power of Attorney and controllership
473	Personal payments
483	Deprivation of Liberty Safeguards
530	Becoming a deputy for a person with dementia
532	Paying for care and support in England
NI469	When does the health and social care trust pay for care?

Appendix 1: Emergency details of cared for person

NAME	
ADDRESS	
POST CODE	
TELEPHONE NUMBER	

EMERGENCY CONTACT DETAILS OF THE CARED FOR PERSON

NAME		NAME	
RELATIONSHIP		RELATIONSHIP	
TELEPHONE NUMBER		TELEPHONE NUMBER	
HOME		HOME	
WORK		WORK	
MOBILE		MOBILE	
DOCTOR		SURGERY NAME	
TELEPHONE		OUT of HOURS	

LIST OF MEDICATION PRESCRIBED

PLEASE UPDATE THIS LIST AFTER ANY PRESCRIPTION CHANGE			
NAME OF MEDICATION	STRENGTH	QUANTITY	TIMES A DAY

ALLERGIES AND OTHER RELEVANT OR USEFUL INFORMATION

Torbay and South Devon 
NHS Foundation Trust



Devon Partnership 
NHS Trust



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This document can be made available in other formats and languages.
For more information please telephone 01803 666620

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