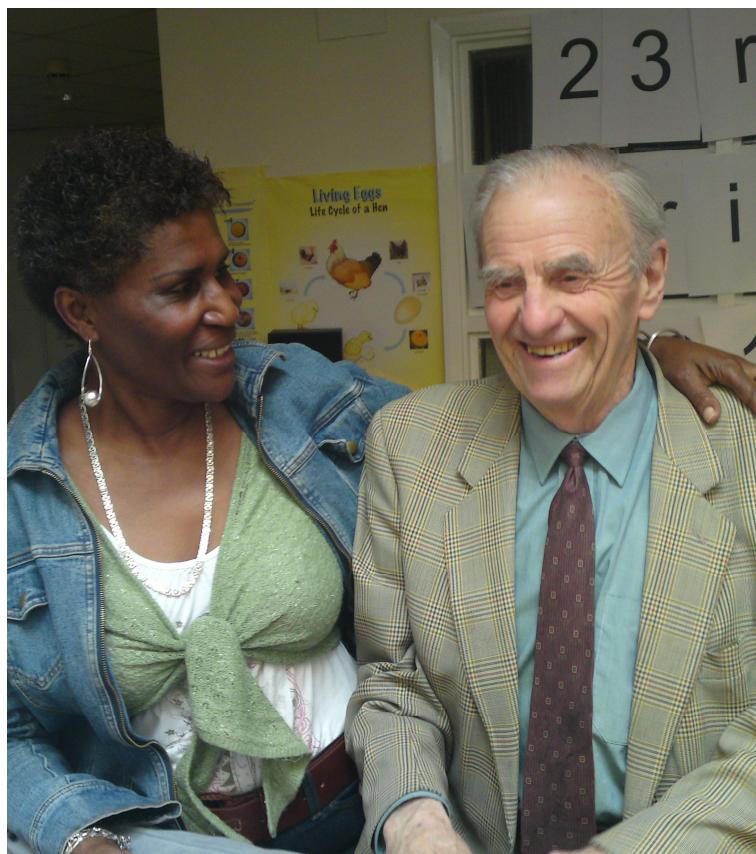


Information Pack

For People with Dementia and their Caregivers



Stroke
association



London Borough of
Redbridge

Alzheimer's Society
Leading the fight against dementia



North East London **NHS**
NHS Foundation Trust



JEWISH CARE



Redbridge Dementia Partnership

What is dementia?

Dementia is a term used to describe the symptoms that occur when the brain is affected by specific diseases and conditions. These include Alzheimer's disease and sometimes as a result of a stroke.

Dementia is a progressive condition that is predominately a disorder of later life. How fast it progresses will depend on the individual.

Symptoms of dementia include:

- Loss of memory - for example, forgetting the way home from the shops, or being unable to remember names and places, or what happened earlier the same day
- Mood changes - particularly as parts of the brain that control emotion are affected by disease
- People with dementia may also feel sad, frightened or angry about what is happening to them
- Communication problems - a decline in the ability to talk, read and write

In the later stages of dementia, the person affected will have problems carrying out everyday tasks and will become increasingly dependent on other people.

What causes dementia?

There are a number of different diseases and conditions that can cause dementia, including:

- **Alzheimer's disease** - the most common cause of dementia. During the course of the disease the chemistry and structure of the brain changes, this results in the death of brain cells. A person with the disease is likely to experience severe memory loss and become increasingly frail. They may have difficulty eating, swallowing and experience loss of communication skills such as speech.
- **Vascular dementia** - caused by strokes or small vessel disease which affects the supply of oxygen to the brain. It can cause communication problems, stroke-like symptoms and acute confusion.
- **Fronto-temporal dementia** - a rare form of dementia affecting the front part of the brain. In the early stages, personality and behaviour are more affected than memory.
- **Dementia with Lewy bodies** - gets its name from tiny spherical structures that develop inside nerve cells. Their presence in the brain leads to the degeneration of the brain tissue. Memory, concentration and language skills are affected. This type of dementia has symptoms similar to those of Parkinson's disease.

Assessment and diagnosis of dementia

There can be a number of services involved with getting an assessment and diagnosis of dementia.

COMMUNITY BASED

1. **GPs** are the first port of call where there are memory problems and/or confusion and disorientation. Dementia screening can be carried out to rule out any contributing physical cause of the symptoms.

Contact is through a persons own GP

2. **Redbridge Older Adults Mental Health Team (North East London Foundation Trust)** is a specialist mental health service providing access to a full multidisciplinary team. This includes Consultant Older Persons Psychiatrists, Psychologists, Community Mental Health Nurses, Social Workers, Occupational Therapists, , Admiral Nurse, Support Workers and Carers Workers.

Referrals are accepted for assessment/diagnosis of mental health problems. The team work closely with Redbridge Memory Service (Grovelands, see below). There is ongoing support for people with dementia who have more complex issues as well as support for informal carers through carer's assessments, training and support groups.

Contact 0300 555 1212

3. **Redbridge Memory Service (North East London Foundation Health Trust)** Grovelands has a friendly, supportive & welcoming group of professionals who are passionate about maintaining high standards of patient care. People can be referred to the Memory Clinic at Grovelands by their GP. Grovelands is a pleasant, purpose built, informal building in Chadwell Heath. Anyone from Redbridge who is worried about their memory will be seen.

A referral to the Memory Clinic will enable them to have an assessment of their memory and a diagnosis of their problems. They can also be signposted to other services, prescribed medication for their memory and offered carer support and advice. There are doctors, nurses, a psychologist and an occupational therapist working at Grovelands.

Contact 0300 555 1179. Referrals are made through the Redbridge Older Adults Mental Health Team.

COMMUNITY CARE SERVICES

4. A person with dementia and their caregivers may need an increasing amount of support as their dementia progresses. The London Borough of Redbridge can carry out a community care assessment, which will assess the person's needs and decide if services could be arranged to help meet them. Where someone is presenting with memory problems, they will be referred to their GP for further investigations. If dementia is suspected then the referral is likely to go to the Redbridge Older Adults Mental Health Team (see above).

Contact the Community Care Advice Centre on 020 8708 7333 to arrange an assessment.

IN PATIENT ASSESSMENT

5. **Woodbury Unit (North East London Foundation Health Trust)** is an inpatient facility situated in James Lane, Leytonstone for older people in Waltham Forest and also Redbridge patients with mental health problems. The unit provides assessment and short term treatment.

Contact 0300 555 1260

6. **Camara Laye, Chapters House (North East London Foundation Health Trust)** is an inpatient facility within Goodmayes Hospital. The team provides acute inpatient care (assessment and treatment) for older people over the age of 65 years who live within the London Borough of Redbridge with varying mental health problems. Anyone under the age of 65 years with confirmed diagnosis of early onset dementia are also admitted.

Contact 0300 555 1203. Referrals are through the Redbridge Older Adults Mental Health Team.



Information, Advice & Support

Here are some specialist local agencies that can provide information, advice, practical and emotional support for people with dementia and/or their caregivers.

Alzheimer's Society Redbridge

The society offers support, information, guidance, awareness and direct services to people living with dementia and their caregivers within the London Borough of Redbridge.

The following services are offered:

Information service - utilising Alzheimer's Society Knowledge-Net and society factsheets we can provide dementia related information electronically or by post. All Alzheimer's Society information materials are Department of Health accredited and come under the PQASSO kite mark. All literature is available to people with dementia, their carers and families and to professionals working in the dementia field.

Dementia support service - a Dementia Support Team offering support to people living with dementia and their carers, by helping to maintain independence, improve well-being and enabling control and choices. This service can be carried out at home, in our office or other locations and can be face-to-face, by telephone, letter or e-mail.

Services offered are emotional support, guidance and information on dementia and caring for a person with dementia, assistance with applications for appropriate welfare benefits, providing information on other services and how to access them.

Peer support/activity groups for people with dementia - Monday and Thursday afternoons. These are held to offer people with dementia the opportunity to socialise with their peers to give and gain support and to join in activities in a group setting facilitated by Alzheimer's Society staff and volunteers.

Peer support groups for carers - Monday and Thursday afternoons. These groups are held at the same venue/time as the activity groups to enable carers to accompany the person they are caring for, so that whilst the person with dementia is joining in activities they can socialise themselves and give and gain support from other carers and Alzheimer's society staff and volunteers.

Early onset group - this weekly group is for people living with dementia under the age of 70. The group offers the opportunity of coming together to enjoy physical activities such as walks to parks, forests as well as person centred activities and peer support. The group operates from 10.00am to 3.30pm at the Living Well Resource Centre. Lunch and transport can be provided.

Alzheimer's café - we work in partnership with Admiral Nursing and Redbridge Older Adults mental health Team to provide this bi-monthly dementia café.

Contact details

Alzheimer's Society
Goodmayes Hospital
Barley Lane, Goodmayes, IG3 8XJ
Telephone: 0300 555 1197
Email: redbridge@alzheimers.org.uk



Admiral Nursing Service

Admiral Nurses are mental health nurses specialising in dementia care, working collaboratively with health and social care professionals and voluntary organisations to improve the experience of those affected by dementia. Admiral Nurses work in partnership with family carers of all ages and people with dementia.

Admiral Nurses offer individualised support for family carers and people with dementia, which entails comprehensive assessment of need and provision of a range of therapeutic approaches designed to promote emotional well being and equip family carers with skills and information.

Alzheimer's café is a bi- monthly meeting for people living with dementia and their carers. It provides a combination of education and support within an informal and understanding environment. The café offers a variety of information all aspects of caring and dementia.

Carers drop in is a bi monthly drop in, (alternative months to the Alzheimer's Café) held in South Woodford Health Centre.

Carers support groups is a monthly support group for carers only who are known to the Admiral Nurses. One group held in the Central Library Ilford and one in the Allan Burgess Wanstead Activity Centre.

Contact details

The Admiral Nurses are based in the Redbridge Older Adults Mental Health Team.

Contact Teresa Buckingham, Admiral Nurses

Telephone: 0300 555 1212

NHS Redbridge

NHS Redbridge commissions its core community services from North East London Community Services (NELFT) provider services. One of these services is the **Long Term Conditions Team** who supports people with long-term conditions in the community. They work closely with GPs, secondary care, Social Care and Voluntary Sector to manage patients with long-term conditions such as COPD, Heart Failure and Diabetes. By providing specialist input to meet their needs, training, education, medication monitoring and review, this includes promoting self care, the aim is to reduce A/E attendance, prevent hospital admissions, facilitate early discharge and improve quality of life.

Contact details

Diabetes Centre
Buntingbridge Road
Newbury Park, Ilford, IG2 7LR
Telephone: 020 8491 1570
Website: www.redbridge.nhs.uk

Age UK Redbridge

Age UK Redbridge aims to improve the lives of older people in Redbridge through innovative services and projects.

The **Early intervention service** is for people recently diagnosed with dementia or in the process of getting diagnosed. It can help individuals access a formal medical diagnosis.

The service aims to provide practical and emotional support to individuals concerned about the symptoms of dementia and promotes the ethos of living well with dementia and the importance of early diagnosis in accessing the right treatment and support. This service will work in collaboration with the person in offering a personalised approach through home visits and phone support. It can signpost to other agencies and provide support in applying for benefits such as attendance allowance and council tax exemption.

The Early intervention service also runs a drop in clinic at Redbridge Memory Service in partnership with Alzheimer society on Fridays from 10.00am - 2.30pm.

Any person over 50 living in Redbridge can access this service.

Age UK Redbridge also provides a range of services and support for older people.

Advice and information service: Operate an Advice and Information Service which is free, independent and confidential to older people, their relatives, carers and friends. It provides information on issues affecting older people such as welfare benefits, community care, leisure and health.

Main office: Appointments and drop in Monday to Friday 9.00am - 3.00pm 4th Floor Cranbrook Road Ilford Essex IG1 4PU.

Hainault Health Centre Age UK Redbridge advice centre: Appointments and drop in Monday to Friday 9.00am - 130pm. Tel: 020 89246173

Daisy Fresh: It provides home care, help with shopping, correspondence and bills and assistance to bathe and shower safely.

Forget Me Not befriending service: Trained volunteers offer companionship and support through regular home visits or phone calls. This gives peace of mind knowing your older relative will be receiving regular contact.

Falls prevention: This aims to work with older people in the community to reduce falls resulting in serious injury.

Opening Doors: This is a social group for lesbian, gay, bisexual or transgendered older people living in Redbridge.

Activity centre: The Allan Burgess Centre offers a wide range of activities for people over 50, lunch and snacks can provided at a small cost. We are open Monday to Friday 9.30am- 3.30pm.

Contact details

Name: Sarah Tolson

Email: Sarah.tolson@ageukredbridge.org.uk

Telephone: 020 82206000

Website: www.ageukredbridge.org.uk



Living Well Team

The team are based at Mildmay Community Options, except on a Friday, when they are based in Chadwell Heath. The team provides a **range of services** that support people living with dementia throughout the week. The day unit provides a day support service for up to 20 people living with dementia on a Friday and an opportunity to offer sessional places throughout the week. A range of activities is provided in the unit, influenced by the interests of those attending and adapted as the groups develop and always in consultation with people living with dementia. The focus is on working in partnership with the individual to maximise their strengths and promote enablement.

Musical memories - every Monday from 11.00 to 12.00pm, a fun and interactive singing & music session for people with dementia and family members. £3.00 per session including refreshments. This group is held at Woodbine Day Centre, Wanstead. Attendees can stay for lunch and afternoon sessions at the Cherry Tree Café.

Gardening club - this will be every Monday afternoon at 2pm at the allotment sight in Nutter Lane Wanstead, and a quarterly Saturday gardening club at a cost of £3.

Early onset Alzheimer's group - is held at Living Well Centre every Tuesday and facilitated by Alzheimer's Society.

A specific **black Asian & Minority Ethnic music group**, most culturally appropriate to Asian older people with dementia, meeting monthly will be launched in July 2014 at Mildmay Community Options, Ilford. There are dedicated early intervention outreach workers who work with local communities to provide information and advice for people living with dementia.

A **quarterly carers drop in** for Asian Carers is held throughout the year at Mildmay Community Options in Ilford Commencing May 2014.

Wednesday activity and sports clubs - This will include a Snooker, Table Tennis, Top Golf, Bowling and other sports throughout the borough. Please contact kailashnath.madhoo@redbridge.gov.uk. A Dementia Reading group at Gants Hill Library will be held fortnightly.

Thursday Dementia Walk and Talk – This will be held throughout the summer in Valentines Park, meeting at the Mansion Café at 11am. To book a place, please contact, gemma.tully@visionrcl.org.uk

We offer a **monthly Saturday drop in** for people living with dementia and carers. Complementary therapy is offered and a variety of guest speakers attend to offer a range of advice and support.

The team are also **Dementia champions and exemplary cancer activists**, and able to provide health awareness sessions to promote early detection and prevention.

A **themed reminiscence room** are available for members of the public to visit or groups to book by small groups or schools as part of an intergeneration project. There are also themed reminiscence boxes that can be loaned from the centre. Please contact Kelly.kaye@redbridge.gov.uk

The Living Well Community Hub also offers **advice, education, and training** through the Redbridge Dementia Partnership at different venues throughout the year.

Contact details

Day unit services are accessible through Redbridge Adult Social Services for individuals who meet the current eligibility requirements and have a diagnosis of dementia.

For sessional group information, please contact:
Kelly Kaye or Sue Wardle on 0208 708 9230.

Email: Kelly.kaye@redbridge.gov.uk
Email: Sue.wardle@redbridge.gov.uk

Opening times: Monday to Friday from 9.00am to 5.00pm

Elderberries Day Opportunities (London Borough of Redbridge)

Elderberries day opportunities provides a range of activities for people with dementia, older people with high dependence needs, complex needs and people who are unable to maintain their own personal care without adequate help and reassurance.

There are a range of activities that people can participate to pursue specific hobbies and interests, entertainment, outings, holidays, quizzes, exercise, aromatherapy and craft groups.

Elderberries offers short break holidays twice a year which are fully supported by staff and available to service users and their families.

There is also a themed **reminiscence room** that can be booked by small groups or schools as part of an intergeneration project. Please contact Kelly.kaye@redbridge.gov.uk for more information.

Mondays and Tuesdays there is a **creative art** session from 1.30- 3.30pm which encourages creativity, using a range of materials suitable for all and available for £2.00 per session.

Wednesday mornings there is a **Tai Chi** session from 11.30 – 12.30 pm which promotes many health benefits including relaxation, improved balance and lower blood pressure. £2.00 per session.

Every **Wednesday** afternoon from 1.30 – 5.00pm from 5th February 2014 there will be **complementary therapy clinic** offered for carers, people with dementia and staff. Prices available on enquiry.

Thursday afternoons we host a Chair Yoga exercise session 2.00 – 3.00. A gentle exercise session, suitable for all. Before commencing any exercise programme you should consult your GP

Musical memories - an interactive singing session for people with dementia and their family is held every second and fourth Friday of the month at 11.30 – 12.30 at £2.00 per session.

Contact Andrew.asokan@redbridge.gov.uk for more information on sessions held at Elderberries.

There is a Carers drop in facilitated by Redbridge Carers Support Service the last Friday of every month.

Elderberries is also developing health awareness drop-ins for Spring 2014. If you are interested in the programme contact Alison.gordon@redbridge.gov.uk

Contact details

Services are accessible through Redbridge Adult Social Services for individuals who meet the current eligibility requirements.

Elderberries Day Care Service
Broadmead Road
Woodford Green
Essex
IG8 0AD

Telephone: 020 8708 7641 or 020 8504 2771

Opening times: Monday to Friday from 9.00am to 5.00pm



Redbridge, Epping and Harlow Crossroads Care

The **Homeshare project** provides respite for carers who are caring at home for a relative/friend with dementia. Home sharers are trained members of staff who open their own homes to small groups of people with dementia for the day. They are assisted by volunteers and will provide a homely environment and activities appropriate to the very small group concerned.

Crossroads Care also provides respite care at home for carers of people with dementia and has Dementia End of Life Care Project

Contact details

Telephone: 020 8518 4090

Redbridge Carers Support Service

RCSS can provide advocacy, advice & information, home visits, drop-in & support groups. RCSS also provides free confidential counselling, free complimentary therapies, health & wellbeing activities as well as a range of social events throughout the year. There is specialised support for carers 18-24, support for carers from recently arrived & migrant communities, and also home based support for elderly or housebound carers, including volunteer befriending.

Contact details

17 Station Road
3rd Floor
Ilford
IG1 4DW

Telephone: 020 8514 6251



Website: www.rcss.org.uk

Redbridge Concern for Mental Health

Redbridge Dementia Befriending Service aims to improve the quality of life for people living with dementia who are socially isolated – whether they are living in the community or a long-term care setting. The service offers regular visits to provide befriending and encouragement for social activity.

Redbridge Dementia Befriending Service is a partnership between Redbridge Concern for Mental Health, Redbridge Living Well Resource Centre and Age Concern Redbridge Early Intervention Service.

Contact details

Redbridge Dementia Befriending Service,
Redbridge Concern for Mental Health (RCMH)
Regina Byrne,
98-100 Ilford Lane,
Ilford,
Essex IG1 2LD

Telephone: 0208 925 2435

Email: regina@redbridgeconcern.org or info@redbridgeconcern.org

Web site: www.rcmh.org.uk

Opening times: offices are open Monday to Friday, 9.30am - 4.30pm

Redbridge Respite Care Association (RRCA)

Supports people with a mental illness including dementia and their carers by providing regular **visits by paid workers**. This gives them the opportunity to share problems and ideas and a chance for the carer to have planned time to themselves.

RRCA runs a **day care centre** for people with dementia on Mondays, Tuesdays, Wednesdays and Fridays from 10.00am to 4.00pm and Saturday mornings from 10.00am to 12.30pm. People who attend are offered activities, outings and home cooked food. They cater for any age group and will take people regardless of where they are on their journey through dementia. It will accept 8 people per day and have four staff on duty at each session. All staff have been through induction training and specialised training on dementia, safeguarding adults and the mental capacity act.

The association also have a **domiciliary respite service** for people with both functional and organic mental health problems. If a day centre setting is not suitable for the person with dementia then they can send trained staff to the family home to provide support to both the service user and the carer.

Contact details

Telephone: 020 8599 0151

Jewish Care

Jewish Care offers a wide range of dementia services in the Redbridge area for the Jewish Community. These include -

The Dennis Centre which offers a friendly and stimulating social environment for people living with dementia. Members of the centre enjoy safe and productive days in a caring and supportive setting that enhances their ability to continue to live in the comfort of their own homes, whilst providing much needed support for their carers.

Community support & social worker service is made up of a team of experts in their respective fields, who can help and support in various ways. The Maurice Lawson Dementia Support Service offers practical and emotional support for carers and loved ones and Jewish Care Social Workers are here to guide people through the social service process and to advocate on their behalf. Jewish Care also have benefits advisors who can help with any questions regarding eligibility and financial support.

The home care service offers a flexible personal service, delivering the highest quality of care 7 days a week, 24 hours a day. All carers have received full training in all aspects of dementia and can help with personal care, social activities and escorts shopping or to a party!

Vi & John Rubens House offers dementia and nursing care in a warm, homely environment. Staff are professional, friendly and approachable and have been trained to deliver personal dementia care with dignity and respect

Jewish Care Direct is a confidential one-stop helpline open Monday – Thursday from 8.30am – 5.30pm and from 8.30am – 5.00pm on Fridays (2.00pm in the winter). It gives information and advice. The advisors are here to support and guide.

Contact details

Telephone: Jewish Care Direct on 020 8922 2222

Email: jewishcaredirect@jcare.org

Website: www.jewishcare.org



Carers Emergency Scheme

The carers emergency alert card helps give carers peace of mind in knowing that there will be alternative support provided to the person they care for in the event of an unplanned emergency such as a family crisis or accident.

The card identifies you as a carer and stores information on your needs, the person you care for and contact details of family and friends who can help. Anyone caring for an adult (18 and over) can apply for an emergency alert card.

Contact details

Telephone: 020 8554 5000 to request a registration form

Website: www.redbridge.gov.uk

You can also contact Redbridge Carers Support Service on 020 8514 6251 for information and support.

Community Care Advice Centre (London Borough of Redbridge)

This is the first point of contact for anyone (aged over 18) wanting **help, advice and information with social care needs**. The Community Care Advice Centre also able to provide guidance to individuals who may be considering making their own care arrangements.

Referrals for care and support can be made by you, next of kin (family, friends etc), care professionals working in social care and occupational therapy services.

Contact details

Community care Advice Centre
Aldborough Road North
Newbury Park
IG2 7SR

Telephone: 0208 708 7333

Email: community.care@redbridge.gov.uk

Website: www.redbridge.gov.uk

Home Instead Senior Care

Home Instead Senior Care is part of a worldwide organisation devoted to providing the highest-quality care for older people in the comfort of their own homes.

Services are flexible to the needs of each client. These can include personal care such as assistance with bathing, dressing, eating and medication; home help covering all aspects of day-to-day housework, shopping, meal preparation and household duties; and companionship services that can involve everything from escorting clients on visits or appointments to simple conversation and good company.

Caregivers can also provide assistance with enhancing and restoring the simple pleasures of life, such as a walk in the park, a day out or spending time in the garden. These care activities are proven to maximize abilities and independence.

Through regular meetings with all parties concerned, Home Instead provide an ongoing care programme that adapts to changing needs, giving assurance that the highest standards of care are being provided at all times.

Contact details

Telephone: 020 8527 1464

Email: mary.pearson@homeinstead.co.uk

Sanctuary Care Chadwell House Care Home

Located in Chadwell Heath, Chadwell House has 60 en-suite bedrooms and a team who specialise in caring for people living with dementia.

Family and friends

Working closely with the Redbridge Dementia Partnership and the Alzheimer's Society Redbridge, the home holds quarterly meetings with family and friends.

It also holds regular dementia support groups and coffee mornings, to which people from the community are welcome.

Activities

The home has a dedicated activities leader who organises group activities such as gardening, cooking and bingo and individual activities tailored to residents' personal interests.

Enhancing the environment

Chadwell House is a home from home, with lap pets to stroke and areas designed for people living with dementia.

Contact details:

Chadwell House Care Home
372 Chadwell Heath Lane
Chadwell Heath
Romford
Essex
RM6 4YG

Telephone: 0208 983 8529

Email:

chris.gammons@sanctuary-housing.co.uk

Stroke Association – Family and Carer Support

The Stroke Association can provide practical advice, essential information and emotional support. This service is for stroke survivors of any age, carers and family members.

The service offers:

Hospital and home visits, friendship networks and the opportunity to practice communication and gain confidence. There is access to support groups and help with returning to work. The Stroke Association also supply assistance with accessing local leisure and social activities, support for carers and information leaflets and factsheets in a range of languages

How does it work?

Either you, your carer or your GP can contact the Stroke Association for a referral. A home visit will be arranged. A programme will be designed to help achieve goals. There are local groups for additional activities and support.

Contact details:

Retinal Centre, 2nd Floor
201 Cranbrook Road
Ilford
IG1 4DT

Telephone: 020 8554 5654

Mobile: 07852 924 199

Email: tracey.oak@stroke.org.uk