

Dementia Support Services in Wolverhampton During Covid-19

CITY OF
WOLVERHAMPTON
COUNCIL

DAA Dementia
Action Alliance



Dementia Connect

Dementia Connect, from Alzheimer's Society, is a new personalised dementia support service for anyone affected by dementia.

It connects you with a whole range of dementia support, by phone, online and face to face. So, you're one call away from someone who gets it. One click away from answers. One conversation away from help.

It's free, easy to access, and puts you in touch with our dementia advisers. They will connect you to the support you need, from local help to phone and online advice.

Here are a few examples of the support we provide:

emotional support when things get tough
connecting you to local support groups
help to understand and live with dementia, including coping techniques
support with everyday living, such as government benefits

Any referrals now go through our new Dementia Connect Service. The telephone number is **0333 150 3456**. Lines are open 7 days per week. Calls to this number are charged at a local rate

Referrals can be received from professionals, people who have a diagnosis of dementia, friends and family members

Referrals can also be made online via our secure portal <https://www.alzheimers.org.uk/referralform>



Talking Point

<https://www.alzheimers.org.uk/get-support/dementia-talking-point-our-online-community>

Our online community forum which has seen a huge increase in usage during the lockdown is a great resource. An online community for all to ask questions and receive advice from people in similar situations.

It's a free tool to use.

Alzheimer's Society website

And obviously a biggest resource is the Alzheimer's society website. Obtain/Download publications find out what is happening within the society and how you get involved.

<https://www.alzheimers.org.uk/>

Care and Cure Magazine

Not forgetting our other publications such as care and cure

<https://www.alzheimers.org.uk/categories/care-and-cure-magazine> (our research magazine)

And <https://www.alzheimers.org.uk/get-support/publications-and-factsheets/dementia-together-magazine> dementia together magazine

Virtual Dementia Cafes

Starting on Thursday 11th June we now provide a weekly **online Dementia Café** for the Wolverhampton area.

A Dementia Café is a place where people receive information and advice that enables them to live well and safely at home following a diagnosis of dementia.

We can use this virtual gathering as an opportunity to keep people updated on current services and issues, as well as offering some uplifting focus through simple activities.

We would like to invite guests to contribute to the cafes over the coming months.

You may wish to.....

- **Share up to date support service information**
- **Inform people of safety issues, scams, fire safety, etc.**
- **Tell us how your organisation is meeting the needs of people**

with dementia and ensuring their health and safety.

- **Offer advice on how to deal with stress and what support is available**
- **News about entertainment and uplifting activities, initiatives or resources**
- **Offer entertainment**
- **Or, ask for feedback from people about what their needs or concerns are in the current situation.**

So far, we have only invited current café users and the groups are small, but we intend to broaden the opportunity to include people we provide a service to but who have not previously attended a café.

If you are interested in visiting a virtual café and giving a short piece of input then please contact me via email to arrange a date that suits you.

jane.round@alzheimers.org.uk or phone **0748 408 9515**

Dates for the cafes are:

Thursday	25 th June	3-4pm
Thursday	2 nd July	3-4pm
Thursday	9 th July	3-4pm
Thursday	16 th July	3-4pm
Thursday	23 rd July	3-4pm
Thursday	30 th July	3-4pm
Thursday	6 th August	3-4pm
Thursday	13 th August	3-4pm
Thursday	20 th August	3-4pm
Thursday	27 th August	3-4pm
Thursday	3 rd September	3-4pm





A vast amount of resources on the website including the new "Lives on Hold Campaign" which you can find here:

<https://www.dementiauk.org/lives-on-hold/>



[Lives on Hold - Dementia UK](https://www.dementiauk.org/lives-on-hold/)

Lives on Hold shows how life for carers of people living with dementia is similar to living in lockdown for many months, and often years. As life begins to get back to a new kind of normal for most people, families living with dementia will see little change.

www.dementiauk.org

<https://www.dementiauk.org/get-support/dementia-helpline-alzheimers-helpline/>



[Dementia Helpline - Alzheimer's Helpline - reach out to an Admiral Nurse](https://www.dementiauk.org/get-support/dementia-helpline-alzheimers-helpline/)

The Admiral Nurse Dementia Helpline is for anyone with a question or concern about dementia and Alzheimer's disease. From looking out for the first symptoms of Alzheimer's, to understanding the challenges of living with someone with vascular dementia, our specialist Admiral Nurses have the knowledge and experience to understand the situation and suggest answers that might be hard to find ...

www.dementiauk.org

Virtual Bereavement Information Hubs



Every Tuesday 2—3.30pm
Every Thursday 10—11.30am
Every Friday 11am-12.30pm

The death of a loved one can turn your life upside down. Everybody's experience of grief can be different, but many find that talking can help.

The Virtual Bereavement hubs are run by trained volunteers and offer the chance for you to express your feelings and share experiences with others who are experiencing loss and grief. The hubs are also a great space where you can access information about other services that you may find useful.

*Please note: This is not a counselling service

If you would like to join a Virtual Bereavement Information Hub please contact us on:
Tel No: 01902 774570

Website: www.comptoncare.org.uk
Email: compassionatecommunities@comptoncare.org.uk

Compassionate Communities Telephone Befriending Service

Our team of Telephone Befrienders provide a regular friendly phone call to individuals who require additional support to help reduce feelings of isolation and loneliness.

A friendly, 30-minute chat on the phone regularly can make all the difference when you're used to sharing your home and time with others.

****Please note: This is not a counselling service**

If you know of someone who would benefit from a compassionate and friendly phone call, please contact us on:
Tel No: 01902 774570

Website: www.comptoncare.org.uk

Email: compassionatecommunities@comptoncare.org.uk



Carer Support Team Wolverhampton

Carer Support

During the Coronavirus/Covid-19 lockdown, the Carer Support Team are offering well-being calls. If you would like to talk to someone about your caring role or would like to discuss planning if you or the person you look after becomes unwell, please don't hesitate to contact the team on 01902 553409. The team are also able to link into community support helping carers with barriers around shopping, collecting medication or any other issues around your caring role you may be worried about. Please don't hesitate to contact the team on 01902 553409.



Wolverhampton Dementia Action Alliance

The Wolverhampton DAA want to work together to raise the profile of dementia in our city. Our key aims are to:

- Support organisations of all sizes to become dementia friendly and improve outcomes for people living with dementia and their carers in Wolverhampton.
- We want to support existing local dementia services and encourage new initiatives to be formed.
- By working in partnership with all our members we hope to improve the lives of people affected by dementia and remove the stigma within our community.
- The Wolverhampton DAA meets bi- monthly in community venues all across the City.

Please contact your DAA co-ordinator to find further details:

Susan Eagle E-mail: susan.eagle@wolverhampton.gov.uk

For further information Visit:

Wolverhampton Information Network / search Dementia

Useful Contact Numbers during COVID - 19

Age Uk – **01902 572060 / 07923 229547**

Alzheimer's Society – **0333 150 3456**

Citizen's Advice Bureau – **0344 422 1444** (non—urgent calls) text **07525 844112** for urgent CRISIS and they call you back

City of Wolverhampton Council – **01902 551155**

Carer Support Team - **01902 553409.**

Compton Care – **0300 325 0250**

Dementia Uk – **0800 888 6678**

Dementia Action Alliance - **01902 555344**

FBC Manby Bowdler Solicitors – **01902 578000**

Healthwatch – **0800 470 1944**

Memory Matters – **01902 553445**

NHS England including GP's, Pharmacists, Dentists, Opticians – **0300 3112 233**

Ring and Ride – **0330 053 8137**

The Royal Wolverhampton NHS Trust – **01902 307999**

Trading Standards – **0845 330 3313**

West Midlands Fire Service – **999** and ask for Fire service

West Midlands Police – **999** for emergency calls **101** for non-emergency calls

West Midlands Ambulance Service – **01902 886488 / 01384 215555**

Wolverhampton Clinical Commissioning Group – **01902 444878**