

Dementia Support Services in Wolverhampton December 2021

These services were operational as detailed at the time of writing this document. Please check with individual services what they are delivering, should their service hours have changed.

**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

Professionals can also refer into the Dementia Connect service via our online secure portal. <https://www.alzheimers.org.uk/referralfom>



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 the 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)

Dementia Cafes

The Alzheimer's Society provides opportunities for face to face services as well as continuing to provide online "zoom" groups.

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. Dementia Cafes are great 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.

For more information regarding dementia cafes then please contact Jane Round (0121 521 3024) or drop her an email at jane.round@alzheimes.org.uk





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](#)

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](#)

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 – For people from the
South Asian community



An informal friendly space for anyone experiencing bereavement, grief or loss to share their experience.

*Please note: This is not a counselling service. Information and signposting to other services is available if required.

For more information and to book your space please call 01902 774570

Website: www.comptoncare.org.uk

Email: compassionatecommunities@comptoncare.org.uk

Compassionate Communities – Compton Care Activities offered

Life Cafés – Life Cafés are gatherings where people do a series of creative activities together that are designed to stimulate conversations about, wellbeing, life: the meaning of it, the end of it, and care. The whole session typically lasts a couple of hours, and the activities are chosen by facilitators from a kit that's about the size of a large board game.

Digital Legacy - A digital legacy session helps individuals to make plans for the items they own and for those they care about in the physical world. When using the internet and connected devices, it is also important that plans are made for the items that people own and for those they care about in the digital world. This session has been developed by the Digital Legacy Association.

Dementia Friends Awareness Session – A member of the team can run a Dementia Friends Awareness session with your group so that you all become Dementia Friends and can help people in your community living with Dementia. During this friendly and interactive session, we help to increase understanding of dementia, and think about the small things that people can do to make a difference to people affected by dementia in the community.

Understanding Bereavement Workshop – This thought-provoking workshop explores how grief affects people, behaviours relating to grieving and how to support people who are grieving.

For more information people can contact us on 01902 774570 or email Compassionatecommunities@comptoncare.org.uk



Carer Support Team Wolverhampton

Carer Support

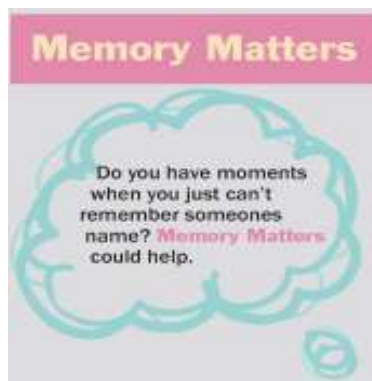
The Carer Support Team have been in Wolverhampton for over 20 years

We currently work with over 7000 adult carers.

We continually advertise the offer to carers hoping to identify the 21000 carers who remain 'hidden' in Wolverhampton (27,000 people identified as a carer in 2011 census)

- We offer statutory Care Act 2014 Carers Conversations (Carers Assessments) resulting in a Care and Support plan which is annually reviewed and updated. The care and support plan looks at what support is available to enable a carer to continue in their caring role. Support such as family and friends plus the availability to have a break. Also connecting carers to organisations and specific information to will enable then to continue in their caring role.
- Emergency card, contingency planning. This is vital to carers knowing a plan has been arranged so if they become unwell there is someone to look after the person they care for.
- Carers bulletins and regular information updates
- Carers face to face meetings
- Carers weekly Zoom groups
- Specialised Carers welfare rights information and advice
- Availability of a carer support worker five days a week on 553409 to answer general enquires or offer support to carers whose caring role may have increased
- Home Based Respite (sitting service) is available if identified as an outcome during the carers conversation
- One off Home Based Respite is available for carers to attend medical appointments
- One off Direct Payments are also available if identified as an outcome of the carers conversation.
- Ongoing Direct Payments to support carers to have a break also identified as an outcome of the carers conversation





Community Support Services

Community Support Service currently offers connections to wellbeing support, to enable members of the community connect with others. Also links into services to enable people to remain independent at home. For support contact 01902 553445

Memory Matters

During the Covid restrictions Memory Matters continued to run via telephone, Zoom and Microsoft Teams where appropriate.

- Memory Matters continued ongoing work with members of the community with their memory concerns and their Carers
- Collaborative worked with Alzheimer's Society in supporting people within the community with information, advice, and regular befriending calls to help them remain connected and offer support when needed
- Publicised Dementia information @Community Offer Twitter page, highlighting Carers events and webinars
- Standalone events through Covid were well attended via zoom and teams
- Supported the Carers Support Team on events to promote wellbeing and understanding of changes in memory
- Supported Dementia Action week in 2021 with am and pm slots for one-to-one telephone support

Moving Forward

- We are hoping to relaunch Memory Matters back into our Community during Dementia Action week
- BCHFT has been contacted to see if they can continue to support Memory Matters on pops like pre Covid
- Collaborative work to continue with Alzheimer's Society to encourage early diagnosis

Wolverhampton Memory Assessment Service

In response to current government guidelines and spiking rates of Covid 19, MAS Wolverhampton are currently offering telephone/video and face to face consultations to carry out memory assessment. The referrals mainly come from GPs and this remains open as the referral contact. Where diagnosis is reached and post diagnostic support is required, a referral is made to the Alzheimer's society through Dementia Connect referral system. For further information contact 01902 442 391

Public Protection

Contact Numbers - Consumer Advice 0808 223 1133

Campaigns

Friends Against Scams

Friends Against Scams is a National Trading Standards Scams Team initiative. The initiative is about protecting people from the negative social, mental and financial aspects of scams by providing them with scams prevention advice and assistance and encouraging them to report and talk about scams to break the scams cycle.

City of Wolverhampton Council is a Friend Against Scams Organisation.

Free scams prevention awareness training including current COVID-19 scams is available via www.friendsagainstscams.org.uk

Dementia Friendly Retail

Several City Centre Businesses have agreed to become Dementia Friendly Retailers offering quiet times and chat & natter tables. Their contact details are provided below.

- Teddy's@Sapphireblue, 35 Queen Square, Wolverhampton, WV1 1TL, 01902 772078/ 01902 428822 Unisex Hairdressers & Barbers.

Offers quiet times for those living with dementia on Tuesdays & Wednesdays. Carers are welcome to attend. Ask for Amy or Phil.

- Markie's Barber Shop, 66 Victoria Street, Wolverhampton, WV1 3PN, 07970 483986, Specialises in Afro-Caribbean Hair

Offers quiet times for those living with dementia on Tuesdays between 10am-12. Carers welcome. Ask for Mark Williams.

- BarberShop, 23 Market Street, Wolverhampton, WV1 3AG, 01902 771144 Unisex Hairdressers & Barbers.

Offers a quiet time for those living with dementia on Mondays or Wednesday. Carers welcome. Ask for Sue.

Dementia Friendly Pubs & 1 Members Club

The Chestnut Tree, Finchfield – Stephanie Smith, Manageress, Full table Service and a designated table provided. (Sizzling Pubs Chain).

The Giffard Arms, Victoria Street, City Centre, Gary, Quiet table provided

The Duke of York, City Centre, Bea Lane, Manageress, Back room snug provided for quiet times

The Emerald Club, Cannock Road, Pat – Manager. Quiet table provided



Wolverhampton Grand Theatre

Our in-house Memory Cafes take place in the Encore Lounge on the last Thursday & Friday of the month from 10am-12pm. These events are free to attend for those living with dementia, their loved ones & carers and feature an hour of live professional entertainment. Refreshments are also provided free of charge and we host a raffle with the chance to win theatre tickets! Tickets can be booked by contacting Remy Lloyd by email- remyl@grandtheatre.co.uk or by phoning 01902 57 33 20 (weekdays between 8.30am-4.30pm) Please note that face-coverings must be worn at all times whilst visiting the Grand Theatre unless exempt. We encourage customers to do a lateral flow test before attending.

Virtual Memory Cafes have been filmed and emailed out to the Dementia Friendly Mailing List. The videos feature professional, local performers on our Stage singing a wide range of songs over a series of four videos. These videos are free to access and are available to watch via YouTube at any time after they have been sent out. Anyone wishing to access this service can contact Remy Lloyd on remyl@grandtheatre.co.uk / 01902 573 320.





Please check opening times and contact before attending. Tel:01902 761192

St Columba's Day Centre

St. Columba's Day Centre provides a vital care service, offering social activities, promoting independence and social inclusion to people living with mild to moderate Dementia. We want to enable members to remain in their own homes, alleviate loneliness and isolation. We play musical bingo, reminiscence sessions, quizzes, art and craft and games such as indoor bowls and skittles. We are open 9am - 3pm at the moment, members can have tea and toast on arrival, a two-course hot lunch and tea and biscuits in the afternoon. This gives their carers some much needed respite, knowing they are in safe hands for the day. We are following all Covid 19 guidelines, including social distancing, sneeze screens, hand hygiene and all staff wear masks, so we cannot do certain activities, but we can still find plenty of things to keep you occupied. Please view our web site www.stcolumbasdaycentre.org.uk for more information or give me a call on 01902 761192

Fiddle Fingers Quilts

Making Fiddle Quilts for people with dementia

During lockdown many people have been looking at our Facebook page for inspiration (search fiddle fingers quilts).

There is lots more information on how to make these colourful tactile little quilts on our website www.fiddlefingersquilts.co.uk

Work with people with dementia

Planning ahead for 2022?

Making mini fiddle quilts with care home residents

Reminiscence work with residents using textile design

Action and Awareness for young people

Book a dementia friends information session for your pupils

Many of your pupils will have family and friends living with dementia whose health and wellbeing has been compromised by the lockdown

Dementia Friends information sessions differentiated according to age and ability available via video conferencing. Especially suitable for Junior school pupils and Health and Social Care students.

Also extension activity: developing a model for children to support family and friends affected by dementia.

For more information contact Karen Perry 07968875241





Wolverhampton Social Prescribing Service

Who is it for?

- Do you feel isolated & want support to meet other people?
- Do you feel low or a bit anxious and might feel better joining a social group?
- Do you have a long term chronic health condition which would be helped through community activities?
- Do you need help to find practical support or advice with practical issues such as money, health or wellbeing?

If the answer to any of these questions is yes then the Social Prescribing service might be able to help.

What is Social Prescribing?

It is a non-medical approach to improving your health and wellbeing. It can help you to have more control over your own health and find ways to improve how you feel in a way that suits you.

How does it work?

Social prescribing is not designed to replace medical support but getting involved with local groups & activities can help you get better and feel better faster than medicine alone.

Your Link Worker will listen to you and put you in touch with people and activities that might help you to feel better. They might introduce you to a community group, a new activity or a local club. Or they might help you find information or access advice about a particular issue.

We link people into things like:

Friendship groups, walking groups, arts & crafts, access to advice about debt, training & volunteering or information about managing your health

How do I get involved?

You need to ask your GP or another worker who knows you to refer to the service. We will contact you within a few days and talk about how we might be able to help in a way that works for you.

Want to know more?

Get in touch either by

- Phone 01902 328987
- Email spinfo@wolverhamptonvsc.org.uk

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

Ellie Cross E-mail: ellie.cross@wolverhampton.gov.uk

For further information Visit: [Wolverhampton Information Network / search Dementia](#)

Useful Contacts

Age Uk – **01902 572060**

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**

Compton Care – 0300 **325 0250**

Dementia Uk – **0800 888 6678**

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**