

Dementia Support Service Overview

The Dementia Support Service will be available in Leicester and Leicestershire to adults aged 18 plus, who have received a formal diagnosis of dementia.

The service will also offer support to families and informal carers.

The service will be delivered face-to-face and remotely (by telephone or online) as appropriate.

There will be a single telephone number and email address for referrals to and enquiries about the service.

When a referral is received a member of the team will establish contact with the person by telephone within two weeks. Dependent upon Covid-19 restrictions, some appointments may be undertaken remotely by telephone or online. Following on from this initial contact, the service user and their informal carer will receive an invitation to attend a Post Diagnosis Group Meeting.

The service will offer access to:

- Personalised One to One Support
- Information, Advice and Signposting
- Post Diagnostic Support
- Social Groups and Activities
- Informal Carer Learning Sessions
- Digital Resources

Personalised One to One Support

One to one support will :

- Be delivered through a personalised plan that is designed to enable the person living with dementia to achieve goals that are important to them.
- Be delivered by a named worker and will be responsive to the changing needs and preferences of the person living with dementia.
- Include a combination of face-to-face support, telephone support and the use of digital platforms such as Zoom.

Information, Advice and Signposting

The service will offer personalised, one-to-one support on a range of issues including income maximisation, Lasting Powers of Attorney and welfare benefits including disability benefits, carers allowance and income related benefits.

The signposting element of the service will help people to identify other sources of support that they may benefit from.

Post Diagnosis Group

Every person who receives a formal diagnosis of dementia will be invited to attend a Post Diagnosis Group within three months of receiving their diagnosis. The Post Diagnosis Group will support people to adjust to their diagnosis of dementia and will provide information and support, that is tailored to individual needs.

Everyone who attends the Post Diagnosis Group will receive an information pack that will include information that has been tailored to meet their individual needs.

The information pack will include:

- Preparing to inform family members about a diagnosis of dementia.
- Adjusting to the idea of living with dementia.
- Understanding options for therapeutic activities, including pharmacological and non-pharmacological approaches (e.g., medication and Cognitive Stimulation Therapy).
- Information about support groups, including social groups and memory cafes.
- An overview of the support that is available in the community and how to navigate the health and social care services that are available to a person who is living with a diagnosis of dementia.

Social Group Support

The service will facilitate a programme of community group activities, including carers groups, memory cafes and peer support groups.

Informal Carer Learning

Informal Carer Learning will enable families/informal carers to support individuals living with dementia and help ensure that they can lead as full and active a life as possible. Carers will gain the knowledge and skills they may need to continue in their

caring role. This will include: Understanding Dementia; Welfare Benefits; First Aid; Mindfulness; Moving and Handling and Looking After Yourself.

Digital Support

The service will provide access to a range of digital information and activities that enable people to connect with the support that they need, participate in social activities and obtain information via web-based content.

Location

The service will operate across Leicester and Leicestershire.

The administrative base of the service will be at: 244 London Rd, Leicester LE2 1RH.

Staff will also be based in localities throughout Leicestershire.

The service will be available weekdays, 8.30am - 5.30pm.

For further information prior to service commencement:

Telephone: 0116 2237360

Email: dementiasupport@ageukleics.org.uk