Sources of support
Practicalities
We know how hard it is when you, or a person you care for, has a diagnosis or suspected diagnosis of dementia. It’s natural to worry about how you’ll cope, now and in the future.

But you’re not alone. In this booklet, you’ll find details of many services and organisations that can help you get the support and advice you need.

There may not be a cure for dementia, but there is care – and care can change lives.

Contents

1. Admiral Nurses page 3
2. Practicalities page 4
3. Driving page 6
4. Communication page 8
5. Continence page 10
6. Health page 12
7. Safety outside the home page 14
8. Safety inside the home page 15
9. Making life easier page 17
10. Organisations offering help and support page 19
What is dementia?
Dementia is an umbrella term for a range of progressive disorders affecting the brain, including Alzheimer’s disease: the most common type of dementia.

Each form of dementia stops a person’s brain cells working properly in specific areas, affecting their ability to remember, think and speak. Common symptoms include memory loss, confusion, and problems with speech and understanding.

The symptoms gradually get worse over time, and eventually, they can affect the ability to do even the simplest tasks.

Anyone can get dementia – and it affects more than just the person living with the condition. Almost all of us will know someone who has dementia, and family and friends often become part-time or full-time carers.

Whether you’re living with dementia or caring for a friend or family member, the right support can help you to take back control, feel more confident and find positive solutions to the challenges you’re facing.

1. Admiral Nurses
Admiral Nurses are specialist dementia nurses.

Continually supported and developed by Dementia UK, they provide life-changing support for families affected by all forms of dementia – including Alzheimer’s disease.

As dementia specialists, Admiral Nurses help families manage complex needs, taking into account the person living with dementia and the people around them. They can also advise other healthcare professionals.

Our nurses help people living with dementia stay independent for longer, and support the people who care for them.

Most Admiral Nurses work in the community, supporting people with dementia and their families at home. You can use our website to find an Admiral Nurse in your area: visit dementiauk.org/get-support/find-an-admiral-nurse/. They also work in some NHS hospitals and GP surgeries, and in Admiral Nurse clinics.
If you would like to speak to an Admiral Nurse for practical or emotional support with any aspect of dementia, you can call our Dementia Helpline free of charge on 0800 888 6678 (Monday to Friday 9am-9pm, Saturday and Sunday 9am-5pm, every day except 25th December.)

You can also email our Admiral Nurses at **helpline@dementiauk.org** or fill in the contact form on our website: visit dementiauk.org/get-support/dementia-helpline-alzheimers-helpline/

If you would like a pre-booked appointment with an Admiral Nurse virtual clinic at a time to suit you, please visit dementiauk.org/get-support/closer-to-home/ to arrange a phone or video call.

2. Practicalities

**Your GP**

Your GP is likely to be your first port of call for many issues relating to dementia, from starting the process of getting a diagnosis to managing physical or mental health symptoms. They can also refer people to specialist services such as memory clinics for further investigations, advice and treatment.

Increasingly, GP appointments are being offered online or by phone, but you should still be able to arrange a face-to-face appointment if it’s needed, or, if the person with dementia is unable to leave the home, a home visit may be possible.

Your GP surgery will be able to tell you how to book appointments. There may be several ways, including by phone, online or using an app. You may need to phone at a specific time to book a same-day appointment.

If you’re looking for a new GP, you can find practices in your area on the NHS website: nhs.uk/service-search/find-a-gp/

**NHS 111**

NHS 111 can help if you need urgent advice with a medical problem, including when your GP surgery is closed.

You can contact NHS 111 by calling 111 (24 hours a day, seven days a week) or use the online service at 111.nhs.uk
When you contact 111, the call handler will ask you questions about what’s wrong and advise what to do next. For example, they might give you advice on managing the problem at home, book you a face-to-face appointment with a GP or other health professional, or if necessary, recommend going to A&E, including calling an ambulance if the person needs urgent treatment.

**Social Services**

There are many ways in which Social Services might be able to make life a little easier for people with dementia and their carers – for example, visits from a home carer, access to day clubs and respite, meals on wheels and help with making home adjustments.

Most of the help you may receive from Social Services will be means-tested based on the finances of the person living with dementia, although some may be free regardless of their financial situation, such as some home adaptations and equipment (if they cost less than £1,000 each.)

To apply for home equipment or adaptations, you’ll need to contact your local authority and ask for a Home Assessment. You can find details of your local authority at [gov.uk/apply-home-equipment-for-disabled](https://www.gov.uk/apply-home-equipment-for-disabled)

If you want to apply for support such as a home carer, access to day centres or lunch clubs, larger home adaptations or help with moving to a care home, contact the local authority and ask for a Needs Assessment by Social Services. You can find their contact details here: [gov.uk/apply-needs-assessment-social-services](https://www.gov.uk/apply-needs-assessment-social-services)

**Carer’s Assessment**

If you’re caring for someone with dementia, you can request a Carer’s Assessment and may get access to services or benefits to support you in your caring role.

You can apply for a Carer’s Assessment by contacting your local authority’s Adult Social Services – find your local authority at [nhs.uk/service-search/other-services/Local-Authority-Adult-Social-Care/LocationSearch/1918](https://www.nhs.uk/service-search/other-services/Local-Authority-Adult-Social-Care/LocationSearch/1918)

You can read Dementia UK’s leaflet on the Carer’s Assessment here: [dementiauk.org/the-carers-assessment](https://www.dementiauk.org/the-carers-assessment)
3. Driving

The Blue Badge scheme: accessible parking
If you have dementia, or care for someone who has dementia, you can apply for a Blue Badge. The Blue Badge scheme allows people who are disabled or have a health condition, or their carers, to park for free in a number of places:

- on streets with parking meters or pay-and-display machines, for as long as you need to
- in disabled parking bays on streets for as long as you need to, unless a sign says there is a time limit

You must check the signs in private car parks to read their Blue Badge criteria.

A Blue Badge costs up to £10 in England and Northern Ireland and £20 in Scotland. It’s free in Wales. They usually last up to three years. You must reapply for a Blue Badge before your current one expires.

For England, Wales and Scotland, you can apply:

- online: [gov.uk/apply-blue-badge](https://www.gov.uk/apply-blue-badge)
- by phone: England 0343 100 1000; Scotland 0343 100 1001 and Wales 0343 100 1002
Sources of support and advice

For Northern Ireland, you can apply:

- online: nidirect.gov.uk/services/apply-or-renew-blue-badge-online
- by phone: 0300 200 7818
- by email: bluebadges@infrastructure-ni.gov.uk

**DVLA/DVA**

If you, or a person you are caring for, has dementia and drives, the Driver and Vehicle Licensing Agency (DVLA) – or in Northern Ireland, the Driver and Vehicle Agency (DVA) – needs to be informed.

It won’t necessarily mean giving up driving straight away – you could be issued with an annual licence or be required to take a free driving test. But if you do not tell the DVLA/DVA, you could be fined up to £1,000.

You can contact DVLA Medical Enquiries:

- by phone: 0300 790 6806 (Monday-Friday 8am-7pm, Saturday 8am-2pm)
- by online form: visit assets.publishing.service.gov.uk/government/uploads/system/
4. Communication

Barring outgoing calls
Sometimes, people with dementia make repeated phone calls to certain numbers. This can be both upsetting and, if the person is calling premium rate numbers, expensive.

Some landline phone companies have services to limit outgoing calls to a short list of approved numbers.

- BT’s Network Controlled Calling allows the caller to dial up to 10 numbers, which might include friends, family, GP etc, but blocks others. To set this up, call 0800 919 591 (Monday-Friday 8am-5pm) or email ncc.g@bt.com. You can also cap your bills so the caller can’t exceed a set spending level. Call 0800 800 864 (Monday-Friday 8am-6pm) or download the application guide at bt.com/content/dam/bt/help/including-you/BT_Basic_.pdf

- Virgin’s Call Barring service lets you block outgoing calls to specified numbers. You can set this up yourself using the instructions on pages 8-9 of...
your Virgin Phone Guide: store.virginmedia.com/content/dam/eSales/Downloads/Phone%20User%20Guide.pdf

You can also buy devices from Truecall that allow you to block calls to certain phone numbers. For more information phone Truecall 0800 0336 330 or visit truecall.co.uk

To block outgoing calls from a mobile phone, see your phone instruction manual for details.

**Stopping cold calls**

To stop unsolicited cold calls from UK callers on your landline and/or mobile, you can register for free with the Telephone Preference Service (TPS.) Once you’ve registered, telemarketers are legally bound not to call you.

You can register at tpsonline.org.uk or by phone on 0345 070 0707.

The main phone networks also have services to bar some unsolicited phone calls, such as those from premium rate or withheld numbers:

- BT Network Controlled Calling: call 0800 800 864 (Monday–Friday 8am–6pm) or download the application guide at bt.com/content/dam/bt/help/including-you/BT_Basic_.pdf

- Virgin Media Anonymous Caller Rejection: call 0345 454 1111 (or 150 from a Virgin phone)

- Sky Talk Shield: follow the online instructions at sky.com/help/diagnostics/sky-talk-shield/what-do-you-need-help-with or call 0333 759 2722 (Monday–Friday 9am–8pm, Saturday and Sunday 8am–5pm)

- TalkTalk CallSafe: call 1472 from your TalkTalk landline

Alternatively, you could buy and install a nuisance call blocking device, such as Truecall (see Barring outgoing calls, above.) For more information, visit truecall.co.uk or phone 0800 0336 330.

**Stopping unsolicited mail**

There are several ways to stop receiving mail, leaflets or flyers that you don’t want. To minimise unsolicited mail, it’s best to do all of these.

To stop receiving unsolicited mail that’s addressed to you, register with the free Mailing Preference
Service (MPS), preferably online at mpsonline.org.uk or on 020 7291 3310.

To stop receiving unaddressed mail like free newspapers and magazines, catalogues, information leaflets, advertising brochures, money-off coupons, local directories and product samples, you can join the Direct Marketing Association UK’s Your Choice service.

Sign up at mpsonline.org.uk/consumer/your_choice, by phone on 020 7291 3300 or by emailing yourchoice@dma.org.uk.

You can opt out of unaddressed mail delivered by Royal Mail by emailing optout@royalmail.com or phoning 0345 266 0858 (Monday-Friday 8am-6pm.)

Through the Fundraising Preference Service (FPS), you can choose to stop emails, telephone calls, addressed post, and/or text messages from a selected charity or charities.

You can sign up at fundraisingpreference.org.uk or call the helpline on 0300 3033 517.

5. Continence

Incontinence products
There are many products to help you or the person you care for manage incontinence,
including pads, pants, and chair and bed protection.

You can buy incontinence products in many pharmacies and supermarkets, as well as online. A Continence Product Advisor can help you decide which products are best for your needs: visit continenceproductadvisor.org

You could also ask your GP for a continence assessment, or book an appointment with a local continence clinic: visit bladderandbowel.org/news/continence-clinic-healthcare-search-tool/ to find your nearest. You don’t need a referral.

Continence clinics and District Nurses may be able to provide incontinence products on the NHS but they tend to be bulkier and less comfortable than many of the products you can buy.

**The National Key Scheme (NKS)**

With an NKS key (also known as a Radar key), you can access over 14,000 locked public toilets around the country in shopping centres, pubs, cafés, department stores, bus and train stations, and other places. Your key enables you to unlock the toilet door.

Disability Rights Shop sells NKS keys: visit disabilityrightsuk.org/shop/official-and-only-genuine-radar-key or phone 020 3687 0790.

You do not have to provide any proof of a dementia diagnosis or other health condition to order a key.

**Just Can’t Wait card**

The Just Can’t Wait card can help you get speedy access to toilets that are not normally available to the public, such as staff toilets.

The card is not guaranteed to give you access, but in many places, if you show it to a staff member they will let you use the toilet.

You can order a free card at bladderandbowel.org/help-information/just-cant-wait-card/ or by phone on 0800 031 5406.

**Changing Places toilets**

Changing Places toilets are accessible public toilets that have extra equipment and space to help people with continence needs, including hoists, adult-size changing benches and hygiene facilities.
6. Health

Eyecare
It’s important to have your eyes checked at least every two years to make sure that problems are diagnosed promptly and you have the correct prescription for your glasses or contact lenses. Many people are entitled to a free NHS sight test, including people aged 60 and over and those who receive free prescriptions.

Some opticians can visit people with dementia or other health conditions at home, in a care home or at a day centre to conduct an eye test, prescribe glasses or contact lenses and show you a range of frames.

You can find an optician at nhs.uk/service-search/find-an-optician

For advice about sight loss, contact the RNIB Helpline:

- by phone: 0303 123 9999 (Monday-Friday 8am-8pm, Saturday 9am-1pm)
- by email: helpline@rnib.org.uk
- by Relay UK: 18001 0303 123 9999

You can also download apps to your smartphone which give you directions to your nearest accessible toilet, such as:


- Changing Places app for Android phones: play.google.com/store/apps/details?id=changingplaces.map1

- Toilet Finder app for Apple phones: apps.apple.com/us/app/toilet-finder/id311896604


You can find local Changing Places toilets or plan a journey around the location of these toilets at changingplaces.uktoiletmap.org
Sources of support and advice

• by phone: 0800 808 0123 (Monday-Friday 9am-5pm)
• by Relay UK: 18001 then 0808 808 0123 (Monday-Friday 9am-5pm)
• by post:
  Information Line
  RNID
  9 Bakewell Road
  Orton Southgate
  Peterborough
  PE2 6XU

Dental care
Going to the dentist may be a challenge for people with dementia if they don’t understand what’s happening, can’t follow instructions or can’t communicate that they’re in pain or discomfort.

If you or someone you care for is struggling with dental appointments, your dentist may be able to refer you to a specialist NHS dental service. The dentist might see you in a hospital, health centre or mobile clinic, or be able to visit you at home or in a care home.

For advice on any dental issues, contact the Oral Health Foundation’s Dental Helpline by phone on 01788 539780 (Monday-
Speak to your local pharmacy or the administrator at your GP surgery about how they can help.

7. Safety outside the home

Identity cards, jewellery and accessories

It’s a good idea for people with dementia to carry a form of identity that explains that they have dementia and includes emergency contact details. This can help if they have an accident or are unsure where they are.

You could sew this information into the person’s jacket or a handbag so that it’s not easily removed.

If you’re a carer, carrying an identity card saying that you care for a person with dementia can help ensure they get support if you are taken ill.

Our Admiral Nurse Dementia Helpline can send you identity cards for you and the person you care for. Call 0800 888 6678 (Monday–Friday 9am–9pm, Saturday and Sunday 9am–5pm) or email helpline@dementiauk.org to request these. Alternatively,
they are included at the back of this leaflet for you to cut out and carry.

You can also buy identity jewellery like necklaces, bracelets and watches engraved with the person’s condition, an ID number and a 24-hour emergency phone number.

You can buy these from MedicAlert online at medicalert.org.uk or by phone on 01908 951045 (Monday-Friday 8am-3.30pm, Saturday 9am-3pm.)

**The Herbert Protocol**
This national scheme encourages carers to compile useful information about a person with dementia – such as their physical description, health conditions and places of significance – which could be used in the event of them going missing.

You can give copies to family, friends and neighbours, and to the police if the person is missing.

You can download a Herbert Protocol form at met.police.org/heritbprotocol

**Hidden Disabilities sunflower lanyard**
The sunflower lanyard signals that a person has a hidden disability. It can alert people, including shop staff, health professionals and members of the public, to the fact that the person may need additional support or more time to complete tasks.

You can attach a generic card explaining that the person has an invisible disability, or a personalised identity card.

You can buy a sunflower lanyard at hiddendisabilitiesstore.com/shop.html. Some supermarkets also give them out free of charge at their Customer Service desks.

**8. Safety inside the home**

**Personal safety alarms**
If you’re worried that you, or a person you care for, might fall or be taken ill when alone at home, a personal safety alarm could ease your worries.

These are portable alarms that are worn on a cord or wristband. When pressed, someone from the personal safety alarm company
will speak to you through the device, assess the situation and contact a family member or call for medical assistance. Some personal alarms also have GPS to track the person’s location if they need help, and fall alarms in case the person is unable to press the button due to injury or confusion.

You may be able to get a personal alarm through a Needs Assessment from your local authority – see our section on Social Services on page 5 for information.

Otherwise, you can order your own alarm. You’ll usually pay an upfront fee and then a monthly/yearly subscription.

Companies that supply personal safety alarms include:

- Age Co: visit personalalarms.ageco.co.uk, phone 0800 085 8032 (Monday-Friday 9am-5pm) or email enquiries@ppptakingcare.co.uk
- Careline: visit careline.co.uk, phone 0800 101 3333 (Monday-Friday 8am-7pm, Saturday 10am-4pm) or email info@careline.co.uk

- Taking Care: visit taking.care or phone 0800 085 7371 (Monday-Friday 8am-6pm)

**Fire Service home safety visits**

Most Fire Services offer free Safe and Well home visits (also known as Home Fire Risk Assessments or Home Safety Fire Checks.)

They will help you identify risks within the home, explain how to avoid these risks, help you write an escape plan in case of emergency, and test your smoke alarms. You may also be eligible to have free smoke alarms fitted.

You can request a visit for yourself or someone you care for by contacting your local Fire Service: find details at fireservice.co.uk/information/ukfrs/

**Neighbourhood Watch**

Neighbourhood Watch schemes are community schemes that can help you stay safe in your immediate area. Members help to reduce local crime rates by sharing crime prevention advice, reporting incidents in the area, and generally looking out for their neighbours, particularly those who are vulnerable.
Sources of support and advice

They may also be able to supply door or window stickers to prevent cold callers knocking on your door.

You can find out if Neighbourhood Watch operates in your area at ourwatch.org.uk/get-involved/find-my-local-scheme

9. Making life easier

*Disclaimer: the inclusion of the companies listed below is for information only. Dementia UK is not affiliated with these companies and their inclusion is not an endorsement. If you would like advice on which adaptive and assistive products would be helpful for you or the person you care for, please contact our Helpline to speak to an Admiral Nurse – see page 3 for details.

Home adaptations, equipment and assistive technology

There are lots of home adaptations, equipment and technology that can make life easier for people with dementia. Following a Needs Assessment, you may be eligible to have some of these paid for by Social Services – see our section on Social Services and the Needs Assessment on page 5 for information on how to contact your local authority’s Social Services department.

Living Made Easy is an impartial advice and information website about daily living equipment and other aspects of independent living, developed by the Disabled Living Foundation. For advice on ways to make life easier, phone 0300 999 0004 (Monday-Friday 9am-5pm) or visit livingmadeeasy.org.uk

Mobility aids

If you need a wheelchair, walking frame or other mobility aid, your GP can refer you to an Occupational Therapist who may be able to provide one free of charge.

There are also a number of other suppliers that sell or rent mobility aids. You may be able to claim an NHS voucher to cover some or all of the cost. Your local Social Services department can give you information about equipment showrooms or Disabled Living Centres in your area where you can get advice and try mobility aids before you hire or buy.

**Washing, grooming and dressing**

You can buy toiletries such as no-rinse shampoo and body wash, hygiene products, personal care items and adaptable clothing to help people with dementia from a number of suppliers, such as the specialist companies below.

**Ability Superstore**

A supplier of independent mobility aids that can help with walking, bathing, cooking, eating and more.

Visit [abilitysuperstore.com](http://abilitysuperstore.com) or call 0800 255 0498 (Monday-Friday 8.30am-5pm.)

**The Complete Care Shop**

A supplier of care equipment for elderly and disabled people, including washing, dressing and personal care aids.

Visit [completareshop.co.uk](http://completareshop.co.uk) or phone 03330 160 000 (Monday-Friday 8am-8pm; Saturday, Sunday and Bank Holidays 8.30am-5.30pm.)

**Disabled Living**

A company that sells disability aids and equipment, with a helpline where you can seek advice and information from an Occupational Therapist or Continence Specialist.

Visit [disabledliving.co.uk](http://disabledliving.co.uk) or phone 0161 214 4590 (Monday-Friday 9am-4.30pm.)

**Living Aids UK**

A website that offers specialist products for people living with dementia. Items range from health and wellbeing products to mobility and hygiene aids. A donation to the Disabled Living Foundation is made with every purchase.

Visit [livingaidsuk.co.uk](http://livingaidsuk.co.uk) or email info@livingaidsuk.co.uk

**NRS Healthcare**

A company selling daily living aids including grab rails, bath seats and eating and drinking aids. You can contact them on 0345 121 8111 (Monday-Friday 8am-8pm, Saturday and Sunday 9am-5pm) or visit their website at [nrshealthcare.co.uk](http://nrshealthcare.co.uk)
Organisations offering help and support

The following pages provide information about other organisations that may be helpful to you.

**Age UK**
A UK-wide charity that can provide information and advice, insurance, legal and financial advice and Wills, daycare, carers’ groups, community dementia support workers, and telephone befriending.

Website: [ageuk.org.uk](http://ageuk.org.uk)
Phone: 0800 678 1602 (8am-7pm, 365 days a year)

**The Bladder and Bowel Community**
The Bladder and Bowel Community provides online support for people with bladder and bowel control problems. They also run a closed community Facebook Group. Through selected partnerships, they provide products and services to assist in managing bladder and bowel control problems.

Website: [bladderandbowel.org](http://bladderandbowel.org)
Phone: 0800 031 5406 (home delivery service)
Facebook group: [facebook.com/groups/BandBCommunity/](http://facebook.com/groups/BandBCommunity/)

**Carers Trust**
A charity which supports unpaid carers through its network of independent Carers Trust partners. They provide grants, short breaks, information, advice, education, training, emotional and practical help. There is also a service to connect you with local services and respite care.

Website: [carers.org](http://carers.org)
Phone: 0300 772 9600 (general enquiries)
Email: [info@carers.org](mailto:info@carers.org)
Carers UK
A charity offering expert advice, information and support for all carers, including advice leaflets on issues such as the Carer’s Assessment, benefits and housing. There is also an online forum and a free confidential helpline.

Website: [carersuk.org](http://carersuk.org)
Phone: 0808 808 7777 (Monday-Friday 9am-6pm)
Email: [advice@carersuk.org](mailto:advice@carersuk.org)

The Charity for Civil Servants
A charity providing practical, financial and emotional support to current and former civil servants, including advice for people with dementia and their carers.

Website: [foryoubyyou.org.uk](http://foryoubyyou.org.uk)
Phone: 0800 056 2424 (Monday-Friday, 9am-4pm)

Cinnamon Trust
A charity which helps older people and those with health conditions to be with their pets for longer. Volunteers offer dog-walking, fostering if a person is in hospital, advice on pet-friendly care homes, and long-term care for animals whose owners have died or moved to accommodation where pets aren’t allowed.

Website: [cinnamon.org.uk](http://cinnamon.org.uk)
Phone: 01736 757900

Citizens Advice
Citizens Advice is a network of charities that offer free, confidential advice online, by phone, and in person. They give information and advice to assist people with money, benefits, housing, employment, legal, consumer and other problems.

Website: [citizensadvice.org.uk](http://citizensadvice.org.uk)
Phone: Adviceline (England) 0800 144 8848/Advicelink (Wales) 0800 702 8884 (both open Monday-Friday 9am-5pm)

Dementia Adventure
A charity which offers days out and holidays for people living with dementia and their carers. They also hold Dementia Skills webinars for carers.
Sources of support and advice

Dementia UK
Dementia UK is the specialist dementia charity. Our specialist Admiral Nurses provide life-changing care and support for families affected by all kinds of dementia, including Alzheimer’s disease.

Our Admiral Nurses work in the community, in some NHS hospitals and GP practices, on our Dementia Helpline and in clinics.

We also provide a wide range of advice leaflets and online information on every aspect of dementia.

Website: dementiauk.org
Phone: Admiral Nurse Dementia Helpline 0800 888 6678 (Monday-Friday 9am-9pm, Saturday and Sunday 9am-5pm, every day except 25th December.)

Email: helpline@dementiauk.org
If you would prefer a pre-booked appointment by phone or video call at a time to suit you, visit: dementiauk.org/get-support/closer-to-home/

Elderly Accommodation Counsel
A charity offering older people and their carers advice and information about care and housing options in later life.

Websites: eac.org.uk (main charity website); firststopadvice.org.uk (independent advice website); housingcare.org (housing and care advice)
Phone: 0800 377 7070 (Monday-Friday 9am-3pm)
Email: enquiries@eac.org.uk

Friends of the Elderly
A charity offering one-off grants to people of state retirement age in England and Wales on a low income and not in a residential care home. The grants help with replacing essential items, such as basic furniture, flooring, and
household appliances. They can also help with paying utility bills.

Website: [fote.org.uk](http://fote.org.uk)
Phone: 0330 555 0378 (Monday-Friday 9am-5pm)
Email: enquiries@fote.org.uk

**Independent Age**
A charity providing advice and support to older people and their families on issues including money, housing, health and future planning. They also offer a helpline, and regular phone calls and visits to older people.

Website: [independentage.org](http://independentage.org)
Phone: 0800 319 6789 (Monday-Friday 8.30am-6.30pm)
Email: advice@independentage.org

**The Lewy Body Society**
A charity that funds Lewy body dementia research. They also raise awareness of Lewy body dementia and provide information and support for people with the condition and their carers.

Website: [lewybody.org](http://lewybody.org)
Phone: 0800 888 6678 (Monday-Friday 9am-9pm, Saturday and Sunday 9am-5pm)
Email: info@lewybody.org

**Parkinson’s UK**
Parkinson’s UK offers support and information to people affected by Parkinson’s disease/ Parkinson’s dementia, their families and carers through a network of local groups across the UK and an online forum. The charity also has a free confidential helpline.

Website: [parkinsons.org.uk](http://parkinsons.org.uk)
Phone: 0808 800 0303 (Monday-Friday 9am-6pm, Saturday 10am-2pm)
Email: hello@parkinsons.org.uk

**Pathways Through Dementia**
A charity which provides free legal and financial information to support people living with dementia and their carers. It helps people unravel the legalities of the dementia journey, assisting with things such as paying for care, managing finances and welfare benefits.
Website: [pathwaysthroughdementia.org](http://pathwaysthroughdementia.org)
Phone: legal helpline 020 3405 5940 (opening hours vary)
Email: swilcox@pathwaysthroughdementia.org

**RAF Benevolent Fund**
A welfare charity supporting current and former members of the RAF, their partners and dependants. Their services include welfare breaks, grants to help with financial difficulty and getting about inside and outside the home, specialist benefits advice and support with care needs.

Website: [rafbf.org](http://rafbf.org)
Phone: 0300 102 1919 (Monday-Thursday 9am-5pm, Friday 9am-4pm)
Email: welfarenavigators@rafbf.org.uk

**Rare Dementia Support**
RDS supports people affected by seven of the rare dementias, including their carers and bereaved carers. These are: familial Alzheimer’s disease (FAD), frontotemporal dementia (FTD), familial frontotemporal dementia (fFTD), posterior cortical atrophy (PCA), primary progressive aphasia (PPA), young onset Alzheimer’s disease (YOAD) and Lewy body dementia (LBD.)

Website: [raredementiasupport.org](http://raredementiasupport.org)
Phone: 020 3325 0828
Email: contact@raredementiasupport.org

**The Red Cross**
A charity providing local, practical and emotional support, including help at home, financial advice and help for people in crisis. It also offers short-term wheelchair hire.

Website: [redcross.org.uk](http://redcross.org.uk)
Phone: 0344 871 1111 (seven days a week, 8am-6pm)

**The Relatives and Residents Association**
The charity for older people needing care or in care homes, and their family and friends. Its helpline offers information, advice and support on care issues affecting older people.
Website: **relres.org**
Phone: 020 7359 8136 (Monday-Friday 9.30am-1pm, plus Thursdays 6pm-8pm)
Email: **helpline@relres.org**

**Revitalise**
A charity that provides respite breaks and holidays for disabled people and carers. They are able to subsidise breaks for people in financial need.

Website: **revitalise.org.uk**
Phone: 0303 303 0145
Email: **bookings@revitalise.org.uk**

**The Royal British Legion**
The Royal British Legion provides lifelong support for the Royal Navy, British Army, Royal Air Force veterans, and their families. Services range from providing dedicated care homes for older veterans, to support for carers, to helping ex-serving personnel and their families to live safely at home. It also provides expert guidance on housing, rights, benefits, pensions and allowances.

Website: **britishlegion.org.uk**
Phone: 0808 802 8080 (seven days a week, 8am-8pm)

**Samaritans**
A charity providing a 24-hour telephone listening service for anyone who feels life is not worth living or in need of emotional support.

Website: **samaritans.org**
Phone: 116 123 (24 hours a day, 365 days a year)
Email: jo@samaritans.org

**The Silver Line**
A free helpline for older people that can offer conversation and friendship, information and advice, links to local groups and services, and regular friendship phone calls.

Website: **thesilverline.org.uk**
Phone: 0800 4 70 80 90 (24 hours a day, 365 days a year)
EMERGENCY CARD

My name is __________________________

I care for ____________________________
who has memory problems and is dependent on me.

If something happens to me please ensure that they are not left alone.

EMERGENCY CARD

My name is ____________________________

I have memory problems and may need help.

Please be understanding and patient.
Please contact
Name: ____________________________
Telephone number: ________________
Second contact: ____________________
Telephone number: ________________

For advice on caring for a person with dementia, call our Admiral Nurse Dementia Helpline: **0800 888 6678**
dementiauk.org
Registered charity in England and Wales (1039404) and Scotland (SC047429)
Our Admiral Nurses can help

If you have any questions or concerns about dementia, you can call our dementia specialist Admiral Nurses on our Helpline for free.

Call **0800 888 6678** or email **helpline@dementiauk.org**

Opening hours:
Monday-Friday, 9am-9pm
Saturday-Sunday, 9am-5pm

To pre-book a video call/phone appointment with an Admiral Nurse virtual clinic, visit [dementiauk.org/get-support/closer-to-home/](http://dementiauk.org/get-support/closer-to-home/)
If you’re caring for someone with dementia or if you have any other concerns or questions, call or email our Admiral Nurses for specialist support and advice.

Call 0800 888 6678 or email helpline@dementiauk.org

Open Monday-Friday, 9am-9pm
Saturday and Sunday, 9am-5pm

If you have feedback about any of our leaflets, please email feedback@dementiauk.org

We receive no government funding and rely on voluntary donations, including gifts in Wills.

For more information on how to support Dementia UK, please visit dementiauk.org/donate or call 0300 365 5500.

Publication date: Nov 2021
Review date: Nov 2022
© Dementia UK 2021

The information in this booklet is written and reviewed by dementia specialist Admiral Nurses.

We are always looking to improve our resources, to provide the most relevant support for families living with dementia. If you have feedback about any of our leaflets, please email feedback@dementiauk.org

Dementia UK, 7th Floor, One Aldgate, London EC3N 1RE
Dementia UK is a registered charity in England and Wales (1039404) and Scotland (SC047429.)

DUKIL03_1