

Dementia Support Services

Information for people living with dementia and their carers



About this factsheet

This factsheet is for people living with dementia and family or friends who support them. It tells you about the support that Social Services can provide for people living with dementia and gives you information about other support and information that are available.

Living with dementia

If someone does have dementia, early diagnosis provides the best opportunities for treatment, information and support and gives people time to prepare and plan for the future.

It is important to recognise that a person living with dementia remains a person, and needs to be valued and supported as such. This is at the heart of what is known as **person-centred dementia care**.

While a range of neurological conditions can lead to a gradual loss of memory, difficulties with language, concentration and understanding, there is now clear evidence that people living with dementia can continue to lead enjoyable and purposeful lives with the right kind of support. This includes those living with dementia in their own homes as well as those living in care homes.

Community Dementia Support Service

A team of community-based dementia support workers is available to provide help and support to people who do not have a diagnosis of dementia but who are experiencing early stages of memory loss. You can contact the team yourself or ask your GP about the service.

☎ 01792 637711

Planning ahead

Someone with a diagnosis of dementia may wish to consider setting up a **Lasting Power of Attorney for property and affairs (LPA)** while they are able to give full and informed consent. The LPA enables them to choose a trusted person to make decisions about financial affairs on their behalf when they are no longer able to make those decisions.

The Older People's Commissioner for Wales has an easy guide to Lasting Powers of Attorney. See the Publications section of www.olderpeoplewales.com

Social Services' approach

We work in partnership with the health service and the third sector to provide information, advice, services and support. We have found that we can support people living with dementia most effectively by looking at all aspects of the person and the family or other carers who are supporting them as one whole.

We aim to provide support which enables people living with dementia to remain in their own homes or, where appropriate, move to a care home. Through building on a person's strengths, life history and current abilities, and by focusing on relationships, feelings and activities that have some meaning for the individual, we aim to develop and increase their independence and well-being.

As well as the support that is available from Social Services, a number of local organisations provide support for people living with dementia and their carers that can be accessed without the need for an assessment. See page 3 for more information.

Assessment of needs

Before someone can receive support from Social Services we will have to carry out an assessment of their needs. This is to ensure that they are eligible for our support, and that the services we can provide would be the most appropriate for their needs. Often, both social workers and health service staff will be involved in the assessment process, depending on the type of issues that someone is experiencing. There is more information in our factsheet *Social Services: Care and Support Assessments for Adults*.

Residential Assessment Service

Social Services has eight assessment beds within Tŷ Waunarlwydd residential home for adults aged over 60 living with dementia or a cognitive impairment. This service provides a short period of specialist care, assessment and intervention to identify individuals' strengths and support needs to enable them to continue to live in their own home. Our factsheet *Support to regain independence in a Dementia Assessment Unit* has more information on the function and referral process for this service.

Living at home with dementia

Care and support at home

Some people with dementia are able to have domiciliary care services to help them stay more independent at home.

Assistive technology

Assistive technology, also known as Telecare, can help with both the assessment and ongoing support of people with dementia. There are also sensors and gadgets that enable people to live more safely and do things they would otherwise be unable to do themselves.

www.atdementia.org.uk has information on assistive technology for people living with dementia.

Keeping active

People with dementia can benefit from regular activities that keep them active, just as other people do. Because of the

forgetfulness and confusion they experience, this can seem difficult to manage, but regular involvement in structured activities will often stimulate the brain and help people connect with their surroundings and with others.

Social Groups and Activities

People in the early stages of dementia may benefit from the social opportunities provided by community groups. Contact our Intake Team on 01792 636519 for information about groups in your area.

A number of local organisations offer open-access groups for people in the early to mid stages of dementia. Usually these provide activities that the individual and a carer can enjoy together. Examples include activities run by the Alzheimer's Society, the 'Forget Me Not' day clubs and the 'Musical Memories' choirs. See page 3 for details.

Day Centres

Following an assessment, Social Services' day centres can provide social opportunities for people living with dementia while also giving carers the chance of a break.

A 'Remember Me' group takes place at Norton Lodge day centre for people in the mid stages of dementia who can no longer participate in regular day services. This weekly group is run by staff with specialist training and offers person-centred, responsive support, activities to stimulate the brain and memory and the opportunity to socialise. Eligibility criteria apply for this service and people must be referred by a social worker or health care professional.

For more information ring our Intake Team on 01792 636519.

Support for carers

It is important that carers look after their own health and wellbeing. Sometimes you, the carer, may need a break from your caring responsibilities. This could be just for a few hours or may be a couple of weeks. It may be because you have an appointment or an event to attend, or to enable you to take a holiday yourself. In such circumstances we

may be able to arrange for the person you care for to be looked after in their own home, at a day service or in a residential care home. Again, eligibility criteria apply for this service.

Swansea Carers' Centre provides a Caring Break service at Tŷ Conway in Penlan to support carers of older people including those living with dementia. This offers both a day service and flexible respite that provides support to people in their own homes. Referrals can be made directly for either service but a charge is made if the service is not provided as part of someone's care and support plan. Tŷ Conway is open Monday to Saturday. Contact Tŷ Conway for more information.

One of the Council's residential care homes, The Hollies, provides short breaks for people living with dementia. For more information see our factsheet *Short Breaks (Respite) for Adults with Dementia*.

The Alzheimer's Society in Swansea regularly runs a 6-week Carers Information Programme which covers a range of topics related to caring for someone with dementia.

Long-term residential care

Sometimes it is no longer possible to care for someone with dementia at home. This may be because of the way their condition is affecting them, or may be because of the carer's own circumstances.

A number of care homes and nursing homes are registered to provide residential care for people with dementia and some have developed specialist support services. There is more information for those considering residential care in our factsheets *Choosing a Residential Care Home* and *Paying for Residential Care*.

Is there a charge for our services?

There is a charge for some of our services including care at home and residential care. Some charges are fixed, while others are based on how much you are able to pay. There is no charge for advice or initial assessment by a social worker.

Your social worker or care manager can give you more information on charges, or you can read more about how we charge for our services on our website.

Contact Social Services

If you are already receiving support from Social Services, speak to your social worker or care manager. Otherwise, to request an assessment or other information, contact:

Intake Team for Health and Social Care
Civic Centre
Swansea SA1 3SN

☎ 01792 636519

Email: intake@swansea.gov.uk

For a copy of any of the factsheets mentioned in this factsheet phone 01792 636902 or see

www.swansea.gov.uk/socialcarepublications

For more information about support for carers see www.swansea.gov.uk/carers or ring 01792 636902 to request a copy of the leaflet **Information for Carers in Swansea**.

Local groups and organisations

The Alzheimer's Society

Provides a wide range of support services locally for people with dementia and their carers. These are listed on the website.

Tŷ Garngoch, Hospital Road,
Gorseinon, Swansea, SA4 4LH

☎ 01792 531208

www.alzheimers.org.uk/SouthWales

Swansea Carers Centre

Information, support and training for carers.

104 Mansel Street, Swansea, SA1 5UE

☎ 01792 653344

www.swanseacarerscentre.org.uk

Tŷ Conway

1 Brenig Road, Penlan, Swansea, SA5 7BE

☎ 01792 578158

Forget Me Not Day Clubs

☎ 01792 448805

www.forgetmenotclubs.com

Musical Memories Choirs

☎ 01792 362122

www.lindenchurch.com/musical-memories-choir/

Dementia Friendly Swansea

Information about work taking place to make Swansea a dementia supportive community

www.dementiafriendlyswansea.org

Other sources of help and support

Wales Dementia Helpline ☎ 0808 808 2235

Alzheimer's Society

National helpline ☎ 0300 222 1122

Email: helpline@alzheimers.org.uk

Website: alzheimers.org.uk

Book Prescription Scheme

Some carers find it helpful to read the experiences of others who have been through a similar journey. Your GP can prescribe certain helpful books which you then collect from your local library. Just ask about the Book Prescription Scheme. Your library should also be able to give you advice and help you reserve books if they are not in stock.

Keep Safe Cymru Card

South Wales Police, along with partner agencies, have jointly developed a Keep Safe Card Scheme for anyone who has communication difficulties.

If the card holder is lost, a victim of crime or in any situation that means they need some

extra support, they can use the card to access help through the police. The card will hold basic information about the individual such as how they communicate, any health issues and any emergency contacts such as carers.

This information is held on a database in the police control room. For more information see www.south-wales.police.uk/en/contact-us/keep-safe-cymru-card/ or phone 01656 761804.

Swansea Social Services and personal information

When you are in touch with Social Services, we will keep information about you in written records and computer files. We will keep this information confidential, except where we need to share it with people providing you with care, or to protect you or other people.

You have a right to ask to see records we keep about you.

We can give you more information about how we handle personal information. Phone 01792 636902 for the factsheet *Your Personal Information*.

Comments and complaints

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the factsheet *Making a comment, complaint or compliment about Social Services*. For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in Welsh and in alternative formats, such as large print, on audio CD, in Braille, or electronically. Please phone 01792 636902 for copies.
