

**A guide for people
living with memory
problems or dementia,
and their carers
in Bollington, Disley
and Poynton**



Poynton with Worth Town Council

A guide for people living with memory problems or dementia, and their carers in Bollington, Disley & Poynton

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A guide for people living with memory problems or dementia, and their carers in Bollington, Disley & Poynton

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Introduction

If you have memory problems, a diagnosis of dementia or care for someone living with dementia, this booklet aims to provide details and help navigate the services and support available from different organisations and groups to help you or the person you care for in the Bollington, Disley and Poynton Care Community.

The booklet provides summary information and details where to find out more information, and is the reason for the detailed index, so readers are able to go to a relevant section quickly.

The booklet has been compiled from a number of different sources but isn't an exhaustive list of what's available. Information can also change. If you find some information isn't correct or you become aware of a service or organisation who you think others would benefit from knowing about, please contact Poynton Town Council on 01625 872238 with more information so it can be included in future publications.

The booklet aims to signpost you to what's available out there, it's not an endorsement of the services contained within.



Important message:

Ask for help when you need it, and ideally before anything becomes a real problem.

If you haven't done so already and you are concerned about your memory or a member of your family's memory, it's important to seek professional help as soon as you can. There are other reasons that may cause similar symptoms, so it's important to rule other problems out. Contact your local G.P. practice for advice.

What is Dementia

Dementia describes a group of symptoms that include problems with memory, thinking or language, and changes in mood, emotions, perception, and behaviour.

Dementia is a progressive disease, which means symptoms may be relatively mild at first, but they get worse over time. There are many types of dementia, but Alzheimer's disease is the most common.

(Definition taken from "What is Dementia?" by the Alzheimer's Society)

The risk of Dementia

Reducing the risk of dementia or delaying its onset, can be influenced by a wide range of lifestyle factors. Exercise in older people is associated with a slower rate of decline in memory and some thinking skills that occur with ageing.

Encouraging people (particularly in their forties and fifties) to reduce their risk of dementia will support them in living longer, healthier lives.

There are several lifestyle factors that can increase the risk of dementia:

- A sedentary lifestyle
- Excessive alcohol consumption
- Eating a poor diet, high in saturated fat, sugar and salt
- Obesity in midlife
- Smoking

Dementia symptoms

Everyone experiences dementia differently and different types of dementia can also affect people differently. Symptoms might include:

- Decline in memory i.e. difficulty recalling things that happened recently (short term memory) /difficulty remembering events from the past (long term memory).
- Difficulties with attention and concentration.
- Language difficulties e.g. finding it difficult to understand what others say, difficulty finding the right word, finding it difficult to express in words.
- Difficulty in recognising familiar faces, places and things.
- Decline in activities of daily living e.g. personal hygiene, cooking, cleaning, shopping, handling money, driving.
- Getting lost on what are familiar routes.
- Decline in judgement, planning and decision making.
- Changes in sleeping and eating habits.
- Behavioural symptoms e.g. being more irritable than usual, becoming aggressive, wandering, sexual disinhibition.
- Psychological symptoms i.e. low mood, anxiety, paranoia, hallucinations.



The Middlewood Partnership: General Practice services in Bollington, Disley and Poynton.

Disley: The Middlewood Partnership: The Schoolhouse Surgery

Address: 2 Buxton Old Road, Disley, Stockport, Cheshire. SK12 2BB

Email: ecccg.middlewood@nhs.net

Phone: 01663 762484

Website: <https://middlewoodpartnership.co.uk/>

Out of Hours: 111

Poynton: The Middlewood Partnership: McIlvride Medical Practice

Address: The Chestnuts, 5 Chester Road, Poynton, Stockport, Cheshire. SK12 1EU

Email: ecccg.middlewood@nhs.net

Phone: 01625 872134

Website: <https://middlewoodpartnership.co.uk/>

Out of Hours: 111

Poynton: The Middlewood Partnership: Priorslegh Medical Centre

Address: Civic Centre, Off Park Lane, Poynton, Stockport, Cheshire. SK12 1GP

Email: ecccg.middlewood@nhs.net

Phone: 01625 872299

Website: <https://middlewoodpartnership.co.uk/>

Out of Hours: 111

Bollington: The Middlewood Partnership: Bollington Medical Centre

Address: The Waterhouse, Wellington Rd, Bollington, Macclesfield. SK10 5JH.

Email: ecccg.middlewood@nhs.net

Phone: 01625 462593

Website: <https://middlewoodpartnership.co.uk/>

Out of Hours: 111



Medical appointments



The Middlewood Partnership has introduced a new way of contacting the surgery called AskmyGP. This allows you to contact your staff member of choice, whether that be a GP, nurse, or administrator, and have a direct conversation with them using your mobile device or computer. This system can also be used to book routine appointments, as well as contacting us with an acute problem. If you do not have access to a computer, or need support, please telephone the practice on weekdays between 08:00 - 18:30. If you need urgent advice or care outside of these hours, you can call 111 to see a local on-call GP.

Patient Access



Online Access

Repeat prescriptions, blood results and some aspects of medical records can be viewed online through apps such as the NHS App or Patient Access. The service is available at all times and can be accessed from any computer, tablet or mobile phone.

It is possible to request to act as a proxy for children, relatives and dependants that you care for using Patient Access in particular. This enables a parent, family member or carer to act on behalf of the patient with their access tailored accordingly. Appointment bookings, repeat medication requests, messaging and, where applicable, access to medical records, can easily be accessed by the proxy once a relative or person has been linked.

Requesting proxy access

Ask your GP Practice to register you for proxy access through the AskMyGP Service. If the relative or person you wish to act on behalf of is at a different practice to yourself, you can ask your relative's GP Practice to register you for proxy access.

What information do I need to provide to act on behalf of someone?

When the GP Practice registers a person for proxy access, identification (ID) will be required to establish you are the person that you say you are. A legal basis will also be required. If the relative or person you wish to act on behalf of is aged over 11 years, consent from them for the proxy access must be provided to the Practice and recorded in either:

- Verbal consent to the GP witnessing the consent.
- Written consent. A signed consent form, or a letter from the relative or person, requesting that you are given proxy access. This form should also detail the level of access you will require, if you are uncertain about what access you require, please discuss this with the GP Practice.

If the person for whom you are requesting access is not able to consent because they lack capacity, the GP Practice will ask for evidence of a Lasting Power of Attorney for health and welfare. If this is not available, what is known as a Best Interests Decision will need to be made by a clinician to decide if it is in the patient's best interests for you to have access to their records.

Dementia assessment and diagnosis

Diagnosis is made by bringing together information from different sources including; information from the patient and from those who know the patient well, memory tests, blood tests and possibly a brain scan. A brain scan is not always necessary to determine a diagnosis. Once you receive a formal diagnosis, you will be referred to the Dementia Reablement Team (or you can self-refer as long as you have had a diagnosis of dementia). See page 19.

Management of Dementia - medication

There is no cure yet for dementia and there is much still to learn about the condition, but there are certain treatments and strategies, including medications that can slow down the further decline in mental abilities. The aim of this is to help people with dementia have the highest possible quality of life, and is why health professionals will generally recommend a non-drug approach first before prescribing medication, unless symptoms are causing distress or risk of potential harm.

There are drugs that can help with the symptoms of dementia. Potential benefits of dementia medication include:

- to slow down the decline in mental abilities.
- improve mood and motivation.
- lessen agitation.
- helpful in reducing visual hallucinations.

For a person with vascular dementia, drugs will be offered to treat the underlying medical conditions that cause this type of dementia. These conditions often include high blood pressure, high cholesterol, diabetes or heart problems.

It's important to take medication regularly in order to see the full effect of the medication.

It's also important to be aware that some medication can produce side effects. Not everyone gets side effects and they tend to be temporary. They are most likely to occur either at the start of the therapy or when the dose is increased. In order to minimize the risk of potential side effects, it's usual to start with a low dose and increase it slowly.

More information about different treatments is available on the Alzheimer's Society website below.

<https://www.alzheimers.org.uk/about-dementia/treatments>



Living well with dementia

It's important to remain as fit and healthy as possible. These are some suggestions that help you to stay healthy.

Eat well

- Eating sugary foods can cause peaks and troughs in energy levels, making mood swings worse, try and avoid them.
- Make sure meals aren't missed.
- Consider finger foods if it's a struggle to eat using cutlery. 'Soft' foods are sometimes easier to deal with too.
- Drink plenty of fluids. Dehydration is a health risk and can increase confusion in someone with dementia. Older people should drink about 1.6 litres or six to seven glasses a day.

Stop smoking

- Smoking is bad for us all, however when a person has memory loss, smoking can also mean an increased fire risk.

Sleeping well

- People with dementia can become confused about night and day and may get up in the middle of the night, thinking that it is morning. Things that can help include:
- Limiting daytime naps (which can impact on sleeping through the night) and ensuring a range of stimulating activities to prevent dozing off during the day.
- Avoid caffeinated drinks such as tea and coffee, particularly in the evening.
- Take some form of exercise during the day.
- Finding soothing and relaxing ways to encourage sleep, such as a warm milky drink (which does not contain caffeine) at bedtime.

Support positive mental health

- A certain amount of depression or anxiety is very common in people with dementia - particularly in the early stages. As a carer or family member it's important to listen, offer affection, reassurance and support. Do not brush feelings aside or attempt to 'jolly them along' - their feelings are very real. If you are a person with memory problems or dementia, try and explain how you are feeling to others so they understand better.
- If a person is extremely depressed or anxious, ask a GP for advice - the sooner the better.

Manage alcohol intake

- Having a drink in company can be a pleasant way to relax. However, people with dementia can become more confused after a drink.
- Alcohol doesn't mix well with certain medicines. If in doubt, ask a GP for advice.



Living well with dementia cont'd.

Help with hearing

- Poor hearing can add to feelings of confusion and isolation. Ask a GP for a referral for a hearing test. The test and hearing aids, if needed, are free on the NHS.
- If a hearing aid is being used, make sure it's switched on and working properly.
As a carer:
- If hearing difficulties can't be resolved using a hearing aid, try to attract attention before speaking e.g. by touching an arm, facing each other when talking and speaking slowly and clearly.
- Change words rather than repeating the same phrase more loudly.
- Move away from distractions such as the television, radio or loud voices.
- Keep questions simple, with not too many questions at a time.

Looking after your eyesight

- Problems with eyesight can increase confusion in people with dementia and can make it harder to recognise people or objects. Optometrists have special techniques for assessing sight, which are useful for people in the later stages of dementia.
- If glasses have been prescribed, use them to prevent additional eye strain.
As a carer:
- If someone with dementia has sight problems, you may need to tactfully remind them to wear their glasses and check that lenses are clean.



Make your home safe and comfortable

Memory issues or problems recognising and interpreting objects can cause a good deal of frustration or create safety issues. To help a person with dementia or memory problems maintain their independence it's important to make their home as easy to manage as possible.

Changes to a home do not have to be expensive. With some simple adjustments, a home can become safer and more comfortable, enabling independence and allowing a person to potentially remain in their home for longer.

<https://www.dementiauk.org/get-support/maintaining-health-in-dementia/safe-comfortable-home-for-a-person-with-dementia/>

Preventing falls at home

People living with dementia are at an increased risk of falling, and may also find it harder to recover from injury afterwards.

If a person with dementia has had a fall, it's important to work out the cause so steps can be taken to prevent it from happening in future.

A personal alarm can help to raise assistance if falling is a problem. To prevent falls around the house, consider the following:

- remove rugs, as they can be loose and are easy to trip over
- make sure footwear or slippers fit properly
- remove other trip hazards, including objects and wires on the floor
- keep essential objects, such as glasses or television remotes in one set place, within easy reach
- don't rush or carry too much at once
- install bannisters or rails, to help with getting up and down stairs, or navigating around a bathroom
- encourage good general physical health and hydration

Mobility

If you have problems getting around your home, or getting out and about, there is a range of equipment available to help you. This can include electronic sensors, detectors, monitors, apps and alarms that can keep you safe at home

<https://www.cheshireeast.gov.uk/livewell/living-independently/equipment-for-independent-living>



Wellbeing Cheshire East - Telecare

Assistive Technology (also sometimes referred to as Telecare) is a range of electronic gadgets that can help people to live independently in their own home.

This includes things such as:

- sensors/detectors that link to a monitoring centre. For example; a falls detector, pendant alarm, smoke, low temperature and property exit sensors
- devices which use GPS to raise alerts to a carer or monitoring centres
- triggers/sensors that can support a person or their carer in and around the home. For example; pendant buttons, door contacts or motion sensors linked to a pager

The service includes support from a response centre and a falls pick up service.

This service is for adults over 18 years living in their own home (this excludes residential/care homes).

There are two ways to access the service:

- by speaking to an assistive technology provider. Cheshire East Council's Partner for assistive technology is Wellbeing Cheshire East. They can be contacted about accessing the service privately on 01323 644422.
- by having a social care assessment. This may lead to assistive technology being identified as meeting your eligible care needs.

Occupational Therapy Service - Cheshire East Council

Occupational Therapists (OTs) carry out assessments and provide services that help people remain as independent as possible in their own homes. This may include identifying equipment and/or adaptations at home. Advice and information can be offered over the telephone. However, if needs are more complex, a home visit may be required.

If an assessment shows that equipment is needed, for example, a mobile hoist and sling, or minor works such as stair rails, then these will be provided free of charge.

If major alterations to your home are required such as putting in a stair-lift or wet-floor shower, it might be possible to qualify for a Disabled Facilities Grant (DFG) to help pay for the work. This is dependent upon on finances.

Useful links for memory aids, clothing and continence

<https://www.adaptawear.com/>

<https://www.completecareshop.co.uk/>

<https://dementia.livebetterwith.com/>

<https://www.dementiauk.org/get-support/maintaining-health-in-dementia/continence/>



Working, benefits and allowances

Working with dementia

It may be possible to carry on working following a diagnosis of dementia. Consultation with an employer could mean a change in job role or reduction in hours. It may also be possible to claim benefits i.e. Employment Support Allowance or Universal Credit.

<https://www.alzheimers.org.uk/blog/work-dementia-how-tell-employer-diagnosis>

<https://www.alzheimers.org.uk/sites/default/files/2018-10/Employment.pdf>

Disability Information Bureau

Advisors at the Disability Information Bureau may be able to support a person with dementia and their employers to achieve this or signpost to other agencies for support. Contact them on 01625 501759 or email: info@dibservices.org.uk



Support for a person living with dementia

Needs assessment

If a person living with dementia or a carer is finding it difficult to cope with every day living tasks, then additional support may be required. Everyone is entitled to an assessment from Adult Social Care. The assessment will identify whether care and support needs are something that the Council can help with and advice or signposting to services that can provide support will be offered. This may include financial support subject to a financial assessment.

Ask a GP or another medical professional, for a referral or contact Adult Social Care on 0300 123 5010.

What is a personal budget?

A personal budget is the amount of money that is allocated to be spent on care following the needs assessment. Personal budgets can be paid as cash payments to buy the care and support by the individual. This is called a direct payment. Alternatively, care and support can be arranged by the Council.

Attendance Allowance

Attendance Allowance helps with extra costs if a person has a disability severe enough that requires a person to look after them, and is not means tested. It's paid at two different rates depending on the level of care that is needed because of a disability if the person is both:

- physically or mentally disabled
- State Pension age or older

It does not cover mobility needs. Other benefits can increase if a person receives Attendance Allowance. A person does not have to have someone caring for them in order to claim.

For more information see <https://www.gov.uk/attendance-allowance>

Attendance Allowance Helpline: 0800 731 0122.

Council Tax reduction

You are eligible for a Council Tax reduction following a diagnosis of Dementia. Telephone Cheshire East Tax Information Line on 0300 123 5013.



Support for carers

Information for carers

If you are a carer, your involvement is very important for the person you care for, whether the cared for are living with you, on their own or in a care home.

If you provide care to a friend or family member with dementia, you are entitled to have a Carer's Assessment.

Let your GP know that you are a carer as this will entitle you to certain priorities, e.g. a flu vaccination. With time you may become the main source of information about the health of the person you care for. If the person you care for agrees, contact their GP practice to discuss this.

Carer's Assessment and respite breaks

Social Services and Adult Social Care provide assessments for the person with the diagnosis of dementia and their carer. They can also be contacted out of hours in crisis situations.

A Carer's Assessment will look at the different ways that caring affects the carer's life and will identify the type and level of support that is needed for the carer to carry out their role. A carer's physical, mental and emotional health will be at the heart of this assessment and may conclude that the carer has eligible needs for support.

Call Cheshire East Council Adult Social Care on 0300 123 5010 or out of hours on 0300 123 5022.

Respite breaks: Respite breaks enable you to take a planned break or holiday or provide help if you need respite care in an emergency.

A Carer's Assessment will determine whether a carer's needs mean that they require a break and might involve looking at extra support for the person who is being cared for so the carer can receive this break.

Call 01270 686428 or email ce.contracts@cheshireeast.gov.uk.

Carer's Allowance

A carer can get money each week if they care for someone at least 35 hours a week and receive certain benefits. A carer does not have to be related to, or live with, the person being cared for. A carer doesn't receive extra money if they care for more than one person. If someone else also cares for the same person, only one carer can claim Carer's Allowance. For more information see <https://www.gov.uk/carers-allowance>

Mobilise

Mobilise is an online service that offers carers support, advice and guidance. <https://www.mobiliseonline.co.uk/>



Care provision

A person with dementia will need more care and support as their condition progresses, and there may come a time when there's a need to move into full-time or residential care. This could be because a care home may be able to meet the needs of the person better, or it could be because something changes that then makes it difficult for the person with dementia to stay living at home.

It can be hard to know when the time is right for a person with dementia to move into a care home and who should make this decision, but there are resources available to help decision making.

<https://www.dementiauk.org/get-support/diagnosis-and-next-steps/changes-in-care/choosing-a-care-home/>

<https://www.alzheimers.org.uk/get-support/help-dementia-care/care-homes-who-decides-when>

Advance Care Planning

Advance Care Planning is a formal decision making process that helps patients to establish decisions about future care that take effect when they are no longer able to make these decisions.

Things to think about are:

- What you do want - Advance Statement of Wishes and Preferences
- What you don't want - Advance Decisions to Refuse Treatment
- Who you want to speak for you - Lasting Power of Attorney
- Make sure your wishes are known, understood and respected!

Office of the Public Guardian

The Office of the Public Guardian (OPG) protects people in England and Wales who may not have the ability to make decisions for them selves (mental capacity), such as about their health and finance.

For any advice about Lasting Power of Attorney, contact:

Office of the Public Guardian:

PO Box 16185

Birmingham

B2 2WH

Email: customerservices@publicguardian.gov.uk

Telephone: 0300 456 0333

Contact hours: Mon, Tues, Thurs & Fri. 9am—5pm

Wed. 10am—5pm



Lasting Power of Attorney

The Mental Capacity Act 2005 provides a statutory framework to protect and support individuals who lack mental capacity, determining who can make decisions on their behalf and the principles that must be followed when making decisions. A key part of this framework is the Lasting Power of Attorney (LPA). The Act provides for two types of LPA, for:

- Health and welfare
- Property and financial affairs
- It's a legal document that allows one person ('the donor') to appoint another ('the attorney') to make decisions on his or her behalf.
- A person can choose anyone they wish to be their attorney, as long as they are over 18.
- More than one attorney can be appointed, who can act separately or jointly, and can act separately in some matters and jointly in others.
- Even after appointing the attorney a person can still make a decision if they have the ability to do so.
- LPA has to be signed by the person who certifies that a person has the ability to make a LPA. The certificate provider can be a doctor, social worker, a solicitor, someone who has known the person for two years but isn't a family member who will benefit from LPA.
- It has to be signed by the person and their attorney in the presence of a witness.
- Once the LPA form is completed it has to be registered at the Office of the Public Guardian before it can be used. The form should be sent to the Office of the Public Guardian who will advise on the registration process.

A lasting power of attorney can be created online. Please visit:

<https://www.gov.uk/government/publications/make-a-lasting-power-of-attorney>

Enduring Power of Attorney

Enduring Power of Attorney was the previous system for assigning the Lasting Power of Attorney. This has now been replaced by Lasting Power of Attorney. You can no longer make an Enduring Power of Attorney but any Enduring Power of Attorney made before the 1st October 2007 is still valid.

If you have a Lasting Power of Attorney/Enduring Power of Attorney, keep a copy of the documentation safe and provide copies to those who need to know about it e.g. doctor, nurse, career, family member.



Driving with dementia and transport

Following a diagnosis of dementia there are certain legal requirements to consider.

<https://www.alzheimers.org.uk/get-support/staying-independent/driving-and-legal-requirements#content-start>

If a driver is able to continue driving, it's best to reduce any additional stress. Consider the following:

- drive only locally for short distances
- avoid driving at night
- avoid driving on busy roads or motorways and avoid rush hours

Having to stop driving can be difficult to adjust to but there can be some benefits too!

- It can save money on insurance and fuel
- It's an opportunity to take advantage of alternative travel options e.g. getting a free bus pass or using taxis

Getting a Blue Badge

A Blue Badge is for people with a disability (including dementia), not the vehicle, to place on the car dashboard to give parking concessions. Badges can be obtained from Cheshire East Council.

Applications can be completed online without documents, but a visit to one of the customer service centres or library will be required where a member of the team will help with documentation. Staff at Poynton and Disley Libraries can help. The documents required include the following: proof of identity; proof of address; a passport style photograph and proof of qualifying condition. A reference number is required (this starts with SR followed by 7 digits) which is given on the screen when the application form has been completed.

For more information about how to apply for a Blue Badge see the link below.

https://www.cheshireeast.gov.uk/benefits_housing_council_tax/blue_badge_scheme/apply-for-or-renew-a-blue-badge.aspx

Cheshire East Council staff can help you if you are unable to apply online. Call them on 0300 123 5020.

DVLA

Telephone: DVLA Tel: 0300 790 6806.

<https://www.gov.uk/government/publications/cg1-online-confidential-medical-information>



Open Hands Community Transport

Based in Poynton, Open Hands Community Transport transports elderly, disabled and vulnerable local members of the community to medical appointments at hospitals, clinics, doctors, dentists or visiting loved ones in nursing homes or hospitals.

Telephone: 01625 878589. Email: admin@open-hands.org.uk

The Disley Community Bus Scheme

Disley Parish Council operates a not-for-profit community transport scheme and organises the Weekly Shopper Bus and trips. For more information see website:

<https://disleyparishcouncil.org.uk/community-bus/> Telephone: 01663 762726 or

Email: admin@disleyparishcouncil.org.uk

Flexible Transport

Flexible Transport offers local community transport. If you cannot use public transport or live in a rural area, they provide such services as the Flexi Link bus service and shop mobility.

For information on all services, visit their website: https://www.cheshireeast.gov.uk/public_transport/flexible_transport_services/flexible_transport_services.aspx

You can call Flexi Link bus service on 0300 123 5110.



Important contacts and services - Local

Cheshire and Wirral Partnership - Adult and Older People's Community Mental Health Team

The Community Mental Health Team provides assessment, diagnosis, treatment and follow up to people with memory problems. They work closely with GPs and a person is referred to them following an initial discussion about their memory with a GP.

The team are based at Jocelyn Solly Resource Centre, Victoria Road, Macclesfield, SK12 3JE.

Telephone: 01625 505600.

Macclesfield Later Life and Memory Service. Medication

Macclesfield Later Life and Memory Service (MLLMS) will issue the first 2-3 prescriptions if medication is prescribed. Once the person being treated is stable on the medication, your GP will take over repeat prescriptions.

Dementia Reablement Service

The Dementia Reablement Team will offer support following an initial diagnosis of early-stage dementia from the Memory Clinic. They provide information and practical advice to enable a person to continue to enjoy a good quality of life with family and friends, to feel confident and to remain independent and stay safe at home. They can help to access social groups and activities and provide information on dementia friendly shops and leisure activities. They can advise on assistive technology and using Smart phones or tablets to assist with everyday tasks as well as provide support and advice for carers. The service is available during weekdays and is flexible so support can also be provided during the early evening. The office is open Mon - Thurs 9am - 5pm, and Fri 9am - 4.30pm.



North Team. Telephone: 01625 378287.

Email: dementiareablementnorth@cheshireeast.gov.uk

Advanced Dementia Support Team



The Advanced Dementia Support Team (ADST) are a multi-disciplinary team of specialist professionals and can provide advice and education to family carers caring for someone with advanced dementia either at home or in a care setting. The service aims to guide caregivers in end of life care, for people with advanced dementia.

To be eligible for this service the person living with dementia must already have a diagnosis and require 24/7 support. To contact them:

Telephone: Referrals: 01270 310 260

Email: eolp.adst@nhs.net

Time to Talk – Bollington, Disley, Poynton

These are sessions available for people living with dementia and their carers. In attendance will be a health and social care professionals with experience of supporting people living with dementia and their carers and will offer support at the session or signpost to someone who can help. The sessions are held at the Civic Hall, Poynton; Community Centre, Disley and Bridgend Centre, Bollington. For more information contact Poynton Town Council on 01625 872238.

Social Prescriber Link Worker

Middlewood Partnership's Social Prescriber link worker supports people with their health and wellbeing by helping people to access services they need and get involved in their community including people living with dementia, memory problems and carers of people living with dementia. For more details, please ask at your G.P Surgery (Middlewood practices only).



Dementia carers wellbeing course



The Dementia Carer Well-Being programme is a structured eight-week wellbeing and support programme open to carers of people with dementia. Carers are able to bring the person with dementia with them to the centre where trained dementia buddy volunteers will support the person with dementia whilst carers attend the well-being programme.

The aim of the programme is to help carers learn more about living with dementia, develop resilience, enhance their own coping strategies, develop new ones, share experiences, have some respite and gain peer support from others in similar circumstances.

East Cheshire Hospice Sunflower Centre, Millbank Drive, Macclesfield, Cheshire, SK10 3DR. Telephone: 01625 610364.

Website: <https://www.eastcheshirehospice.org.uk/patients-families/sunflower-centre/dementia-support/>

Email: admin@echospice.org.uk

Community Dementia Companion Service

The Community Dementia Companion Service offers support to people in the earlier stages of dementia and assists their loved ones. The service offers companionship each week for those with dementia and the opportunity for carers to take some time out.

Our trained community dementia volunteers offer companionship and opportunities for the person with dementia to maintain interests and social activities, either at home or in the local area. Visits can last two hours and are usually once per week and will be planned so carers also have a chance to recharge their batteries by doing something enjoyable for themselves.

East Cheshire Hospice Sunflower Centre, Millbank Drive, Macclesfield, Cheshire, SK10 3DR. Telephone: 01625 610364. Email: admin@echospice.org.uk

Cheshire East Carers Hub

Cheshire East Carers' Hub provide information, advice and a wide range of specialist support services designed to help carers continue their caring role for as long as they choose and reduce the impact of the caring role can have on their own health and wellbeing. Wide ranging support includes: 1-2-1 or group-based support, support to take a break, information, advice and guidance, access to a 24-hour CHAT Line manned by other carers, etc.

Tel: 0300 303 0208

Email: enquiries@cheshireeastcarershub.co.uk

Website: www.ncompassnorthwest.co.uk



Coffee and Chat – Bollington Dementia Friendly Group

Meet at Bollington Library every Wednesday at 2.00pm for a coffee and a chat and a warm welcome in a relaxed atmosphere. Advice, information, support and friendship.

Organised by Bollington Dementia Action Alliance.

Facebook: <https://www.facebook.com/groups/732321963902266>

Email: Helen on helen_sheldon@hotmail.com

Gill on gill.lancaster37@btinternet.com

Learning to live with dementia folder. Bollington Library.

This folder is packed full of useful information.

Poynton Golden Memories Group

Fortnightly sessions are for people living with dementia and their carers. Friendly voluntary group run by carers of loved ones living with dementia.

Offering peer support, laughter, enjoyment, lunch and refreshments. Activities include singing, dancing, gentle exercise, games and crafts. The sessions are alternate Wednesdays from 11am – 3pm at Poynton Civic Hall. The cost is £7 per couple.

For more information contact Judy Hatton – 01625 879376 / 07768 160095; Gerald Scriven – 01625 875261 / 07775 812433; Mary Moss – 07500 558280; Pauline Winfield 01625 879273 / 07809 371667

Website: poyntongoldenmemories.org.uk

Facebook: <https://www.facebook.com/Poynton-Golden-Memories-Group-134533173798936/>



Poynton Golden Memories Group

Living Well – St. George's Church, Poynton

A drop-in for everyone, including those with memory loss—offering friendship, a warm welcome, and a chance to socialize. Alternate Tuesdays beginning 4th January 2022. The group meet at St Georges Church Hall, 2.15pm – 4.15pm.

Telephone: 01625 879277 or email: office@poyntonparishchurch.org



Always Active

Always Active Day Centres provide a range of activities, a chance to socialise and meet friends and a meal for older people, who do not have specialist needs. Staff and volunteers organise different activities and entertainment.

The Club, 142 Park Lane, Poynton, SK12 1RG

For further information and prices:

Tel: 07972572094

Email: enquiries@alwaysactive.org.uk

Website: <http://www.alwaysactive.org.uk>

New Horizons Club

Age UK Cheshire East provide information and advice, dementia support, day care, free counselling, scams awareness, prevention and aftercare and Help at Home.



The New Horizons Club operates from a newly refurbished and specially adapted day centre in Macclesfield. Open between 9.30am and 2.30pm, Monday to Wednesday (excluding bank holidays and subject to change). The club offers a wide range of activities that combine mental, physical and social stimulation, including arts & craft, reminiscence, quizzes, baking, falls prevention, music therapy, group interaction, word games and trips out.

Refreshments will be provided throughout the day, along with a light meal at lunchtime. This support service is suitable for anyone with memory problems who do not require assistance with personal care.

For more information:

Tel: 01625 612958

Email: enquiries@ageukce.org

Website: <https://www.ageuk.org.uk/cheshireeast/our-services/day-centre/>

The Paddock Gardens

Horticultural Activities provided at The Paddock Gardens, Macclesfield SK11 8UG. Contact Anna Carey on Tel: 07980647114.

Email: anna@thepaddockgardens.co.uk

Macclesfield Singing for the Brain Group

Tytherington Family Worship Church, Macclesfield, SK10 2UD. Telephone Macclesfield Alzheimer's Society on 0300 369 0570 to register—referral only.

Email: cheshire@alzheimers.org.uk Donations of £2.50 per person welcome.



Tytherington Golden Memories Group

Tytherington Family worship Church, Sandwich Drive, , Macclesfield, SK12 2UZ. Fortnightly on Tuesdays from 10.00am – 12.00pm. Tea and biscuits. Telephone Pauline Jagger on 01625 828425.

Belong Macclesfield

Belong Macclesfield offers six supported 'households' with modern en-suite bedrooms and open plan lounge and kitchen areas plus a vibrant hub for community activities with facilities that include a licensed bistro, salon and exercise studio. The village also offers 18 self-contained apartments, available for rent, for independent living.

Experience days are available at Kennedy House, Macclesfield, SK10 3DE. Telephone 01625 508700 for more information or visit belong.org.uk

Admiral Nurse at Macclesfield Hospital

If you or your relative has a diagnosis of dementia and you would like additional support, information or advice about dementia whilst you are in hospital then you can contact the Admiral Nurse, Stephanie Ragdale on 01625 661347 or email ecn-tr.admiralnurse@nhs.net

Live Well Cheshire East

Live Well Cheshire East is an online resource giving you greater choice and control to support you and your family. You'll find useful information and advice, support and activities on arrange of subjects, including dementia.

<https://www.cheshireeast.gov.uk/livewell/livewell.aspx>



Safe and well visit

Cheshire Fire and Rescue Service offer a free 'Safe and Well Visit' for people who are aged over 65 and for people who are referred to us by partner agencies because they are considered to be at a particular risk.

Safe and Well Visits incorporate the traditional fire safety information (and smoke alarm fitting), but also offer additional advice on slips, trips, fall prevention, a heart check, bowel cancer screening as well as offering additional support to those who wish to stop smoking, taking drugs or reduce their alcohol consumption. During winter, winter warmth safety advice will also be discussed.



To book a safe and well visit on do an online home safety check, telephone 01606 868700.



Message In a Bottle

The Lions, Message In a Bottle scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location – the fridge.

The bottle is kept in the fridge, where the emergency services will be able to find it in the event of being called to your home. Emergency services will know you have a bottle by the two labels displayed on the inside of the front door or on the main entrance to your home and the other is for the door of your fridge.

This scheme is free to the user.

As a minimum it will save the Emergency Services valuable time identifying you and your emergency contacts. By telling whether you have special medication or allergies or not, it is a potential lifesaver and provides peace of mind to users and their friends and families.

Macclesfield & District Lions hold a stock of bottles and can be contacted on 01625 829438.



Handyman service - Orbitas

Handyman service – Orbitas

The Orbitas Handyman Service can undertake small repairs and practical tasks at affordable rates, such as home safety checks, jobs to prevent slips and trips, fitting grab rails and changing light bulbs.

Telephone: 0300 1235017 (option 3) or 01625 378253.

Email: handy.person@orbitas.co.uk

Website: www.orbitas.co.uk/handyperson-service

Carer Emergency Card

Having a contingency plan in place can help to provide peace of mind if you are unable to care for those who rely on your support due to an unforeseen circumstance or emergency. Cheshire East Carers' Hub have introduced a Carers Emergency Card and an accompanying Emergency Care and Support Plan document that can support you with putting a contingency plan in place. Please be aware that care will not be provided by Cheshire East Carers' Hub or any external services. The card is to help identify you as a Carer and ensure that there are contact details for a nominated person to support the person you care for in the event that you are unable to do so. If you would like to receive a card and a template support plan: Please call our Service Access Team on: 0300 303 0208 or email: enquiries@cheshireeastcarershub.co.uk



Sunflower Lanyard Travel Scheme & Quiet Spaces

Sunflower Lanyards are available and used in all UK airports and recognised on some rail networks. Sainburys and Tesco supermarkets have also adopted the initiative. These environments can leave people feeling rushed, stressed and anxious. The combination of crowds, noise, navigation and making sure you're in the right place at the right time can be overwhelming. Asking for assistance can also be difficult, and some people may be reluctant or unable to explain symptoms to staff. People who have a hidden condition or disability can use a sunflower lanyard to indicate to staff that they may require additional assistance. Hidden disabilities could be, but are not limited to, autism, dementia, stroke and brain injury. To get a lanyard see <https://hiddendisabilitiesstore.com/> or ask at any airport information desk or customer service desks in Sainsburys and Tesco.

The Herbert Protocol

The Herbert Protocol is a form which is kept at home, or in a safe place, with important information about a vulnerable person. Should they go missing, information is easily on hand about routines, medical requirements and favourite places to visit and can be handed over to the police, alleviating the worry of collecting important information during a stressful time.

To join, you need to:

- Read the guidance information.
- Download and complete 'The Herbert Protocol Vulnerable Adult Missing Person Profile' and retain in a safe place.

If someone goes missing: This is vital - if you can't find someone in the normal way you would expect to, then you **MUST** call the police on 999. It is quite normal to worry about calling 999. Some people are concerned that they will be criticised for calling the police, but if you are worried about a person's safety then this will not happen.



Citizens Advice - Cheshire North

Citizens Advice provide free, impartial, independent and confidential advice on most issues from employment, benefits, housing and debt. Face to face advice is offered at Poynton Civic Hall, off Park Lane, Poynton, SK12 1RB on the following days and times.

Appointments (01625 432847)

Tuesday 9:00am - 1:00pm

Thursday between 9:00am - 1:00pm

Or email <https://www.citizensadvicecn.org.uk/email/cacn-email-form>



Cheshire Independent Agents

Cheshire Independent Agents offer a simple, jargon-free financial service that is fully focused on your needs and circumstances in the comfort of your own home. Contact Cheshire Independent Agents if you need a help with everyday money matters, benefit entitlements or for your future plans, attendance allowance, personal independence payment (pip), disability related benefits, carers allowance, lasting power of attorney, funeral plans, dealing with the affairs of the deceased, money management and much more.

Call for a free consultation.

Kelly Druce: Telephone: 07411 244188 or email: kelly@cheshireindependentagents.co.uk

Lisa Gordon: Telephone: 07882 591398 or email lisa@cheshireindependentagents.co.uk



Poynton Dementia Steering Group

Poynton Dementia Steering Group are a group of volunteers who are supported by Poynton Town Council to raise awareness of dementia and encourage community support. Poynton has been recognised by the Alzheimers Society as 'working towards becoming dementia friendly' since 2016. For more information contact Sharon Duke, Communities Co-ordinator, Poynton Town Council, Poynton Civic Hall, off Park Lane, Poynton, SK12 1RB. Telephone no. 01625 872238.

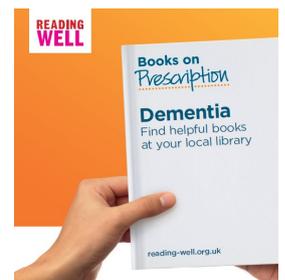
Email Sharon.duke@poyntontowncouncil.gov.uk



Cheshire East library

Reading Well Books on Prescription for dementia recommends books you might find helpful about dementia.

Call in at Poynton Library or online for more information <https://reading-well.org.uk/books/books-on-prescription/dementia>



Poynton Reminiscence box

Poynton has its own reminiscence box which can be used by individuals or more useful for using in a group setting as a conversation starter. The box has a number of items from the local area. The box can be hired from Poynton Town Council. Telephone 01625 872238 for details.



The Clickety Click Club - Twiddlemuffs

Twiddlemuffs are great used for distracting and keeping hands warm. Bespoke Twiddlemuffs can be made by the ladies who attend Clickety Click knitting Club. They meet most Monday mornings at Wetherspools in Poynton.

Personalised Playlists. Poynton Dementia Steering Group

Volunteers from the Poynton Dementia Steering Group are Playlist4 Life music detectives and can help you set up a personalised playlist. Telephone Sharon Duke at Poynton Town Council on 01625 872238.



M4D radio

M4D radio is part of the Music for Dementia campaign to make music available to everyone living with dementia. If you have an Amazon Alexa device you can simply ask Alexa to 'Play M4D Radio'. Alternatively visit the link to watch a video of how you can use the m4d Radio Alexa Skill for Amazon Alexa devices <https://m4dradio.com/how-to-listen/>



Electronic Memory books - Cheshire East Libraries

Cheshire Memories is a collection of 22 individually themed Memory Boxes containing a range of material, including objects, photographs, poetry, music, books and smell boxes. They are ideal for reminiscence activities and are available for use with social/community groups and other local organisations. They can be borrowed on a library card for three weeks for £10.00.

For details of the full collection and to reserve a memory box, please visit the [Cheshire Libraries catalogue](#) and search for 'memory box'.

Important contacts and services - National

Alzheimer's Society

Dementia Connect Telephone Hub

Dementia advisers are available on the phone to give people the support they need. If more intense or complex support is required you can be referred to one of their community Dementia Advisers who will support face to face.

Tel: 0333 150 3456.

Opening hours: Monday to Wednesday, 9am – 8pm;

Thursday and Friday, 9am – 5pm. Saturday and Sunday, 10am – 4pm.

Alzheimer's Society factsheets and online community

Factsheets are available to download from the website www.alzheimers.org.uk

And also the [Dementia Guide](#).

Dementia Talking Point

This is an online forum where anyone affected by dementia can ask questions, share experiences and receive support. It's free and open day and night.

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

You can use Alzheimer's Society [Dementia Directory](#) to find local support services for people with dementia and their carers in England, Wales and Northern Ireland. The directory lists all the support services in proximity to a postcode, provided by all organisations we know of including other charities and local groups.

Dementia UK - Admiral nurses

As dementia specialists, Admiral Nurses help families manage complex needs, considering the person living with dementia and the people around them. Admiral Nurses will listen, give advice, support and information.

Call the Helpline for free on 0800 888 6678.

Email: helpline@dementiauk.org

Alternatively book a virtual appointment with an Admiral Nurse at a time that works for you by video or telephone call: <https://www.dementiauk.org/get-support/closer-to-home/>

They also provide free advice leaflets and Dementia Emergency cards for you or the person you care for <https://www.dementiauk.org/get-support/our-leaflets>



tide

tide, 'together in dementia everyday', is a UK wide involvement network of carers, former carers and health and care professionals who are working together to build a better future for carers of people living with dementia. To find out more about what they do and get involved visit their website <https://www.tide.uk.net/>



deep

Deep engages and empowers people living with dementia to influence attitudes, services and policies that affect their lives. For more information contact Rachel Niblock.

(UK Coordinator for the DEEP network). Telephone : 07720 538851.

Email: niblock@myid.org.uk



Important contacts and services - International

Teepa Snow

Teepa Snow is an occupational therapist who specialises in dementia care and dementia education. She has experience in neurological impairment care from both her personal and professional life and her company, Positive Approach to Care, offers education to family and professional care providers with training, services, and products which are available through video, online education, and in-person trainings and consulting.

Teepa's care strategies and techniques foster positive outcomes and create supportive environments. Teepa has useful YouTube videos on a variety of topics and how to best deal with situations.

<https://teepasnow.com/>

<https://www.youtube.com/watch?v=pqmqC-702Yg>

Careblazers. Dr. Natali

Dr. Natali is a gero-psychologist who is passionate about making sure all dementia caregivers have access to trustworthy information and support as they go through the dementia caregiving journey. There is a lot of useful information and videos on the link below.

<https://www.careblazers.com/>

There are also a number of YouTube videos that you may find useful.

<https://www.youtube.com/channel/UCVgK5-w1diIMx7bPVB5yNug>



Personal useful telephone numbers and contacts

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This booklet has been collated by Poynton Town Council supported by Poynton Dementia Steering Group. To the best of our knowledge, the information contained in this booklet is accurate at the date of publication, however Poynton Town Council does not assume any liability whatsoever for the accuracy and completeness of the information.

References

Dementia UK. Making the home safe and comfortable for a person with dementia leaflet.

What you can do after a Diagnosis of Dementia by The Dementia Engagement and Empowerment Project (DEEP) East Cheshire.

Macclesfield Later Life and Memory Services Information Pack by Cheshire and Wirral Partnership NHS Foundation Trust

The Alzheimer's Society Website.

Organisations and groups mentioned in the booklet.

Information from Cheshire East Dementia Steering Group.

