



**DementiaUK**  
Helping families face dementia

# Admiral Nurse Dementia Helpline

**Annual evaluation report  
April 2022-March 2023**

# Summary

## An evaluation of the Admiral Nurse Dementia Helpline 2022-23

### About the Admiral Nurse Dementia Helpline

Admiral Nurses are specialist dementia nurses. They provide life-changing support for families affected by all forms of dementia, including Alzheimer's disease. Admiral Nurses working on the Dementia UK Helpline offer support to people who are caring for someone with dementia including family, friends and professionals, as well as those living with dementia themselves.

Our Helpline is open **seven days a week**: Monday-Friday 9am-9pm and Saturday, Sunday and bank holidays 9am-5pm (except 25<sup>th</sup> December). People can contact our Helpline via telephone, email or online.

### Methodology

This report brings together data collected about our Admiral Nurse Dementia Helpline during the 12-month period from April 2022-March 2023.

- We collected information about contacts to the Helpline, including number of contacts, method of contact, details about those contacting our Helpline including their demographics, and their reasons for contacting us
- We surveyed carers about their experiences of using the Helpline (August 2022 – April 2023)

## Contacts

**33,971 contacts** were recorded between April 2022 and March 2023. 79% of these contacts were via telephone.

### People contacting our Helpline (unique cases)

**21,447 individuals** contacted our Helpline; almost all (98%) were located within the UK.

Contact was made with 20,057 individuals. 91% were carers, with most being the child of the person with dementia (66%).

38% had more than one direct contact with our Helpline.

### Reason for contact

**46,543 reasons for contact** were recorded for the 21,447 individuals (an average of two reasons recorded per case).

39% of cases had 'accessing support' and 19% had 'dementia: understanding and support' recorded as a reason for contact.

## Carer experience survey August 2022-April 2023

**848** carers told us about their experience of our Helpline via an online survey – 87% rated their experience as 'very good' or 'good'.

75% said they received all or most of the help that they needed, and that this made them feel much more or a little more positive about their current situation (80%). Two-thirds also said the Helpline contact supported them to make changes.

### Carers told us the support from the Helpline had made a positive difference to their:

- ability to make decisions about the care of the person with dementia (81%)
- understanding of dementia (79%)
- ability to take better care of the person with dementia (80%)
- ability to continue caring (77%)
- knowledge of other services that can offer support (77%).

Carers felt that this support helped them to communicate and maintain relationships – 69% said it had made a difference to their ability to communicate with the person they cared for and 73% said it had helped with family relationships/communication. Carers also felt this support helped them personally – 74% said it helped them to cope in their caring role, and 65% said it helped them take better care of themselves.

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# Introduction

Our **Admiral Nurse Dementia Helpline** offers support to people who are caring for someone with dementia including family, friends and professionals, as well as those living with dementia themselves. The Helpline is fully staffed by Admiral Nurses, who are clinicians experienced in supporting families affected by dementia.

Our Helpline is open **seven days a week**: Monday-Friday 9am-9pm, and Saturday, Sunday and bank holidays 9am-5pm (except 25<sup>th</sup> December). People can contact our Helpline via telephone, email or online.

This report brings together data collected about our Admiral Nurse Dementia Helpline during the 12-month period from **April 2022-March 2023** from the following sources:

- the clinical database (COMPASS) used by the Helpline Admiral Nurses to record information about contacts and cases
- carer experience survey (August 2022 – April 2023)

# Database recording and reporting

This section of the report provides an overview of the data recorded on the clinical database (COMPASS) used by the Helpline Admiral Nurses, including:

- number of contacts
- number of people contacting the Helpline (unique cases)
- reason for contact
- location of contacts
- how people found out about the Helpline
- demographic data recorded about unique cases with contact
- data recorded relating to young onset dementia cases

# Helpline contacts

**Most of the 33,971 direct contacts were by telephone (79%):**

- **26,874 telephone calls**
- **7,097 emails from the Helpline**

In addition to the direct contacts above, the Helpline nurses also recorded **22,933 admin activities** related to cases (these are recorded as indirect contacts on COMPASS).

**Most of these direct contacts were with a carer:**

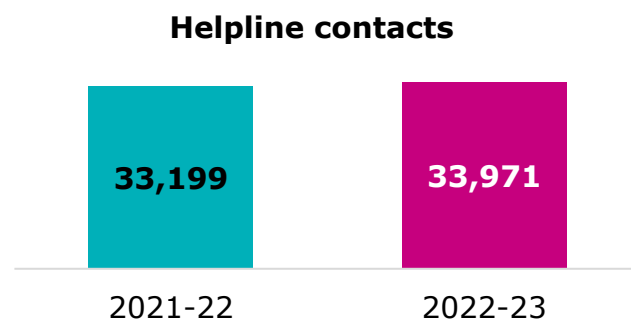
(An individual case can have more than one contact; **the data below is a count of the contacts** by type of person the contact was with).

- **92%** of the contacts recorded were with a **carer** (n=31,185)
- **4%** of contacts were with a **person living with dementia** (n=1,269)
- **3%** of contacts were with a **professional** (n=967)
- **2%** of contacts were recorded as being with 'other' (n=550)  
(this is when a person does not fit into the categories, eg a family member or friend who does not identify themselves as a carer)

**Comparison of contacts with 2021-22**

The total number of direct contacts increased slightly (2%) between 2021-22 and 2022-23 from 33,199 to **33,971 direct contacts**.

A total of **33,971 contacts** were recorded between April 22 and March 23





# Number of people contacting the Helpline (unique cases)

## How many individual people did the 33,971 contacts relate to?

Between April 2022 and March 2023, the Helpline nurses recorded information about **21,447 unique cases**.

- **Contact was made with 20,057** of these cases
- 91% were carers, 4% were professionals, 3% were the person living with dementia, and 2% were 'other' (where contact was made)
- **38%** of cases (with direct contact) **had more than one contact** recorded

## How did individuals initially contact our Helpline?

The initial method of contact was recorded for almost all (99%) of the 21,447 unique cases:

- Most contacts were made via **telephone** (n=15,603, **73%**)
- **Email** was the second highest means of contact (n=4,020, **19%**)
- A small proportion of people made contact via the Dementia UK website (n=1,568, 7%) and 'other' (n=52, 0.2%)

# Reasons for contact

Reason for contact was recorded for **94%** of the 21,447 unique cases.

There are 37 categories which our nurses can use to record reason for contact (including 'other').

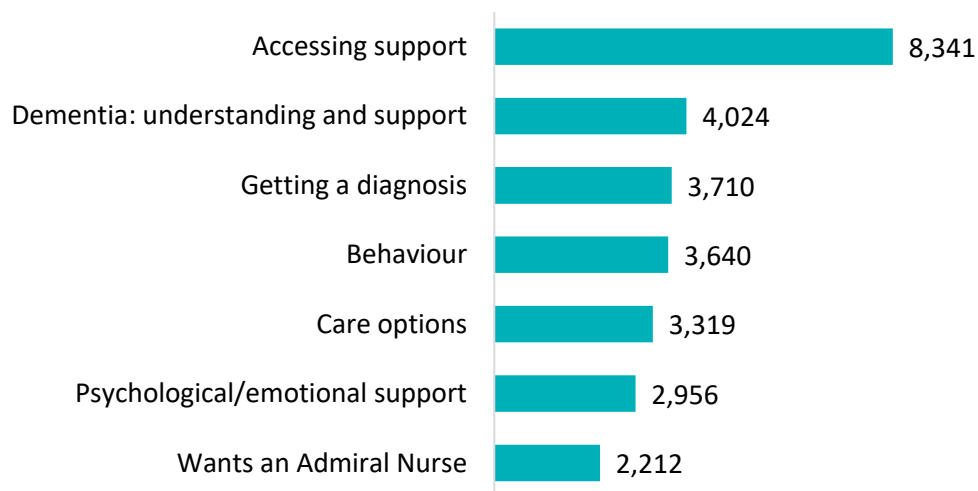
A total of **46,543 reasons** were recorded against these categories for the 21,447 cases – representing an average of two reasons recorded per case.

Of the 21,447 unique cases, 39% of cases had 'accessing support' and 19% had 'dementia: understanding and support' recorded as a reason for contact.

## The seven most commonly recorded reasons (as a percentage of all unique cases) were:

- accessing support (39%)
- dementia: understanding and support (19%)
- getting a diagnosis (17%)
- behaviour (17%)
- care options (15%)
- psychological/emotional support (14%)
- wants an Admiral Nurse (10%)

## Number of times most common reasons recorded



# Geographic location of contacts and how people found our Helpline

## Where location data was recorded\*, most people were located in the UK:

- 98% had a UK location
- 2% were located outside of the UK

## Within England most contacts came from the South-East and Midlands:

- South-East – 23%
- Midlands – 22%
- East of England – 15%
- North-East and Yorkshire – 12%
- North-West – 12%
- South-West – 10%
- London – 6%

## From the data recorded most people found our Helpline through the internet:

- 71% internet
- 10% word of mouth
- 10% health professional
- 4% voluntary sector
- 5% other

## Most of those contacting our Helpline within the UK were from England:

- 95% from England
- 3% from Wales
- 2% from Scotland
- <1% from Northern Ireland

## Counties with most contacts:

- Kent – 499
- Essex – 409
- West Midlands – 398
- West Yorkshire – 318
- Hampshire – 306

# Demographic information recorded for carer cases (April 2022-March 2023)

Demographic information can be recorded\* for each carer case where contact was made (n=18,313).

Data recorded about gender and relationship of the carer to a person with dementia is shown here.

The **relationship** of a carer to the person living with dementia was recorded for 90% of the 18,313 carer cases where contact was made.

Relationship label	Total number	%
Daughter	8,428	51%
Son	2,407	15%
Wife	2,304	14%
Husband	1,036	6%
Granddaughter	434	3%
Friend/neighbour	427	3%
Spouse/partner	223	1%
Other relative	986	6%
<b>Total recorded</b>	<b>16,439</b>	
Not entered	1,874	

**Gender** was recorded for 99% of the 18,313 carer cases where contact was made.

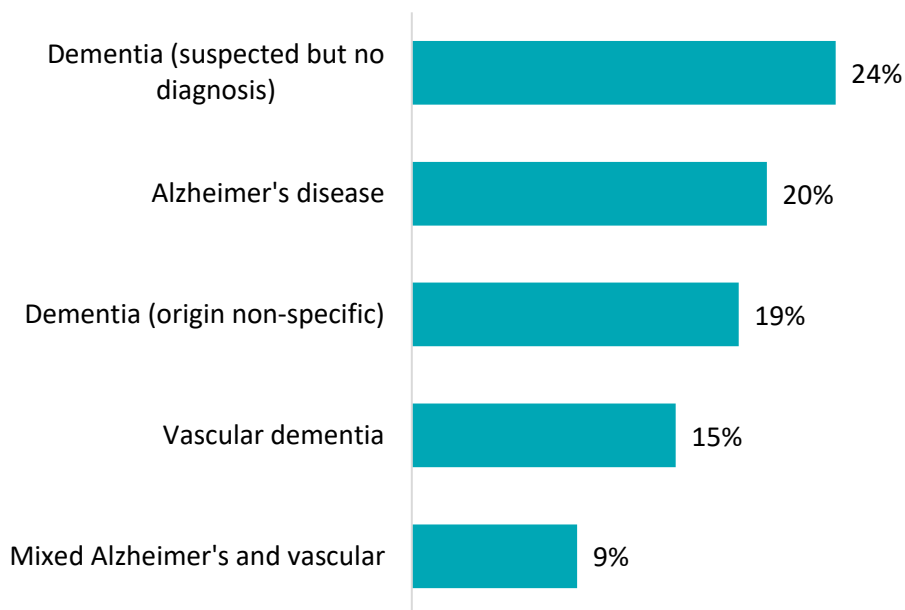
Gender	Total number	%
Female	13,818	76%
Male	4,342	24%
Other gender identity	8	
<b>Total recorded</b>	<b>18,170</b>	
Not entered	10	
Unknown	133	

- **66% of carers were the child of a person with dementia**
- **76% of carers were female**

# Demographic information recorded about the person living with dementia (April 2022-March 2023)

Demographic information can be recorded about people living with dementia\* for the three different case types (carer cases, person living with dementia cases and 'other' cases) where contact was made (n=19,317). Data for the five most commonly recorded dementia diagnoses is shown here.

**Dementia diagnosis** was recorded for 67% of the 19,317 cases where contact was made.



**Gender** was recorded for 95% of the 19,317 cases where contact was made.

Gender	Total number	%
Female	10,733	59%
Male	7,554	41%
Other gender identity	25	
Prefer not to say	2	
<b>Total recorded</b>	<b>18,314</b>	
Not recorded	60	
Unknown	943	

- Alzheimer's was the most commonly recorded diagnosis (**20%**)
- **59%** of people with dementia were female

# Young onset dementia contacts and cases

# Contacts relating to young onset dementia

## Helpline contacts relating to young onset dementia

From April 2022-March 2023 there were **1,575 direct contacts** recorded relating to young onset dementia (5% of all Helpline direct contacts):

- 1,286 contacts were by telephone
- 289 were emails sent from the Helpline

## How many individuals did the 1,575 contacts relate to?

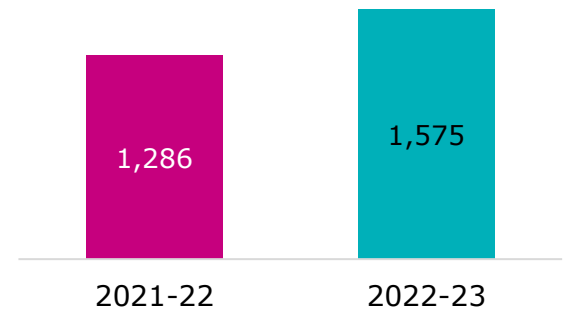
The Helpline nurses recorded information about **742 unique cases** relating to young onset dementia (3% of all unique Helpline cases).

- Contact was made with 718 of these cases
- 88% were carers, 11% were the person living with dementia, 1% were 'other'
- 52% of cases had more than one direct contact

## Comparison of contacts

The total number of direct contacts increased by 22% between 2021-22 and 2022-23 from 1,286 to **1,575 direct contacts**.

### Helpline contacts



# Contacts relating to young onset dementia

## Reason for contact

A total of **2,086 reasons\* for contact** were recorded for the 742 cases – representing an average of three reasons recorded per case.

## The four most commonly recorded reasons (as a percentage of all unique cases) were:

- accessing support (43%)
- dementia: understanding and support (30%)
- psychological/emotional support (26%)
- getting a diagnosis (23%)

## 10 most common reasons for contact (young onset dementia cases)

Accessing support	316
Dementia: understanding and support	222
Psychological/emotional support	194
Getting a diagnosis	170
Behaviour	151
Care options	123
Communicating	102
Living with dementia	90
Wants an Admiral Nurse	79
Physical health (person living with dementia)	71

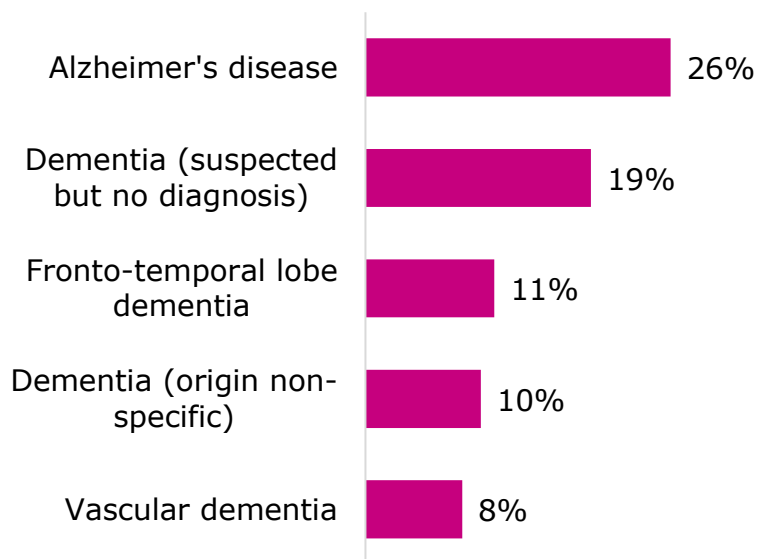


# Dementia diagnosis – young onset dementia cases

**Dementia diagnosis was recorded for 97% of the 718 cases where contact was made.**

- Alzheimer's (26%) and frontotemporal dementia (11%) were the most commonly recorded diagnoses
- 19% did not have a formal diagnosis of dementia

## Young onset dementia diagnosis (n=698)



Dementia diagnosis	Total
Alzheimer's disease	180
Dementia (suspected but no diagnosis)	133
Frontotemporal dementia	76
Dementia (origin non-specific)	68
Vascular dementia	57
Other	39
Mixed Alzheimer's and vascular	31
Wernicke-Korsakoff syndrome (WKS) or other alcohol-related dementia	21
Dementia with Lewy bodies (DLB)	20
Unknown at time of initial contact	16
Posterior cortical atrophy (PCA)	14
Other mixed dementia (please specify)	9
Down's syndrome and Alzheimer's	8
Parkinson's disease dementia (PDD)	8
Mixed Lewy body and Alzheimer's	6
Primary progressive aphasia (PPA)	6
Multiple sclerosis (MS) dementia	3
Huntington's disease	2
Corticobasal degeneration (CBD)	1
<b>Total</b>	<b>698</b>
Not entered	20

# Carer experience survey

- To understand carers' experience of our Admiral Nurse Dementia Helpline, data was collected via an online survey **between August 2022 and April 2023**
- The survey was implemented as an online survey and was sent to all carers who had contact with the Helpline between July 2022 and March 2023, where an email address was recorded
- Responses from 848 carers are included in this analysis – however response rate to each question varies

“The Admiral Nurses always show patience, understanding, kindness, compassion and empathy, and are incredibly knowledgeable [...] I have been encouraged and **helped to feel more confident** in my plight to support my elderly father, **to advocate and to be able to endure**. They never fail to remind me to set aside quality time for myself, to eat well and to be careful of burning out as a result of all the stress there is.

“When I speak to any of the Admiral Nurses, **I invariably learn something new**, so the whole experience is enriching in many ways. **They are like tireless friends and mentors** rolled into one, not just people giving advice on the end of the phone line.

“**The Admiral Nurse Helpline is invaluable** in supporting people who are trying their best to support others suffering from dementia and Alzheimer's etc. **It's a light in what can otherwise seem like such a terribly dreary and arduous journey and should be recognised as such.**”

**Daughter, aged 65-74, phone**

# Overall experience of the Helpline

## Type of contact

- **599 (71%) respondents** said they had telephone contact with the Helpline (178 of those who had telephone contact also had email contact)
- **249 (29%) respondents** said they only had email contact with the Helpline

## Overall experience of the Helpline

- 73% of those who had phone contact told us that their overall experience was **'very good'**, and 15% said it was **'good'**
- 69% of those who had email only contact told us that their overall experience was **'very good'**, and 17% said it was **'good'**

On the **NHS Friends and Family Test** **87%** of carers rated their experience of the service as **'very good' or 'good'**.

# Overall experience of the Helpline



## Calls answered

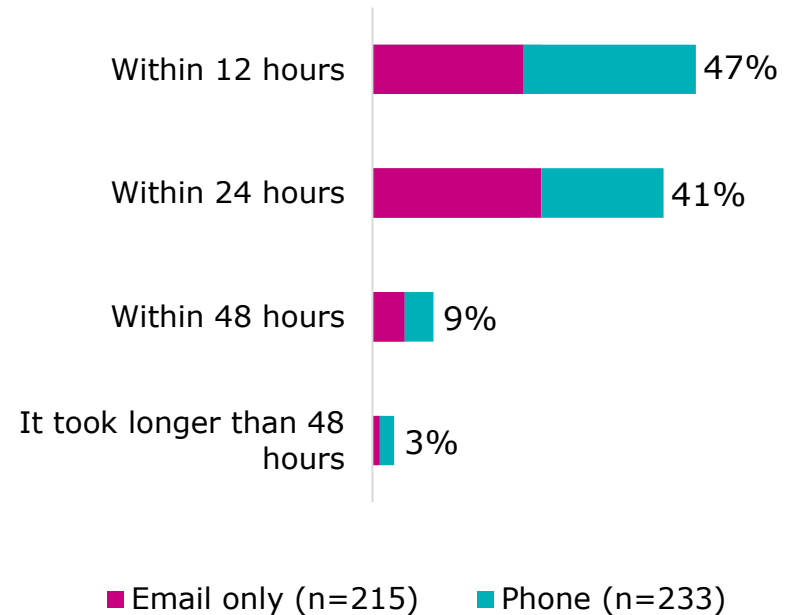
- **42% of respondents** said their call was answered
- **52%** said their call was not answered immediately, so they left a voicemail
- **6%** responded 'other', including those who were not sure



## Contacts returned

- Of those who left a voice message, **96%** said that they were responded to within at least 48 hours (and an additional 16 were not sure)
- **97%** of all respondents said we got back to them via phone or email within 48 hours (and an additional 49 were not sure)

## How long did it take us to get back to you? (n=448)



# Providing the help families need

- **80%** felt that speaking to someone on the Helpline made them feel much more or a little more positive about their current situation. This was 83% for those who had phone contact and 74% who only had email contact.

"The advice given was excellent and reassuring. [It was] much better being able to talk to someone who fully understands dementia. Thank you so much, **it made me feel a lot better.**"

**Daughter, aged 55-64, phone**

"I've been really scared after hearing my husband has [a rarer type of dementia], but after having contact with the Admiral Nurses and attending the carers' education day we have **both felt a lot more positive.** Thank you."

**Female carer, aged 75-84, email**

"I came off the phone with **hope** and a very different outlook. [...] Speaking to your advisor that morning was so **comforting and helpful.** I'm still referring back to the conversation to help me deal with the different challenges that arise."

**Daughter, aged 45-54, phone**

# Providing the help families need

- **75%** of respondents said they received all or most of the help they needed; 15% said they received some of the help they needed
- **66%** said that contact with the Helpline supported them to make changes (69% for those who had phone contact and 59% for those who had email only contact)

"The nurse who talked to me was very understanding, explained things in detail, **answered all my questions**, and said I could call back anytime."

**Daughter, aged 65-74, phone**

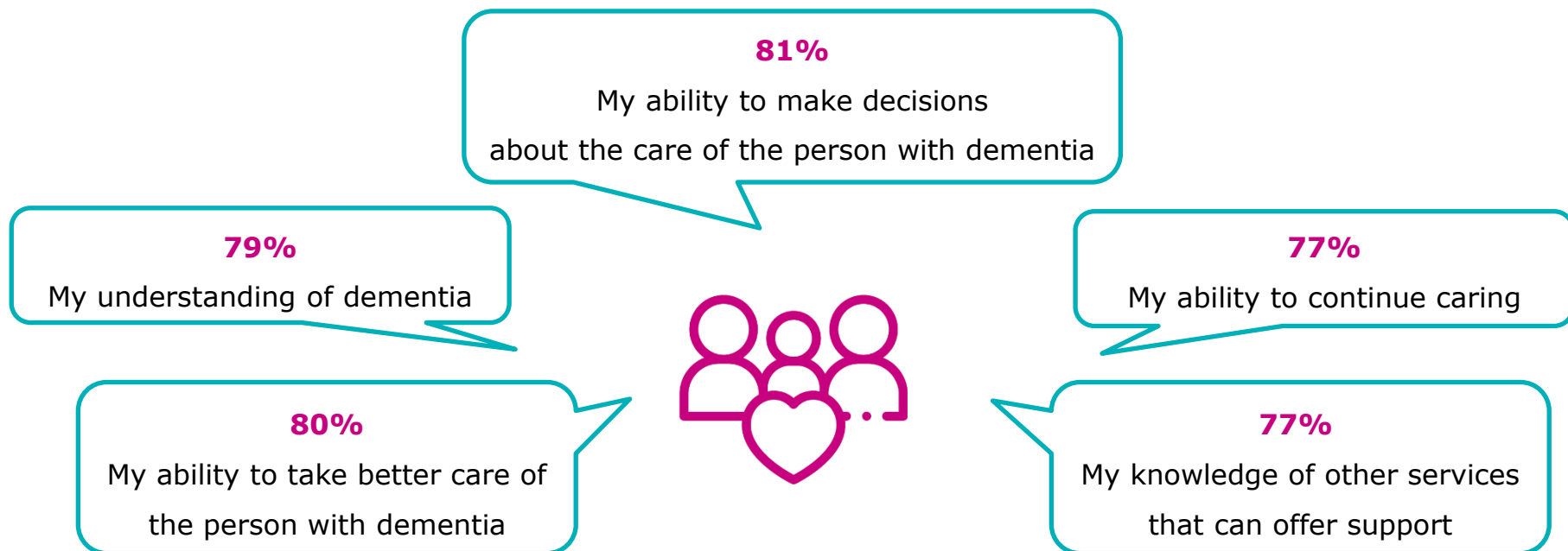


"I have **changed how I interact with my mom who is struggling with dementia**: slowing my own speech down slightly, doing a better job of ensuring eye contact at all times, and switching subject matter when I believe we're going to trigger aggression."

**Son, aged 45-54, phone**

# Making a difference

Carers said support from the Admiral Nurse service made a positive difference to...



"I was **more fully informed of what help is available** to my parents."  
**Son, aged 45-54, phone**

"More informed to be **able to navigate the system** around discharges from hospital into care homes."  
**Daughter, aged 55-64, email**

# Making a difference

The service **helped families to communicate and maintain relationships** – 69% said it had made a difference to their ability to communicate with the person they cared for and 73% said it had helped with family relationships/communication.

The service also **helped the carers themselves** – 74% said the service made a difference in their ability to cope in their caring role, and 65% said it had made a difference to their ability to take better care of themselves.

“I found all recommendations very helpful and started using them in everyday life. I changed my way of reacting to my husband’s **behaviour**, making the situation more safe for me.”

**Female carer, aged 65-74, email**



“It helped me know how to communicate with my nan and how to help her in her last few months.”

**Granddaughter, aged 35-44, email**

“The nurse made me realise that my needs were very important and that having time out made me more prepared to be able to cope with the situation.”

**Wife, aged 75-84, phone**



# What would have happened without the Helpline?

## Use of health and social care resource

**597 respondents** who had **phone contact** with the Helpline told us about what would have happened if they had not spoken with a Helpline Admiral Nurse (respondents could choose more than one):

- 61% would have struggled on their own
- 20% would have seen a GP for the needs of the person they care for
- 7% would have seen a GP for their own needs
- 4% said the person they care for would have needed to move into a care home or nursing home
- 3% would have called NHS 111 and 2% said the person they care for would have had to go to A&E

“Without the help of the Admiral Nurses I think myself and my family would be in a very different situation physically and emotionally. Having this help really saved my mental health and a lot of stress for my mother who was supporting my grandmother.”

**Granddaughter, aged 25-34, phone**

# What would have happened without the Helpline?

- 25% described other potential consequences, including experiencing a negative impact on their wellbeing and relationships; feeling less informed; struggling with decisions about care; being less able to provide effective care; and the person with dementia being negatively impacted

"My mother is the carer and she would have **remained vulnerable to physical harm.**"

**Step-daughter, aged 55-64, phone**

"I would have felt more **anxious** and **less able to cope** which could have **affected my health** and my **ability to support my relative** and interact positively with other family members."

**Daughter, aged 55-64, phone**

"I would have **felt unsure** about commencement of medication and its effects and felt **out of my depth** in supporting my father and family"

**Daughter, aged 55-64, phone**

"Possible **relationship breakdown.**"

**Daughter, aged 55-64, phone**

“The GP consistently told me there was nothing he could do, and just to wait for the assessment in seven months [...] The phone call I had with [the Helpline] changed our life. The **Admiral Nurse told me of all the services we should have been accessing** ie the community mental health nurse, Social Services, etc. They gave me instructions on how to log a safeguarding concern with Adult Social Services and how to get in touch with a community mental health nurse. **It was the involvement of these services which enabled [the person with dementia] to be sectioned for her safety.**

“If I had never been told what to do by the Admiral Nurse, I firmly believe my grandma would have either died in an outrageous self-inflicted way, or she would have seriously harmed someone else. All before this assessment, we were made to wait seven months with zero support.

My family and I **cannot thank this service enough** for **saving her life**, and ours.”

**Granddaughter, aged 25-34, phone**

# Summary of free text responses

- 719 respondents told us about the impact of the Helpline, using their own words
- Their opinions and experiences are summarised below (in no particular order)

## Carers' opinions of the Helpline service:



The Helpline service is a lifeline



Positive experiences of the Helpline

## Key areas where our Helpline made a difference:



Increasing carers' knowledge and understanding



Empowering carers in their caring role



Enabling access to other services and support



Supporting carer mental health and wellbeing



Improving care of the person with dementia

## 1. The Helpline service is a lifeline

The Helpline was seen as a vital source of support – a 'lifeline', providing time and space to receive individualised specific support, which was noted to be lacking elsewhere.

"Everyone I spoke to was kind, helpful and gave me a listening ear as I tried to work through the great difficulty I had with my thoughts and feelings and health challenges of my own. They seemed to know how much info I could cope with without me going on overload. A great support. **An absolute godsend and I cannot thank them enough.** I am so grateful I was told about this wonderful service because I was REALLY struggling and swamped with the responsibilities."

**Neighbour or friend, aged 65-74, phone**

"An absolute **crucial service** to give people like me the courage and tools to go on. I never feel judged or silly for asking for advice. They have such empathy and a willingness to help and bring hope to carers. **They are my lifeline.**"

**Daughter, aged 55-64, phone**

"Don't know what we would have done without this helpline **it was a lifesaver!**"

**Neighbour or friend, aged 55-64, phone**

## 2. Positive experience of the Helpline

Respondents provided various positive opinions on the service itself. They were impressed with the quick response time and appreciated receiving follow-up information (eg via email after the call). Respondents said they would use the Helpline again in the future and were already recommending it to others.

**“Excellent** service... **Quick** response, good, clear advice specific to my query and the option to ask more. **I’ve since recommended it to others.** Thank you for your help.”

**Daughter-in-law, aged 55-64, email**

“Very helpful practical advice and very impressed I got a call back the next day after emailing the previous evening.”

**Daughter, aged 45-54, phone**

“In every case where I’m given the chance, **your Helpline is the first thing I recommend** to colleagues who are finding themselves in the same position.”

**Son, aged 45-54, phone**

“Whenever I have spoken to any of the Admiral Nurses they have always been so kind, caring and extremely understanding [...] This service is **exemplary and utterly invaluable.**”

**Daughter, aged 55-64, phone**

### 3. Increasing carers' knowledge and understanding

Carers told us how the Helpline enabled them to be better informed. Carers gained a better understanding of dementia. Carers also gained an understanding of medical conditions, systems and procedures for people with dementia, and who to contact for support.

"The nurse who helped us **made me understand that my husband's behaviour** was because he had been in hospital. The nurse gave me an insight and understanding that my husband had had a bad experience so he had what **was called delirium.**"

**Wife, aged 65-74, phone**

"You should all be very proud of the service you provide; you all help far more than you might think you do even with the more 'simple' of issues. Very polite and informative, **everything was clear and made sense** when we read it, like a **lightbulb moment**. Thank you all very much."

**Granddaughter, aged 25-34, email**

"[The Helpline helped with] **understanding the changes** in my mum and possible reasons. [I am] **able to reduce risks by being more aware of changes** and why."

**Daughter, aged 55-64, phone**

## 4. Enabling access to other services and support

Respondents told us how the Helpline improved their access to support, treatment and care for people with dementia and themselves. Nurses supported carers in contacting other services and gaining access to medical care.

“My husband was in a care home judged ‘in need of improvement’ as part of the ‘discharge to assess’ process after a hospital stay following delirium. I discussed the conditions in the care home with the excellent Admiral Nurse. She advised me to arrange for him to leave the care home if judged safe. She gave really good practical advice. She sent information about care options. **I've been able to get my husband home** with direct payments from the council and using some savings (well worthwhile) to pay for **live-in care**. I can't thank the Admiral Nurses enough. **My husband is happy and improving, a different person**, all thanks to the good advice I was able to access via the Admiral Nurses.”

**Wife, aged 65-74, phone**

“[The nurse] **referred me to a specialist nurse** in dementia with Lewy bodies. They have since emailed me and offered me a support plan. We have a call scheduled for next Friday.”

**Daughter, aged 45-54, phone**



## 5. Improving care of the person with dementia

The Helpline improved respondents' ability to deliver care to the person with dementia. Nurses provided various practical advice and support, which led to various improvements in care, including those related to basic care (activities of daily living), medication, end of life care, and adaptations to the home. Carers also told us they were better able to communicate with the person with dementia and deal with cognitive and behavioural symptoms.

"I tried to **encourage my mum to eat** and took a variety of things she might enjoy. I also took the advice of the lovely helpful nurses during my mum's **palliative care**, by **massaging her feet and hands with creams, brushing her hair** and **talking constantly**."

**Daughter, aged 55-64, phone**

"Based on the advice from the helpline, I got my parent [...] an **electronic medicine dispenser** so they're getting **less mixed up with tablets**."

**Daughter, aged 35-44, phone**

"Admiral Nurses supported my mother's care when she took a turn for the worse [...] **They showed me ways to provide the newly necessary personal care** in the immediate short-term."

**Daughter, aged 55-64, phone**

## 6. Empowering carers in their caring role

The Helpline enabled carers to advocate for the person they cared for, and for themselves; improved their confidence within their caring role and decisions they were making; improved their ability to communicate effectively with services and others involved in the care of the person with dementia (eg other family members); and enabled them to feel able to and take control of their situation (eg through enabling informed decision-making and supporting carers in knowing what to do next).

"I have [lasting power of attorney] for health and requested digital access [to my mum's care plan... The care home was] reluctant to grant this but **having received information from your nurse I had the confidence to continue** and eventually the Caldicott Guardian gave me online access through a secure portal. **We have now reviewed and improved Mum's care plan.**"

**Daughter, aged 55-64, email**

I was **more assertive** towards Social Services to get actions going, I **maintained a paper trail**, I passed info over to my siblings for them to benefit also."

**Son, aged 55-64, phone**

"By the end of the call I had a clear plan and **knew what I needed to do**. I was **able to speak confidently** to the GP, Social Care and District Nurse Team."

**Daughter, aged 55-64, phone**

## 7. Supporting carers' mental health and wellbeing

The Helpline supported carers' own mental health and wellbeing. Carers felt that the Helpline had supported them in changing their mindset, such as encouraging acceptance and a more positive perspective; improving emotional regulation; and valuing self-compassion. Nurses offered comfort and reassurance and encouraged carers to prioritise self-care. Carers told us how they felt supported and less alone knowing that the Helpline was there, and that they felt better and were more able to cope after contacting the Helpline.

"It made **me understand why I was upset** and get so angry about my wife's dementia and how to **learn some coping strategies and techniques.**"

**Male carer, aged 75-84, phone**

"Mainly my own mental health was improved by talking to a nurse. **I felt more positive** about my situation with my mum, who has dementia, and helping, caring and dealing with issues that confront me."

**Daughter, aged 45-54, email**

"**After my call I felt I could get out of the situation where I had no time for myself.** It is very isolating being a carer and easy to fall into the routine of caring only for the person who requires it. Now I can see that isn't good for either of us and **I am motivated to get out of this rut,** before I become the one who needs care."

**Wife, aged 75-84, phone**

# Helping people with dementia

**Six people with dementia, or people who were concerned about dementia themselves, also told us about their experiences of the Helpline.**

### **NHS Friends and Family Test**

- All six rated their experience of the service as **'very good' or 'good'**

### **Providing the help families need**

- All six said they got all (n=5) or most (n=1) of the help they needed

"I was very **grateful** for the prompt reply to my email and **was impressed with the amount of information** given to me. I am single, live alone with no support available from family or friends. It's **reassuring to have your team to contact for help.**"

**Male, aged 55-64, email**



"I found it a **positive experience** with **lots of information on how I can help myself** as well as being in touch with others who are going through the early stages of memory problems."

**Female, aged 65-74, phone**



If you are 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](mailto:helpline@dementiauk.org)

Open Monday-Friday, 9am-9pm

Saturday and Sunday, 9am-5pm

Every day except 25<sup>th</sup> December

[@DementiaUK](#) • [dementiauk.org](http://dementiauk.org)

Dementia UK is a registered charity in England and Wales (1039404)  
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