



Admiral Nurse Dementia Helpline

Evaluation summary 2022-23

About the Admiral Nurse Dementia Helpline

Admiral Nurses are specialist dementia nurses who are there for the whole family. They provide free, tailored advice, support and understanding to anyone affected by dementia. The Admiral Nurses on our Helpline are there when people need them most – sharing practical tips for caring, offering compassionate emotional support and helping families plan for the future.

“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... a light in what can otherwise seem like such a terribly dreary and arduous journey.”

Daughter, aged 65-74

Our Helpline at a glance



- Open Monday-Friday 9am-9pm; Saturdays, Sundays and bank holidays 9am-5pm – every day except 25th December
- Call **0800 888 6678**
- Email [▶ helpline@dementiauk.org](mailto:helpline@dementiauk.org)
- Fill in the form at [▶ dementiauk.org/helpline-form](https://dementiauk.org/helpline-form)

Evaluation 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 from our clinical database about contacts to our Helpline, including number of contacts, method of contact, their demographics, and their reasons for contacting us.



We surveyed carers about their experiences of contacting the Helpline.

*Statistics have been rounded throughout.

Number of contacts

In 2022-23 our Helpline received **33,971 contacts** from people in need of support. And we're here for as long as people need us – **38% of people** got in touch with us more than once.

The Helpline received contacts from **carers, people living with dementia, and professionals.**

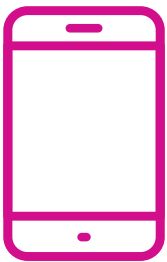
Here for the whole family

- **76%** of carers were female
- **66%** of the carers supported were the child of the person with dementia
- **22%** were the spouse/partner
- **9%** were other relatives
- **3%** were friends/neighbours



1,575 contacts to the Helpline related to young onset dementia (where symptoms develop before the age of 65) – 5% of all contacts.

Method of contact



Phone **79%**



Email **21%**

Supporting people with and without a formal diagnosis

Contacts to the Helpline related to the following types of dementia:

- suspected dementia but no formal diagnosis (**24%**)
- Alzheimer's disease (**20%**)
- dementia – origin non-specific (**19%**)
- vascular dementia (**15%**)
- mixed Alzheimer's and vascular dementia (**9%**)

In 12% of cases, the contact related to a different type of dementia, or the diagnosis was unknown at the time of the first contact.

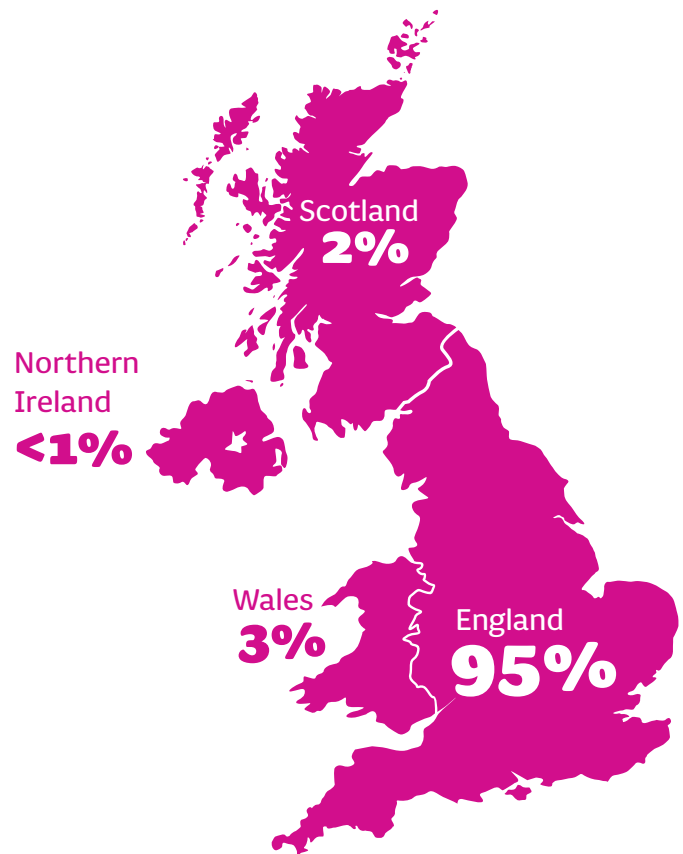


Supporting people across the UK

- **95%** of contacts were from England
- **3%** were from Wales
- **2%** were from Scotland
- **<1%** were from Northern Ireland

Within England:

- **23%** of contacts were from the South-East
- **22%** were from the Midlands
- **15%** were from the East of England
- **12%** were from the North-East and Yorkshire
- **12%** were from the North-West
- **10%** were from the South-West
- **6%** were from London



The advice people need

The main reasons for contacting the Helpline were:**



39%

Accessing support



15%

Care options



19%

Dementia: understanding and support



14%

Psychological/emotional support



17%

Getting a diagnosis



10%

Wants an Admiral Nurse



17%

Behaviour

**Percentages are the proportion of people who gave this reason. People could give more than one reason.

“[The Helpline is] an absolutely 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



The difference we make

Carers told us the support of the Helpline improved:

- their ability to make decisions about the care of the person with dementia (**81%**)
- their understanding of dementia (**79%**)
- their ability to take better care of the person with dementia (**80%**)
- their ability to continue in their caring role (**77%**)
- their knowledge of other services that could help (**77%**)



On the NHS Friends and Family Test, 87% of carers rated their experience of the Helpline as ‘very good’ or ‘good’.

Providing the right advice, information and support

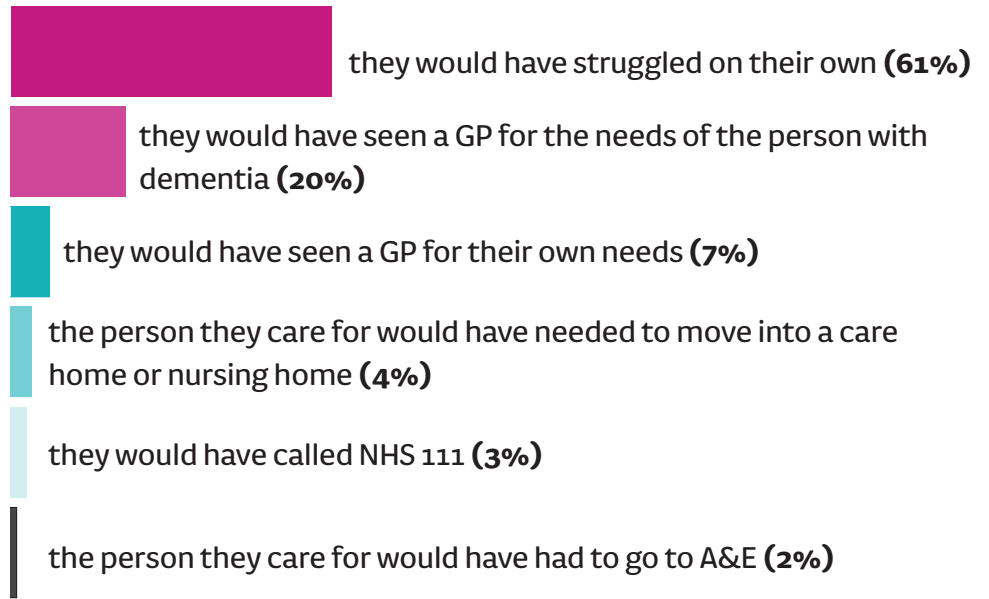


- **75%** of respondents said they received all or most of the help that they needed
- **80%** felt that their contact with the Helpline made them feel much more or a little more positive about their current situation
- **66%** said that the information, advice or support that they received helped them to make changes which improved their current situation

“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

Carers told us that without the Helpline...



“Without the help of the Admiral Nurses I think 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

Sources of support

For information and advice on all aspects of dementia, please visit:

▶ dementiauk.org/information-and-support

To speak to an Admiral Nurse on our Helpline, call **0800 888 6678** or email ▶ helpline@dementiauk.org

To book a phone or video call appointment in our virtual clinic, please visit ▶ dementiauk.org/book

For further information about this evaluation, email ▶ evaluation@dementiauk.org

Dementia UK is a registered charity in England and Wales (1039404) and Scotland (SC 047429).

