



**DementiaUK**  
Helping families face dementia

## Sources of support: practicalities



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Please note that the inclusion of the retailers listed in this guide is for information only. Dementia UK is not affiliated with these companies and their inclusion is not an endorsement.

We know how hard it is when you, or a person you care for, have a diagnosis or suspected diagnosis of dementia. It is natural to worry about how you will cope now and in the future, and where to find the right support. But you are not alone.

In this booklet, you will find details of many services and organisations that can help you get the support and advice you need to make everyday life more manageable.

### 1. Admiral Nurses

Admiral Nurses are specialist dementia nurses who are there for the whole family. They provide life-changing support for families affected by all forms of dementia – including young onset dementia (where symptoms develop before the age of 65).

As experts in dementia, Admiral Nurses support families with the many complex challenges of the condition, providing free, specialist advice. This includes:

- practical tips and advice on caring for someone with dementia

- coping strategies for families who are finding caring difficult
- feelings of loss and grief
- work/life balance when caring for someone
- coping with complex issues such as false beliefs, distressed behaviour, and family conflict
- managing changes in personality and behaviour
- strategies to improve the carer's mental and physical wellbeing
- signposting to other local and national dementia support services
- planning for the future and decision-making
- transition into a nursing or residential home
- support during and after a stay in hospital
- identifying risk and keeping the person with dementia safe

This list is by no means exhaustive: Admiral Nurses take the time to truly listen to each family's individual situation and suggest

coping strategies for the challenges dementia can bring.

Admiral Nurses work on Dementia UK's free national Helpline, in virtual and face-to-face clinics, and in the community.

### **Admiral Nurse Dementia Helpline**

If you would like to speak to an Admiral Nurse about any aspect of dementia, you can call our Helpline free of charge on **0800 888 6678** (Monday to Friday 9am-9pm, Saturday and Sunday 9am-5pm, every day except 25<sup>th</sup> December).

You can also email our Admiral Nurses at **helpline@dementiauk.org**

### **Virtual clinics**

If you would like a pre-booked phone or video call appointment with an Admiral Nurse at a time to suit you, please visit **dementiauk.org/book-an-appointment**

### **In the community**

Speak to your GP, social worker or social prescriber to find out if there is an Admiral Nurse service in your area. You can also call our Helpline on the number above to ask about local services.

### 2. Practicalities

#### Your GP

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

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

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

If you are looking for a new GP, you can find practices in your area at [nhs.uk/service-search/find-a-gp](https://www.nhs.uk/service-search/find-a-gp)

You may like to read our information on:

- Getting the best out of GP and other health appointments: [dementiauk.org/practical-guide-to-getting-the-best-out-of-gp-and-other-health-appointments](https://www.dementiauk.org/practical-guide-to-getting-the-best-out-of-gp-and-other-health-appointments)
- Getting the best out of a remote consultation: [dementiauk.org/remote-consultation](https://www.dementiauk.org/remote-consultation)
- Online GP services: [dementiauk.org/gp-online-services](https://www.dementiauk.org/gp-online-services)

#### NHS 111

NHS 111 can help if you need urgent advice with a medical problem, including when your GP surgery is closed. You can call 111 (24 hours a day, seven days a week) or use the online service at [111.nhs.uk](https://www.111.nhs.uk)

When you contact 111, the call handler will ask you questions about what is wrong and advise what to do next. For example, they might give you advice on managing the problem at home, book you an appointment with a GP or other health professional, or if the person needs urgent treatment, recommend going to A&E or calling an ambulance.



### **NHS app**

The NHS smartphone app is a useful tool for booking and managing medical appointments, ordering repeat prescriptions, viewing your GP records and finding NHS services near you. You can download the app:

- for Apple devices at [apps.apple.com/us/app/nhs-app/id1388411277?ls=1](https://apps.apple.com/us/app/nhs-app/id1388411277?ls=1)
- for Android devices at [play.google.com/store/apps/details?id=com.nhs.online.nhsonline](https://play.google.com/store/apps/details?id=com.nhs.online.nhsonline)

You can also access the NHS app online.

Please visit [nhs.uk/nhs-app/](https://nhs.uk/nhs-app/) for more information.

### **Social services**

There are many ways in which social services can support people with dementia and their carers – for example, by carrying out assessments of your needs; arranging visits from a home carer; offering access to day centres and respite care; providing meals on wheels; and helping with home adaptations.

Social services can arrange free assessments including a carer's assessment, needs assessment and home assessment.

If social services make recommendations such as access to a day centre, help from a paid carer or home adaptations, there may be a cost. This is usually means-tested based on the finances of the person living with dementia, although some may be free regardless of their financial situation, such as home adaptations and equipment that cost less than £1,000 each.

You can find details of your local social services at [nhs.uk/service-search/other-services/Local-Authority-Adult-Social-Care/LocationSearch/1918](https://www.nhs.uk/service-search/other-services/Local-Authority-Adult-Social-Care/LocationSearch/1918)

### **Carer's assessment**

If you care for someone with dementia, you can request a carer's assessment to identify services or benefits to support you in your caring role. You can apply for a carer's assessment by contacting social services – you can find their details using the link above.

You can read our information on the carer's assessment at [dementiauk.org/carers-assessment](https://www.dementiauk.org/carers-assessment)

### **Needs assessment**

A needs assessment looks at what support a person needs to cope day-to-day, such as:

- home equipment like a walking frame or personal fall alarm
- adaptations to their home such as a walk-in shower
- help from a paid home carer
- help with childcare
- access to day centres and lunch clubs
- moving to a care home

You can apply for a needs assessment at [gov.uk/apply-needs-assessment-social-services](https://www.gov.uk/apply-needs-assessment-social-services)

### **Home assessment**

A home assessment looks specifically at home equipment and adaptations to make life easier. You can request this at [gov.uk/apply-home-equipment-for-disabled](https://www.gov.uk/apply-home-equipment-for-disabled)



### 3. Driving

#### The Blue Badge scheme: accessible parking

A Blue Badge allows people with disabilities or health conditions such as dementia to park for free in a number of places:

- on streets with parking meters or pay-and-display machines, for as long as you need to
- in disabled parking bays on streets for as long as you need to, unless a sign says there is a time limit
- on single or double yellow lines for up to three hours, unless there is a 'no loading' sign

Many private car parks (eg supermarkets, shopping centres and leisure centres) also offer Blue Badge parking but they may have different criteria, so make sure you check the signs carefully.

Some areas, such as certain London boroughs, have their own disabled parking schemes.

You can find out where you can park with a Blue Badge at [gov.uk/where-registered-disabled-drivers-can-park](https://www.gov.uk/where-registered-disabled-drivers-can-park)

A Blue Badge costs up to £10 in England and Northern Ireland and £20 in Scotland. It is free in Wales. They usually last three years. You



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must reapply for a Blue Badge before your current one expires.

In England, Wales and Scotland, you can apply:

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

For Northern Ireland, you can apply:

- online: [nidirect.gov.uk/services/apply-or-renew-blue-badge-online](https://nidirect.gov.uk/services/apply-or-renew-blue-badge-online)
- by phone: **0300 200 7818**

To read our information on Blue Badges, please visit [dementiauk.org/blue-badge-parking](https://www.dementiauk.org/blue-badge-parking)

### DVLA/DVA

If a person with dementia wants to continue to drive, the Driver and Vehicle Licensing Agency (DVLA) – or in Northern Ireland, the Driver and Vehicle Agency (DVA) – needs to be informed.

It will not necessarily mean giving up driving straight away – the DVLA/DVA may request a medical report from a doctor; issue a

shorter licence (for one, three or five years); or require you to take a driving assessment. But if you do not tell the DVLA/DVA, you could be fined up to £1,000.

You can contact DVLA Medical Enquiries:

- by phone: **0300 790 6806** (Monday–Friday 8am–7pm, Saturday 8am–2pm)
- online: [gov.uk/driving-medical-conditions](https://www.gov.uk/driving-medical-conditions)
- by webchat: [contact.dvla.gov.uk/drivers-medical](https://contact.dvla.gov.uk/drivers-medical)
- by post: fill in the form at [assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1096938/cg1-medical-questionnaire.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1096938/cg1-medical-questionnaire.pdf) and return it to the address on the form

In Northern Ireland, you can contact DVA Medical Issues:

- by phone: **0300 200 7861** (Monday–Friday 9am–5pm)
- by email: [dva@infrastructureni.gov.uk](mailto:dva@infrastructureni.gov.uk)





- by post – send both parts of your driving licence and a covering letter to:

**Drivers Medical Section**  
**DVA**  
**Castlerock Road**  
**Waterside**  
**Coleraine**  
**BT51 3TB**

Your GP, a psychiatrist or neurologist can notify the DVLA/DVA on your behalf but might charge a fee.

You must also tell your car insurance provider that you have dementia.

You can read our information on driving and dementia at [dementiauk.org/driving](https://dementiauk.org/driving)

### **Motability**

If you or the person you care for receive a mobility allowance as part of certain benefits such as Personal Independence Payment (PIP) or Disability Living Allowance (DLA), you can use all or part of this to lease a car through the Motability scheme. You can also use it to lease a mobility scooter, powered wheelchair or wheelchair-accessible vehicle.

A Motability lease covers your insurance, servicing, maintenance

and repairs, breakdown cover and installation of a home charging point for electric vehicles.

Visit [motability.co.uk](https://www.motability.co.uk) to see if you or the person you care for are eligible, and if so, search for a vehicle.

### 4. Communication

#### Barring outgoing calls

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

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

- BT Call Barring stops the caller from calling certain phone numbers or types of calls (eg international and premium rate calls). There may be a charge for this. You can find more information at [bt.com/help/landline/calling-features-and-security/all-about-call-barring](https://www.bt.com/help/landline/calling-features-and-security/all-about-call-barring)
- Virgin Call Barring lets you block outgoing calls to specified numbers – there is a subscription

charge for this. You can set it up yourself using the instructions on pages 8–9 of your Virgin Phone Guide: [assets.virginmedia.com/resources/pdf/Your-VM%20Phone-Guide.pdf](https://assets.virginmedia.com/resources/pdf/Your-VM%20Phone-Guide.pdf)

You can also buy devices from Truecall that allow you to block calls to certain phone numbers. For more information phone **0800 0336 330** or visit [truecall.co.uk](https://www.truecall.co.uk)

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

#### Stopping cold calls

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

You can register:

- online at [tpsonline.org.uk](https://www.tpsonline.org.uk)
- by phone on **0345 070 0707**

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

- BT Call Protect: visit [bt.com/help/security/how-can-i-stop-nuisance-or-scam-calls-](http://bt.com/help/security/how-can-i-stop-nuisance-or-scam-calls-)
- Virgin Media: visit [virginmedia.com/help/landline/block-nuisance-calls](http://virginmedia.com/help/landline/block-nuisance-calls)
- Sky Talk Shield: visit [sky.com/help/articles/sky-talk-shield-start](http://sky.com/help/articles/sky-talk-shield-start)
- TalkTalk CallSafe: call 1472 from your TalkTalk landline or visit [community.talktalk.co.uk/t5/Articles/About-CallSafe/ta-p/2204784](http://community.talktalk.co.uk/t5/Articles/About-CallSafe/ta-p/2204784) for information

Alternatively, you could buy and install a nuisance call blocking device, such as Truecall. For more information, visit [truecall.co.uk](http://truecall.co.uk) or phone **0800 0336 330**.

### Stopping unsolicited mail

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

To stop receiving unsolicited mail that is addressed to you, register with the free Mailing Preference Service (MPS) at [mpsonline.org.uk](http://mpsonline.org.uk).

If you cannot register online, call **020 7291 3310**.

To stop receiving unaddressed mail like free newspapers and magazines, catalogues, information leaflets, advertising brochures, money-off coupons, local directories and product samples, complete the 'Your Choice' form at [dma.org.uk/uploads/misc/your-choice-registration-pack.pdf](http://dma.org.uk/uploads/misc/your-choice-registration-pack.pdf) and return it to the address on the form.

You can opt out of unaddressed mail delivered by Royal Mail by filling in the form at [royalmail.com/sites/default/files/D2D-Opt-Out-Application-Form-2015.pdf](http://royalmail.com/sites/default/files/D2D-Opt-Out-Application-Form-2015.pdf)

Through the Fundraising Preference Service (FPS), you can choose to stop emails, telephone calls, addressed post, and/or text messages from a selected charity or charities. You can sign up at [fundraisingpreference.org.uk](http://fundraisingpreference.org.uk) or call the helpline on **0300 3033 517**.

## 5. Continence

### Incontinence products

There are many products to help you or the person you care for manage incontinence, including pads, pants, and chair and bed protection. You can buy incontinence products in many pharmacies and supermarkets, as well as online.

Continence Product Advisor can help you work out which products are best for your needs: visit [continenceproductadvisor.org](http://continenceproductadvisor.org)

You could also ask your GP for a continence assessment or book an appointment with a local continence clinic: visit [bladderandbowel.org/news/continence-clinic-healthcare-search-tool/](http://bladderandbowel.org/news/continence-clinic-healthcare-search-tool/) to find your nearest. You do not need a referral.

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

### The National Key Scheme (NKS)

An NKS key (also known as a Radar key) enables you to unlock

over 10,000 locked public toilets around the country in shopping centres, pubs, cafés, department stores, bus and train stations, and other places.

Disability Rights Shop sells NKS keys: visit [shop.disabilityrightsuk.org/products/radar-key](http://shop.disabilityrightsuk.org/products/radar-key) or phone **020 3687 0790**. You can also purchase them from some Tourist Information Centres.

By purchasing a key, you self-certify that you require use of toilet facilities due to a disability or health condition.

### Just Can't Wait card

The Just Can't Wait card can help you get speedy access to toilets that are not normally available to the public, such as staff toilets. The card is not guaranteed to give you access, but in many places, if you show it to a staff member they will let you use the toilet.

You can either download a free digital card to add to your Apple or Google Wallet or order a wallet-size plastic card for £2.95: visit [bladderandbowel.org/help-information/just-cant-wait-card/](http://bladderandbowel.org/help-information/just-cant-wait-card/) or call **0800 031 5406**.



### Changing Places toilets

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

You can find local Changing Places toilets or plan a journey around the location of these toilets at [changing-places.org/find](https://changing-places.org/find)

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

- Changing Places app for Apple phones: [apps.apple.com/gb/app/changing-places-toilet-finder/id1160975684](https://apps.apple.com/gb/app/changing-places-toilet-finder/id1160975684)
- Changing Places app for Android phones: [play.google.com/store/apps/details?id=changingplaces.map1&hl=en\\_GB&gl=US](https://play.google.com/store/apps/details?id=changingplaces.map1&hl=en_GB&gl=US)
- Toilet Finder app for Apple phones: [apps.apple.com/gb/app/toilet-finder/id311896604](https://apps.apple.com/gb/app/toilet-finder/id311896604)
- Toilet Finder app for Android phones: [play.google.com/store/apps/details?id=com.bto.toilet&hl=en\\_GB&gl=US](https://play.google.com/store/apps/details?id=com.bto.toilet&hl=en_GB&gl=US)

These Dementia UK resources may also be helpful:

- Contenance: [dementiauk.org/continence](https://dementiauk.org/continence)
- Dementia and personal hygiene: [dementiauk.org/dementia-and-personal-hygiene](https://dementiauk.org/dementia-and-personal-hygiene)
- Stoma care for a person with dementia: [dementiauk.org/caring-for-a-person-with-a-stoma-and-dementia](https://dementiauk.org/caring-for-a-person-with-a-stoma-and-dementia)

## 6. Health

### Eyecare

It is important to have your eyes checked at least every two years to make sure that problems are diagnosed promptly and you have the correct prescription for your glasses or contact lenses.

Many people are entitled to a free NHS sight test, including people aged 60 and over and those who receive free prescriptions. You may also be entitled to a voucher towards the cost of glasses or contact lenses. Please visit [nhs.uk/nhs-services/opticians/free-nhs-eye-tests-and-optical-vouchers/](https://nhs.uk/nhs-services/opticians/free-nhs-eye-tests-and-optical-vouchers/) for more information.

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

You can find an optician at [nhs.uk/service-search/find-an-optician](https://nhs.uk/service-search/find-an-optician)

For advice about sight loss, contact the RNIB Helpline:

- by phone: **0303 123 9999**  
(Monday-Friday 8am-8pm,  
Saturday 9am-1pm)
- by email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)
- via Alexa: say, “**Alexa, call RNIB Helpline**”

### Hearing and hearing loss

Hearing loss can be particularly difficult for people with dementia as it may make them feel more confused and less able to communicate. You can ask your GP to refer you for a hearing test with a hearing specialist (audiologist) but the waiting list may be long. It might be quicker to book a test in a large pharmacy or optician. These are often free.

The RNID has a free online tool to check your hearing and see whether you need a full hearing test: visit [rnid.org.uk/information-and-support/take-online-hearing-check/](https://www.rnid.org.uk/information-and-support/take-online-hearing-check/)

There is also a free Information Line that provides advice around hearing loss, tinnitus and deaf issues:

- phone: **0800 808 0123** (Monday-Friday 9am-5pm)
- text: **07360 268998**
- webchat: [rnid.org.uk/about-us/contact-rnid/](https://www.rnid.org.uk/about-us/contact-rnid/) (Monday-Friday 8.30am-5pm)
- email: [contact@rnid.org.uk](mailto:contact@rnid.org.uk)
- online form: [rnid.org.uk/about-us/contact-rnid/contact-us-form/](https://www.rnid.org.uk/about-us/contact-rnid/contact-us-form/)

You may find these Dementia UK resources helpful:

- Difficulty with sounds: [dementiauk.org/difficulty-with-sounds](https://www.dementiauk.org/difficulty-with-sounds)
- Communication tips: [dementiauk.org/tips-for-better-communication](https://www.dementiauk.org/tips-for-better-communication)

### Dental care

Going to the dentist could be a challenge for people with dementia if they do not understand what is happening, cannot follow instructions or cannot communicate that they are in pain or discomfort.

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

For general dental and oral health advice, visit the Oral Health Foundation's website at [dentalhealth.org](https://www.dentalhealth.org)

To find an NHS dentist, visit [nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/](https://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/)

For our information on mouth care and oral health, please visit [dementiauk.org/mouth-care](https://www.dementiauk.org/mouth-care)

### Prescriptions

Taking prescribed medication correctly is very important, but it can be easy to lose track of when



it was last taken. Pharmacies offer ways to help you manage your medication. They can:

- get prescriptions sent straight to the pharmacy from your GP
- remind you when you are due to have a medication review with your GP
- deliver your medication to your door at the same time each week or month
- package your medication in a dosette box so it is organised into day and time slots, delivered to you on a weekly or monthly basis
- supply a small amount of ‘emergency medication’ if you run out

Speak to your local pharmacy or the administrator at your GP surgery about how they can help.

Many people are eligible for free prescriptions: visit [nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/](https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/)

If you have to pay for prescriptions and order multiple items each

month, you may be able to save money with a prescription pre-payment certificate: visit [nhs.uk/nhs-services/prescriptions-and-pharmacies/save-money-with-a-prescription-prepayment-certificate/ppc/](https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/save-money-with-a-prescription-prepayment-certificate/ppc/)

To read our information on medication and dementia, please visit [dementiauk.org/medication](https://www.dementiauk.org/medication)

## 7. Safety outside the home

### Identity cards, jewellery and accessories

It is a good idea for people with dementia to carry a form of identity that explains that they have dementia and includes emergency contact details. This can help if they have an accident, become unwell or are unsure where they are. You could sew this information into the person’s jacket or a handbag so that it is not easily removed.

If you are a carer, carrying an identity card saying that you care for a person with dementia can ensure they get support if you are taken ill or involved in an accident.



To request our identity cards for a person with dementia and for carers by post, you can contact the Admiral Nurse Dementia Helpline (please see p3 for contact details).

You can also buy identity jewellery like necklaces, bracelets and watches engraved with the person's condition, an ID number and a 24-hour emergency phone number. You can buy these from MedAlert online at [medicalert.org.uk](https://www.medicalert.org.uk) or by phone on **01908 951045** (Monday-Friday 8am-3.30pm, Saturday 9am-3pm).

### **The Herbert Protocol**

This national scheme encourages carers to compile useful information about a person with dementia – such as their physical description, health conditions and places of significance – which could be used to help locate them in the event of them going missing. You can give copies to family, friends and neighbours, and to the police if the person is missing.

You can download a Herbert Protocol form at [met.police.uk/SysSiteAssets/media/downloads/central/advice/herbert-protocol/herbert-protocol-form.pdf](https://www.met.police.uk/SysSiteAssets/media/downloads/central/advice/herbert-protocol/herbert-protocol-form.pdf)

### Hidden Disabilities sunflower lanyard

The sunflower lanyard signifies that a person has a hidden disability. It can alert people, including shop staff, health professionals and members of the public, to the fact that the person may need additional support or more time to complete tasks. You can attach a generic card explaining that the person has an invisible disability, or a personalised identity card.

You can buy a sunflower lanyard at [hiddendisabilitiesstore.com](https://www.hiddendisabilitiesstore.com). Some supermarkets and other shops also give them out free of charge at their customer service desks.

## 8. Safety inside the home

### Personal safety alarms

If you are worried that you or the person you care for might fall or be taken ill when alone at home, a personal safety alarm could ease your worries. These are portable alarms that are worn on a cord or wristband. They are also known as ‘telecare’.

When the alarm button is pressed, it will automatically send an alert to a family member’s phone, or someone from the personal safety alarm company will speak to you through the device, assess the situation and contact a family member or call for medical assistance.

Some personal alarms also have GPS to track the person’s location if they need help, and fall detection alerts in case the person is unable to press the button due to injury or confusion.

You may be able to get a personal alarm through a needs assessment or home assessment from your local authority – see p6 for information. Otherwise, you can order your own alarm. You will usually pay an upfront fee and then a monthly/yearly subscription.

Companies that supply personal safety alarms include:

- Age Co: visit [personalalarms. ageco.co.uk](https://www.personalalarms.ageco.co.uk), phone 0800 085 8032 (Monday-Friday 8am-6pm, Saturday 9am-5pm) or email [enquiries@ppttakingcare.co.uk](mailto:enquiries@ppttakingcare.co.uk)

- Careline: visit [careline.co.uk](https://www.careline.co.uk), phone **0808 304 4428** (24 hours a day, seven days a week) or email [info@careline.co.uk](mailto:info@careline.co.uk)
- Taking Care: visit [taking.care](https://www.takingcare.org) or phone **0800 085 7371** (Monday-Friday 8am-6pm, Saturday 9am-5pm)

### **Fire service home safety visits**

Most fire services offer free Safe and Well home visits (also known as home fire risk assessments or home fire safety checks). They will help you identify risks within the home; explain how to avoid these risks; help you write an escape plan in case of emergency; and test your smoke alarms. You may also be eligible to have free smoke alarms fitted.

You can request a visit for yourself or someone you care for by contacting your local fire service: find details at [fireservice.co.uk/information/ukfrs/](https://www.fireservice.co.uk/information/ukfrs/) (please do not call 999 to request a Safe and Well visit).

### **Neighbourhood Watch/OWL**

Neighbourhood Watch schemes are community schemes that can help you stay safe in your

immediate area. Members help to reduce local crime rates by sharing crime prevention advice, reporting incidents in the area, and generally looking out for their neighbours, particularly those who are vulnerable. They may also be able to supply door or window stickers to show that you are involved in the scheme and prevent cold callers knocking on your door.

Some areas use a similar scheme called OWL, or a combination of Neighbourhood Watch and OWL.

You can find out if Neighbourhood Watch and/or OWL operate in your area at [ourwatch.org.uk/get-involved/find-my-local-scheme](https://ourwatch.org.uk/get-involved/find-my-local-scheme)

### **Message in a Bottle**

The Message in a Bottle scheme involves filling in a form with important personal and medical information about the person with dementia and keeping it in a plastic bottle in the door of the fridge. The bottle is supplied with two stickers – one to go on the fridge door, and the other inside the front door – so emergency services know to look for it if they attend the person's house.

You can pick up a free Message in a Bottle pack from many GP surgeries and pharmacies, or fill in the form at [lions105ce.org/message-in-a-bottle.html](https://lions105ce.org/message-in-a-bottle.html) to request one by post.

### 9. Making life easier

#### Home adaptations, equipment and assistive technology

There are lots of home adaptations, equipment and technology that can make life easier for people with dementia. Following a needs assessment and/or home assessment, you may be eligible to have some of these paid for by social services – see p6 for information on how to contact your local social services.

Living Made Easy is an impartial advice and information website about daily living equipment and other aspects of independent living, developed by the Disabled Living Foundation. Please visit [livingmadeeasy.org.uk](https://livingmadeeasy.org.uk) or call **0300 123 3084** (Monday-Friday 9am-5pm).

Disabled Living offers free, impartial advice on products and services for disabled and/or older people, with a helpline where you

can seek advice and information from an occupational therapist or continence specialist. Visit [disabledliving.co.uk](https://disabledliving.co.uk) or phone **0161 214 4590** (Monday-Friday 9am-4.30pm).

If you would like advice on which adaptive and assistive products would be helpful for you or the person you care for, please contact our Helpline to speak to an Admiral Nurse – see p3 for details.

You may find these Dementia UK resources useful:

- Living aids and assistive technology: [dementiauk.org/living-aids-and-assistive-technology](https://dementiauk.org/living-aids-and-assistive-technology)
- Making the home safe and comfortable for a person with dementia: [dementiauk.org/safe-comfortable-home](https://dementiauk.org/safe-comfortable-home)

#### Mobility aids

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

There are also a number of other suppliers that sell or rent mobility aids. You may be able to claim an



NHS voucher to cover some or all of the cost.

Your local social services can give you information about equipment showrooms or Disabled Living Centres in your area where you can get advice and try mobility aids before you hire or buy.

If you qualify for the Motability scheme, you can use this to lease a mobility scooter or powered wheelchair – please see p9.

For more information on types

of mobility aids, visit [nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/walking-aids-wheelchairs-and-mobility-scooters/](https://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/walking-aids-wheelchairs-and-mobility-scooters/)

### **Washing, grooming and dressing**

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





- Ability Superstore: a supplier of independent living aids that can help with walking, bathing, cooking, eating and more. Visit [abilitysuperstore.com](https://www.abilitysuperstore.com) or call **0800 255 0498** (Monday-Friday 9.30am-4pm)
- The Complete Care Shop: a supplier of care equipment for elderly and disabled people, including washing, dressing and personal care aids. Visit [completecareshop.co.uk](https://www.completecareshop.co.uk) or phone **0333 016 0000** (Monday-Friday 9am-6pm, Saturday, Sunday and bank holidays 9am-5pm)
- Living Aids UK: a retailer selling specialist independent living products ranging from health and wellbeing products to mobility and hygiene aids. Visit [livingaidsuk.co.uk](https://www.livingaidsuk.co.uk), call **01254 247475** (Monday-Friday 8.30am-5pm) or email [question@livingaidsuk.co.uk](mailto:question@livingaidsuk.co.uk)
- Healthcare Pro: a retailer of daily living aids including grab rails, bath seats and eating and drinking aids. You can contact them on **0345 121 8111** (Monday-Friday 9am-6pm, Saturday, Sunday and bank holidays 9am-5pm) or visit [healthcarepro.co.uk](https://www.healthcarepro.co.uk)



## Directory of organisations offering help and support

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

### Dementia UK

Dementia UK is the specialist dementia nursing charity. Our nurses, known as Admiral Nurses, provide life-changing support for families affected by all kinds of dementia. Please see p2 for more information on the support they can offer.

Visit: [dementiauk.org](https://dementiauk.org)

### Admiral Nurse Dementia Helpline

Call: **0800 888 6678** (Monday-Friday 9am-5pm, Saturday, Sunday and bank holidays 9am-5pm, every day except 25<sup>th</sup> December)

Email: [helpline@dementiauk.org](mailto:helpline@dementiauk.org)

### Virtual clinics (appointments by phone or video call)

Book at [dementiauk.org/book-an-appointment](https://dementiauk.org/book-an-appointment)

### Information and advice, including leaflets

[dementiauk.org/get-support](https://dementiauk.org/get-support)



### Age UK

A UK-wide charity that provides information and advice on insurance; legal and financial advice and Wills; day care; carers' groups; community dementia support workers; and telephone befriending.

Visit: [ageuk.org.uk](http://ageuk.org.uk)

Call: **0800 678 1602** (8am-7pm, 365 days a year)

### Befriending Networks

A network of organisations that supply volunteer befrienders to support people who are socially isolated, including people with disabilities, mental ill health, learning disabilities and carers.

Visit: [befriending.co.uk](http://befriending.co.uk)

Find a befriender: [befriending.co.uk/directory](http://befriending.co.uk/directory)

### The Bladder and Bowel Community

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

Visit: [bladderandbowel.org](http://bladderandbowel.org)

Call: **0800 031 5406** (home delivery service)

Facebook Group: [facebook.com/groups/BandBCommunity/](https://facebook.com/groups/BandBCommunity/)

### Care Rights UK

The charity supporting people using care services, their family and friends. Its helpline offers information, advice and support on care issues.

Visit: [carerightsuk.org](http://carerightsuk.org)

Call: **020 7359 8136** (Monday-Friday 9.30am-1pm, plus Thursdays 6pm-8pm) or book a call by completing the form at [carerightsuk.org/helpline](http://carerightsuk.org/helpline) or emailing [helpline@carerightsuk.org](mailto:helpline@carerightsuk.org)

### **Carers Trust**

A charity that supports unpaid carers through its network of independent Carers Trust partners. It provides grants; short breaks; information and advice; education and training; and emotional and practical help. It can also connect you with local services and respite care.

Visit: [carers.org](https://www.carers.org)

Call: **0300 772 9600** (to be put in touch with a Carers Trust Network Partner for local support)

### **Carers UK**

A charity offering expert advice, information and support for all carers, including advice on issues such as the carer's assessment, benefits and housing. There is also an online forum and a free confidential helpline.

Visit: [carersuk.org](https://www.carersuk.org)

Call: **0808 808 7777**

(Monday-Friday 9am-6pm, except bank holidays)

Email: [advice@carersuk.org](mailto:advice@carersuk.org)

### **The Charity for Civil Servants**

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

Visit: [foryoubyyou.org.uk](https://www.foryoubyyou.org.uk)

Call: **0800 056 2424** (Monday-Friday 10am-3pm)

### **The Children's Society Include service**

A service for young carers and their families that includes online information and advice; a searchable database of young carers' groups; and an annual Young Carers Festival.

Visit: [childrenssociety.org.uk/information/young-people/young-carers](https://www.childrenssociety.org.uk/information/young-people/young-carers)

Call: **01962 711511** (Monday-Friday 9am-5pm)

### **Cinnamon Trust**

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

Visit: [cinnamon.org.uk](http://cinnamon.org.uk)

Call: **01736 757900**

### **Citizens Advice**

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

Visit: [citizensadvice.org.uk](http://citizensadvice.org.uk)

Call Adviceline England: **0800 144 8848**

(Monday-Friday 9am-5pm except bank holidays)

Call Advicelink Wales: **0800 702 2020**

(Monday-Friday 9am-5pm except bank holidays)

### **DEEP: the UK network of dementia voices**

A UK-wide network of groups for people with dementia that connects them for support and friendship. Members can also get involved with raising awareness and campaigning.

Visit: [dementiavoices.org.uk](http://dementiavoices.org.uk)

Email: complete the form at [dementiavoices.org.uk/contact-us](http://dementiavoices.org.uk/contact-us)

### **Dementia Adventure**

A charity that offers supported days out and holidays for people living with dementia and their carers. It also holds free online dementia training courses for carers.

Visit: [dementiaadventure.co.uk](http://dementiaadventure.co.uk)

Call: **01245 237548**

(Monday-Friday 9am-5pm except bank holidays)

### **Dementia Carers Count**

Free support and courses to help family members and friends develop their skills and confidence in caring for a person with dementia.

Visit: **dementiacarers.org.uk**

Call: **0800 652 1102** (support line – Monday-Friday 9am-5pm)

Call: **020 540 0710** (for help with booking courses)

Crisis text service: **text CARE to 85258** (24 hours)

### **Elderly Accommodation Counsel**

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

Visit: **eac.org.uk** (main charity website)

Visit: **housingcare.org** (housing and care advice, including a searchable database of retirement and care homes)

### **Friends of the Elderly**

A charity providing care home and day care services for older people, and one-off grants to people of state retirement age who are in financial difficulty.

Visit: **fote.org.uk**

Phone: **0330 555 0378** for care home enquiries  
(Monday-Friday 9am-5pm)

Email: **enquiries@fote.org.uk**

### **Independent Age**

A charity that provides support for older people facing financial hardship. It offers free and impartial advice and information, and grants for community organisations. There is also a free helpline.

Visit: **independentage.org**

Call: **0800 319 6789** (Monday-Friday 8.30am-5.30pm)

Email: **advice@independentage.org**

### **The Lewy Body Society**

A charity that funds Lewy body dementia research, raises awareness of Lewy body dementia and provides information and support for people with the condition and their carers. Telephone support around Lewy body dementia is provided by the Dementia UK Admiral Nurse Helpline.

Visit: **lewybody.org**

Call: **0800 888 6678** (Monday-Friday 9am-9pm, Saturday, Sunday and bank holidays 9am-5pm)

Email: **info@lewybody.org**

### **Mind**

The mental health charity that provides online information and resources; an Infoline offering support with issues such as treatment options, welfare benefits and advocacy; and local branches offering face-to-face support.

Visit: **mind.org.uk**

Call: **0300 123 3393** (Monday-Friday 9am-6pm except bank holidays – not a crisis support line)

### **NHS talking therapies**

Information on talking therapies that may be available on the NHS and how to access them.

Visit: **nhs.uk/service-search/mental-health/find-an-NHS-talking-therapies-service**

### **Parkinson's UK**

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

Visit: **parkinsons.org.uk**

Call: **0808 800 0303**

(Monday-Friday 9am-6pm, Saturday 10am-2pm)

### **Pathways Through Dementia**

A charity that provides free legal and financial information to support people living with dementia and their carers.

Visit: [pathwaysthroughdementia.org](http://pathwaysthroughdementia.org)

Call: **020 3405 5940** (legal helpline: opening hours vary)

Email: [swilcox@pathwaysthroughdementia.org](mailto:swilcox@pathwaysthroughdementia.org)

### **RAF Benevolent Fund**

A welfare charity supporting current and former members of the RAF, their partners and dependants. Its services include welfare breaks; financial advice and support; relationship counselling; telephone friendship groups; and support with caring, including support for children and young people.

Visit: [rafbf.org](http://rafbf.org)

Call: **0300 102 1919** (Monday-Thursday 9am-5pm, Friday 9am-4pm)

Email: [welfare Navigators@rafbf.org.uk](mailto:welfare Navigators@rafbf.org.uk)

### **Rare Dementia Support (RDS)**

A charity that supports people affected by seven rare forms of dementia and their carers. These are familial Alzheimer's disease; frontotemporal dementia; familial frontotemporal dementia; posterior cortical atrophy; primary progressive aphasia; young onset Alzheimer's disease; and Lewy body dementia.

Visit: [raredementiasupport.org](http://raredementiasupport.org)

Email: [contact@raredementiasupport.org](mailto:contact@raredementiasupport.org)

### **The Red Cross**

A charity providing local, practical and emotional support, including help at home; financial advice and support; and help for people in crisis or struggling with loneliness. It also offers short-term wheelchair hire.

Visit: [redcross.org.uk](http://redcross.org.uk)

Call: **0344 871 1111** (Monday, Tuesday, Thursday and Friday 10am-5pm; Wednesday 10am-8pm)



### **Revitalise**

A charity that provides respite breaks and holidays in two purpose-built centres for disabled people, with or without their carers.

Visit: [revitalise.org.uk](http://revitalise.org.uk)

Call: **0303 303 0145**

Email: [bookings@revitalise.org.uk](mailto:bookings@revitalise.org.uk)

### **The Royal British Legion**

The Royal British Legion provides lifelong support for Royal Navy, British Army and Royal Air Force veterans and their families. Services include dedicated care homes for older veterans; cost-of-living grants; support for carers; and support for ex-serving personnel and their families to live safely at home. It also provides expert guidance on housing, rights, benefits, pensions and allowances.

Website: [britishlegion.org.uk](http://britishlegion.org.uk)

Call: **0808 802 8080** (seven days a week, 8am-8pm)

### **Samaritans**

A charity providing a 24-hour telephone listening service for anyone who feels life is not worth living or is in need of emotional support. You do not have to feel suicidal to call.

Visit: [samaritans.org](http://samaritans.org)

Call: **116 123** (24 hours a day, 365 days a year)

Email: [jo@samaritans.org](mailto:jo@samaritans.org) (it may take several days to receive a response – if you need to contact someone urgently, please call the helpline)

### **The Silver Line**

A free helpline for people aged 55 and over – especially those who are lonely or isolated – that offers friendship, conversation and support.

Visit: [thesilverline.org.uk](http://thesilverline.org.uk)

Call: **0800 470 8090** (24 hours a day, 365 days a year)

**tide – together in dementia everyday**

Information and support for family members and professionals who care for someone living with dementia, including former carers.

Visit: **[tide.uk.net](http://tide.uk.net)**

Call: **0151 237 2669**

**Young Dementia Network**

An online collaborative network and influencing community that seeks to improve the lives of people affected by young onset dementia (where symptoms develop before the age of 65). Its members include people with young onset dementia; their families and friends; and people working in or with an interest in the field of young onset dementia. It campaigns for change, provides opportunities for people to connect, and creates resources for younger people and their families.

Visit: **[youngdementianetwork.org](http://youngdementianetwork.org)**

Resources: **[youngdementianetwork.org/resources](http://youngdementianetwork.org/resources)**

Searchable database of young onset dementia groups and services:

**[dementiauk.org/young-onset-dementia/find-support](http://dementiauk.org/young-onset-dementia/find-support)**

The Young Dementia Network is hosted by Dementia UK. If you need advice and support around young onset dementia, please contact the Dementia UK Admiral Nurse Helpline or book a clinics appointment – please see p3 for contact details.

The information in this leaflet is written and reviewed by dementia specialist Admiral Nurses. We hope you find it useful. If you have feedback, please email [feedback@dementiauk.org](mailto:feedback@dementiauk.org)

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**We want to ensure no one has to face dementia alone – and we can only do this because of our generous supporters. If you would like to help, please consider making a kind gift.**



To donate: call **0300 365 5500**,  
visit [dementiauk.org/donate-to-support](https://dementiauk.org/donate-to-support)  
or scan the QR code.  
Thank you.



If you have questions or concerns about any aspect of dementia, please contact our Admiral Nurses.  
Helpline: **0800 888 6678** or [helpline@dementiauk.org](mailto:helpline@dementiauk.org)  
Virtual clinics: [dementiauk.org/book-an-appointment](https://dementiauk.org/book-an-appointment)



**[dementiauk.org](https://dementiauk.org) • [info@dementiauk.org](mailto:info@dementiauk.org)**

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