



Living Well with Dementia in Westminster 2023

A guide for people in early stages of dementia



So, you have just been given a diagnosis of dementia and you are probably feeling apprehensive about what that means.

Dementia describes a collection of symptoms such as memory loss, confusion, problems in thinking and communication. These symptoms are caused by various diseases, such as Alzheimer's disease, vascular dementia or dementia with Lewy bodies. Diagnosis of dementia may have come to you as a shock, but you should know:

- Even though dementia gets worse over time, it usually progresses slowly (except for some rare types). This means that you can still enjoy a good quality of life hopefully over many years, if you get the right support.**
- There is a lot you can do to live well with dementia, and this guide should give you some useful ideas about what support is available in Westminster.**
- You are not alone. There are about 850,000 people living with dementia in the UK, and approximately 1,800 in Westminster.**

This booklet should provide you with some helpful tips about staying well and making the most out of services and support available in Westminster.

Tip 1: Take care of your physical and emotional health

Your GP is your first point of contact as they have an overall responsibility for your healthcare. They can also refer you to specialist services, such as podiatry (foot care), falls prevention, continence or rehabilitation. Good preventative care is a great way of reducing the risk of future complications.

999 – Medical emergencies

111 – Free 24 hours/day NHS non-emergency number

Poor vision or hearing, or painful teeth, gums or denture can make it more difficult to cope with everyday life. It is important to have regular sight, hearing and dental checks. Some services offer home visits for people who cannot get out. Ask your GP or Dementia Adviser for details.

If you have any questions about any medication you have been prescribed, you are currently taking or consider taking (including drugs for Alzheimer's disease such as Donepezil, Rivastigmine, Galantamine or Memantine), you can call the Medicines Helpline.

CNWL Medicines Helpline

Phone number: 020 3317 5090

The helpline can be contacted Monday – Friday 9am – 5.15pm

Email: medinfo.cnwl@nhs.net

The Community Independence Service (CIS) helps people during a period of sudden illness or after an injury to recover and remain well at home. This can be done by the Rapid Response team providing a short term treatment at home, or through Rehabilitation and Reablement for those who need longer support (up to 6 weeks). Ask your GP for a referral if you think this service may be useful to you.

Community Independence Service (CIS) : 030 0033 0333

Emotional health is as important as physical health. Talk to your GP if you feel depressed, worried or anxious. They can refer you to psychological services. You can also contact psychological services yourself directly by calling or emailing IAPT in Westminster (Improving Access to Psychological Therapies). The service can also book interpreter if you don't feel comfortable speaking English.

CNWL Talking Therapies Service, Westminster (IAPT)

Phone number: 030 3333 0000

Email: westminster.iapt@nhs.net

Address: 11 Praed Street, London, W2 1NJ

Third Age Counselling offer free appointments in New Horizons (Guinness Trust Estate, Cadogan Street, London, SW3 2PF), as well as counselling sessions on the phone and via Zoom.

Third Age Counselling

Phone number: 020 7976 6667

Email: enquiries@thirdagecounselling.com

Call the Silver Line if you feel sad or lonely or just want to have a chat with someone. It is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.



Silver Line

Phone number: 080 0470 8090

If you are looking for a friendly listening ear and support or if you are in any trouble, no matter whether small or big, the Samaritans are there 24 hours, 365 days a year, and you can call free from any phone if you dial 116 123.

Central London Samaritans

Phone number: 0330 094 5717 (Central London branch) or 116 123 (national)

Address: 46 Marshall Street, W1F 9BF

Listening Place offers face-to-face support for those who feel life is no longer worth living.

Listening Place

Phone number: 020 3906 7676

Address: Meade Mews, SW1P 4EG

Exercise is great for body and mind and helps you maintain social links within the community.



Sport Confidence is a programme that offers tailored, one-to-one support to anyone who may not feel confident using a sport facility because of a disability, including dementia. They also run a variety of group sessions such as “Inclusive Gym”, table tennis, swimming,

walking, Bocca & boules and ‘Low impact circuits’ in Moberly Sports Centre, Seymour Leisure Centre and Queen Mother Sports Centre.

Sport for Confidence

Phone number: 01245 950502

Email: info@sportforconfidence.com

A number of sports and leisure centres in Westminster offer discounted or free activities for older people. Drop in to your local leisure centre to enquire. The charity Open Age has three hubs as well as many more smaller activity centres all over the borough. Similarly, Penfold Community Hub run by Notting Hill Housing, and the Abbey Centre based in south Westminster run various exercise classes.

Open Age Hubs:

South Westminster - 07530 734 489 or 020 4516 9969

North Westminster – 02037 138 737 or 07717 201 791

Main Office – 02045 169 971

Other community centres:

Church Street (Penfold Hub) 0203 815 0033

Abbey Centre 020 7222 0303

Maintaining a healthy, balanced diet is an important part of living well with dementia. Eating well can improve some symptoms of dementia, and the opposite – eating wrong kind of foods or not eating enough can exacerbate forgetfulness and reduce your resistance to illness. One You Westminster offers free support to help you improve your diet, but also improve your overall health. One of their friendly advisors can meet with you to assess your lifestyle, discuss how to improve your diet, they can also support you to quit smoking, drink less or lose weight, if you wish.

One You Westminster

Phone number: 020 3434 2500

Email: hello@oneyou-westminster.org.uk

Some companies offer home food delivery. Wiltshire Farm Foods is a popular company that can deliver frozen food to you weekly or fortnightly. You get the same police-checked driver each time and they can put meals into the freezer if you want them to.

Wiltshire Farm Food

Phone number: 0800 077 3100

Tip 2: Stay active and connected

There is no reason why you should change your life, or stop enjoying activities you have been enjoying until now. Quite the opposite, it is important to keep your brain stimulated by staying active, practicing your skills, and enjoying as many social opportunities as possible.

Community Hubs

There are various Open Age and other community hubs and centres offering free and low-cost activities for people over 50. These centres are spread all over Westminster, so there may well be one just around a corner from you. They offer physical, creative and mentally stimulating activities to enable you to develop new skills, fulfil your potential and make new friends. You can try a variety of



activities from chair-based yoga, meditation to creative writing, art classes, language courses, gardening, outings and many more. The Penfold Community Hub is a busy community centre in Church Street area offering lovely activities of many sorts, including gardening. The Abbey Centre based in south Westminster is another independent community centre offering a wide array of activities for older people living in the South of the borough, as well as outings, community pantry and various courses and support services.

Open Age Hubs:

South Westminster - 07530 734 489 or 020 4516 9969

North Westminster – 02037 138 737 or 07717 201 791

Main Office – 02045 169 971

Other community centres:

Church Street (Penfold Hub) - 0203 815 0033

Abbey Centre - 020 7222 0303

In-Deep is a charity supporting vulnerable people in South Westminster and Lambeth. They offer befriending, as well as activities such as the over 50's choir in St Saviour's Church in St. Georges's Square, and a monthly three course roast dinner meal with entertainment.

In-Deep

Phone number: 0776 126 3105

Email: emma.chapman@in-deep.org.uk



Memory Cafés North and South

The Westminster Dementia Adviser in cooperation with Resonate Arts deliver a Memory Café session twice monthly, in North and South Westminster. The sessions provide a mixture of talks, information, advice, activities and group support for people in early stages of dementia (also open to carers). The Cafés are also a platform for people with dementia to share their skills, talents, and life experience. For more information, please contact the Dementia Adviser.

Memory Café South - first Tuesday of the month

Time: 2.30-4.30pm

Address: St. James the Less church, Vauxhall Bridge Road, Pimlico, SW1V 2PS

Memory Café North - last Wednesday of the month

Time: 2.30-4.30pm

Address: 42 Westbourne Park Road, W25PH

Dementia Adviser: 07387412370

Age UK Westminster Memory Cafés

Age UK Westminster are now running a bi-monthly Memory Café in the Beethoven Centre, and a monthly Memory Café in Regent Hall on Oxford Street (in cooperation with Salvation Army). People can attend independently, or with their families and carers. The sessions offer engaging activities, forum for informal advice and a place to find information about local services. Please register your attendance in advance.

Age UK Westminster Memory Cafés

Contact person: Clare Davies

Phone number: 07498 469737

Email: clare.davies@ageukwestminster.org.uk

Arts

Arts activities have major therapeutic benefit in helping to maintain the physical and mental wellbeing of people with dementia.

Resonate Arts make the Arts more accessible to people with dementia and their close ones. You may get involved in various short term projects focusing for example on arts reminiscence, drama or music. There are monthly informal concerts taking place in St. Marylebone Church and the Wigmore Hall, as well as a choir for people with dementia (currently runs only – Singing with Friends). Some short-term projects run in partnership with the Royal Academy of Arts and Wigmore Hall (eg. Music for Thought) or Opera Holland Park (Opera for Thought). All projects are informal and interactive, giving you a chance to use your creative skills and make new friends. For people who find it hard to get out, a project called Creative Befrienders offers friendly visits by a volunteer artist who will help you to use your imagination and creativity to improve your wellbeing. If you are interested in arts projects, contact

Resonate Arts and ask them to put you on their mailing list to keep you updated about all upcoming projects.

Resonate Creative Space

Resonate Arts also runs a monthly meeting called 'Creative Space' in St. Anne's Church in Soho. The group offers space for conversation and creative activity led by a resident artist.

Resonate Arts Creative Space

Contact person: Shelley Hastings

Phone number: 07483 320 510

Email: shelley@resonatearts.org

Wallace Collection is a national museum in an historic London town house near Bond Street. Its display is famous for French 18th century painting, as well as furniture, porcelain and world class armoury. They also run sessions for people living with dementia. The sessions usually start with a tour of the gallery followed by a creative activity and refreshments.



Wallace Collection

Contact person: Holly

Phone number: 020 7563 9577

Email: community@wallacecollection.org

Address: Hertford House, Manchester Square, W1U 3BN

Arts 4 Dementia signposts people with dementia to arts events in Westminster and throughout the UK. A4D also works with London arts organisations to create short arts programmes for people living with dementia, and provides useful resources on its website arts4dementia.org.uk. There is also an interactive map of dementia friendly events.

Arts 4 Dementia

Contact person: Nigel Franklin, CEO

Phone number: 020 3633 9954

Emails: info@arts4dementia.org.uk

nigel@arts4dementia.org.uk

Music

The Royal Academy, Wigmore Hall and St. Marylebone Church in association with Resonate Arts offer regular informal classical music concerts with tea, coffee and cake called Music for the Moment. Wigmore Hall also offer occasional 'relaxed' concerts, as well as a choir for people with dementia.

Resonate Arts

Contact person: Shelley Hastings

Phone number: 07483 320 510

Email: shelley@resonatearts.org



St. Paul's church in Knightsbridge runs monthly concerts for people with dementia too.

Songhaven concerts

Phone number: 020 7201 9999

Email: knightsbridge@songhaven.co.uk

Address: St. Pauls church, 32A Wilton Place, SW1X 8SH

The Liberal Jewish Synagogue holds weekly Singing for the Mind sessions for people with dementia and their companions. This project uses singing to bring people together in a friendly and stimulating social environment. Booking is essential, please use phone number below.

The Liberal Jewish Synagogue, Singing for the Mind

Phone number: 020 7286 5181

Email: sfm@ljs.org

Address: 28 St. John's Wood Road, NW8 7HA

Churches and Faith Groups

The Liberal Jewish Synagogue in St. John's Wood runs Video & Tea sessions for older people on the 4th Wednesday of the month. They

also run other groups open to non-members. There are other places where occasional groups and activities are held, contact your Dementia Adviser for further details.

The Liberal Jewish Synagogue, Video & Tea

Phone number: 020 7286 5181

Email: communitycare@ljs.org

Address: 28 St. John's Wood Road, London, NW8 7HA



Reminiscence

Writing up your life story can be a good way of stimulating your brain and also preserving your valuable memories for the future. It may sound like a big task but there are several easy templates available which will make it easy for you. Ask your Dementia Adviser to provide you with one.

Westminster Dementia Adviser

Phone number: 07540 502 379

If you would prefer a video version of your life story and you are comfortable using modern technology, you can have your life story filmed by professional film-makers through a charity called My Life Films. All you need is to have a lot of photographs from different

periods of your life, including childhood, and also a device on which you will be able to watch this film (DVD player or Youtube on your computer). This service is free of charge for people with a diagnosis of dementia.

My Life Films

Contact Person: Charlotte

Phone number: 020 8948 7560

Email: Charlotte@mylifefilms.org

Resonate Arts offers Remembering Together, a project exploring memories through creative arts for people to attend together with their family members.

Resonate Arts

Contact person: Shelley Hastings

Phone number: 07483 320 510

Email: shelley@resonatearts.org



Marylebone Cricket Club runs a monthly reminiscence group at Lord's Cricket Ground. This session is open to anyone, you don't need to be a cricket fan!

Marylebone Cricket Club

Contact person: John

Address: Lord's Cricket Ground, Grace Entrance, St. John's Wood Road

Phone number: 020 7616 8604

Email: community@mcc.org.uk

Libraries, literature and poetry

Libraries in Westminster offer a wide range of free talks and events including regular health information stalls and dementia awareness raising sessions. There are also several readers' groups, some of them over the phone. Westminster Home Library service offers visits every three weeks at home for people who are unable to visit their local library due to a disability. There are also audio books and CDs available through the Home Library Service. The Reading Well Books on Prescription project is a list of recommended titles to help you understand dementia. Ask your local librarian to recommend to you books from the list.

Westminster Libraries General Enquiries: 020 7641 6200

Westminster Home Library Service

Phone number: 020 7641 5405

Email: homelibraryservice@westminster.gov.uk

A charity called Read runs 'shared reading groups' in various libraries around the borough. At these sessions, people read literature aloud giving time to explore and express individual thoughts and opinions. All reading materials are provided upon arrival, so no 'homework' between sessions! All sessions are dementia friendly. They also sometimes offer 'reading on the phone' for people with dementia.

Reader (shared reading groups)

Contact person: Michaela

Phone number: 07736 422 175 or Reader Main Office 0151 729 2200

Email: london@thereader.org.uk or mhope@westminster.gov.uk

Outings

Neighbourcare, a local charity operating in St. John's Wood, Maida Vale and neighbouring areas, offers outings in their own accessible minibus. All you need to do is to let them know what sort of events you would like to attend and they will contact when something interesting comes up!

Neighbourcare St John's Wood and Maida Vale

Contact person: David Hogarth

Phone number: 020 7586 5153

Email: info@neighbourcaresjwmv.org.uk

Address: 25 St Edmunds Terrace, NW8 7PY

Online activities



In Covid-19 pandemic, a lot of organisations switched to running events and activities online, most often on Zoom. Zoom is a programme that allows you to connect with other people and groups via your phone or computer. This way, you can see other people and speak with them at the same time, wherever they are. Many people learned new skills which means that some of those activities are likely to remain online indefinitely. There is a lot of support available for people who would like to start using technology to attend online activities.

Age UK Westminster runs different programmes to support older people in Westminster build their confidence and knowledge using digital devices such as smartphones, tablets/iPads and laptops. They have trained older people to connect online and access local services, do online shopping, learn how to use Zoom and join virtual activities, set up and use email addresses and WhatsApp accounts and connect with loved ones through video calls. Becoming digitally connected can reduce feelings of isolation, loneliness and can improve physical and emotional wellbeing.

If you don't have access to a digital device, they can loan you one to learn on for up to 6 weeks. Digital Buddies are trained volunteers that provide 1:1 support and training through the loan period. If you have your own device, you can use attend various drop-in sessions in various places around Westminster to get help with using it.

Age UK Westminster Digital Inclusion Services

Contact person: Esra

Phone number: 07399301938, Main Reception 020 3004 5610

Email: enquiries@ageukwestminster.org.uk or esra.abd-elrahman@ageukwestminster.org.uk

Open Age and Age UK Westminster have a great selection of online activities. The most recent programmes have included yoga, pilates, mindfulness, dance, shared reading, philosophy, local history, language learning and more. Arts 4 Dementia run Art Wednesdays (previously Chatty Wednesdays) on Zoom. For those who would like to learn some new knowledge or skills, U3A (University of the Third Age) runs online courses. Some paid courses for general public have also been popular with older people in Westminster, e.g. those at CityLit. Please ask your Dementia Adviser for more information.

Befriending and outreach



Several charities offer befriending services to people who are socially isolated. A befriender is a volunteer or professional carefully chosen

to suit your personality and interests, who will meet with you regularly for a friendly chat. Octavia Foundation also offers outreach – escort and support in attending events in the community for people who may find difficult to keep up with their social life due to physical or mental disability. Neighbourcare, a local charity operating in St. John’s Wood, Maida Vale and neighbouring areas, has a befriending service and also offers outings. Abbey Housemates are befrienders attached to the Abbey Centre, they can also help you to attend activities in the Centre. Various private care agencies do not only provide help with personal care but much more – companionship, escort to social events, support in learning new skills etc. If you can afford it, it can be one of the best investments you can make. Ask the Dementia Adviser for a list of private agencies.

Befriending Age UK

Phone number: 020 3004 5610

Email: enquiries@ageukwestminster.org.uk

Address: Beethoven Centre, Third Avenue, W10 4JL

Octavia Foundation

Contact person: Raksha Gadhvi (befriending), Nick Hopkins (outreach)

Phone number: 020 8354 5681 (befriending) or 020 7289 0176 (outreach)

Email: outreach@octaviahousing.org.uk

Address: Emily House, 202-208 Kensal Road, W10 5BN

Neighbourcare St. John's Wood Maida Vale

Contact person: David Hogarth

Address: 25 St Edmunds Terrace, NW8 7PY

Phone number: 020 7586 5153

Email: info@neighbourcaresjwmv.org.uk

One Westminster - Befriending Plus

Contact person: Natalie Castro

Mobile: 07484 542228

Address: One Westminster, 37 Chapel Street, London, NW1 5DP

Abbey Housemates

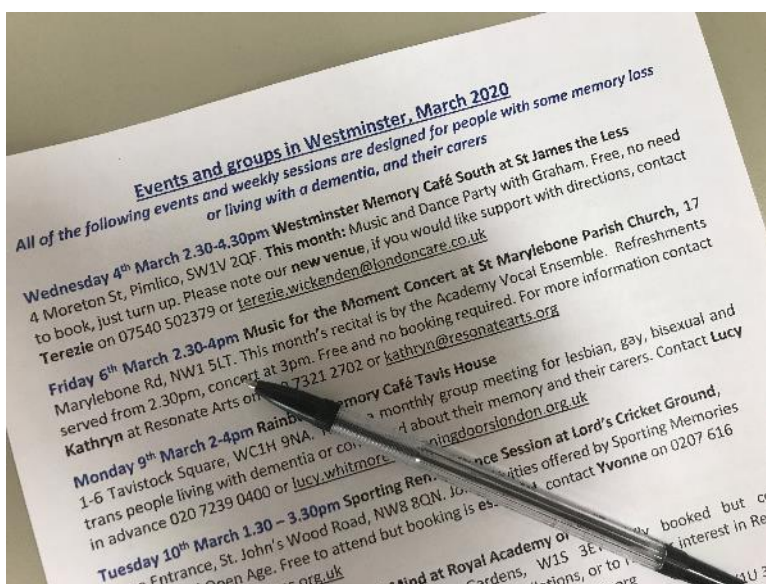
Contact person: Caroline Gandy - Brown

Phone: 020 7227 0650 or 07818 202 935 or 020 7222 0303

Email: caroline.gandy@theabbeycentre.org.uk

Address: The Abbey Centre, 34 Great Smith Street, SW1P 3BU

Monthly list of events



Every month, Resonate Arts publishes Resonate Now newsletter with a list of all events in Westminster that are specifically designed for people with dementia or memory loss. Some of these events are mentioned in this guide, however the monthly newsletter gives you exact dates and times for each particular month. If you

would like to receive this newsletter by post or email every month, please contact Resonate Arts to put you on their mailing list.

Resonate Arts
Contact person: Shelley Hastings
Phone number: 07483 320 510
Email: shelley@resonatearts.org

Tip 3: Ask for help at home if you need it

If you struggle with some everyday activities, it is important to ask the local social services to help you. Anyone who lives in Westminster and needs some help is entitled to have a free needs assessment by the local social services. Carers can ask for a separate Carer's assessment. Depending on what you need, social services can arrange for a home carer to come on a regular basis and help you with shopping, laundry, bathing, preparing a meal, getting dressed, getting in and out of bed etc. They may also arrange for ready meals to be delivered to you (Meals on Wheels).

Social services can refer you to a specialist (usually an occupational therapist) who will assess your home environment and provide you with some equipment and adaptations to help you stay independent in your own home (pendant alarm, walk-in shower, bath seat, stairs-lift etc.)



Based on your financial situation, the services offered by the local council will either be provided free of charge, or you may be asked to contribute or cover some or all of the costs.

The easiest and quickest way of being referred to social services is by a GP or another health professional; ask them to send a referral form on your behalf.

Westminster Adult Services Team

Phone number: 020 7641 1175

Email: adultsocialcare@westminster.gov.uk

If you have small items of disrepair or jobs around your home that are too difficult for you, ask the Handyperson Service to arrange some help. They will be able to complete small jobs such as unblocking sinks, repairing broken doors or windows, replacing lightbulbs, fitting locks, door chains and spy holes and putting up shelves or handrails. This service is free for all Westminster residents over 60 or anyone in receipt of a disability allowance. They can also provide you with advice on keeping your house warm in the winter month and also help you apply for a grant aid on your behalf for works recommended by Occupational Therapist.

Handyperson Service

Phone number: 020 7641 8959

Address: Westminster City Hall, 64 Victoria Street, SW1 6QP



Tip 4: Get some extra money

Many people with dementia are entitled to extra benefits based on their physical or mental disability. For example, if you are 65 or older and have a diagnosis of dementia, you may be entitled to Attendance Allowance. It is paid at two different rates (currently £60 or £89.60/week, subject to change) and is given to anyone who requires some help or assistance with activities of daily living, even if the assistance is not currently provided.

One of the main criteria is that you have been having difficulty for 6 months or more. There are some other benefits you may qualify for.

Citizen Advice Bureau in association with Age UK runs advice surgeries in various places in Westminster where a qualified adviser will assess your eligibility and if appropriate, help you to apply for benefits. To find the best surgery for you please contact Age UK on 0203 004 5610 from 10am to 2pm Monday to Friday. You can request a home visit if you are housebound.

Alternatively, if you think you may qualify for some benefits and you have not had a benefits check in the last two years, your Dementia Adviser, GP or social worker may also refer you to the Westminster Benefits and Advice team. You will need to know your National Insurance Number (NI) number for the referral to be processed. A member of the benefits team will then visit you at home.

If you receive a higher rate of Attendance Allowance, you can also apply for a council tax exemption based on your diagnosis of dementia.

Westminster City Council, PO Box 165, Erith, DA8 9DW

Phone number: 0343 178 2743

Email: westminster.counciltax1@secure.capita.co.uk

With prices of energy rising, it is important to seek advice from trusted professionals when needed. Green Doctors are local, trustworthy energy experts. The service they provide is free and has been set up by Westminster Council. They offer free phone consultation to help you save money on your energy bills, switch providers to save you money, access the Warm Homes Discounts, apply for grants for energy or water debt and much more. They can also provide advice on Smart Meters (what are they, how they benefit me) and saving energy at home. The service is available for anyone on a low income or over 65, or with a long term health condition or disability such as dementia.

Green Doctors

Phone number: 0300 365 5003

Tip 5: Make use of accessible transport

Dementia does not automatically mean that you will not be able to drive, however it is your legal obligation to inform the DVLA about your diagnosis as soon as possible. If you are over 60, or under 60 but registered disabled, you are eligible for a Freedom Pass allowing you to use public transport free of charge.

If you find it difficult to use public transport because of poor mobility or problems with orientation, you should consider using a more accessible form of transport. Taxicard enables people with serious mobility needs to have a certain number of rides per year in black cabs at reduced fares. You will automatically qualify for Taxicard if you have a severe disability and based on that, you receive certain disability benefits (such as Higher Rate of Attendance Allowance). You may qualify even if your disability is not severe but you are on low income and receive certain means tested benefits (Housing Benefit, Council Tax Benefit, Pension Credit etc.). It is a good idea to apply for Taxicard after you have been assessed for benefits. Please contact the Transport Team, or ask your Dementia Adviser for more information.

Transport Team

Phone number: 020 7641 2266 for disabled badges, 0207 9349791 for Taxi Card

Address: 33 Tachbrook Street, SW1V 2JR

Dial-a-Ride is a membership scheme run by Transport for London (TfL) which provides a bookable door-to-door minibus service free of charge for disabled and older people who have difficulties accessing public transport. You will be automatically eligible if you are a Taxicard member, over 85 years of age, or if you receive some disability benefits (such as Higher Rate of Attendance Allowance). Even if you are not automatically eligible you may still apply but you need to provide a written proof of need from a healthcare professional.

Dial-a-Ride

Phone number: 0343 222 7777

Email: DAR@tfl.gov.uk

Address: PO Box 68799, SE1P 4RD

Westway Community Transport is a local organisation that provides subsidised community transport for older and disabled people who live in Westminster. Their Volunteer cars are one-to-one car service, supported by volunteer drivers. Flexibus Westminster offers regular shopping trips in a minibus, for those who cannot access public transport easily or need help to carry shopping bags. Members can also borrow a mobility scooter to visit places of interest, meet friends for lunch or just enjoy the local scenery. To use Westway Community Transport, you need to become a member first by filling in a form and pay an annual £12 registration fee. Please contact Westway or your Dementia Adviser if you need help with the registration process.

Volunteer Cars Booking Line 020 8964 1114 weekdays 1 pm – 4 pm

Westway Community Transport

Phone number: 020 8964 4928

Email: bookings@westway.org.uk

Address: 240 Acklam Rd, W10 5YG



Transport for London provides free travel mentoring service that helps people to start using public transport. They can provide a mentor to go out with you to practice a journey a few times to help you gain confidence and provide the knowledge to become an independent traveller across the TfL network.

TfL Travel Mentoring

Phone number: 020 3054 4361

Email: travelmentor@tfl.gov.uk

If you would like some advice about using London's transport, you may like to contact Transport for All's Advocacy and Advice Line. Transport for All is an organisation for disabled and older people. It provides advice, information and advocacy about travelling in London.

Transport for All Advocacy and Advice Line

Phone number: 020 7737 2339

When out and about, it may be useful to have access to disabled public toilets. If you have a health condition such as dementia, you can get access to 9,000 locked public toilets around the country. This is through the National Key Scheme (NKS). You will find toilets in shopping centres, pubs, cafes, department stores, bus and train stations in most parts of the country. Key to unlock the toilets cost £5.40, including VAT. Call Disability Rights for information on accessing these toilets.

Disability Rights

Phone number: 020 7250 8191 (from 10am-1.30pm and 2.30pm-4pm, Monday to Friday)

Email: shop@disabilityrightsuk.org

Tip 6: Plan your future for your peace of mind

Dementia does not mean that you will lose control over your affairs in the future. Even if your mental abilities and memory decline as your dementia progresses, there are various ways of ensuring that you will maintain control if the time comes when you are not be able to make certain decisions by yourself.

Lasting Power of Attorney (LPA) is a legal instrument through which you can appoint someone you trust to manage your affairs and make decisions on your behalf in the future. Unless you instruct them otherwise, they would only be able to do this if you are unable to make these decisions by yourself, so do not worry about losing control over your affairs while you are still independent.

Setting up Lasting Power of Attorney is especially advisable if you have a diagnosis of dementia or other condition that may affect your mental abilities in the future. It is a way of ensuring that people who you trust and who know you well will be allowed to make important decisions about financial affairs, health and welfare for you. Without Lasting Power of Attorney, professionals (doctors, social workers etc.) would have the last word. You do not need a solicitor to set up a Lasting Power of Attorney, unless your situation is complicated.

There are some organisations listed at the end of this chapter that can help you with setting up LPA. Alternatively, you can ask for an appointment with the Dementia Adviser, who can provide you with the LPA forms and talk you through the process of setting up a LPA.

Advance Decision is a way of rejecting certain treatment in the future. It is a direct communication between you and your doctor that will let them know about your preferences in case you are unable to make a decision or communicate them yourself in the future. You cannot demand a certain treatment, but you can reject it in advance. This is especially useful for people who have very strong views about their future treatment, such as they do not want to be kept in a permanent vegetative state, or they do not wish to be resuscitated.

Do Not Resuscitate (DNR) or Do Not Attempt Resuscitate (DNAR) is a decision that covers cardio/pulmonary resuscitation only and it is suitable if you wish to reject resuscitation and allow for natural death. Your doctor should be able to provide you with the form and they will keep a record of it.

If none of the decisions above are suitable for you, for example if you do not have anyone you trust to be appointed as your Lasting Power of Attorney, there are other ways of recording your wishes. Any written information about your wishes, even in the form of a letter, stating the way you would like to be treated in the future, is legally binding for anyone who may be making decisions on your behalf in the future, if the situation comes to it. Some organisations offer useful templates that you can use to fill in, ask your Dementia Adviser to provide you with some.

Alzheimer's Society National Dementia Helpline is a national helpline for all matters including future planning. You can arrange a phone appointment with a specialist LPA adviser.

Phone number: 0300 222 1122

Compassion in Dying is a charity providing advice on future planning including LPA and Advance Decisions. They operate a free information line.

Phone number: 0800 999 2434

Society of Later Life Advisers (SOLLA) is an association of financial advisers specializing in older people's matters.

Phone number: 0333 2020 454

Office of the Public Guardian is the administrative branch of the Court of Protection, managing a register of LPAs. They also provide advice on setting up LPA through their helpline.

Phone number: 0300 456 0300

Solicitors for the Elderly is national organisation of lawyers who provide specialist legal advice for older and vulnerable people, their families and carers.

Phone number: 0844 5676 173

Email: admin@solicitorsfortheelderly.com

Pathways Through Dementia provides free, accurate legal information to support people living with dementia.

Phone number: 0203 405 5940

Tip 7: Use memory tricks and gadgets to help you remember things

Forgetting is common and we all struggle to remember names, appointments, or we misplace items at times. Be kind to yourself, it is not your fault. The more stressed and frustrated about forgetting you are, the

harder it will be to remember something. The following ideas could help you with some most common problems:

Forgetting names - Try using a new name straightaway as many times as possible after you have been introduced. You can even develop a little conversation about that name, if it sounds unusual to you, that will help it to stick in your memory. You can also ask the person to write down their name for you or give you their business card. Above all, do not be afraid to ask for someone's name, even repeatedly - it happens to everyone!



Problems with orientation in time – Getting an everyday newspaper can do miracles to help you remember which day of the week and what day it is. If a regular diary or calendar does not help, you can purchase a special clock that updates itself automatically, with a screen showing you the day of the week, date, and time.

Misplacing items – It is good to have some set places where you will always put things you tend to misplace, be it your keys, handbag, glasses or something else. It can help to put labels on cupboards or drawers to remind you where things are.

Forgetting to take medication – Combining taking medication with an already routine activity, for example an evening meal or your favourite TV programme, will help to make it happen every time. If that does not help, you can ask your doctor to arrange a



blister pack or dosette box for you. Electronic pill dispensers can release medication with an alarm sound at regular times.

Forgetting appointments and events – Have one calendar or diary and use it for all events and appointments you have. Some people like using one page per day book which gives them enough space to record not only appointments, but notes about important things that happened

during the day, so that they have a record of what happened when (for example ‘10am Jason from social services took the washing machine to be repaired’). An electronic reminder is a simple device on which you set alarms for things you need to do or attend. Some people prefer using their existing phones for setting alarms and reminders.

There are many more products available; some of them may be arranged free of charge through Westminster social services if you are eligible, some of them you may need to purchase independently. A Nottingham based charity called AT Dementia provides information and advice nationwide on assistive technologies. You may also ask them general questions, such as which product would be good for you. The Alzheimer’s Society online shop and also other companies (see below) providing a variety of products can process orders online or over the phone. You can also give them a call and ask them to send you a printed catalogue.

Westminster Adult Social Care

Phone number: 020 7641 1175

Email: adultsocialcare@westminster.gov.uk

Living Made Easy

Phone number: 0300 999 0004

Alzheimer’s Society Shop

Phone number: 030 0124 0900

Alzheimer's & Dementia Products Ltd

Phone number: 024 7642 2224

Tip 8: Stay safe at home and on the street

A diagnosis of dementia does not mean that you cannot live at home independently. However as dementia progresses, it is important to be aware of some risks and try to minimise them, especially if you live alone.

Avoid fire and gas poisoning



Fitting smoke alarms and checking home appliances can significantly reduce the risk of fire. Westminster Fire Brigade offers free fire safety visits with advice and free fitting of smoke alarms. To book your free fire safety check, call the phone

number below or email the fire safety team using the email address below. Alternatively, ask your Dementia Adviser to book this for you.

Fire Brigade

Phone number: 0208 555 1200, ext. 54845

Email: swcfshfsv@london-fire.gov.uk

Have your gas appliances (gas boiler, gas cooker or gas fire) regularly serviced and safety checked every year by an engineer who is on the Gas Safe Register. Call the free Gas Safe Register helpline to find a registered business near you. Carbon monoxide alarms cost around £15 and can be purchased from your local DIY store, supermarket or from your energy supplier. Ask your Gas Safe registered engineer if you are not sure which alarm to buy or how to fit it.

Gas Safe Register helpline: 0800 408 5500

Prevent falls

Although most falls may not cause injury, the results of a fall can be serious. If you break a bone this can lead to long-term disability.

- Immediately mop up spillages and do not walk on slippery floors in socks or tights
- Remove anything from the floor that can cause you to fall, including clutter, trailing wires and loose carpets

- Do not wear loose-fitting, trailing clothes that might trip you up and wear well-fitting shoes in good condition which support your ankles
- Make sure you have good lighting everywhere, especially on the stairs on both sides

Steady and Stable exercise classes are held across community settings in Westminster. These classes provide exercises to help people who have experienced a fall or feel unsure on their feet build their strength and confidence.

Open Age: 020 4516 9975

Telecare

The Telecare Service provides a home safety and personal security system to help an individual live independently in their own home. Telecare devices automatically alert the monitoring centre where an operator can organise assistance. Even if someone is unconscious or ill, the call handler will have details of their location and the triggering device. Telecare can also provide you with pendant or wristband alarms in case of falls. Ask Adult Social Services for an assessment for Telecare.

Westminster Adult Services: 020 7641 1175

Avoid scams

- Be careful about not becoming a target for scams. The most common scams on the phone include someone claiming you have won a large cash prize, you have been awarded compensation for mis-sold PPI (Payment Protection Insurance), and someone pretending they are calling from your bank, but there are many others. They then usually find ways of getting your personal information out of you and depriving you of large sums of money.
- A lot of scams arrive by post. Scammers send out literature selling a variety of different products. They guarantee prizes or rewards to those who order but the prize is never sent. Instead, they send out ever more dazzling promises in order to get more orders. This is just one example of ways you can be tricked into spending your money.

- Learn to hang up on any cold calls or sales pitches on the phone. Saying 'I am not interested, thank you' and finishing the call is an appropriate reaction.
- Never provide information in a phone call that you did not initiate
- Never share your PIN number with anyone
- Never buy on the phone from an unfamiliar company
- To stop unsolicited cold calls register for free with the official Telephone Preference Service on 0845 070 0707
- Never send personal information to anyone you do not know no matter what they promise
- Never send a cheque in response to a prize claim or tax refund
- Register with the official Mail Preference Service to be taken off junk mail listings (either online on <http://www.mpsonline.org.uk> or ask someone to do it for you)

National Fraud & Cyber Crime Reporting Centre: 0300 123 2040
CrimeStoppers: 0800 555 111



Prevent crime

According to statistics, older people are less likely to become targets of crime than younger people. It is still important to be alert as crime sometimes happens.

- Keep your doors and windows locked—when you are in the house and when you're away
- Look through the peephole or a window before you open your door. Unless you have large numbers of visitors (such as professional carers), it is better not to open the door to anyone who you don't know or who doesn't come by an appointment.
- If someone makes an appointment to see you over the phone, always check their ID when they come to make sure it is the right person
- Avoid keeping large amounts of money in the house.
- When you are on the street, it's better not to display any valuable objects such as expensive jewellery

- Never let people who you don't know 'accompany you' home and resist the temptation to invite them in for a cup of tea, no matter how nice they are!

Beware of abuse

Elder abuse can occur anywhere. This includes in someone's own home, a residential home, or a hospital. Both older men and women can be at risk of abuse, though a majority of victims are women over the age of 70. There are five common types of abuse: physical, psychological, financial, sexual abuse and neglect. If you feel like you may be a victim of abuse, call Action on Elder Abuse helpline for confidential help and advice.

Action on Elder Abuse: 0800 0699 784

Tip 9: Stand up for your rights

Some people find it difficult to stand up for their rights and have their voice heard. Advocacy services enable people to obtain the healthcare, social and housing services they need and want, or make a complaint when services are inadequate. Advocacy Project in Westminster provides specialist advocates for senior residents of Westminster. They will listen to your views and wishes, provide information and discuss options and speak on your behalf if necessary.

The Advocacy Project

Address: 73 St. Charles Square, W10 6EJ

Phone number: 020 3960 7920

Email: info@advocacyproject.org.uk

Tip 10: Help others

A lot of people with a diagnosis of dementia find it extremely rewarding and fulfilling to help others who are affected by the same condition and who are in more advanced stages. You can also make a difference by raising awareness about the condition in a wider public. By joining a research project, you can contribute to the improvement of treatment and services for people with dementia at present, and maybe even help to find the cure for the disease in the future.

Research

‘Join Dementia Research’ is a national service that can connect you to the latest dementia research. You can sign up on www.joindementiaresearch.nihr.ac.uk or by calling Alzheimer’s Research or Alzheimer’s Society. There are also some local research projects run in cooperation with the local Memory Service - contact the Memory Service or Dementia Adviser for more detail.

Alzheimer’s Research: 0300 111 5111

Alzheimer’s Society: 0300 222 1122

Kensington & Chelsea and Westminster Memory Service : 020 3317 3666

Dementia Action Alliance

Westminster Dementia Action Alliance is a platform for various individuals and organisations committed to build together a dementia friendly Westminster. That means a borough where people with dementia will be encouraged and supported to live independently for as long as possible, where their views and needs will be taken into account by services and the general public, and where they would feel safe and understood. Dementia Action Alliance is a group of enthusiastic professionals and volunteers who need your ideas about how to transform the borough to become really dementia friendly. Ask your Dementia Adviser about getting involved in this project.

Dementia Adviser: 07387412370

APPENDIX 1: Support for people from minority ethnic groups and different cultures

The BME Health Forum is offering emotional and practical wellbeing support (info on benefits, signposting etc) over the phone to people living in Paddington and Queen's Park area of Westminster. This project is for people who speak no or limited English. They are able to support people in Arabic, Farsi, Bengali/Sylheti, Spanish, Somali and French.

BME Health Forum

Phone number: 07958 479 217

Email: nafsika.thalassis@bmehf.org.uk

Jewish Care offers comprehensive range of services to older Jewish residents, including those living with dementia. Their helpline provides information and advice on a wide range of issues. Jewish Care (for Jewish residents)

Jewish Care

Phone number: 020 8922 2222

Email: helpline@jcare.org

Mosaic Community Trust Mosaic Community Trust offers information and wellbeing support over the phone to people from marginalised communities living in Church Street, Maida Vale, Paddington Green and Harrow Road areas. Their trained emotional health and wellbeing support workers speak English, Arabic, Somali, Bengali, Urdu and Punjabi. Even though originally their service was offered only to BME women, under Covid 19 circumstances the Trust is happy to support anyone who needs help at the moment. They can provide confidential help and support in dealing with fear, worry, anxiety, family, loneliness and financial problems and help you to understand the situation while explaining and debunking the most common myths and disinformation that can easily spread among people who may struggle accessing information due to language or other barriers.

Mosaic Community Trust

Phone number: 0207 289 1170

Iranian Association is a well-established charity in Hammersmith supporting Iranians in London by providing information and advice, groups sessions, social activities, health awareness workshops and befriending.

Iranian Association

020 8748 6682

info@iranianassociation.org.uk

Address: 222 King St W6 0RA

Chinese Healthy Living Centre in Soho offers health advice, group activities (such as dance and Tai Chi) as well as counselling and interpretation services.

Chinese Healthy Living Centre

Phone number: 020 3802 0350

Email: info@cnhlc.org.uk

Address: 29-30 Soho Square, W1D 3QS

APPENDIX 2: Important Phone Numbers

- Age UK (National) Advice Line **0800 678 1602**
- Silver Line: **0800 470 8090**
- Alzheimer's Society Helpline **0333 150 3456**
- Admiral Nurses helpline **0800 888 6678**
- Independent Age Advice Line **0800 319 6789**
- CNWL Single Point of Access (in case of mental health crisis – call any time) **0800 0234 650**
- Samaritans **116 123**
- No Panic – for panic attacks sufferers **0300 772 9844**
- SANEline – mental illness support **07984 967 708**
(leave your name and contact number)
- Cruse Bereavement helpline **0808 808 1677**
- National Domestic Abuse line **0808 2000 247**
- Dementia Adviser **07387412370**

**For medical emergencies
call 999**

The Westminster Dementia Adviser Service

The Dementia Adviser **supports those with memory problems and those who have received a diagnosis of dementia.** They visit service users at home, and provide telephone and email support. They are a continuous point of contact for as long as is needed.

Their work involves **providing information, advice and support at all stages of dementia to help people feel informed and able to access appropriate help when needed.**

Examples of where the Dementia Adviser may be able to help:

- Understanding and managing the symptoms of dementia
- Tips on maintaining memory and quality of life
- Information on how to stay independent at home
- Provide information about local clubs and activities
- Provide information about travel options in Westminster
- Provide information about financial support and legal issues linked with dementia (Attendance Allowance & Power of Attorney etc.)
- Provide information about care, respite, long term housing and accessing Social Services
- Dates and information on the Memory Café sessions that are held across the month in the North and South of Westminster

Dementia Advisor: Marco Sepe

Address: 42 Westbourne Park Road, London, W2 5PH

Mobile: 07387412370

Email: marco.sepe@candhealthcare.co.uk

This document was compiled by Marco Sepe based on *Living Well with Dementia in Westminster* (2013), consultations with statutory and community organisations, and *Senior Fraud Protection Toolkit* by Home Instead. Please contact 07387412370 or marco.sepe@candhealthcare.co.uk if you find any information incorrect or out of date. Last update November 2023.

PLEASE RECYCLE WHEN NOT NEEDED!