

# Community Dementia Support Services

Dementia affects everyone differently, the Essex Community Dementia Support Services delivered by the Alzheimer's Society tailor support to a person's individual needs.

8<sup>th</sup> January 2024

## **Dementia Support Line/Dementia Support workers:** Referrals online, email or telephone (details on next page)

- Support service for anyone in Essex with dementia, their carers, families, friends and professionals, tailored to individual needs.
- The service connects people to the support they need, when they need it, whether that be local Face to Face support, by phone or online
- Dementia affects everyone differently. So whether you, a loved one, a friend or neighbour needs dementia support Dementia advisers can help.
- Range of support - Each service user will be offered a Keeping In Touch call between one and four times per year.
  - Advice on how to cope and live with dementia – for example, through face to face support and providing relevant support materials.
  - Tips for making a home dementia-friendly
  - Help with legal documents and Lasting Power of Attorney
  - Continuing Health care and advanced care planning support
  - Provide support for personalised contingency planning for the future & End of life care.
  - Connection to dementia groups within local communities – such as Singing for the Brain sessions, or carer support groups & Side by Side.
  - Offering a mix of virtual and time limited groups in the community

## **Online support** <https://www.alzheimers.org.uk/get-support>

- Dementia Support online is available round the clock. Answer a few simple questions about yourself, or someone you know, to get personalised, relevant information and advice.
- Online support incl. Talking Point, an online community connecting with others in a similar situation and the Dementia Directory to find local services.

## **Dementia Support Workers** - Face to face support Referrals online, email or telephone (details on next page)

- Further support, advice and information on a range of issues as relevant to individual situations.
- Connecting people to local care & support services and activities in their community, including local support groups.

## **Dementia Friendly Communities Programme:** Working to become Dementia Friendly Accreditation & the Essex Dementia Friendly Communities Network.

- Work with communities, businesses, organisations, schools and places of worship to change people's perceptions of dementia and transform the way people think, act and talk about the condition.
- Building communities that empower people affected by dementia to continue to take part in activities that are meaningful to them, safe in the knowledge that their community is understanding and supportive of their needs.
- Dementia Friendly Communities Programme incl. Dementia Friendly Communities Network (former DAAs) e-mail: [dfcessexherts@alzheimers.org.uk](mailto:dfcessexherts@alzheimers.org.uk)

# Contacts and Useful Information

Residents can contact the Essex Community Dementia Support Service either themselves or with the support of a professional:

- Dementia advisers provide direct support, advice & guidance, and signpost to other local services.
- Dementia support, group and side by side services are accessible by anyone affected by dementia.



Dementia Support Line on 0333 150 3456 \*Calls charged at standard local rate

- Monday – Wednesday: 9:00am – 8:00pm
- Thursday – Friday: 9:00am – 5:00pm
- Saturday – Sunday: 10:00am – 4:00pm



Email directly [essex@alzheimers.org.uk](mailto:essex@alzheimers.org.uk)

Website: <https://www.alzheimers.org.uk/get-support/dementia-support-line>

**Health, social care and other community-based professionals in Essex, can refer directly to the teams online**  
**[www.alzheimers.org.uk/dementia-professionals/make-a-referral](http://www.alzheimers.org.uk/dementia-professionals/make-a-referral)**  
**and complete the referral form use referral code ALZ-01481**  
**You will receive confirmation of your referral.**

## Contacting Adult Social Care

Details of how to contact adult social care are available at: <https://www.essex.gov.uk/adult-social-care-and-health/get-social-care-help>

- You can find out more about Adult Social Care in our [guide to adult social care and support \(PDF, 1.43MB\)](#)

Useful Links to other information



- **Dementia Directory** for local support services <https://www.alzheimers.org.uk/find-support-near-you#!/search>
- **Dementia Support Forum:** a helpful online community where anyone who is affected by dementia can receive support. It's free, open day or night online. <https://forum.alzheimers.org.uk/>

# Useful links to further information

Information and materials for dementia professionals.

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

The Dementia Knowledge Centre (DKC) - an information service for professionals and those with an interest in dementia care and evidence-based research into dementia.

<https://www.alzheimers.org.uk/dementia-professionals/resources-professionals/dementia-knowledge-centre>

**Dementia Awareness sessions** – To understand more about dementia and make a difference to the lives of people living with dementia in Essex email: [dfcessexherts@alzheimers.org.uk](mailto:dfcessexherts@alzheimers.org.uk) and one of our Dementia Friendly Communities team will get in touch.

**Resources for health and social care professionals working with people from black, Asian, and minority ethnic (BAME) communities, incl. translated information, examples of good practice and outreach projects.**

<https://www.alzheimers.org.uk/dementia-professionals/resources-professionals/BAME-communities>

**Dementia Directory for local support services for people with dementia and their carers** <https://www.alzheimers.org.uk/find-support-near-you#!/search>

**Dementia Support Forum** - a helpful online community where anyone who is affected by dementia can receive valuable support. It's free, open day or night, and can be accessed online. <https://forum.alzheimers.org.uk/>

This information is issued by:  
Essex County Council

Contact us:  
[dementia.team@essex.gov.uk](mailto:dementia.team@essex.gov.uk)

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The information contained in this document can be translated,  
and/or made available in alternative formats, on request.

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