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## Dementia services

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At Age UK North Tyneside we are **committed to helping people** with dementia, their families and carers continue **to live fulfilling and rewarding lives**. We provide a comprehensive dementia support service, led by our experienced team of dementia specialists, which incorporates a wide number of activities to help assist people **along every step in the dementia journey**.



We support people living with dementia, their carers and families, on every step of their dementia journey from pre-diagnosis to end of life care. Our team of dementia specialists provide a comprehensive support service for people with dementia in their homes, in our Wellbeing Centres and in the wider community and care settings.

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## Dementia Support Services

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We agree specific care and support plans which are appropriate to each individual's needs.

Whether you benefit from our peer support groups, care at home services, emergency carer relief or another support service, our specialist team will ensure your journey with us is integrated, holistic and flexible to meet your changing needs.

Our Dementia Support Workers are available throughout the dementia journey to offer practical information, advice and emotional support to all those affected by dementia.

Our Admiral Nurses are here to support families caring for someone with dementia from pre-diagnosis through to end-of-life care should they need it. The Admiral Nurse can support families during periods of change in the illness to help them gain the practical skills and ways of coping needed to care for someone with dementia. Our nurses work together with families to provide one-to-one support, expert guidance and practical solutions they need to live more positively with dementia each and every day.

### Pre-diagnosis

We hold one-to-one support sessions, providing emotional support along with practical advice and guidance, for people and their families before a dementia diagnosis. These sessions provide a better understanding of dementia and help you to anticipate and manage your feelings and symptoms. We can signpost you to the most appropriate services for diagnosis of memory problems and clinical support as needed. For example your GP or Memory Support Clinic.

Information and advice at an early stage is beneficial to advise on entitlement to financial benefits, and the importance of getting your affairs in order, for example Power of Attorney.

### Post-diagnosis

After a diagnosis, our one-to-one support sessions are still available to you, however, there are many other services we can introduce you to, offered both by Age UK and other agencies.

We recommend joining us at our fortnightly Peer Support Group for people living with dementia, and their families and carers, early in your dementia journey. It is a great opportunity to meet people in a similar situation and to benefit from peer advice, making connections in your local community and discovering links to other services, support and care you can access. Professionals from a range of disciplines, such as legal and financial are also available to you at these sessions. We can support you to apply for benefits and ensure you are receiving any other financial support you may be eligible for.

Our Admiral Nurses, who are dementia nurse specialists, can support carers with their feelings around their relative's diagnosis and also provide education, advice and emotional support to families to assist them to understand a new diagnosis and the implications for the future.

### Early stages

We understand that in the early stages of the dementia journey people can feel alone. We aim to provide a safety net for people living with dementia, and their carers and families, to ensure that wide-ranging and flexible support is available where and when it is needed.

For those struggling with tasks at home or who perhaps live alone, our EveryDay Living team can provide support such as gardening, cooking, cleaning and shopping. Our friendly companionship team can also provide much needed company and socialising for those feeling isolated by their diagnosis. These services provide respite so that a carer can have some time for their own interests or to merely have a relaxing cup of tea.

Our regular group activities in the local community provide fun, safe and positive environments to share thoughts, stories, memories and feelings with others in a similar situation. Our fortnightly Memory Cafe's offer the chance for a chat and a cuppa with support from our dementia specialists, whilst our six week Time Travellers groups reminisce together, linking to themes chosen by them. Family carers and friends are always welcome to all of our groups.

For those with an interest in crafts we have a fortnightly group offering craft projects and activities including knitting, arts and crafts.

Our experienced team offers support for carers throughout this journey with their loved one and encourage planned relief periods on a regular basis.

Our three Wellbeing Centres are a great opportunity for carers to take a break, and for people living with dementia to benefit from our personalised care and support service. Our Wellbeing Centres are not just a home-from-home, they are fun and inclusive places – and your time there can be as active as you want it to be. With trips, activities and much more, there is always something to get involved in. Activities most beneficial to exercising the brain are offered following an approach called Cognitive Stimulation Therapy.

All our Wellbeing Centres cater for people with dementia however our Linskill Wellbeing Centre is a specialist dementia Centre. This Centre supports people with more advanced dementia. All our staff are highly trained in dementia care, offering individual care and structured activities in a safe and supportive environment.



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## Later stages

There may come a point where it may be beneficial to carers, family members and those living with dementia to access our EveryDay Care at Home service. This can help to ensure you stay in your own home for longer, whilst still getting the personal support and care you need. Our highly-trained, caring team are available every day of the week, and can visit more than once a day depending on your circumstances.

Your dementia journey cannot be planned in advance, and should you need it, our EveryDay Rapid Response Team can provide emergency care packages at vulnerable times such as after being discharged from hospital (unplanned) and to provide emergency carer relief.

## End of life care:

Our Admiral Nurses can continue to support families as the person they care for nears the end of their life and also with feelings of loss and bereavement. We appreciate and understand the feelings carers may have at this time and are here to help.

## How we helped Susan & Peter Ogden:

“Admiral Nurse, Rachel Watson has been a tower of strength in supporting Peter and myself. Rachel has taken time and some considerable effort to get to know us both and to help us in more ways than you can imagine. When Rachel arrived she brought experience, understanding, common sense, humour and time which I appreciated more than words can say.”

## Your Admiral Nurse

Admiral Nurses are specialist dementia nurses who give practical, clinical, emotional and psychological support to families living with dementia.

They are registered nurses who work in the community, helping people families live well with dementia. They are part of the dementia team and can help to co-ordinate your care alongside other health and social care professionals to ensure there is always a joined-up approach across various care settings and services.



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**For more information, please get in touch with our Dementia Service Team on 0191 280 8484.**

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