

# Services for people with dementia



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If you are worried because you, or someone you care for, are becoming confused and forgetful, you should visit your GP. You may have heard about conditions such as Alzheimer's disease or other types of dementia, and be concerned about what they may mean for you. It is always important to have a proper assessment to find out whether these symptoms are a result of dementia or are caused by some other condition which may respond to medical treatment.

# What is dementia?

Dementia is a condition which is caused by damage to, or disease of, the brain. It is more common in older people, but in rarer cases can also affect people under 65.

People with dementia have particular problems with short term memory, and their sense of time and place may become impaired. They have difficulties with communication, understanding and judgement. They may become withdrawn, anxious or frustrated, have mood swings or behave in unusual ways. They may not be safe alone. As the condition progresses, people with dementia have increasing difficulty with most everyday tasks and will need a lot of help from other people.

However, although dementia is usually a progressive illness, for most people the changes are gradual. You can have time to plan for the future, and to find out about services that are available to support both the person with dementia and their carers as the condition progresses.

## **Visiting your GP and access to specialist Health Service staff**

Your GP should be the first person you contact if you are concerned that you or someone you care for may have dementia. The GP will discuss your concerns, and your symptoms, and may carry out some tests. The GP may be able to make an initial diagnosis of dementia, or he/she may refer you to a specialist such as a Consultant Psychiatrist for Older Adults, a Community Psychiatric Nurse (CPN) or an Occupational Therapist (OT) with expertise in dementia care. Referral to a specialist may involve a home visit or an appointment at a hospital or memory clinic.

## **What if dementia is diagnosed?**

It is likely to be a shock if you, or someone you care for, are diagnosed as having dementia, even if you have suspected this may be the

case. You will probably want to find out as much about the condition as possible, so that you can be prepared for the changes which may happen. It can help to talk to an informed and understanding professional, such as a CPN, social worker, or carers' support worker. Organisations such as the Alzheimer's Society also provide wide-ranging information on all aspects of dementia (see page 29 for contact details).

In most cases, it is best for the person with dementia to continue living in the familiar surroundings of their own home for as long as possible. A wide range of community care services are available to enable the person with dementia, and his/her carers, to live as normal and full a life as possible, and to support them as the condition progresses. In the later stages, or if there are no family carers, it may become necessary for the person with dementia to move to a long-term care home.

# What help and support are available?

In Cornwall, support for people with dementia and their carers is provided by a range of agencies, including the NHS, Cornwall Department of Adult Care and Support, and voluntary organisations. In most cases, the initial point of contact to access these services is either your GP (for health care services) or your local Adult Care and Support office (for most other care). Some of these services may incur a charge; please see page 12 **What about the cost of services at home?**

Contact Adult Care and Support for information about:

## Care and support at home

- **Home care assistants**  
(sometimes known as home helps) who provide personal care such as help with bathing, dressing and at mealtimes.
- **Meals**

- **Sitting services** which provide a home carer to look after the person with dementia for a few hours so that the carer can have a break.
- **Advice on equipment and adaptations:** simple aids and equipment, such as rails, bath seats or raised toilet seats, maybe provided directly. Adult Care and Support workers can also advise you on a wider range of more complex equipment specifically designed to minimise the effects and associated risks experienced by people with dementia. Tremorvah Industries (Tel: **01872 324 340**), run by Adult Care and Support, has a Lifestyles Centre where 'smart house' equipment for people with dementia is on display and can be tried out. See page 34 for full contact details.
- **Day care:** day care centres usually organise activities for those attending, as well as providing meals and hairdressing facilities. Transport to and from the centre can also be arranged. Some day care centres cater specifically for

people with dementia, others are for all older people and can meet a wide range of needs. Day care can be stimulating for people with dementia, providing an opportunity to meet others and have a change of environment. It can also be very important for carers, giving them a much-needed break.

- **Short Breaks** (Respite care): short breaks can support carers by giving them respite from their caring role, and can also be beneficial for the person with dementia. Many care homes take people for short stays of a week or two. Sometimes arrangements can be made for the person you look after to go into respite care on a planned, regular basis. There is usually a financial contribution towards the cost of respite breaks, but this will be based on the financial circumstances of the person with dementia.

# Care Homes and Care Homes with Nursing

In some circumstances, a person with dementia cannot be cared for in the community. Care homes may offer nursing or personal care, or both. All care homes are required by law to be registered with, and inspected by, the Care Quality Commission (see page 26). The Commission will provide a list of suitable care homes on request, and most registered care homes in Cornwall are also listed in the **Care Choices Directory** and the **Right Care Index** which are updated annually, and available from your local Adult Care and Support office.

If you are considering residential care for yourself, or someone you care for, and wish to find out more, please see the Adult Care and Support leaflet entitled **Moving to a care home?**, or visit the Adult Care and Support pages of the County Council website ([www.cornwall.gov.uk/adultcareandsupport](http://www.cornwall.gov.uk/adultcareandsupport)).

There are also many sources of independent advice in Cornwall, including Age Concern (page 29) and the Citizens Advice Bureaux (pages 25 - 26). You can also visit the Commission's website at [www.cqc.org.uk](http://www.cqc.org.uk)

## What support is there for carers?

A carer can ask Adult Care and Support for an assessment of their needs, regardless of whether the person they look after receives help from the department or not. A carer's assessment can help you to reflect on how your caring responsibilities affect you, and to identify what sort of help might be useful. Following assessment, you may be eligible for a number of services, including respite and sitting services.

There are a number of carers support services in Cornwall. For further information, please see the Adult Care and Support leaflet entitled **Services for carers (see page 18)**.

# How do I go about getting help from Adult Care and Support?

If you think that you need help from Adult Care and Support, either because you have dementia, or care for someone with dementia, you should contact your local Adult Care and Support office and ask for an assessment. You can visit, write, telephone or make a referral on-line. All contact details are given on pages 35 - 36.

A member of staff will visit you at home to carry out an assessment of your needs. Case Co-ordinators carry out most Adult Care and Support assessments, although if your needs are more complex, it could be a specialist worker, such as Social Worker or an Occupational Therapist.

A Single Assessment Process has been introduced across Cornwall, so that people who may require health and adult social care services only need to have one assessment.

During the assessment, you can always have your carer, a relative, or a friend to support you, if you wish. On request, we can also arrange for you to be supported by:

- a person trained in helping people to express their views (an advocate)
- a BSL signer for deaf people, or an interpreter, if English is not your first language

With your permission, the assessment process may involve consultation with other people or agencies, such as your family doctor, or your consultant.

More information is available in our Adult Care and Support leaflet **Assessing your Needs**.

## **What about the cost of services at home?**

There is no charge for an assessment, and visits to your home and advice from Adult Care and Support workers are also free. Daily living equipment and day care services

are also provided free of charge following an assessment of need but you may be charged for meals and transport. Your financial assessment will be completed by a separate worker and any charges will be confirmed to you at a later date in writing.

## **Welfare benefits**

Both the person with dementia and their carer may be eligible for some welfare benefits. A person with dementia may be entitled to claim Attendance Allowance (if over 65) or Disability Living Allowance (if under 65). They may also be entitled to exemption from council tax (contact your district council about this). Carers under the age of 65 may be entitled to claim Carers Allowance.

The welfare benefits system is complex, and it may be helpful to seek advice when making a claim. Your local Department for Work & Pensions, the Citizens Advice Bureaux, Carers Support Workers or staff from Adult Care and Support can all assist with claiming benefits.

# Managing a person's financial affairs

Over time dementia may lead some people to lack mental capacity to make some decisions about things like legal issues, finances and health affairs. It is important to take appropriate steps as soon as diagnosis has been confirmed, to plan for the future. There are a number of ways of making sure that your financial affairs can be managed by someone you trust, if you do end up lacking capacity to make particular decisions, including:

- **Benefits appointee:** A carer can be named as the person's appointee so that he/she can legally handle their income from benefits. An Appointee cannot manage the person's income from other sources or their savings (see Court Appointed Deputy). Contact the Department of Work & Pensions about appointeeship and they will arrange for an officer to come and visit.

- **Lasting power of attorney (LPA) and Enduring power of attorney (EPA):** You can no longer make an enduring power of attorney but those made before October 2007 are still valid. From October 2007, you can now make a 'lasting power of attorney'; this will enable you to choose a person to make decisions regarding your health and welfare and/or your finances depending on what you choose.
- **Court Appointed Deputy:** If you have not made an LPA or EPA and you become mentally incapable of managing your financial affairs, it may be necessary to appoint a deputy to manage them. This is done through the court of protection, although if managing your financial affairs consists simply of managing your income from benefits, it would be done through appointeeship. In some cases the court could also appoint a deputy to make health and welfare decisions if necessary.

Information about EPA, LPA and Court Appointed Deputies can be obtained from the Office of the

Public Guardianship (see page 33). It is advisable to seek competent advice (eg through a solicitor, or Citizens Advice Bureau) on legal and financial issues, including the importance of making a will, and arranging a lasting power of attorney.

## **Advanced Decisions to Refuse Treatment**

An advance decision enables someone aged 18 years or older, while they still have the capability, to refuse specified medical treatment for a time in the future when they may lack capacity to consent to or to refuse the treatment.

An advance decision must be valid and applicable to the current circumstances. If it is, it has the same effect as a decision that is made by a person with capacity: healthcare professionals must follow the decision.

In an advance decision you must be clear what treatment you want to refuse and in which circumstances.

Advance decisions can be verbal, but if the decision is to refuse life-sustaining treatment it must be in writing, and must comply with various other requirements.

It is recommended that you discuss plans to make an advance decision with your GP and other healthcare workers. It is wise to make sure that all those people who may be involved in your care (including family and friends) know about your decision.

## Is there anything else I should know?

Adult Care and Support have to keep records about the people who use their services. These records are securely kept and remain confidential. More information about having access to your records is given in our leaflet **Access to personal records**, see overleaf.

If you are dissatisfied with any aspect of your assessment, the services provided to you, or the person you look after, Adult Care and Support will always help you to sort it out. More detailed information about sorting out complaints or problems is given in our leaflet **How to make a comment, compliment or complaint**, see below.

## Other Adult Care and Support publications

Adult Care and Support also produce the following publications which you may find useful. These publications are free of charge, and are available on computer disk, in large print, and in other formats on request. Please contact your nearest Adult Care and Support office listed on pages 35 - 36, or Tel: **01872 322 533**

- Access to personal records
- Assessing your needs
- Direct Payments Scheme
- Help outside normal working hours
- Home adaptations

- How to make a comment, compliment or complaint
- Individual budgets
- Integrated mental health services in Cornwall
- Moving to a care home
- Rehabilitation services for older people and people with disabilities
- Say No to Abuse
- Services for carers
- Services for older people
- Services for people living with HIV/AIDS
- Services for people with a drug or alcohol problem
- Services for people with a learning disability
- Extra help at home when leaving hospital
- Services for people with a sight or hearing loss
- Services for people with a physical disability

# IMCA Service

## Independant Mental Capacity Advocacy

### What is IMCA?

IMCA is a key aspect of the Mental Capacity Act, 2005. The Act places a responsibility on Local Authorities to ensure that people who are considered to lack capacity have access to an independent advocate when decisions are being made about them that relates to:

- Serious medical treatment (SMT)
- Changes of NHS accommodation (more than 28 days)
- Change of LA accommodation (more than 8 weeks)

Recent changes to the legislation have also included some:

- Accommodation Reviews and Adult Protection Cases

### Who can receive IMCA?

- Those who are considered to lack capacity by decision makers

- and who have no family or friends to represent their likely views (with the exception of adult protection cases)

## What does an IMCA do?

- Support the person who lacks capacity and represent their likely views to those responsible for making decisions
- Obtain and evaluate information
- Ascertain the person's wishes and feelings, as far as possible
- Ascertain alternative courses of action - e.g. different care arrangements
- Seek a further medical opinion, if necessary

## An IMCA is?

- Independent of the person making the decision
- Able to meet the person concerned in private
- Able to see all relevant health, social services and care home records
- Able to request an additional medical opinion

## When is it not appropriate to refer to IMCA?

- When serious medical intervention is required immediately, for example, in life-threatening circumstances
- When the treatment is regulated by Part 4 of the Mental Health Act
- Where it is necessary to provide accommodation urgently
- Where restrictions are placed on an individuals' accommodation under the Mental Health Act

## How to refer?

Referrals will usually be made by health and social care staff.

You can download a referral form from our website:

**[www.seap.org.uk/imca](http://www.seap.org.uk/imca)**

Tel: **0845 2799019**

Fax: **0845 2799018**

Email: **[admin.bodmin@seap.org.uk](mailto:admin.bodmin@seap.org.uk)**

**IMCA, 28 Beatrice Road, Walker Lines Industrial Estate, Bodmin, Cornwall, PL31 1RD**

# Cornwall Council Website:

[www.cornwall.gov.uk](http://www.cornwall.gov.uk)

General information about Cornwall Adult Care and Support can be found on the Adult Care and Support pages of the website. In particular, you will find information on the standards of service you can expect from Adult Care and Support, under the **Charter for people with Care Needs in Cornwall: Better Care, Higher Standards**. You will also find various publications on-line, information about community care services, the blue badge scheme, links to other websites and much more.

**Jobcentre Plus Offices  
for benefits advice**  
[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

17 South Street, St Austell

Tel: **01726 294 000**

Branwell House, Clarence Street  
Penzance

Tel: **01736 334 400**

71A Fore Street, Bodmin

Tel: **01208 254 200**

Bell House, 7- 9 Church Street Liskeard

Tel: **01579 335 000**

32 East Street, Newquay

Tel: **01637 894 900**

Penmarrin House, Commercial Road  
Penryn

Tel: **01326 434 300**

Piran House, Nettells Hill, Redruth

Tel: **01209 885 800**

Lemon Quay House, Lemon Quay  
Truro

Tel: **01872 355 000**

Summerleaze Crescent, Bude

Tel: **01288 282 200**

11 Tower Street, Launceston

Tel: **01566 764 300**

5 Coinagehall Street, Helston

Tel: **01326 434 200**

# Citizens Advice Bureaux (CABs)

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## Penwith CAB

The Guildhall, St John's Road

Penzance TR18 2QZ

Tel: **08444 994188**

## Kerrier CAB

3/4 Station Hill, Redruth, TR15 2PP

Tel: **08444 994188**

## Falmouth CAB

Mulberry Passage, Market Strand

Falmouth TR11 3DB

Tel: **08444 994188**

## Truro CAB

The Library, Union Place, Truro

TR1 1EP

Tel: **08444 994188**

## Newquay CAB

The Library, Marcus Hill, Newquay

TR7 1BD

Tel: **08444 994188**

## St Austell CAB

39 Penwinnick Road, St Austell  
PL25 5DR

Tel: **08444 994188**

## Liskeard CAB

Duchy House, 21 Dean Street  
Liskeard PL14 4AB

Tel: **08444 994188**

## Saltash CAB

Ground Floor, 18 Belle Vue Road  
Saltash PL12 2FS

Tel: **08444 994188**

## North Cornwall CAB

Shire Hall, Mount Folly Square  
Bodmin PL31 2DQ

Tel: **01208 74835**

## Bude CAB

Neetside, Bude EX23 8LB

Tel: **01288 354 531**

# Memory Cafés

A Memory Café is somewhere where people with dementia and their carers can visit to support each other and share information. The groups usually offer reminiscence-based activities. Health and social care professionals are also on hand to answer questions and offer advice in an informal setting. There are numerous Memory Cafés accross the county, some examples are:

## Launceston Memory Café

Launceston Methodist Church  
Bingley Hall, Launceston

Every other Saturday from 2pm - 4pm

Contact - Cym Downing

Tel: **01566 774 425**

Email: **launceston.memorycafe@  
gmail.com**

Web: **www.2day.ws/Launceston-  
Memory-Cafe/**

## Wadebridge Memory Café

St. Breock School  
Wadebridge

Second and fourth Saturdays of each  
month from 2pm - 4pm

Tel: **01872 266 388**

## Bodmin Memory Café

Berdekesa Court, Robartes Road,  
Bodmin

Contact - Kerry Banbury  
Tel: **07771 980 181**

## Tremorvah Industries Memory Café

Tremorvah Industries, Unit 8,  
Threemilestone Industrial Estate,  
Threemilestone

Café open from 2pm - 4pm on 2nd  
and 4th Thursday of each month.

Tel: **01872 324 333**

## Other useful contacts

### Age Concern in Cornwall & the Isles of Scilly

Boscawen House, Chapel Hill, Truro

TR1 3BN Tel: **01872 266 388**

**[www.ageconcerncornwall.org.uk](http://www.ageconcerncornwall.org.uk)**

Information & advice service, advocacy, homecare, domestic help, transport services, gardening, befriending, day centres for older people.

### Alzheimer's Society

National helpline:

Tel: **0845 300 0336**

West Cornwall & Isles of Scilly branch:

Tel: **01209 713980**

Support for other areas of Cornwall is being developed. Please call the SW Regional Office on

Tel: **0117 967 2975** for details.

Web: **[www.alzheimers.org.uk](http://www.alzheimers.org.uk)**

Information & advice on all aspects of dementia, including a national helpline and a very informative website.

## British Red Cross

Red Cross House, Lighterage Hill,  
Newham, Truro, TR1 2XR

Tel: **0845 331 5000**

Short-term help at home, following discharge from hospital; support and practical help to people faced with an unexpected crisis (accident/illness); transport service.

## Carers' Support Service

Cornwall Rural Community Council  
2 Princes Street, Truro

Tel: **01872 261 035**

Web: **[www.cornwallrcc.org.uk](http://www.cornwallrcc.org.uk)**

Advice, information, Carers' Support Groups, Carers Information Pack, quarterly newsletter.

## Carers' Break Service

Carers' Break Service, Community Centre, South Terrace, Camborne TR14 8SS Tel: **01209 612 521**

Email: **[carersbreak@ccvsonline.org.uk](mailto:carersbreak@ccvsonline.org.uk)**

Provides trained people to look after someone whilst their carer has a break, during the day or night.

## Care Quality Commission

St Nicholas building, St Nicholas Street,  
Newcastle Upon Tyne, NE1 1NB Tel:

**03000 616161**

Web: **[www.cqc.org.uk](http://www.cqc.org.uk)**

The Commission is responsible for registering, inspecting and reporting on social care services in England. This includes care homes in Cornwall, agencies offering personal care, and nursing agencies.

## DIAL Cornwall

Units 1 & 2 Foundry House, Foundry  
Square, Hayle TR27 4HH

Tel: **01736 759 500**

Email: **[dial@disabilitycornwall.org.uk](mailto:dial@disabilitycornwall.org.uk)**

Information & advice for people  
with disabilities of any age and  
their carers

## Handyperson's Schemes

Provide help with small jobs around the home for people on a limited income, who lack the mobility/confidence to tackle them. All schemes are supported by Cornwall Council.

Penwith/Kerrier/ Carrick/Restormel  
Tel: **0845 603 1676**

North Cornwall Tel: **01208 816 576**  
Caradon Tel: **01579 340 073**

## Home Improvement Agencies

Schemes vary, but generally offer help to older people and people with disabilities to improve unsatisfactory housing conditions.

West Cornwall Care & Repair

Tel: **01736 367 535**

West Cornwall Care & Repair

Tel: **01872 260 777**

Anchor Trust Staying Put

Tel: **01208 815 615**

Hanover at home in East Cornwall

Tel: **01579 340 073**

Hanover at home in Mid Cornwall

Tel: **01726 815 731**

## Lifeline Services

Provide a community alarm service for people who are able to live independently but may at times need to call for assistance in an emergency.

**Carrick Lifeline** Tel: **01872 224 521**

covers Carrick, Restormel, North Cornwall, Kerrier, Penwith & Isles of Scilly

**Caradon Lifeline** Tel: **01579 340 831**

covers Caradon & North Cornwall

**Restormel** contact Ocean housing  
Tel: **01726 874 450**

Web: **[www.ocean-group.co.uk](http://www.ocean-group.co.uk)**

**NHS DIRECT** 0845 46 47

24 hour helpline, staffed by nurses, giving confidential healthcare advice and information.

## Office of the Public Guardian

Tel: **0845 3302900**

Email: **[custservices@](mailto:custservices@publicguardian.gsi.gov.uk)**

**[publicguardian.gsi.gov.uk](http://publicguardian.gsi.gov.uk)**

Web: **[www.publicguardian.gov.uk](http://www.publicguardian.gov.uk)**

Provides financial protection services for clients who are not able to manage their financial affairs because of mental incapacity. They provide advice & support to the families and advisers of a person who is incapable, or whose mental capacity is diminishing.

## Tremorvah Industries

Unit 8, Threemilestone Industrial Estate, Truro TR4 9LD

Tel: **01872 324 340**

Fax: **01872 324 372**

Assessment service and suppliers of mobility equipment such as wheelchairs, stairlifts etc. Tremorvah have a Lifestyle Centre displaying a wide range of independent living aids for you to try, to improve quality of life within the home. Also on display is a 'Smart House' incorporating the latest technology to help older people, people with a disability, and people with dementia, to remain within their own home environment.

# Contacting Adult Care and Support

Adult Care and Support offices are open 8.45am to 5.15pm Mondays to Thursdays, and 8.45am to 4.45pm on Fridays.

**If an emergency arises outside office hours, please telephone 01208 251 300**

## West Cornwall

Roscadghill Parc, Heamoor  
Penzance TR18 3QX

Tel: **0300 1234 131**

The White House, 24 Basset Road  
Camborne TR14 8SL

Tel: **0300 1234 131**

## Central Cornwall

Cathedral Close, Wilkes Walk  
Truro TR1 2TE

Tel: **0300 1234 131**

Sedgemoor Centre, Priory Road  
St Austell PL25 5AB

Tel: **0300 1234 131**

## East Cornwall

Hendra House, Dunheved Road  
Launceston PL15 9JG

Tel: **0300 1234 131**

Priory House, Priory Road  
Bodmin PL31 2AD

Tel: **0300 1234 131**

Westbourne House, West Street  
Liskeard PL14 6BY

Tel: **0300 1234 131**

## Adult Care and Support Headquarters

Old County Hall, Station Road  
Truro TR1 3AY

Tel: **0300 1234 131**

Email: **adultcareandsupport@  
cornwall.gov.uk**



If you would like this information in another format please contact:

**Cornwall Council**  
**County Hall**  
**Treyew Road**  
**Truro TR1 3AY**

Telephone: **0300 1234 100**

Email: **[enquiries@cornwall.gov.uk](mailto:enquiries@cornwall.gov.uk)**

**[www.cornwall.gov.uk](http://www.cornwall.gov.uk)**



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