

# Help and support for patients with dementia



There are a range of services that work closely with our hospital teams to support patients with dementia, their families and carers. Some services are based in hospital, others can support you in the community. If you would like further information or would like to be referred to any of these services, please speak to a member of the ward team.

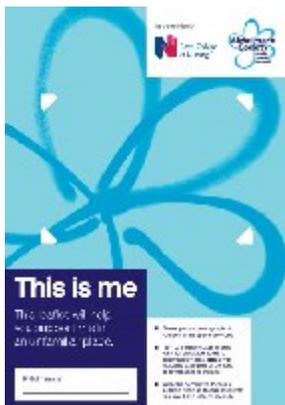
## Services in hospital

It is important that our staff in hospital are aware if a patient has a diagnosis of dementia. With the patient's, next of kin or carer's consent, we will do this in two discreet ways:

- We ask patients to wear a yellow wristband so that members of staff in the hospital can easily recognise and support the patient.
- We use a “forget-me-not” flower as a symbol for people with dementia. This symbol is placed on the board above the patient's bed.



We also use the “**This is me**” booklet for people with dementia. **This is me** should be completed by the individual/s who know the person best and, wherever possible, with the person involved as well. The booklet includes space to include details on the person's family background; events, people and places from their lives; their preferences, likes and dislikes, and routines.



**This is me** provides information about the person at the time the document is completed. It enables health and social care professionals to build a better understanding of who the person is as an individual and deliver person-centred care that is tailored specifically to the person's needs. The information in this booklet can help staff to support and reduce distress for the person with dementia and their carer.

## **We are a Carer friendly hospital**

People may become carers after a relative is admitted to hospital, or they may see their caring responsibilities increase. We support carers with advice and information. We also operate a Carers' Passport scheme within this hospital.

The Carers' Passport identifies you as having a caring role and is linked to discounts within the hospital. Speak to the ward staff if you would like to know more.



## **Carers support in hospital**

It is important, if you are a carer, that we are aware of your role from the moment that the person you care for is admitted into hospital. Please let us know that you are a carer, so we can recognise your role and respect your needs together with your cared for. Please ask for a copy of our leaflet called 'Information for carers'.



## **John's Campaign**

The Trust supports John's Campaign, a nationwide initiative for patients with dementia to have their carers and families welcomed into the hospital setting to be with them at any time.

John's Campaign is beneficial for both our patients and the Trust. Not only does it mean that patients have extra support from their carers during their stay in hospital, benefitting their health and well-being, but it also allows our carers' support team to identify carers and provide them with extra support if they need it.

## **The Enhanced Nursing Care Team (ENCT)**

The enhanced nursing care team is based at the Lister Hospital and support patients with enhanced care needs across the hospital. They offer one-to-one nursing care to patients with dementia, delirium and other mental health challenges, which is prioritised based on their needs.

## Rapid Assessment, Interface and Discharge (RAID) Team

These are the mental health liaison team for Lister Hospital. The RAID team assess and treat patients with dementia or other mental health problems, working closely with the clinical teams in both A&E and on the wards. The Lister RAID team also work with community mental health services and GPs to ensure that appropriate mental health treatment continues to be provided after discharge if required.

## Age UK Hertfordshire



Age UK Hertfordshire can offer short term practical and emotional support to help older people maintain their independence after a stay in hospital. The team help older people get settled back home, ensure they have adequate heating and enough food, and help shop for essential items and collect prescriptions.

For more information on this service, call the **Hospital Discharge Scheme Co-ordinator** at Lister Hospital. **Tel: 01438 285300** or email: [hds.lister@ageukherts.org.uk](mailto:hds.lister@ageukherts.org.uk)

## Macmillan Cancer Information and Support Centre



Situated at the main entrance of the Lister Hospital, the centre provides free information and support both as a drop-in centre and by a telephone helpline for any questions relating to cancer. The centre is a warm, friendly and confidential environment run by information specialists and nurses with considerable experience in helping people affected by cancer.

**Telephone: 01438 284657 / 0755 443 6746**

**Monday to Friday, 10am - 4pm (excluding Bank Holidays)**

## Hospital Voluntary Services

We have over 450 hospital volunteers who give their time to help our patients; from driving patients to hospital appointments, to helping out at meal times. Our volunteer groups include:

- ◆ **Sew Dementia** - local crafters who create interactive activity blankets and aprons which help to calm patients who are feeling agitated.
- ◆ **Knit 'n' Knatter** - volunteers who knit knee-hugs, shawls and bed socks to help keep our elderly patients warm.
- ◆ **Activity Volunteers** - who visit the elderly care wards and engage our patients with fun things like sing-alongs, guessing games and reminiscence sessions, all aimed at making the days go a bit faster.



Some of our volunteers receive special training so they're able to help patients who need extra assistance with their meals, and our chaplaincy volunteer team visit patients who don't have family or regular visitors.

If you're interested in becoming a hospital volunteer, you can find out more on our website:

[www.enherts-tr.nhs.uk/get-involved/volunteering](http://www.enherts-tr.nhs.uk/get-involved/volunteering)

or call our volunteering team on **Tel: 01438 284760**

or email: [volunteer.enh-tr@nhs.net](mailto:volunteer.enh-tr@nhs.net)



## Services in the community

### Age UK Hertfordshire



Provides help with claiming benefits; housing options; finding care homes; community care and health services; equipment and aids; leisure and social activities and help accessing Age UK Hertfordshire's services. There are specialist advisers for ethnic minority groups and communities across Hertfordshire. They can also provide translation support.

**Tel: 0845 601 3446** or email: [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk)

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

### Alzheimer's Society Hertfordshire



**Tel: 01707 378365** or email: [central.herts@alzheimers.org.uk](mailto:central.herts@alzheimers.org.uk)

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

### Admiral Nurse - Dementia UK



Admiral Nurses are specialist dementia nurses who work alongside people with dementia and their families, giving them one-to-one support, expert guidance and practical solutions. Admiral nurses help families to live more positively with dementia in the present, and to face the challenges of tomorrow with more confidence and less fear.

**Dementia helpline ☎ 0800 888 6678** Mon - Fri, 8am to 6pm  
Sat - Sun, 9am - 5pm

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

[www.dementiauk.org](http://www.dementiauk.org)

## Bedfordshire Memory Navigation Service



Tibbs Dementia, Carers in Bedfordshire and the Alzheimer's Society are all working together to deliver a range of services to help people living with dementia, and carers, to understand the condition and maintain their wellbeing. The aim is that the three organisations work closely with the East London Foundation Trust which delivers the Memory Assessment Service to give people across Bedfordshire a range of joined up services that would meet their needs along all stages of a dementia journey. For more information please phone:

**☎ 0300 111 9090** Monday - Friday, 11am-1pm

email: [info@memoryinbeds.org.uk](mailto:info@memoryinbeds.org.uk)

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

## British Red Cross



The British Red Cross can provide support at home following a stay in hospital. Help includes transport home from hospital and resettlement, a wellbeing check within 24 hours, carrying out essential shopping or collecting prescriptions or GP letters. They also provide visits or telephone contact for companionship and emotional support, help to prepare light meals and snacks, carry out light household tasks, accompanied walks or other activities, and signposting to other organisations. For more information contact:

**Support at Home, Hertford** ☎ **01992 585955** or **01992 585972**

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

## Carers in Bedfordshire



Carers in Bedfordshire helps family carers and former carers cope with the mental and physical stress arising from their role.

**Tel: 01767 315079**

## Carers in Hertfordshire



Carers in Hertfordshire provide support and information to unpaid family and friends who look after someone. They provide space for you to discuss practical and emotional concerns around caring and the opportunity to share experiences.

**Tel: 01992 586969** or email: [contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk)

## Crossroads Care



Crossroads Care Hertfordshire North provides support for unpaid family carers and the people they care for in Hertfordshire. The service is available in the towns and villages of North Herts, Stevenage, Welwyn, Hatfield, Dacorum, St Albans, East Herts and Broxbourne. They provide flexible packages of help and support to carers and their families in the home and in the community.

**Tel: 01462 455578** or visit <https://crossroadshn.org.uk>

## Hertfordshire Carers Support Service - Turning Point



The Carers Support Service provides emotional and practical support (including breaks) to carers of people with mental health difficulties and/or young onset dementia, who are living in Hertfordshire. The service is designed to complement rather than replace existing respite services.

**For more information telephone: 01438 724995**  
or email: [css@turning-point.co.uk](mailto:css@turning-point.co.uk)

## Hertfordshire Libraries

Hertfordshire libraries provide a network of local hubs with neutral, safe community space where people can meet others and stay connected physically and virtually. Available to borrow free is a specialist 'Reminiscence Collection', helping families and carers to remember the past and share experiences with their cared for.

**Tel: 0300 123 4049** or visit: [www.hertsdirect.org/libraries](http://www.hertsdirect.org/libraries)

## Hertswise



Hertswise is a service designed for people living with dementia, low level memory loss or mild cognitive impairment, with their friends, family and carers at its heart. It's provided by a partnership of community and voluntary groups to ensure they can provide the kind of support that you need. Hertswise aims to ensure that people of all ages, living anywhere in Hertfordshire are able to easily access information and advice, activities and support. The following are available:

- Information & advice for all aspects of your life
- Activities and groups designed by you
- Carers support groups and advice
- Assistive technology information and advice
- Specialist (Community Information Network) Advisors

**Call the direct point of contact, Hertshelp on:**

**☎ 0300 123 4044** Monday - Friday, 8am to 6pm

**☎ 0300 345 3446** Saturday, 9am to 12pm

## 10 to 3 Clubs



Friendly and vibrant 10 to 3 clubs operate across most of Hertfordshire. The clubs are great places to meet like-minded people and make friends; take part in a range of activities; enjoy live entertainment; listen to speakers; go on trips out and about. Transport to and from the clubs can be arranged and refreshments and hot meals are provided for which there is a charge.

To find out more, or to arrange an introductory visit, contact:

**East Herts and Broxbourne - Tel: 01992 747956**

**North Herts and Welwyn Hatfield - Tel: 01462 420911**

## Help in the Home

Paid for cleaning and household tasks service. **Tel: 01707 386066**

## InTouch

Support for those facing life-changing events.

**Tel: 01992 629358** or **01992 634964** Mon - Fri, 9am to 4.30pm

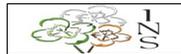
Email: [intouch@ageukherts.org.uk](mailto:intouch@ageukherts.org.uk)

## Douglas Drive Senior Citizen Centre

Douglas Drive is a centre for Stevenage's seniors (55+). It provides day care and therapy for stroke patients.

**Tel: 01438 357227** or email: [douglasdrivesca@hotmail.co.uk](mailto:douglasdrivesca@hotmail.co.uk)

## Irish Network Stevenage



Providing weekly social events including crafts, film and social clubs. Activities are designed to cater for older people including carers, housebound members and vulnerable elders. They provide a Care in the Community Outreach programme and a Befriending programme. Help can be provided to complete forms to obtain support, such as financial assistance, carers allowance, pensions, etc.

**Tel: 01438 725400** or email: [info@irishnetworkstevenage.org.uk](mailto:info@irishnetworkstevenage.org.uk)

## The Hertfordshire Society for the Blind



An independent local charity providing services, advice and information to blind and partially sighted people throughout Hertfordshire, as well as to their families, carers and any organisations with an interest or involvement in people with a visual impairment.

**Tel: 01707 375845** or email [ron.pickford@hertsblind.com](mailto:ron.pickford@hertsblind.com)



## **The Hertfordshire Hearing Advisory Service**

The Hertfordshire Hearing Advisory Service (HHAS) is an independent charity helping people with hearing loss across Hertfordshire, Bedfordshire, Northamptonshire, West Essex and Suffolk.

**Tel: 01707 324582**

**Textphone: 01707 375486**

Email: [info@hhas.org.uk](mailto:info@hhas.org.uk)

The office is open on Tuesday, Wednesday and Thursday, between 9am and 4pm. All other times there is an answerphone; messages will be answered as soon as possible.

## **Single Point of Access (SPA)**

Hertfordshire Partnership University Foundation Trust (HPFT) provides services for anyone experiencing mental health problems for the first time or with previous mental illness who may be having a relapse, or people with chronic mental ill-health.

SPA is the first line of contact for all referrals to HPFT mainly via GPs (family doctor) but self-referrals are also accepted. SPA will advise and refer patients to the relevant specialist community mental health services, which may be the:

- Crisis Assessment and Treatment Team
- Early Memory Diagnosis and Support Services
- Specialist Mental Health Team for Older People

**Tel: 0300 777 0707** Monday - Friday, 8am to 7pm

Email: [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net)

## **Mental Health Helpline Number ☎ 01438 843322**

If you need to speak to someone out of hours, including weekends, for urgent help or advice regarding any mental health illness.

## What to do if you have any concerns

To help resolve your concerns as quickly as possible, please speak to the ward sister or ask to speak to one of our matrons. They will try to resolve your concerns and answer any questions straight away.

You can also contact the **Patient Advice and Liaison Service (PALS)**. PALS provide advice and support for patients, relatives and carers. They are here to listen to you, help to resolve concerns and queries. They will also help you raise any concerns you may have to our staff.

At Lister Hospital the PALS office is located next to WHSmith in the main corridor on Level 3 .

**Telephone: 01438 285811**

**Monday to Friday, 9am - 4pm (excluding Bank Holidays)**

or email: [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)

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You can request this information in a different format or another language.