



Dementia Adviser Service

Hull

Welcome to Alzheimer's Society

We are the UK's leading dementia charity. Every day, we work tirelessly to find new treatments and, ultimately, a cure for dementia. We provide expert information, training, and support services to all those who need our help. And we are creating a more dementia-friendly society so people with the condition can live without fear and prejudice.

By 2025, 1.2 million people will be living with the condition. But dementia won't win. Until the day we find a cure, Alzheimer's Society will be here for anyone affected by dementia – wherever they are, whatever they're going through. Everything we do is informed and inspired by them.

If you have any concerns about dementia, visit [alzheimers.org.uk](https://www.alzheimers.org.uk) or call the **Alzheimer's Society Dementia Support Line** on **0333 150 3456** (Interpreters are available in any language. Calls may be recorded or monitored for training and evaluation purposes).

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1 Introduction

This guide provides information about our dementia adviser service. It sets out what you can expect from us, our dementia adviser service and our staff. It details the aims of the service and guidelines about the service.

If you have any questions about anything in this guide or the information programme, please contact us.

T 01482 211255

E hulleastriding@alzheimers.org.uk

2 About our Dementia Adviser Service

The dementia adviser service provides one-to-one support to people with dementia, carers and family members. The service is unique to your personal circumstances and needs. Dementia advisers and dementia adviser volunteers will support you to understand key information around a diagnosis of dementia and what it means for you and your family.

Our dementia advisers will be your contact throughout your journey with dementia. They will:

- listen to and answer any questions you have
- provide accurate, clear, relevant and useful information that is easy to understand
- provide the service at a place convenient for you
- help you to understand more about dementia and your diagnosis
- make you aware of other, appropriate services available to you and how to access these ensuring you are making contact with the right people

Dementia advisers do not replace social workers, solicitors, financial experts or other specialist professionals.

Dementia advisers cannot support you with the following:

- personal care – dementia advisers cannot assist you with medication; washing and dressing; going to the toilet
- daily activities, hobbies and interests – the dementia adviser service cannot ‘befriend’ you to provide companionship with regular visits
- a counselling service
- a regular transportation service

But they can let you know about other services that will be able to help you in these areas.

When more intensive, group, or specialised support is needed, dementia advisers will refer or signpost to one-to-one dementia support, peer support and information and education services, where these services are available.

What you can expect from us

After we receive a request to contact you, the following steps will take place:

- 1 A member of staff will speak with you to find out if the service can meet your needs. They will ask you for some information about yourself.
- 2 You will be asked to give your consent to receive the dementia adviser service. Where possible we will ask for your written consent.
- 3 If necessary, your dementia adviser **may** arrange to visit you at home or meet up with you at a convenient location or time. On some occasions, adequate information can be provided over the phone, in the post or via email without the need for a visit.
- 4 The dementia adviser will complete an assessment of your needs. They may ask you questions about your life history, daily routine and preferences to find out how we might support you best.
- 5 Your dementia adviser will work with you to develop a personalised support plan. This will also highlight any agreed actions. Where appropriate, we will also work with your friends and family. You will be provided with a copy of your support plan to keep.
- 6 After we have talked about your support needs, we may give you information about other organisations that can help. With your agreement, we may also make referrals to these organisations on your behalf.

- 7 You can stay in touch with your dementia adviser if you have any questions or if your needs change. Please contact your dementia adviser on **01482 211255**.
- 8 We will continue to support you until we have met your support needs and carried out agreed actions. But you can come back to the service anytime in the future, for example, if your situation changes or you are in further need of dementia support. You can also telephone our **Alzheimer's Society Dementia Support Line** on **0333 150 3456** if you require any information related to living with dementia.
- 9 If a time comes when the dementia adviser service is no longer appropriate for your needs, we will support you to access alternative services that may help.

Worried about memory loss

Many things can cause symptoms such as memory loss and becoming forgetful does not mean you have dementia. If you or a loved one are experiencing memory loss or other changes in behaviour or personality it could be a sign of something more serious. Our Dementia Advisers can help you understand and support you as to what do next.

Cancellations or changes

We understand that sometimes your plans change. If you wish to rearrange or cancel a dementia adviser visit, please contact the local office on **01482 211255**.

Dementia Cafes and Groups

The timetable for face-to-face delivery of groups continues to be delivered across the Hull. Covid awareness continues, and PPE is available for people to wear should they wish.

Please contact the Hull team on telephone number **01482 211255** to find out more about what groups are available and how you can attend – please note we do have to carry out a quick assessment first.

Carers Information and Support programme (CrISP)

The Carer Information and Support Programme aims to improve the knowledge, skills and understanding of those caring for a person with dementia, by providing effective support and up-to date, relevant and evidence-based information.

Please get in touch with the local team to find out more about dates and venues.

3 Dementia Adviser Service Staff

About our dementia advisers

All our dementia advisers have undergone specialist dementia training.

Our staff and volunteers are carefully selected and undergo a full Disclosure and Barring Service (DBS) check where necessary for their role. They also complete a comprehensive induction programme when they join us.

Your dementia advisers for Hull are **Julie Ibbertson and Clare Clark.**



You can contact Julie by calling her on 07595 968276 or emailing her at Julie.Ibbertson@alzheimers.org.uk

You can contact Clare by calling her on 07858 678963 or emailing her at Clare.Clark@alzheimers.org.uk

You can also contact your Dementia Adviser by calling them on **01482 211255** or emailing them at hulleastriding@alzheimers.org.uk The service opening hours are Monday to Friday 9am to 5pm. Please note, this is an answerphone service and someone will get back to you as soon as possible. If you would like to speak to someone sooner please call our **Alzheimer's Society Dementia Support Line on 0333 150 3456.**

About our dementia adviser's managers

Dementia advisers are supervised and supported by a manager. Their manager is available to address any comments or questions you might have.

The dementia adviser's manager's details are below if you wish to make contact:

Local Services Manager

Nikki Moses

T: 075963 602382

Email Nikki.Moses@alzheimers.org.uk

4 Service Guidelines

Health and safety

We comply with all relevant legislation so that we can keep you and our workforce safe.

We hold appropriate employers and public liability insurance cover. If we meet with you at home as part of our assessment process, we will need to do a risk assessment to ensure that we know about any potential risks to you or our dementia advisers. We will also talk about how we can work together to minimise these risks.

If you have a key safe fitted, we'll take note of the code if necessary so the dementia adviser can let themselves in. The dementia adviser would only use it only with permission from you or a carer/representative.

To help you feel safe, we'll do the following:

- ensure our staff carry Alzheimer's Society photo identification badges
- ensure our dementia support worker has completed the necessary training
- ensure our staff and volunteers do not change the relationship they have with you from a professional one. Our staff and volunteers will not share their personal information with you
- only visit you by appointment. If we need to change an appointment we'll let you know as soon as possible.

Money and valuables

Our staff won't buy anything from you or sell things to you. They also won't accept money from you or lend or give you money.

Please don't ask our dementia advisers to deal in any money matters not directly involved in your support.

For example, our dementia advisers can't:

- take on Power of Attorney or act as executor of your will
- use your supermarket loyalty cards for their own purchases
- sell or dispose of goods on your behalf.

Donations

Your donations ensure that Alzheimer's Society can be there for every person affected by dementia. Your gift helps us to challenge perceptions, fund research and improve care and support. If you would like to make a donation, please go to our website for details of how you can donate and support our work.

<https://www.alzheimers.org.uk/get-involved/make-donation>

Gifts

Our staff and volunteers can receive small gifts of appreciation. However if you wish to give a more substantial gift then prior discussion and agreement with the relevant manager is needed.

Data protection and confidentiality

We need to collect and use information about you to deliver a safe service that is tailored to your needs. We will explain to you what information we are recording and how it will be used.

We may also use this information to contact you from time to time to ask about the service and how we can develop or improve what we do. For more information about how we use your data please ask for a copy of our leaflet called 'Your Personal Data'.

We comply with the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and will keep your personal data secure. You can request to see the information that we hold at any time by making a request in writing to: **Information Security Manager, Alzheimer's Society, Suite 2, 1st Floor East Wing, Plumer House, Tailyour Road, Plymouth, PL6 5FS**

We'll keep your information confidential and won't use it for anything except providing, managing and evaluating services. The only exception to this will be when there is genuine concern for the safety and wellbeing of you or others.

Where we provide services with another organisation we will let you know who that organisation is and what information will be shared to deliver the service.

Safeguarding

What safeguarding means for people who use our services:

Everyone has the right to live in safety, free from abuse and neglect. Abuse and neglect can occur anywhere: in your own home or a public place, while you are in hospital or attending a day centre or care home. You may be living alone or with others. The person causing the harm may be a stranger to you, but more often than not the person is known, and it can be the case that you usually feel safe with them. They are usually in a position of trust and power, such as a health and care professional, relative or neighbour.

I think I am being abused or neglected: what can I do?

Who to talk to if you feel you are being abused or neglected:

- don't worry about making a fuss – tell someone you trust as soon as possible
- speak to friends or support workers, who may have an understanding of the situation and be able to take steps quickly to improve the situation
- you can also talk to professionals such as your GP or social worker about your concerns, or you could ask to speak to your Hull City Council's Adult Safeguarding team on telephone number 01482 616 092 and ask for the adults safeguarding team duty officer or telephone 01482 300 304 after 5pm or weekends. Local authorities have social workers who deal specifically with cases of abuse and neglect

- you can ring the Hourglass (formerly known as Action on Elder Abuse) Action on Elder Abuse helpline on 080 8808 8141 for confidential help and advice on all aspects of elder abuse
- if you believe a crime is being, or has been, committed – whether it’s physical abuse or financial – talk to the police or ask someone you trust to do so on your behalf.

5 Giving Feedback

We are committed to providing you with the highest quality services and we welcome feedback from people with dementia, their family and carers to help us develop and improve our services.

We strive to provide a high quality experience in all areas of our work, aiming to provide services in a way that is:

- helpful and polite
- efficient and accurate
- sensitive and supportive
- informative and appropriate

If you have any praise or comments about us, please let us know.

We understand that sometimes things can go wrong and that you may wish to make a complaint. If you would like to make a complaint about our service, please read our complaints policy and feedback to us so that we can put things right and improve our services in the future. Our complaints policy can be accessed online or requested from a member of staff or volunteer.

You can feedback by:

- 1 Visiting our website (www.alzheimers.org.uk) and searching for ‘Feedback’ within the search bar to access and complete our online feedback form.
- 2 Speaking to one of our staff or volunteers who will pass on any feedback you would like to make. If you wish to speak directly to a

manager, please ask one of our staff or volunteers for the relevant contact information

- 3 Contacting the Customer Care team between 8am and 10pm on:
0330 333 0804
- 4 Emailing the Customer Care team at any time on:
enquiries@alzheimers.org.uk
- 5 Writing to the Customer Care team to:
Customer Care,
Alzheimer's Society,
Suite 2, 1st Floor East Wing,
Plumer House,
Tailyour Road,
Plymouth, PL6 5FS

6 Summary of Local Contact Information

Telephone: 01482 211255

Email: hulleastriding@alzheimers.org.uk

[Alzheimer's Society Dementia Support Line](#)

If you need advice on living with dementia, contact our

Alzheimer's Society Dementia Support Line on 0333 150 3456

The support line is open from Monday to Wednesday 9am – 8pm Thursday and Friday 9am – 5pm Saturday and Sunday 10am – 4pm

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Alzheimer's Society operates in England, Wales and Northern Ireland