

## No Smoking Policy

The NHS has a responsibility for the nation's health. Protect yourself, patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted within any of our hospital buildings or grounds. The Manchester Stop Smoking Service can be contacted on:

**Tel:** (0161) 205 5998

**Website:** [www.stopsmokingmanchester.co.uk](http://www.stopsmokingmanchester.co.uk)

## Translation and Interpretation Service

These translations say "If you require an interpreter, or translation, please ask a member of our staff to arrange it for you." The languages translated, in order, are: Arabic, Urdu, Bengali, Polish, Somali and simplified Chinese.

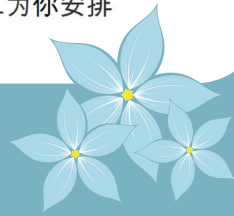
اذا كنت بحاجة الى مترجم، او ترجمة، من فضلك اطلب من احد موظفينا ترتيب ذلك لك  
اگر آپ کو ایک مترجم، یا ترجمہ کی ضرورت ہے، تو براہ کرم ہمارے عملے کے کسی رکن سے کہیں کہ وہ آپ  
کے لیے اس کا انتظام کرے۔

আপনার যদি একজন দোভাষী, অথবা অনুবাদের প্রয়োজন হয়, দয়া করে আমাদের একজন  
কর্মীকে বলুন আপনার জন্য ইহা ব্যবস্থা করতে।

Jeśli Pan/Pani potrzebuje tłumacza lub tłumaczenie prosimy w tym celu zwrócić się  
do członka personelu.

Haddii aad u baahantahay tarjubaan, fadlan waydii qof ka mid ah shaqaalahayga si  
uu kuugu.

如果你需要翻译或翻译员, 请要求我们的员工为你安排



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# Sharing the Caring

Information for carers of people  
living with Dementia

This leaflet has been written by carer representatives of people  
living with dementia. We hope you find the information useful.



## What is dementia?

The term dementia describes a set of symptoms that include loss of memory, mood changes, and problems with communication and reasoning. There are many types of dementia. The most common are Alzheimer's disease and vascular dementia. Dementia is progressive, which means the symptoms will gradually get worse.

When you're caring for someone with dementia, it can be all too easy to ignore your own needs and to forget that you matter too. But it's much easier to cope if you look after your own health and wellbeing, and there is lots of support available.



## How can we get help from national organisations?

If you want to find out about getting practical help to care for someone with dementia or just talk to someone who understands, you can call the **Alzheimer's Society** National Dementia Helpline on 0300 222 1122 which is open between the following hours:

9.00 am - 5.00 pm, Monday to Friday  
10.00 am - 4.00 pm, Saturday and Sunday

**Admiral Nursing DIRECT** is a national telephone helpline, provided by experienced Admiral Nurses and supported by the charity **Dementia UK**. It offers practical advice and emotional support to people affected by dementia. You can call the helpline on 0845 257 9406 between the following hours:

Tuesday and Thursday: 11.00 am - 8.45 pm  
Saturday: 10.00 am - 1.00 pm

**Admiral Nurses** are dementia specialist mental health nurses who work, in the community and other settings, with families affected by dementia. You can also contact them via e-mail: [direct@dementiauk.org](mailto:direct@dementiauk.org).

### **AGE UK offers a range of national services:**

Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)  
Age UK Advice Line: 0800 169 6565  
Age UK Legal Services: 0845 685 1076

### **Dementia UK**

Dementia UK is a national charity, committed to improving quality of life for all people affected by dementia.

Head Office:  
6 Camden High Street  
London  
NW1 0JH

Telephone: 020 7874 7200  
E-mail: [info@dementiauk.org](mailto:info@dementiauk.org)



## What is available in central Manchester?

Services available to support you:

### **Alzheimer's Society**

Manchester Local Service Office  
Unit 15, Enterprise House Manchester Science Park, Lloyd Street North  
Manchester  
Greater Manchester  
M15 6SE

Telephone: 0161 342 0797

## Services offered by the Manchester Branch Alzheimer's Society:

### 1. Dementia Support Service

Information including peer support groups for people with dementia and their families.

### 2. Carer's Information and Support Service (CrISP)

The CrISP programme provides a series of workshops for groups of up to 12 carers, delivered by trained, local Alzheimer's Society staff with appropriate experience, knowledge and skills.

### 3. Carers Support Group

Support group for carers of people with dementia are available throughout Manchester details are available from the Manchester Local Service Office.



## What is available in Trafford?

Services available to support you:

### Trafford Local Service Office

Part Ground Floor Dunham House  
85-89 Cross Street  
Sale  
Cheshire  
M33 7HH

Telephone: 0161 962 4769

E-mail: [trafford@alzheimers.org.uk](mailto:trafford@alzheimers.org.uk)

## Services offered by the Trafford Branch Alzheimer's Society:

### Carers Information & Support 1, Bowdon, Trafford

Telephone: 0161 962 4769

E-mail: [maggie.murdoch@alzheimers.org.uk](mailto:maggie.murdoch@alzheimers.org.uk)

Description: This is an informal and welcoming information and support group for carers of people with dementia. It meets over 5 weeks.

Area served: Restricted to certain local authority areas.

Target group(s): Carers of People with Dementia Only.

Restrictions: Carers, including family or friends of a person with early stage dementia.

### Outing and Day trips

Telephone: 0161 962 4769

E-mail: [trafford@alzheimers.org.uk](mailto:trafford@alzheimers.org.uk)

Description: We run occasional social trips for people with dementia and their carers. For details and prices, see the latest edition of our newsletter or contact us.

Area served: Restricted to certain local authority areas.

Target group(s): People with dementia, their carers and families, and professionals in health and social care.

Restrictions: None.

### Singing for the Brain Old Trafford

Telephone: 0161 962 4891

E-mail: [rebecca.trower@alzheimers.org.uk](mailto:rebecca.trower@alzheimers.org.uk)

Description: Singing for the Brain sessions for people in the early to moderate stages of dementia and their carers and family.

Area served: Restricted to certain local authority areas.

Target group(s): People with Dementia and their carers, family and friends

Restrictions: People with dementia and their carers and family.

### **Trafford Befriending Service**

Telephone: 0161 962 4817

E-mail: helen.roberts@alzheimers.org.uk

Description: Befriending service for people with dementia in the Trafford area.

Area served: Restricted to certain local authority areas.

Target group(s): People with Dementia Only.

### **Vibrant Voices Choir**

Telephone: 0780 311 5492

E-mail: trafford@alzheimers.org.uk

Description: For people living with dementia or memory loss, together with their carers and families. Staff and volunteers are on hand to give information and support. Join us 2.00 pm - 4.00 pm every Wednesday for refreshments followed by singing and lots of fun at the Cinnamon Club, The Firs, Bowdon, Altrincham WA14 2TQ. £3 per person, including tea/coffee and cakes.

Area served: Open to all.

Target group(s): Mix of people with dementia, carers and former carers

Restrictions: People with dementia, their carers and former carers.



## **How do we get financial help?**

### **Social Services**

Will assess the needs of people with dementia and their carers. The National Institute for Health and Care Excellence (NICE) guidelines state that 'health and social care managers should ensure that the rights of carers to receive an assessment of their needs are upheld.' Therefore carers should request a carer's assessment. Social Services can provide a package of care such as personal care, respite care, meals on wheels, telecare and Day Care. Telephone your local Social Service Department. The easiest way to arrange a Carers Assessment is to call the Manchester Contact Service to book your assessment on 0161 234 5001.

### **Appointeeship**

It may be possible to arrange to have a person's pension, or benefits made out to the carer when there is a good reason for this. This can be arranged through the Department of Work and Pensions (Formerly DSS) [www.dwp.gov.uk/publications/specialist-guides/agents-appointees-attorneys](http://www.dwp.gov.uk/publications/specialist-guides/agents-appointees-attorneys)

### **Attendance Allowance**

A benefit paid to people who need help with personal care. This includes help with personal hygiene, supervising someone getting dressed, giving medication or needing someone to keep an eye on them. It is non means tested and is paid to the person with dementia. It is paid at two rates; the higher rate is awarded if the person needs attention during the night. From April 2013 the lower rate will be £53 and the higher rate £79.15 per week. Attendance Allowance Forms are available by phoning 0845 712 3456, or Freephone 0800 882200. Successful claims are backdated to date of call. It is often easier to get through in the late afternoon.

### **Benefits Calculator**

This is an online calculator, which can be used to see the benefits you or someone else might be entitled to. Visit [www.direct.gov.uk](http://www.direct.gov.uk) and click on the benefits advisor. The Benefit Enquiry Line is available on 0800 882200.



## **Carer's Allowance (CA)**

A benefit paid to the carer of someone in receipt of Attendance Allowance or Disability Living Allowance. The carer must spend over 35 hours per week caring for someone, and have an earned income of less than £100 per week, once allowable expenses are deducted. For each complete tax year that CA is paid, you will automatically build up a State Second Pension. Because Carer's Allowance is an 'earnings replacement benefit' you cannot receive it if you are already in receipt of another 'earnings replacement benefit' ie: Incapacity Benefit, State Retirement Pension etc. or certain parts of employment support allowance, which is more than the Carer's Allowance. However if you meet the other requirements it might still be worth you making a claim as this may entitle you to a carer premium on income support, also a National Insurance contribution may be added to your NI record. In some cases the person being cared for may lose some of their benefits, so it is important to receive advice before making a claim. Carer's Allowance from April 2013 is £58.45 per week. Telephone: 0845 608 4321.

## **Carer's Credit**

Carers caring for a total of 20 hours per week or more will be able to apply for Carer's Credit to protect their State pension. This could benefit you if you care for 20 hours or more but miss out on Carer's Allowance because you don't care for 35 hours or more, or if you care for someone who can't or refuses to claim disability benefits. It can also apply if you are still providing a lot of care for someone who has gone into hospital or a care home, but cannot get Carer's Allowance because they don't get disability benefits because they have been in hospital or a care home. The Carer's Allowance Unit is on 0845 608 4321.

## **Council Tax reduction (not means tested)**

If a person with dementia receives either attendance allowance or disability living allowance at middle or higher rate, they are exempt from paying council tax. Therefore if only two people live in a house the council tax should be reduced by 25%. If the person lives alone they are exempt from paying council tax. To claim this, telephone the local Council Tax Department and ask for a form for mental impairment.

Proof of Attendance Allowance or Disability Living Allowance must be provided. Some carers are not counted for council tax if they are living with and caring for a person with dementia who is on the higher rate of attendance allowance or disability living allowance and is not their partner for instance a daughter caring for her mother.

## **Direct Payments/Personal Budget scheme**

Direct payments are cash payments given by local authority social service departments to individuals who need community care services. A person must have been assessed as needing services to receive a direct payment and the payment must be used to purchase the services that the person is assessed as needing. Payments may be made to carers and to people with dementia. Any person who receives direct payments must be willing and able to manage them alone or with assistance. A person with dementia or a carer can request a direct payment by contacting their social services department and asking for an assessment.

The person receiving the direct payment must be assessed as needing the financial help, as they would be if applying for social services provided care, however for example if a married woman did not have money in her own right she may be eligible. This scheme will suit many people, but needs to be considered very carefully so that budget holders are not overburdened. Details of Personal Budgets can be obtained from Social Services.

## **Disability Living Allowance**

A benefit paid to people who need help either with personal care or with mobility or both. It is not means tested and has been applicable to people under the age of 65. When the person with dementia reached 65 they still stayed on this, and did not change over to Attendance Allowance. The Higher rate from April 2013 will be £79.15, the middle rates £53 and the lower rate £21. There may also be a mobility component of £55.25 or £21. There are no current plans to replace Disability Living Allowance for people aged 65 and over who are already receiving Disability Living Allowance. Until June 2013 Application forms are available by phoning 0845 712 3456 after this DLA will be replaced by Personal Independence Payment (PIP).

### **Personal Independence Payment (PIP)**

DLA will be replaced by Personal Independence Payment (PIP) for people aged 16 to 64 from 8th April 2013. This will be initially for new claims only. Details can be found on: [www.dwp.gov.uk/policy/disability/Personal-independence-payment/](http://www.dwp.gov.uk/policy/disability/Personal-independence-payment/)

The benefit will not be means tested or taxed. People aged 65 or over who are already on DLA will not be affected.

### **Severe Disability Premium**

If a person with dementia lives alone, receives Attendance Allowance and also receives pension credit, and nobody claims Carers Allowance for looking after them, they are entitled to this premium. Contact your local Department of Work and Pensions or the benefits helpline on 0800 882200.



## **How do we get help in our home?**

### **BT Network Controlled Dialling System**

BT can set up a service whereby up to 10 numbers can be dialled but all others are blocked. A list of numbers for family, friends GP etc that need to be used can be given, but all other numbers are blocked. For more information go to [www.bt.com/ncc](http://www.bt.com/ncc).

To protect anyone you care for from phone scams, you can register with the Telephone Preference Service. As with the Mail Preference Service, the TPS offers a free register for individuals who do not wish to receive unsolicited sales and marketing telephone calls. To register, call 0845 070 0707.

### **Blue Badge Scheme**

If the person you care for has serious mobility problems or is unsafe to walk independently because they are confused, they may be able to get a special permit for easier public parking. Telephone your local Council Offices for details. There is a blue badge protector which can be purchased from [www.thepieguide.com/shop](http://www.thepieguide.com/shop). This is to protect the badge from being stolen from the car.

### **Carer's Card**

It is important for carers to carry a card explaining that they have someone with dementia at home, and that should they be taken ill, or have an accident, help needs to be sent to look after the person with dementia.

### **District Nurses**

To receive help from a district nurse please contact your GP they will direct you as appropriate. District nurses provide nursing care.

### **Free eye test in your own home**

For all those who cannot visit an optician unattended, including people with dementia telephone 0500 295 245.

### **Incontinence Pads**

Contact the District Nurse Service for assessment of requirements.

### **Mailing Preference Service**

You can reduce the amount of unsolicited letters and mailings that the person you care for receives by registering with the Mailing Preference Service. This is free and you can register on 0845 703 4599.

### **Staying Put or Care and Repair**

Enables people to remain in their own homes by helping them to repair, improve or adapt their homes. They also help with benefits and apply for grants to have work done. Telephone your local Council for details.



## What about when we go out what is available to help us?

### Driving

There is a responsibility for people with dementia (or their carer) to inform the DVLA of their diagnosis. The address is Drivers Medical Unit, D6, DVLA, Longview Road, Swansea SA99 1TU. Tel: 0300 790 6806. If they refuse, a medical practitioner may inform the DVLA directly. The driver's insurance company should also be informed of the diagnosis.

It is usually possible for the Medical Advisory Branch of the DVLA to decide whether they should be allowed to continue driving from the information provided. It may be necessary for them to take a free driving test conducted by the Driving Standards Agency. It may be possible to issue yearly licences, renewed in consultation with the medical practitioner.

### Key for disabled toilets

Useful when taking a person with dementia out and the carer is a different sex and therefore cannot go into the toilet with them. There is also available as guidebook to where the toilets are on an app for a smartphone. The price is £4.00.

Obtainable from:

Disability Rights UK  
12 City Forum  
250 City Rd  
EC1V 8AF

Telephone: 020 7250 3222  
E-mail: [enquiries@disabilityrightsuk.org](mailto:enquiries@disabilityrightsuk.org).

### Lifeline

Many carers feel safer having a portable alarm that can be worn and is linked to a 24 hour telephone control centre. If help is needed, such as the carer feels very ill the control centre can be contacted and they will contact help. Telephone your local Council for details.

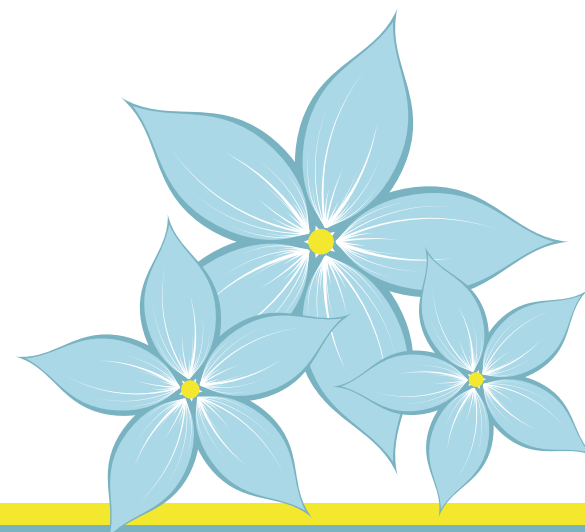
### Travel vouchers

These are for people who are not able to use ordinary buses, trains or Metrolink and who have serious walking difficulties or are registered blind. They can be used to pay for taxis and for travel on accessible bus services such as Ring and Ride and community transport.

Concessionary Travel  
Transport for Greater Manchester  
2 Piccadilly Place  
Manchester  
M1 3BG  
Telephone: 0161 244 1050

### Wheelchairs

If a wheelchair is considered necessary they can be obtained from your GP Practice.



**Health**

Eye test in your own home (Free) - 0500 295 245  
District Nurses - Contact your GP  
Driving - 0300 790 6806  
Incontinence Pads - Contact your GP  
Lifeline - contact Manchester City Council 0161 234 5001 (24 Hours)  
Key for disabled toilets - 020 7250 3222  
Travel Vouchers - 0161 244 1050  
Wheelchairs - Contact your GP

**Personal support**

Alzheimer's Society - 0161 342 0797 (Manchester Number)  
0300 222 1122 (National Number)  
Admiral Nursing - 0845 257 9406  
AGE UK - 0800 169 6565  
Dementia UK - 020 7874 7200

**Financial support**

Attendance Allowance - 08457 123 456  
Benefits Calculator - 0845 850 3322  
Blue Badge Scheme - Contact Manchester City Council on 0161 234 5001  
Carer's Allowance - 0845 608 4321  
Carer's Credit - 0845 608 4321  
Carer's Card - 0161 234 5001  
Council Tax reduction (not means tested) - 0161 234 5002  
(8.00 am - 8.00 pm)  
Direct Payments/Personal Budget scheme - 0161 234 5001  
Disability Living Allowance - 0845 850 3322

**Social care**

Appointeeship through the Department of Work and Pension  
Social Services - 0161 234 5001

**In the home**

BT Network Controlled Dialling System - 0845 070 0707  
Mailing Preference Service - 0845 703 4599  
Staying Put or Care and Repair Contact Manchester City Council -  
0161 234 5000 (8.00 am - 8.00 pm)

**“...When you feel like giving up, remember why you held on for so long in the first place...”**

