



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:

9.00am – 8pm Monday to Wednesday

9am - 5pm Thursday to Friday

10am - 4pm 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 **0800 888 6678** between the following hours:

Monday – Friday 09.00 – 21.00

Saturday – Sunday 09.00 - 17:00

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.

AGE UK offers a range of national services:

Website: www.ageuk.org.uk

Age UK advice line: **0800 055 611**

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



Manchester University
NHS Foundation Trust

Head Office:

Dementia UK Second Floor

356 Holloway Road

London

N7 6PA

Tel: 020 7797 4160

E-mail: info@dementiauk.org

What is available in central Manchester?

Services available to support you

Alzheimer's Society

Manchester Local Office

Dunham House

85-89 Cross Street

Sale

Cheshire

M33 7HH

0161 962 4769

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. Carers Support Group

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

What is available in Trafford?

Services available to support you:

Trafford Local Service Office

Ground Floor Dunham House

85-89 Cross Street

Sale

Cheshire

M33 7HH

0161 962 4769

E-mail: trafford@alzheimers.org.uk

Services offered by the Trafford Branch Alzheimer's Society:

1. Carers Information & Support 1, Trafford

July 2018 for review July 2019

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

Restricted to certain local authority areas

Target group(s): Carers of people with dementia only

Telephone: 0161 962 4769

2. Singing for the Brain (Old Trafford)

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

Restricted to certain local authority areas

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

Telephone: 0161 962 4769

3. Trafford Side by Side

Befriending service for people with dementia in the Trafford area

Restricted to certain local authority areas

Target group(s): People with Dementia only

Telephone: 0161 962 4769

4. Vibrant Voices Choir

For people living with dementia or memory loss, together with their carers and families. Staff and volunteers on hand to give information and support. Join us 2.00pm – 4.pm every Wednesday for refreshments followed by singing and lots of fun at the Cinnamon Club, The Firs, Boden, Altrincham WA14 2TQ. £3/00 per person, including tea/coffee and cakes.

Open to all

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

For all carers in Manchester and for up-to-date details visit

www.manchestercarersnetwork.org.uk

How do we get financial help?

Social Services

Will assess the needs of people with dementia and their carers. The 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 Dept. of Work and Pensions (Formerly DSS)

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. Successful claims are backdated to date of call. It is often easier to get through in the late afternoon.

Helpline: **0800 731 0122**

Carer's Allowance

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 £120 per week, once allowable expenses are deducted. For each complete tax year that C.A. 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. Telephone: **0800 731 0297**

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 0800 731 0297.

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. There are no current plans to replace Disability Living Allowance for people aged 65 and over who are already receiving Disability Living Allowance.

Personal Independence Payment (PIP)

DLA will be replaced by Personal Independence Payment (PIP) for people aged 16-64 from 8th April 2013. This will be initially for new claims only. People aged 65 or over who are already on DLA will not be affected
Helpline **0800 121 4433**

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 Dept of Work and Pensions or the benefits helpline **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. 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 **0345 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. This is to protect the badge from being stolen from the car

District Nurses

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

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 **0207 291 3310**

Care and Repair Manchester

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: **0161 872 5500**.

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.

Obtainable from E-mail: enquiries@disabilityrightsuk.org Price-£4.50

Tel: 0330 995 0400

Travel vouchers

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
Customer Services
PO Box 429
Manchester

M1 3BG

Phone: 0161 244 1050

Wheelchairs

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

A-Z

Health

District Nurses contact your GP

Driving 0300 790 6806

Incontinence Pads contact your GP

Key for disabled toilets 0330 995 0400

Travel Vouchers 0161 244 1050

Wheelchairs contact your GP

Personal support

Alzheimer's Society 0161 962 4769 (Manchester number) 0300 222 1122
(National number)



Manchester University
NHS Foundation Trust

Admiral Nursing 0800 888 6678
AGE UK 0800 055 6112
Dementia UK 020 7697 4160

Financial support

Attendance Allowance 0800 731 0122
Blue Badge Scheme contact Manchester City Council 0161 277 5919
Carer's Allowance 0800 731 0297
Carer's Credit 0800 731 0297
Council Tax reduction (not means tested) 0161 234 5002 (9am - 6pm)
Disability Living Allowance 0800 731 0122

Social care

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

In the home

BT Network Controlled Dialling System 0800 919 591
Mailing Preference Service 0207 291 3310
Care and Repair Manchester 0161 872 5500



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