

More and more services are being made available for people with dementia and for their carers. However, finding the service that will best meet your needs is seldom easy. Some services are run by the social work department, some by the health board, some by voluntary organisations and some by private companies. This resource guide for Falkirk aims to simplify the task of identifying appropriate local resources.

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What is dementia?

Dementia is the progressive loss of the powers of the brain. The most common cause is Alzheimer's disease. Other kinds of dementia include vascular dementia, alcohol-related dementia, Lewy body dementia and frontol-temporal dementia. What all these diseases have in common is that they damage and kill brain cells, so that the brain cannot work as well as it should.

In Scotland, over 93,000 people have dementia. It is most common in older people but can affect people in their 40s or 50s or even younger.

What causes dementia?

We do not yet know exactly what causes dementia. Medical researchers all over the world are working to find causes and develop treatments.

Alzheimer's disease damages individual brain cells one by one, so that the brain can't work as well as it used to. A protein called amyloid builds up in deposits, called plaques, and tiny filaments in the brain cell form tangles. Much current research is trying to find out why these changes happen. Some kinds of Alzheimer's disease affecting people under 65 can be inherited. Faulty genes may cause the build up of the amyloid protein. Recent research seems to show that there may also be a genetic factor in other cases of Alzheimer's disease. However, this does not mean that someone whose parent had Alzheimer's will automatically develop the disease.

In vascular dementia, the damage to the brain is caused by problems with the blood supply which destroys brain cells. For example, the person may have mini strokes which damage small areas of the brain and can impair arteries resulting in a reduced blood supply to the brain.

What are the symptoms?

Every person with dementia is different. How their illness affects them depends on which areas of their brain are most damaged.

One of the most common symptoms of dementia is memory loss. Everyone forgets things sometimes and most people's memory gets worse as they get older. But when someone has dementia, they may forget the names of family members, not just of strangers. They may burn pans because they have forgotten them or forget whether they have eaten lunch. They may repeat the same question again and again and not know they are doing it.

People with dementia may lose their sense of time, losing track of which day it is or of the time of day. They may lose track of where they are, and get lost even in a familiar place. They may fail to recognise people they know well.

People with dementia may often be confused. Their ability to think, to reason and to calculate can all be affected. They may make odd decisions and find it hard to solve problems. Handling money may become difficult as they find it harder to work out their change or lose their sense of the value of money.

Dementia can also cause personality changes. Someone who was active and energetic may become listless; someone pleasant and well-mannered may become rude and aggressive. These changes can be particularly distressing to relatives and friends as they lose the person they knew.

Gradually, over a period of years, most functions of the brain will be affected. Eventually, people with dementia will probably need help with even simple daily activities, such as dressing, eating or going to the toilet.

What should I do if I'm worried?

It is very important not to jump to conclusions. Confusion or forgetfulness does not mean someone has dementia. Many other conditions, such as infections, depression or the side effects of medicines can cause similar problems.

Three important contacts:

1. Contact your doctor or local GP

Dementia can only be diagnosed by ruling out other possible causes of the symptoms. This is why a full medical assessment is important.

If your doctor finds no reason for the symptoms, he or she may want to refer you or your relative to see a hospital specialist. The specialist can do further tests.

2. Contact Alzheimer Scotland

For information, advice and support

Falkirk office: phone:01324 559480

24 hour Dementia Helpline number: 0808 808 3000; helpline@alzscot.org

Website: www.alzscot.org

3. Contact your local Social Work office

To see what support and services are available for you or your relative in your local community (see contact details on page 7).

An **emergency service** operates during non-office hours, weekends and public holidays:**01786 470500**.

What help is available?

Social work community care services

Social work services can offer **community care assessments** to identify areas of need where some form of assistance may improve well-being. The person with dementia can request a community care assessment and the carer can request that an adult carer support plan be completed to identify and support their needs. The request for a community care assessment -should be made through your local social work centre. As a carer you can request an Adult Carer Support Plan or a Young Carer's Statement by contacting Falkirk Carer's Centre. (see page 22 for their contact details). A worker will visit and talk to the person with dementia and to the carer, both of whom should be fully involved in the assessment process and have every chance to say what help they feel is needed.

As of April 2018 the Carers Act entitles all adult carers to have an adult carer support plan (ACSP) produced and all young carers to have a Young Carer's Statement produced (YCS), this replaces the previous Carer assessments. The ACSP/YCS starts with a conversation where carers are asked about their caring role and what is important to them in their life. It's a plan which helps carers to think about what support they might need if they wish to continue in their caring role and what could help them have a life alongside caring. For young carers it is designed to ensure that they are able to have the same opportunities as other children or young people and that their caring role is appropriate for their age. The plan sets out any needs that carers might have and agree on how these needs will be met. Making a plan helps social work decide what level of priority that carers reach within their eligibility criteria for support. This will be used to decide what support the carer will have a right to. A worker from social work will explain to the carer if they will have to pay for some of the services delivered to them or the person they care for. No matter what level of priority a carer is, they can all access information and support from community organisations like their local carers Centre (see page 22 for their contact details) who can help with information and advice on how to complete an Adult Carer Support Plan/Young Carer Statement among other things. There are also other forms of support available, some of which are covered within this booklet.

- If the assessment shows that the person with dementia needs services, the Community Care worker will put together a **care/support plan**, using appropriate services, some which could be out of area, to meet these needs. The services may be provided by the social work department or by voluntary or private organisations. The community care worker will explain Self-

Directed Support to you and the different options available in accessing support services (see the following page for the four different options available for how care can be delivered). You can also contact Self-Directed Support Forth Valley – an independent voluntary organisation that can provide advice and support in choosing which SDS option suits you best. (see page 7 for their contact details).

- **Self-Directed Support**

Self-Directed Support is when you choose how you want your support arrangements to be made this can include you making the arrangements your self (with help from family, friends etc) or asking to receive care services direct from your local authority.

If you have been assessed by Social Work and meet the eligibility for receiving support services, you can choose to receive this support in a number of different ways. The range of different options available within self-directed support allows individuals to have more choice, control, and flexibility over how and when they receive support.

Options available:

Option 1 – Direct Payment

You can take a direct payment and arrange for your own support. Social work will tell you the funding available to you based on your assessment. You may use your direct payment to buy support or services from an organisation or you can employ your own staff often called a personal assistant. It is important to bear in mind that if you use your direct payment to employ someone privately as a personal assistant or personal carer, you will take on the responsibility of being an employer, Self-Directed Support, Forth valley can help you with this. There details are below. :

Self Directed Support Forth Valley, The Dundas Resource Centre, Oxfangs Road, Grangemouth, FK3 9EF

Tel: 01324 508794

Email: info@sdsforthvalley.co.uk

Option 2 – You choose your provider and make arrangements directly with them, and Social work will pay for the services you have chosen.

For example, if you wish to purchase a home support service from an agency such as Caledonia Social Care you would need to tell the social worker doing the community care assessment that you would like this particular service.

Option 3 – Social work will choose, arrange and pay for the right support for you.

Option 4 – You can request a mix of all 3 options but be clear with the social worker what options you wish to choose.

If you have a Power of Attorney with the relevant powers to support you financial and/or welfare decisions, they can support you with Option 1, 2 and 4 or make arrangements on your behalf if they have been granted with the powers to do so.

Personal care is free for people aged 65 and over, so people living at home should not be charged for the personal care they are assessed as needing. Those people living in care homes who pay their own care costs are entitled to a payment for their personal and nursing care

Sometimes there is a waiting list for assessments. If you need help right away, ask the social work department if they can do an emergency assessment.

Because dementia is a progressive condition, the needs of the person with dementia change over time. People with dementia must have regular reviews of their situation. Carers should ask for their own needs to be reassessed too.

For more information about any social work services in the Falkirk area contact the main office:

Social Work Services

Town House
23 Glasgow Road
Denny
FK6 5DL

Telephone: 01324 506400.
Or visit www.falkirk.gov.uk

Find your local Social Work Office

To arrange for an assessment, contact the Social Work Service on 01324 506400.

Bo'ness & Grangemouth: Kinglass Centre, Gauze Road, Bo'ness, EH51 9UE

Camelon: 108b Glasgow Road, Falkirk, FK1 4HS

Meadowbank: 1 Salmon Inn Road, Polmont, FK2 0XF

Brockville: Hope Street, Falkirk, FK1 5RW

Some examples of community care services include:

- **Care and Support at Home team**

Home carers

Meals-on-Wheels

Shopping service

- **Community Care Teams**

- **Assessment and care management**

- **Short breaks through the social work department**

Short breaks or “respite” can be quite flexible and may be in a care home for the person with dementia or may be in the form of a “short break” where the carer can choose to accompany the person with dementia. Access to respite or short breaks is dependent on assessed need and availability. You may need to pay for this, depending on your financial assessment.

Short break voucher scheme

Respite does not have to be only for overnight stays but can include activities for daytime/evening outings to include recreational and leisure interests. Carers of people with dementia who have been assessed as eligible for support can request vouchers which they can use flexibly to purchase activities such as going to an art class, pigeon clay shooting to going to a concert.

- **Falkirk Mobile Emergency Care Service (MECS)**

This is a passive alarm service for people with dementia or other cognitive impairments. This technology aims to support people in their own homes for as long as possible by reducing some of the associated risk factors. This comprises smoke, gas, hypothermia, heat detectors, flood detectors, door switches and pressure pads.

For more information contact: 01324 506520.

- **Small Repair & Handyperson Service** – Can assist with small jobs that deal with plumbing, electrical or joinery/handy jobs. This can be accessed up

to eight times a year and there is an hourly rate of £26.00 along with the cost of materials used. For more information contact:01324 590797 (Option 1) or smallrepairservice@falkirk.gov.uk

- **Care and Repair Service**

Care and Repair services offer personal, financial and technical support to people facing the difficult task of repairing, improving or adapting a home which is no longer suitable to the person's needs.

The provision of advice and information is a central part of Care and Repair's role, as well as providing practical assistance with grant applications and co-ordinating repairs. Care and Repair is a home-based and personalised service, which puts the client in control of decisions.

Staff visit people at home and assist them through the entire process of deciding what work is to be done, arranging finance and organising the building works.

Each case involves a different approach and often staff must cross disciplinary and departmental boundaries, working closely with health, housing and social work staff.

The building work is funded in a variety of ways, including local authority grants, benefits, equity release, home loans and charitable funds.

Suite 5 The Forum
Callander Business Park
Falkirk
FK1 1XR
Tel: 01324 590797

- **Advice and Support Hubs**

Falkirk Council have some advice and support hubs which supports people in the community with information and advice on housing issues, grants, homelessness, welfare benefits, debt and budgeting advice.

Phone the switchboard on 01324 506070 for more information and advice.

There is a hub in Grangemouth where assistance can be provided with all the above issues. They can be contacted on 01324 501900 or emailed on easthub@falkirk.gov.uk

Specialist dementia services

Some services have been specifically set up to benefit the needs of the person with dementia and their carer. Access to these services is often by assessment, usually following referral from doctors, social workers or health visitors.

Alzheimer Scotland - Falkirk Services

Provides a range of services and support, including:

- **Day Care Services** - offered to people with dementia away from their homes in order to provide care and stimulation for the person with dementia, and regular short breaks for the carer.

Examples include:

- The Maples (Mon – Fri), 33 Johnston Avenue, Stenhousemuir, FK5 4JZ.
 - The Lounge (Fri only), Dean Court Sheltered Housing, Kinneil Place, Bo'ness.
- **Post Diagnostic Support** - One to one support and group work available for the person with dementia and their families for a minimum of one year following diagnosis.
 - **Community Connection support groups and activities** – We have a range of monthly and weekly activities. Some are for the person with dementia only and others are for both the person with dementia and their carers. Groups include a drop in cafe, gardening club, singing group, bowling club, walking group, brain gym and football reminiscence.
 - **Website www.alzscot.org** - Visit our website for more information about Alzheimer Scotland's services and support, research, publications and factsheets
 - **Freephone Dementia Helpline (0808 808 3000)** - We have a 24 hour free phone dementia helpline number for people with dementia, carers, relatives, professionals, students and anyone concerned about dementia.

For more information please contact Alzheimer Scotland (Falkirk Services) office:

35 Johnston Avenue, Stenhousemuir FK5 4JZ

Tel: 01324 559480 E-mail: falkirkservices@alzscot.org

Joint Dementia Initiative (JDI)

Provides a range of specialist services including:

- **Day Care** – this service is known as Home from Home. It is set in a domestic house and provides a homely comfortable environment for a small number of people. They aim to provide support which enables people to enjoy the everyday things of life, such as preparing and sharing a meal, meeting people, chatting, enjoying the garden and going out. The service also encourages individuals to participate in activities/hobbies that they have an interest in as well as identifying new experiences and activities that people can try out. The emphasis of the service is about ensuring people access meaningful support which is both fun and stimulating.
- **One to One** – this service aims to support individuals to manage a range of everyday tasks, and maintain relationships and friendships as well as develop new ones. The service can support individuals to be involved with their community, pursue hobbies and interests. The service can also provide practical support such as assisting with shopping, preparing meals, having a bath, housework and prompting medication. The service is extremely flexible and depends on the needs of the individual.
- **Services for younger people with dementia** - Services for Younger people with Dementia – JDI Project Workers can provide support and guidance to younger people with a diagnosis of Dementia (Under 65) as well as their families. The service also employs support staff who provide direct support to assist with a range of everyday tasks and activities. This can include providing assistance with everyday tasks such as housework, cooking and shopping. The service is flexible and individual to each person
- **2nd Wednesday Support Group** -meets on the second Wednesday of every month at Joint Dementia Initiative in Dollar Park from 12noon to 2pm and is open to anyone with a diagnosis of dementia and provides support and information.
- **Drop in Café** – the Café runs every Friday from 10am to 3pm, and can be accessed by anyone with a diagnosis of dementia and their carer.

For more information, contact Joint Dementia Initiative office:

Dollar Park, Camelon Road, Falkirk, FK1 5RU

Tel: 01324 501730

Health services

General Practitioner (GP)

Your local GP and the Primary Care Team will continue to look after your physical health needs. **District** and **Community nurses** can provide skilled help with issues such as wound care and continence problems. Advice on general health matters can also be provided by **Health visitors**.

Your GP may also refer you to more specialist services for dementia such as the Community Mental Health Team for Older Adults and Day Services at Falkirk Community Hospital.

Community Mental Health Team for Older Adults

The CMHTOA has a membership of doctors, nurses and occupational therapists who have a particular interest and expertise in working with people with dementia and their carers. Once a provisional/probable diagnosis is made, recommendations regarding an individual's treatment and future care are discussed with the person, their carer and GP.

Other services and treatments provided or monitored by CMHTOA include:

- **Memory Clinic** - your GP may refer you to this clinic. You may be seen either at home by a member of the Community Mental Health Team for older adults, or at the clinic. A history will be taken from you and your relative. You will have a detailed assessment of your thinking, memory and functioning, and may be referred for brain scans.
- **Cognitive enhancers** - a psychiatrist will specifically assess whether a person with dementia is eligible for treatment with one of the cognitive enhancers (Aricept, Reminyl, Exelon, Ebixa and Memantine). These medications are only licensed and recommended for certain types of dementia, and not all people will benefit from their use. The effectiveness of these medications will be regularly reviewed.
- **Post Diagnostic Support clinic** – You may be referred to this clinic by CMHTOA following a diagnosis of Dementia. A specially trained nurse will provide support surrounding diagnosis and monitoring of cognitive enhancer medication if appropriate.
- **Dementia Outreach team (DOT)** – The DOT team are specialist nurses who can provide rapid response and support in times of crisis for people with a diagnosis of Dementia. This service aims to support patients and

their carers for up to 6 weeks crisis intervention/treatments. Referral can be made via the GP and if patients still require intervention following the 6 week period, they will be referred back to CMHT(OA) for ongoing support from a community mental health nurse.

- ***Nurse Specialist-Care Home Liaison Psychiatry-*** provides specialist psychiatric liaison within the care home sector. This service aims to support care home staff and establish a supportive environment by providing evidence based training and clinical expertise.

Day Services at Falkirk Community Hospital (FCH).

If a person requires a longer period of assessment or treatment that would be difficult to provide at home, the CMHTOA may refer them to Day Services at FCH.

People usually attend for one (or more) days per week and when they are discharged, alternative community services may be organised.

Health Maintenance Clinic is attached to the Day Services and monitors people's general health and medication.

Cognitive Stimulation Therapy Group for people with Dementia and their Carers –

- It is a weekly group intervention for people with dementia and for the family member or friend who supports them.
- It has a good research base and has been found to have significant benefits to people's cognitive abilities such as memory and language.
- In some studies it has been found to be equally effective as some medication people take for memory problems.
- It has also been found to be good at improving people's overall quality of life

What is it?

- 14 weeks of attending a small group that will last for 90 minutes. Each group will involve different activities for example, childhood reminiscence, word games, and number games.
- They are all designed specifically to help stimulate cognition.

- Short information sessions will also be provided to inform the family member or friend attending about support available to them.
- Everyone is made to feel welcome, included and their opinions respected.
- It occurs in a fun, relaxed atmosphere.
- You may be asked to complete some brief questionnaires before the group starts and at the end to find out how helpful it has been for you

Is it for people with a specific type of dementia?

- No, it does not matter what type of dementia a person has.

Who are Carers?

- Carers provide unpaid help and support to a partner, relative or friend who may have difficulty managing because of their condition.

How is the referral made?

- Referral can be made either directly to the Occupational Therapy Department, via your CPN, Psychiatrist, Alzheimer Scotland Worker or Carers Centre Worker.
- The group is only open to people living with dementia that are known or were previously know to the Community Mental Health Services for Older Adults.

Where and when is it and is there a cost?

- Hut 3 Falkirk Community Hospital between 10.30am and 12 noon.
Refreshments are available from 10am and the sessions are free.

For more information visit: www.cstdementia.com
or contact:

Occupational Therapy Department Community Mental Health Team (Older Adults)
Falkirk Community Hospital Tel:01324 673805

Fronto Temporal Dementia Carers Group – Falkirk

The Falkirk Fronto Temporal Dementia Carers Group is being set up to provide help and advice to carers and relatives of people with fronto-temporal dementia.

At the moment, most support groups available in Falkirk are set up specifically for carers of Alzheimer's disease and Vascular Dementia. However, in our experience, people with Fronto Temporal dementias have very different needs. Many carers feel isolated in from other carers' as their personal situations are very different from their own.

The support group is open to carers and relatives of people diagnosed with fronto-temporal dementia who are known to the Community Mental Health Services for Older Adults in Falkirk. We will hold monthly meetings to provide advice and social support in an informal setting. Professionals are invited on a regular basis to talk about the clinical, social and legal aspects of care.

Who Facilitates Group?

The Falkirk and Clackmannanshire Carers Centre and Community Mental Health Team for Older Adults

Where we meet?

We will meet on the first Friday of the month at Falkirk Carers Centre, Bank Street Falkirk

To Book a Place?

Call Carers Centre on 01324 611510

For more information about the **Community Mental Health Team for Older Adults** contact:

Falkirk Community Hospital
Westburn Avenue
Falkirk
FK1 5QE
Tel: 01324 673808

In-patient services

- **Acute Hospital**

If someone with memory problems is referred to an acute hospital service at Forth Valley Royal Hospital (FVRH) for outpatient or inpatient assessment, tests or treatment, it is desirable for them to be accompanied by family or a friend to provide additional information if necessary, as well as general support.

Forth Valley Royal Hospital operates the **Butterfly scheme**. This scheme was devised by a carer whose mother had dementia. Its purpose is to improve patient safety and well-being in hospitals. This opt-in scheme enables staff to respond appropriately and positively to people who have a diagnosis of dementia.

A **Psychiatric Specialist Liaison Team** is based in the acute hospital and may be asked to provide an assessment or advice on the person's treatment and care while in the general hospital.

Hospital social work team– provides assessment, as well as offering advice and guidance to patients and their families, to facilitate discharge from acute hospitals.

- **Ward 4, FVRH** - is the local assessment and treatment in-patient facility for people with dementia. It care for people who will benefit from 24 hour mental health assessment and treatment. It does not offer long term care.
- **Unit 2, Bo'ness Hospital** – provides interim hospital care for people with dementia who have complex clinical needs. The need for them to remain in hospital will be regularly reviewed.
- **Ward 2, Clackmannanshire Community Health Care Centre**
Interim hospital care is provided for people with dementia, who are awaiting placement or a package of care.
- **Ward 2 Stirling Community Hospital** provides interim hospital care for people with dementia who have complex clinical needs. The need for them to remain in hospital will be regularly reviewed

- **Unit 4, Falkirk Community Hospital** - provides interim hospital care for people with dementia who are awaiting placement or a package of care.

Specialist residential and day care facilities

Cunningham House
Abbotsgrange Road
Grangemouth
FK3 9JS
Tel: 01324 501370

Grahamston House
Mandela Avenue, Falkirk
Tel: 01324 501860.

Grahamston House provides day care facilities seven days a week and can be accessed through Social Work.

Day centres and lunch clubs (non-specialist)

Some people with dementia enjoy day care centres for older people which do not specialise in helping people with dementia. Times and availability may vary. Transport and a hot midday meal (may be a small charge) are usually provided. For more information, see contact details below, or contact your local social work office (see page 7).

- **Social work day care centres**
Morar House Sheltered Housing, Grangemouth (Mon & Tues)
Dean Court Sheltered Housing, Bo'ness (Weds)
Carronbank House, Denny (Thurs and Fri).
Burnbrae Day Service, Falkirk (Mon-Fri)
Summerford House, Camelon (Mon- Fri)
- **Alanmart Day Care**, 6b Muirhead Road, Stenhousemuir.
Tel: 01324 563314. This service can be accessed through Social Work or privately.
- **Bankview Day Care Centre**, Kilsyth Road, Banknock, Bonnybridge. Tel: 01324 841831. This service can be accessed through Social Work or privately.
- **Haining Nursing Home**, Vellore Road, Maddiston, Falkirk. Tel : 01324 716755. This service can be accessed through Social Work or privately.
- **The Tuesday Club at St Andrews Church**, Grange Terrace, Bo'ness. Tel: 01506 825803/07754 818838.
This service can be accessed through Social Work or your GP.
- **Grangemouth Community Care** is a voluntary organisation that provide transport for frail elderly/and disabled people to Talbot House, Talbot Street, in Grangemouth on a Tuesday and Thursday. They pick up people from 10am and have lunch at midday. Cost for lunch is £4.00 and will return people home between 1-2pm. For more information, please contact 01324 471657.

- Falkirk Lunch Clubs – **For more information contact: Team Manager Resources, Care and Support at Home Service, Carronbank House, Denny. Tel: 01324 508888.**

Other health services

Allied Health Professionals

Allied health professionals are registered therapists who can help when people are worried about their memory, if a person has a diagnosis of dementia or if someone in the family has dementia. They offer information, advice and treatment tailored to individual needs. They are experts in rehabilitation, focusing on strengths and assisting people to stay connected to their community and remain in their home for as long as possible.

How can a dietician help? A dietician can assess, diagnose and treat diet and nutrition problems at an individual level. Uniquely, they use the most up-to-date public health and scientific research on food, health and disease, which they translate into practical advice to help people make appropriate lifestyle and food choices.

How can an occupational therapists help? The occupational therapist can help people to continue to do as much as they can in their daily lives, offering strategies to allow people to participate in social activities, hobbies and interests that are important to them. They understand the link between occupation and good health. They can advise people on small changes to the home environment to make life easier, recommending the right type of equipment to meet a person's needs, from memory equipment to kitchen equipment. Occupational Therapist work in hospital, community teams and social work

How can a physiotherapist help? A physiotherapist can help if the person has difficulties with walking, is experiencing falls or feels they are unable to access the activities they enjoy. They can provide the person with advice or offer an exercise programme to improve strength and balance, equipment to help walking and help with accessing community services.

How can a podiatrist help? Previously known as a chiropodist, a podiatrist can assist people to have healthy, pain free feet which are important in maintaining mobility and enabling people to engage in a range of activities and be an active member of the community. NHS Podiatry services are available for people who have a foot problem or have a medical condition requiring podiatric intervention. Personal foot care such as toenail cutting is **not** provided by NHS Podiatry services.

How can a speech and language therapist help? Speech and language therapists are experts in communication and interaction and help people who have difficulty with everyday conversations. They are also experts in eating, drinking and swallowing difficulties. The speech and language therapist's aim is always to enable a person to participate to their full potential in their chosen activities. Speech and Language Therapist can be accessed directly by contacting

Speech and Language Therapy

Therapy Area
Forth Valley Royal Hospital
Stirling Road
Larbert
FK5 4WR

Phone: 01324 566591

All other Allied health professions can be accessed via your GP, Psychiatrist or Community Mental Health Team if required.

- **Community Continence Services** - Patients can be seen at a continence clinic location, or arrangements can also be made to see patients at home. For further information contact:

Continence Service
Out patients Department
Falkirk Community Hospital
Majors Loan
Falkirk FK1 5QE
Tel - 01324 614675 (Clinical Help Line Answering Machine)

- **Forth Valley Top Toes** is a personal basic toe clipping service for people over the age of 50 in the Forth Valley area. Trained foot care volunteers will offer this service every 6-10 weeks. They are not able

to treat corns, bunions, fungal infections or toenails and are unable to accept referrals from people on certain medications. A GP, pharmacist or podiatrist will be able to advise on these other foot problems. There is a £10 donation fee for this toe clipping service. For more information, contact 01324 692001 or email info@toptoes.org.uk

Carer Support Services

Falkirk & Clackmannanshire Carers Centre, Bank Chambers, 1a Bank Street, Falkirk, FK1 1NB
Tel: 01324 611510 E-mail: centre@centralcarers.co.uk
Website: www.centralcarers.org

The aim of the organisation is to ensure that carers of all ages are recognised, valued, receive the information and support they need to allow them to care with confidence and in good health, and are empowered to have a life of their own outside of caring. Falkirk & Clackmannanshire Carers Centre works across Forth Valley and offers a wide range of services including:

- Individual Support – gives carers a chance to speak in confidence with someone who understands their situation and if they wish, the opportunity for carers, to develop an Adult Carer Support Plan (ACSP) or Young Carers Statement (YCS). This is a conversation with a Carer Support Worker or Young Carers Worker about the carer's current caring role, what might be helpful now and what support may be required in future to enable the carer to continue to have a life outside their caring role.
- Hospital Support – the Carers Centre provides support for carers whilst they, or the person they care for, is in hospital, during the discharge process and after they come home.
- Group Support – local carer groups provide an opportunity for carers to meet up, share information and have a short break from caring, for example, the men's group, parent carers group, young carers groups as well as monthly carer groups in Bo'ness, Larbert and

Polmont, Menstrie and Tillicoultry. There is also a weekly Carers Café in the Carers Centre in Falkirk and Community House, Alloa.

- **Care with Confidence Information Sessions** – gives carers an opportunity to learn some useful skills, increase knowledge and improve their confidence. Sessions are very informal and include many different topics including Dementia Awareness, First Aid, Power of Attorney, Falls Prevention and Coping with Stress. Professionals are also invited on a regular basis to talk about the clinical, social and legal aspects of care.
- **Information** – to enable carers in their caring role, for example, Carer Support Workers can provide information on welfare benefits, short breaks, transport, health matters and planning for the future. Carers' circumstances differ so the information offered is tailored to each carer's needs. A newsletter is sent out twice a year so that carers can keep up to date with issues of interest, current activities and special events. Further information is also available through regular E-bulletins, Website, Facebook and Twitter.

Crossroads Falkirk Care Attendant Scheme, 1 Muirhall Road, Larbert, FK5 4RF. Tel: 01259 216760.

Crossroads Falkirk provides practical help to any carer, regardless of the age, disability or illness of the person being cared for. They provide respite for carers and care at home services. This can vary from a few hours to more intensive packages of care. This may include outings for the person being cared for. Services can be accessed either directly or through social services.

Counselling Services

Carers may find it useful to access emotional support and counselling. Carers may experience a range of positive and negative emotions in their caring role and may find it useful to explore issues with a counsellor in a safe, confidential space.

Quiet Waters can offer a bereavement listening service. This is available to people caring for someone with dementia who are experiencing a sense of loss due to the diagnosis.

Quiet Waters, 2 Glasgow Road, Falkirk, FK1 4HJ. Tel: 01324 630643

Email: office@quiet-waters.org

Relationships Scotland Central, 9 Callandar Road, Falkirk, FK1 1XS.

Tel: 01324 670067

Benefits information and advice

Both the carer and the person with dementia may be entitled to benefits from the Department for Work and Pensions and detailed below are some of the benefits you may be able to claim for:

- **Attendance Allowance (AA)** - this is for people with disabilities who are 65 or over with care needs, including people with dementia. (This is not means tested.) **For new claims for Attendance Allowance call 0345 605 6055 (textphone: 0345 604 5312)**
- **Personal Independence Payment (PIP)** – This benefit is for people aged 16-64 whose health or disability affects their ability to carry out everyday tasks. It has two components, a daily living component and a mobility component. To apply you have to phone the claim line number on **0800 917 2222 (textphone 0800 917 7777)**.
- **Carer's Allowance** -this is for the carer but always seek advice (eg from Citizens Advice Bureau or the Council's Welfare Benefits Helpline) before applying for Carer's Allowance, as it may affect the benefits of the person being cared for. To claim telephone **0345 608 4321 (textphone 0345 604 5312)**.
- **Employment & Support Allowance (ESA)** – this benefit is paid to people of working age whose ability to work is limited by disability or health problems. To claim, **phone 0800 055 6688 (textphone 0800 023 4888)**.
- **Scottish Welfare Fund** – This scheme provides:
Crisis Grants
These grants are to meet an urgent need that poses an immediate and substantial risk to health and safety. These grants can help

provide access to essential items such as food and energy supply (electricity or gas).

Community Care Grants

These grants are to help people remain in the community or move back into the community or help ease exceptional pressure. These grants can help provide access to a wide range of basic household items.

The Fund is administered by local councils. To apply contact Falkirk Council's **Scottish Welfare Fund helpline on 01324 503603** or email: ScottishWelfareFund@falkirk.gov.uk

- **Pension Credit** is a means tested benefit for people who have reached the state pension age for women. It has two parts, a Guarantee Credit, which ensures a minimum income for people who have reached the qualifying age and a Savings Credit for people, aged 65 or over, who have made modest provision for their retirement such as State pension, savings or occupational or private pensions. Claimants can receive the guarantee credit and the savings credit either separately or together. Telephone the **Pension Credit Claims Line on 0800 991 234**.
- **Council tax exemptions and discounts**
People with dementia and their carers may also be entitled to a council tax exemption or discount – contact Falkirk Council for an application form.

Where can I get more information about welfare benefits?

- It is a good idea to get expert advice and **Falkirk Council's Advice and Support Hubs** (see page 7) have Welfare Benefits officers who can provide advice and assistance.
- For more information telephone **Falkirk Council Community Advice Service – Welfare Benefits** on Tel: 01324 501404
- **Citizens Advice Bureaux** offer independent welfare benefits advice and they can be contacted at:

Falkirk Citizens Advice Bureau, 27-29 Vicar Street, Falkirk, FK1 1LL. Tel: 01324 626070; E-mail: bureau@falkirkcab.casonline.org.uk

Grangemouth & Bo'ness Citizens Advice Bureau, 1 Kerse Road, Grangemouth, FK3 8HW. Tel: 01324 483467; E-mail: bureau@grangemouthcab.casonline.org.uk

Denny and Dunipace Citizen Advice Bureau, 24 Duke Street, Denny, FK6 6DD. Tel: 01324 823118; E-mail: bureau@dennycab.casonline.org.uk

You can also get advice over the phone by calling Citizens Advice Direct on 0808 800 9060. If you have a specific consumer problem call the Citizens Advice Consumer Service on 08454 04 05 06.

- **Home Fire safety checks**

People over the age of 50 are more at risk of fire injury or death than younger people. Risks which affect alertness, concentration and the ability to react quickly can include people who have a long term medical condition and illness such as dementia.

The Scottish Fire and Rescue service can arrange a free home fire safety visit. On this visit they will do a safety check, give advice and reassurance and fit free fire detectors if needed. To arrange a home visit contact 0800 0731 999 or book through their website on www.firescotland.gov.uk

Driving and dementia

Many people with dementia are able to continue driving for some time following diagnosis. Most people in the early stages of dementia are physically capable of controlling a car.

However, as dementia affects the decision making process and reaction times, some people with dementia may be slower to react, especially when under stress. It is important that certain steps are taken now to ensure you are safe to drive.

Inform the DVLA

If you have a driving license, you must tell the Driver and Vehicle Licensing Authority (DVLA) if you have a diagnosis of dementia. If you don't, you are breaking the law and you can be fined up to £1,000. If you have not told the DVLA about your diagnosis your insurance may not cover you if you drive.

If you need assistance with writing this letter please contact your local Alzheimer Scotland office (01324 559480) or Joint Dementia Initiative (01324 501730).

If you want to carry on driving, tell the DVLA. They will send you a questionnaire and will get reports from your doctor. They may need you to have a specialist driving assessment. The Medical Advisers at DVLA will take the final decision on your suitability to drive, based on the information they receive.

If at any time you decide you shouldn't carry on driving, send your license back to the DVLA.

Tell your insurance company

You must tell your insurance company about your diagnosis straight away. If you don't, and you have an accident, they may not pay up, even if the accident was not your fault. It is a criminal offence to drive without at least third party insurance cover.

Check with your doctor

Ask your GP or specialist about whether you can still drive safely. If the doctor is not sure, he or she may refer you for a specialist driving assessment. Some medication can also affect your driving, for example by making you drowsy. Check with your GP if you are not sure about the effects of any medicines you are taking.

For more information and advice, contact your local Alzheimer Scotland office (see page 11-12)

Planning for the future (power of attorney)

Making plans for the future is very important. Dementia is a progressive illness and by making important decisions about financial and welfare matters at an early stage, you can avoid problems and expense for family and friends later on. It is a good idea to see a solicitor, who can help draw up (or revise) your will, trusts and powers of attorney.

Many people think that their partner or another relative are able to make decisions and manage finances on their behalf without having any formal powers. This is not the case. Nobody has automatic authority to make decisions about your life if you lose capacity, unless there is a Power of Attorney set up in advance. If you have not appointed an Attorney, another person would, in most cases, have to go to Court to get the authority to act on your behalf.

Power of attorney is a document in which you grant someone else the power to run your affairs for you if you become mentally incapacitated in the future for any reason through illness (such as dementia) or accident.

There are two kinds of power of attorney, which will help if you become mentally incapacitated:

- **continuing (financial) power of attorney** – someone to look after your money and property
- **Welfare power of attorney** – someone to decide about your personal welfare, such as medical and care decisions.

Your attorney should be someone you trust –such as your partner or other relative or a friend. You can choose the same person to be both types of attorney but you don't have to. You can also appoint a professional such as a solicitor or accountant to be your continuing attorney. It is a good idea to appoint more than one person to be your attorney.

The Office of Public Guardian

The Office of Public Guardian has a general function to supervise those individuals who have been appointed to manage the financial or property affairs of an adult who lacks the capacity to do so for themselves. All Power of Attorney documents must be registered with the Office of the Public Guardian. The office is based in Falkirk and

covers the whole of Scotland. For more information you can contact them on 01324 678300 or email at opg@scotcourts.gov.uk

Money and legal matters

You can get more information in Alzheimer Scotland's booklet called "Dementia: money and legal matters". This is available free of charge to people with dementia and carers. Contact your local Alzheimer Scotland office (see page 11), or the Dementia Helpline on 0808 808 3000.

Long-stay care

As dementia progresses, there may be a time when you need to consider long-stay care for the person with dementia, which will usually be in a care home.

All residential homes and nursing homes are now referred to as **care homes**.

Care homes may be provided by the social work department, by voluntary organisations or by private companies. Some will always have a qualified nurse on duty, while others might not. All Care Homes are registered and inspected by the Care Inspectorate.

Ask your social worker to assess the person with dementia to see what sort of long-stay care would be appropriate. The social worker should be able to suggest suitable local homes and it is worthwhile visiting several before making a decision.

Care homes will charge fees, but the social work department may be able to help, depending on the person's capital and income. Personal and nursing care in care homes is free for people aged 65 over and nursing care is free to anyone. People living in care homes who pay their own care costs are entitled to a payment for this. There is no charge for hospital care.

Where can I get more information about care homes?

- **Age Scotland** publishes a factsheet (No.10s) on local authority charging procedures for care homes, available from:

Causewayside House, 160 Causewayside, Edinburgh, EH9 1PR.
Tel: 0800 4 70 80 90 (Silverline Scotland)

- **Falkirk Council website** : www.falkirk.gov.uk
- **The Care Inspectorate** provides inspection reports of care home visits. View their website : www.careinspectorate.com
Tel: 0845 600 9527

If you want to make a complaint about a care home or other care service, please write to:

- **Local Resource Centre**, Springfield House, Laurelhill Business Park, Laurelhill Road, Stirling. FK7 9JQ. Tel: 01786 432940
- You can request a list of Care Homes in your area via the Dementia Helpline Tel: 0808 808 3000.
or Falkirk Council website: www.falkirk.gov.uk.

Minority ethnic services

Equality Scotland has published a Multi-Lingual Dementia Information Pack which is available in Arabic, Bengali, Chinese, Hindi, Punjabi and Urdu and can be downloaded from

www.equalityscotland.com/6/12/Publications/Publications.html

NHS Health Scotland has two DVDs available to view in English and several community languages. *Coping with dementia: a practical DVD for carers* can be viewed in Polish, Cantonese, and Sylheti or in formal versions of Hindi or Punjabi; *Living well with dementia* can be viewed in Polish, Chinese and Urdu. People with dementia, their carers and relatives can request copies of these DVDs from the Dementia Helpline on 0808 808 3000.

Alzheimer's Australia has published many of its factsheets in a wide variety of languages. While the contact and support organisation information is not applicable to Scotland, much of the information is relevant, wherever in the world you live.

<https://fightdementia.org.au/about-dementia-and-memory-loss/information-in-other-languages>

Translation and interpreting services

If you or someone you know needs an interpreter to help you get Falkirk Council services, you should ask for this when meeting with the department involved, who should be able to provide support in a number of languages and this can be available in different ways.

Interpreting and translation services are provided on request and are free of charge. They can help in person to interpret what is being said at a meeting; by arranging telephone interpretation; by having someone who is able to use British Sign Language attend the meeting. They can also produce written information in large print, Braille or on tape.

NHS Forth Valley can also help source interpreters who may attend appointments with you to translate for you and the doctor or health professional you are seeing; an interpreter can also take part in a conference call while you are at an appointment and translate over the phone rather than in person.

Central Scotland Chinese Elderly Project

Central Scotland Chinese Elderly Project, 39a Bannockburn Road, St Ninian's, Stirling. Tel: (01786) 471291.

Pakistan Welfare Association helps with rights, educational, socio-cultural problems, immigration problems, interpretation and translation. Contact: Arshad Farooqui or Hamid Khalid Tel: 01324 611935 or 01324 814300 or write c/o 41 Grangemouth Road, Falkirk, FK2 9AA.

Central Scotland Bahai Community

Contact: Ms Kobra Farzine, 8 Linden Drive, Banknock, Falkirk, FK4 1LE. Tel: 01324 840803 or Mrs Parvin Morrissey, 41 Millar Place, Stirling, FK8 1XB, Tel: 01786 474498. Email: parvin@pmorrissey.co.uk

The logo is a black rounded rectangle. In the top left, a white pill-shaped box contains the text "24 HOUR". To its right is a circular icon with three stylized human figures. Further right, the text "Alzheimer Scotland" is written in a bold sans-serif font, with "Action on Dementia" in a smaller font below it. The word "Dementia" is written in a large, white, sans-serif font across the middle. Below it, the word "Helpline" is written in a very large, white, sans-serif font. At the bottom of the rectangle, the contact information "Freephone 0808 808 3000" and "Email helpline@alzscot.org" is written in white sans-serif font.

24 HOUR

Alzheimer Scotland
Action on Dementia

Dementia

Helpline

Freephone 0808 808 3000
Email helpline@alzscot.org

www.alzscot.org

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