

Healthier
Together



Woodspring
Locality Partnership

Woodspring

Dr Sarah Pepper, Locality Partnership Chair

Gerald Hunt, Principal Head of Commissioning, Partnerships & Housing Solutions



Welcome to Woodspring

A population of around **131,140**.

Woodspring has the **highest rate of frailty** across all BNSSG localities, with an older population; **over 20% are aged over 65**, that is **double** the percentage of the Bristol localities. The majority of over 65's **live at home**.

There is a high prevalence of **Dementia** in our population and a scarcity of services available, compared with other parts of BNSSG.

Anxiety and depression are a concern across all age groups. For our older population this is compounded by **social isolation** and **loneliness**. For our **children and young people**, poor mental health manifests in a high prevalence of **eating disorders** and **self-harm**.

Whilst there are no Indices of Multiple Deprivation (IMD) LSOAs scoring less than 4, there are **pockets of high deprivation which are hidden** by surrounding areas that are less deprived. This is true in wards within Portishead, Clevedon and Pill.



Context and complexity

Woodspring is served by **3 Primary Care Networks (PCNs)** consisting of **6 GP Practices** across **12 sites**.

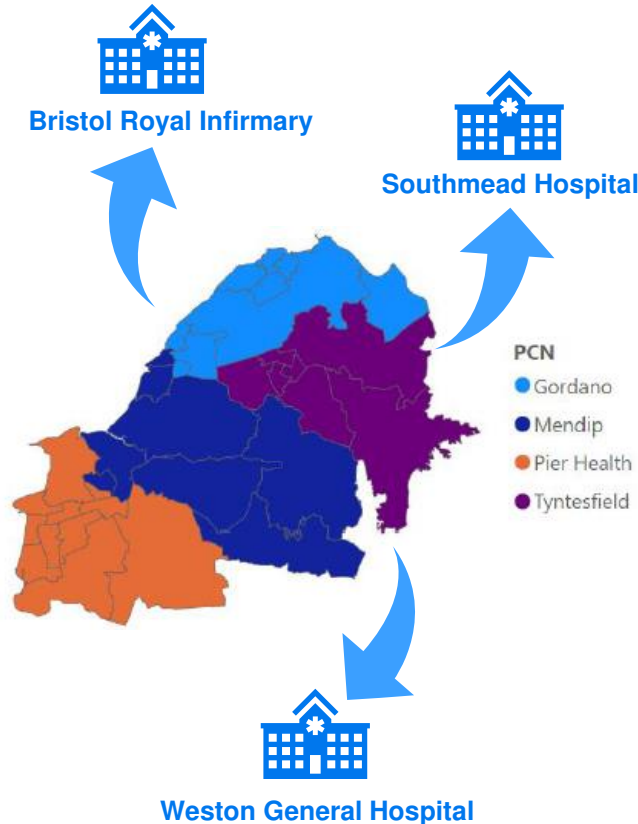
2 of our PCNs are **single practice PCNs** (Tyntesfield PCN and Mendip Vale PCN); Gordano Valley PCN is a **collaboration** of the remaining 4 individual practices.

Residents flow to all 3 Acute Hospital sites.

For Woodspring, integrated service improvement across primary, community and secondary care pathways, is undertaken across 6 General Practice providers and 3 Acute Hospital sites.

Residents **struggle to access services and opportunities** across, and from, this **rural locality** with poor public transport links. Access shows a marked disparity between more densely populated towns like Clevedon, Nailsea and Portishead and smaller, more rural areas such as Pill and Langford.

In the last decade, **migration** has been a **key driver of population growth** for our Locality. At the top end of the spectrum, one of our PCNs has experienced relative population increases of 467% in Children & Young People and 399% in the over 65s.



A rapidly ageing, frail population



Highest frailty in BNSSG

Twice the rate per 1000 population than South Glos

Unpaid carer fatigue and breakdown

Lowest number of care homes in BNSSG



Increasing demand for community and domiciliary care



Most older people living at home

Urgent care, unplanned admissions

- Frailty sees the biggest proportion of poor performance and poor outcomes so prioritising investment and improvement for our older, frail population would have an outsized benefit to our System performance and release more resources.
- Preventative, pro-active and early interventions on co-morbidities will benefit people with frailty.
- VCSFE can support independence at home for longer, without necessarily requiring statutory services.
- Targeted support for unpaid carers could be provided through investment in non-statutory services.

Invest in Woodspring's frail population and create an outsized benefit to System performance

Woodspring achievements

Community Mental Health

- **Phase 1: Weekly Multi-Agency Shared Caseload Meeting** (*established Feb 2022*)
 - Over 50 cases shared and discussed
 - Regular attendance from health, care, community and VCSFE
- **Phase 2: Integrated Mental Health Team** (*plan to launch summer 2023*)
 - Co-designed North Somerset model with Weston, Worle & Villages Locality
 - Recruited: 3 Recovery Navigators, 3 MH Practitioners, 1 Clinical Associate Psychologist

Ageing Well & Dying Well

- Multi-Agency co-produced **Dementia Directory** for Woodspring residents and providers
- Promising results from pilot with Response 24 to support **people who fall in the community**
- Extended the Culture Weston '**Good Grief**' festival into Woodspring
- Established relationship with Weston Hospice to improve **end of life** pathways

The strength of our relationships, and the shared commitment of our Locality Partnership Board, is the foundation for all our achievements.



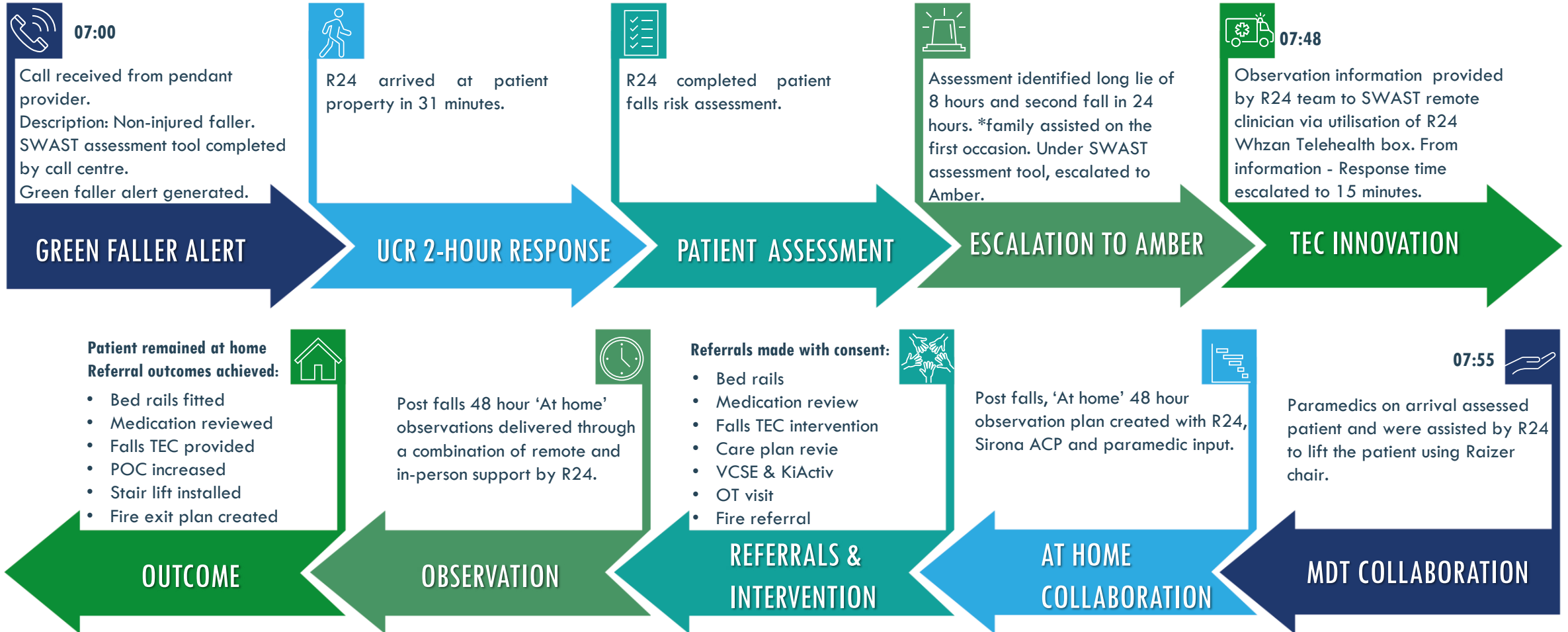
North Somerset Together Virtual Hub

- **Collaborative partnership** led by Citizens Advice North Somerset
- 2 year **pilot** jointly funded by the North Somerset Locality Partnerships
- **New service** taking direct referrals from front line staff within health and community settings
- Provides a **one-stop connector service** to support navigation of support systems, community assets and social welfare support
- Helps to **reduce inequalities by addressing the wider determinants of health**, such as debt, poor housing, employment and physical activity
- Increases people's **active involvement** with their local communities, with an emphasis on loneliness and social isolation.



AGEING WELL PATIENT STORY (1)

Male | 84 years | Resides alone | Informal Carer | Small POC in place | Prone to falls



RESPONSE24

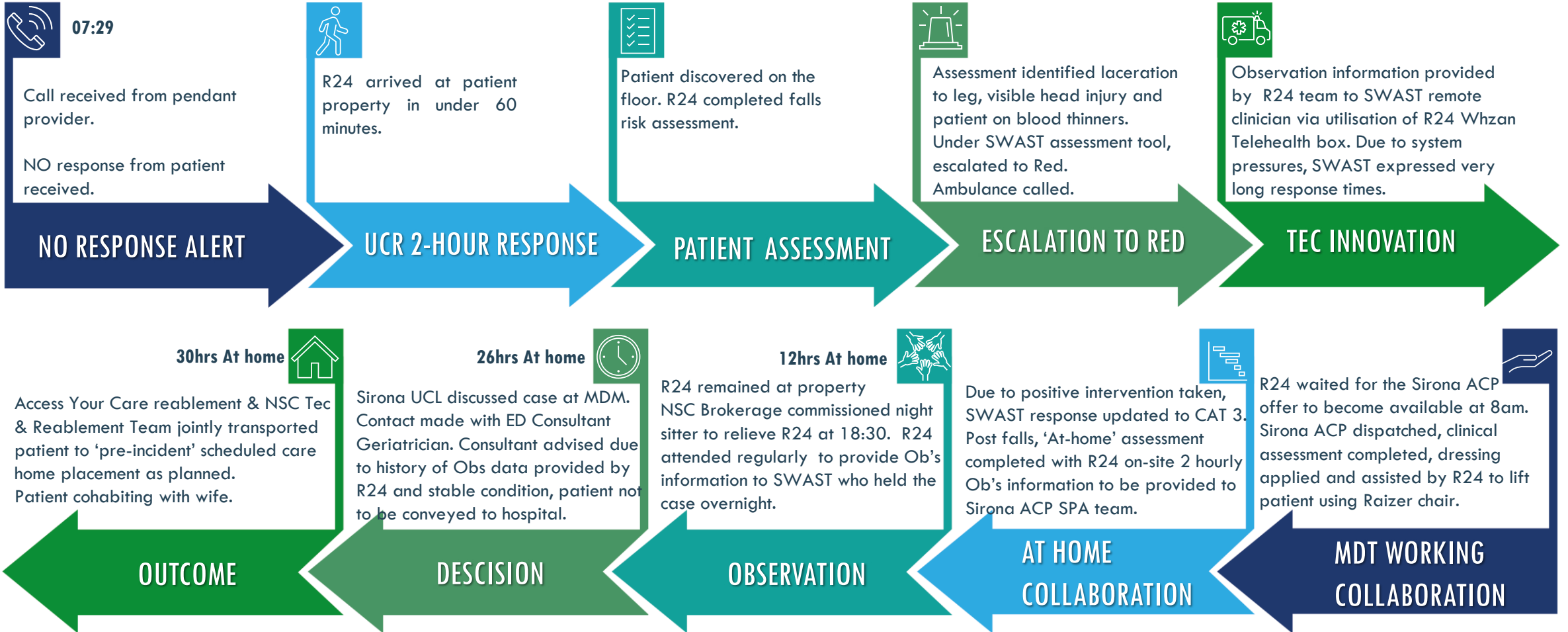
Feedback captured from family

A noticeable reduction in falls. Patient is back sleeping upstairs now he has a stair lift fitted and has had his care increased to support with showering now he is able to get upstairs. Family feel more confident in getting additional TEC equipment when needed as patient's mobility deteriorates thanks to the support Response24 has given.

AGEING WELL PATIENT STORY (2)



Male | 95 years | Supported by community Reablement team service
| Prone to falls | Wife admitted to care home recently



RESPONSE24

PATIENT UPDATE

Patient and his wife have both settled well into their life at the local care home.

Woodspring Priorities

- Addressing **inequity of opportunities and outcomes** derived from our rurality and large, older population
- Supporting families, schools and services to manage the **increased anxiety in Children and Young people** in our communities
- Launch the Woodspring **Integrated Mental Health Team** and mobilise other specialist pathways within our Locality
- Phased roll out of the **North Somerset Together Virtual Hub**, community asset
- Further explore and scope how we can support the 3,000 people in Woodspring aged between 50-74 who suffer from **painful conditions**
- Mobilisation of the **Woodspring Ageing Well model** focussed on prevention, pro-active care and complex care (including dementia)
- Increase the number of people discussing their **end of life** wishes and dying in their place of choice



Supporting our population – how you can help

- Strategic **investment in Locality partnerships** with clear understanding and agreement of BNSSG System **aspirations and tolerance for place** based service design and transformation
- **Sustainable** approach to **investing in VCSFE** services, bringing parity of contracting approach to that of all other providers
- **Continued improvement** and rapid production of further **Locality level data** to support service re-design (particularly for Children & Young People)
- Acknowledgement that deprivation isn't the only driver of **inequalities and poor outcomes**
- Acknowledgement that there is a clear **System benefit to supporting and enabling** our Ageing Well model



**Expanded
Membership
of
Woodspring
Locality
Partnership
Board and
sub groups**



Lived Experience Representatives



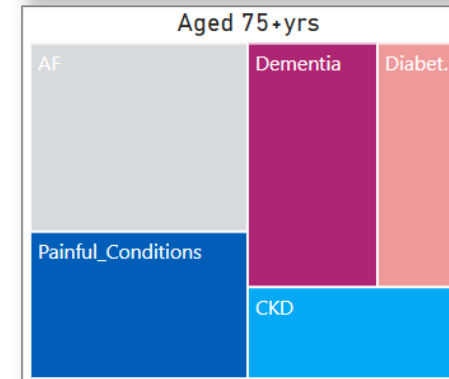
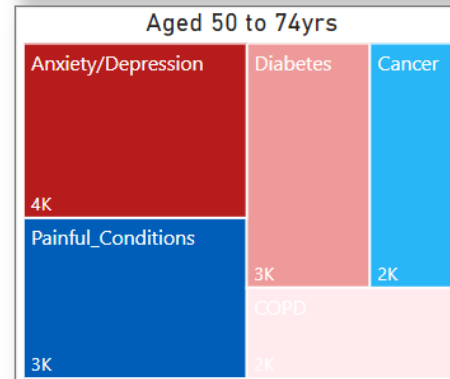
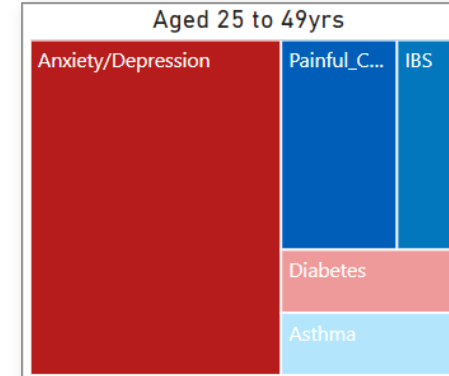
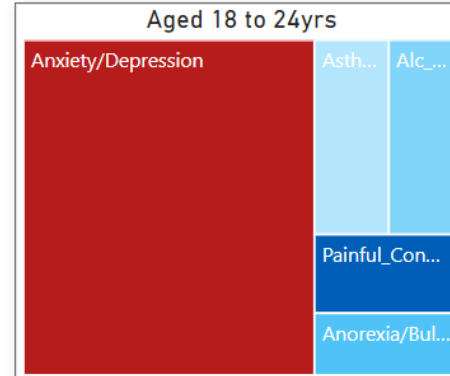
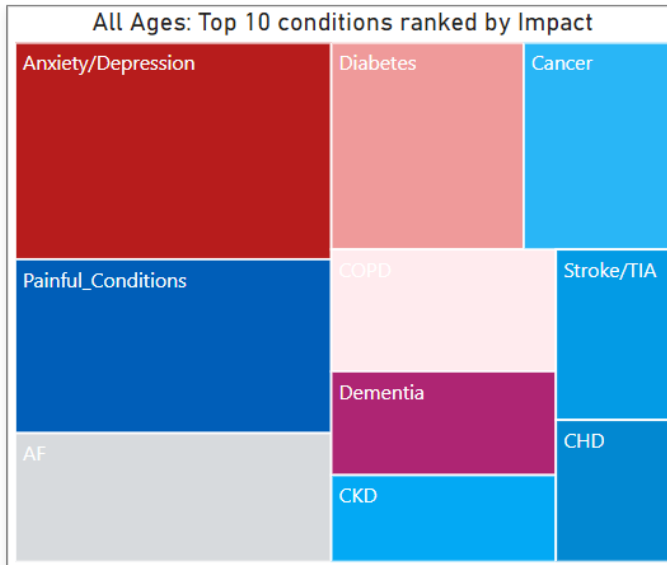
Appendix: Top 5 impactful conditions by age in Woodspring

Impact of Conditions (17yrs and over) by Locality

Impact describes which conditions are likely to have the largest impact on the health service for the population given. Impact is defined as the number of individuals within the relevant population (e.g. ICB, Locality, PCN) identified as having a condition, multiplied by the "general outcome weight" as defined by the Cambridge Multimorbidity Score.

The general outcome weight accurately predicts likelihood of death, unplanned hospital admission and use of GP consultations.

These 'treemaps' display the top 5 conditions, which affect a population. The area correlates to the value of the impact (therefore the larger the rectangle, the larger the impact). Colours are randomly assigned.



- **Mental health issues** affect all age groups and are a major cause of ill-health among people under 50-years-old. Associated with this, **alcohol and substance misuse, self-harm and eating disorders** make up a substantial burden of **younger people's** poor health.
- **Painful conditions** affect people substantially **through the life course**, and while more common in older age groups, are a major cause of ill-health among younger people.
- **Later** in the life course **dementia, diabetes, COPD and atrial fibrillation** become more prevalent and have a major impact on the locality population's health (reflective of our large population of older people).



North Somerset
TOGETHER

www.n-somerset.gov.uk/together

NST Virtual Hub

Introduction



What is the NST Virtual Hub

- A collaborative partnership between Citizens Advice North Somerset, North Somerset Together, Curo Housing Association, Alliance Homes, North Somerset Wellbeing Collective, North Somerset Council, Woodspring Locality Partnership, One Weston Locality Partnership and Sirona with Citizens Advice North Somerset acting as lead agency
- The service will take direct referrals from front line staff within health and community settings
- The service will provide a one-stop connector service for a wide range of community related support with an emphasis on loneliness and isolation, and on the wider determinants of health, particularly low income, employment, learning, support, housing, debt, financial management and domestic abuse.
- Pilot and proof of concept only, at this stage.

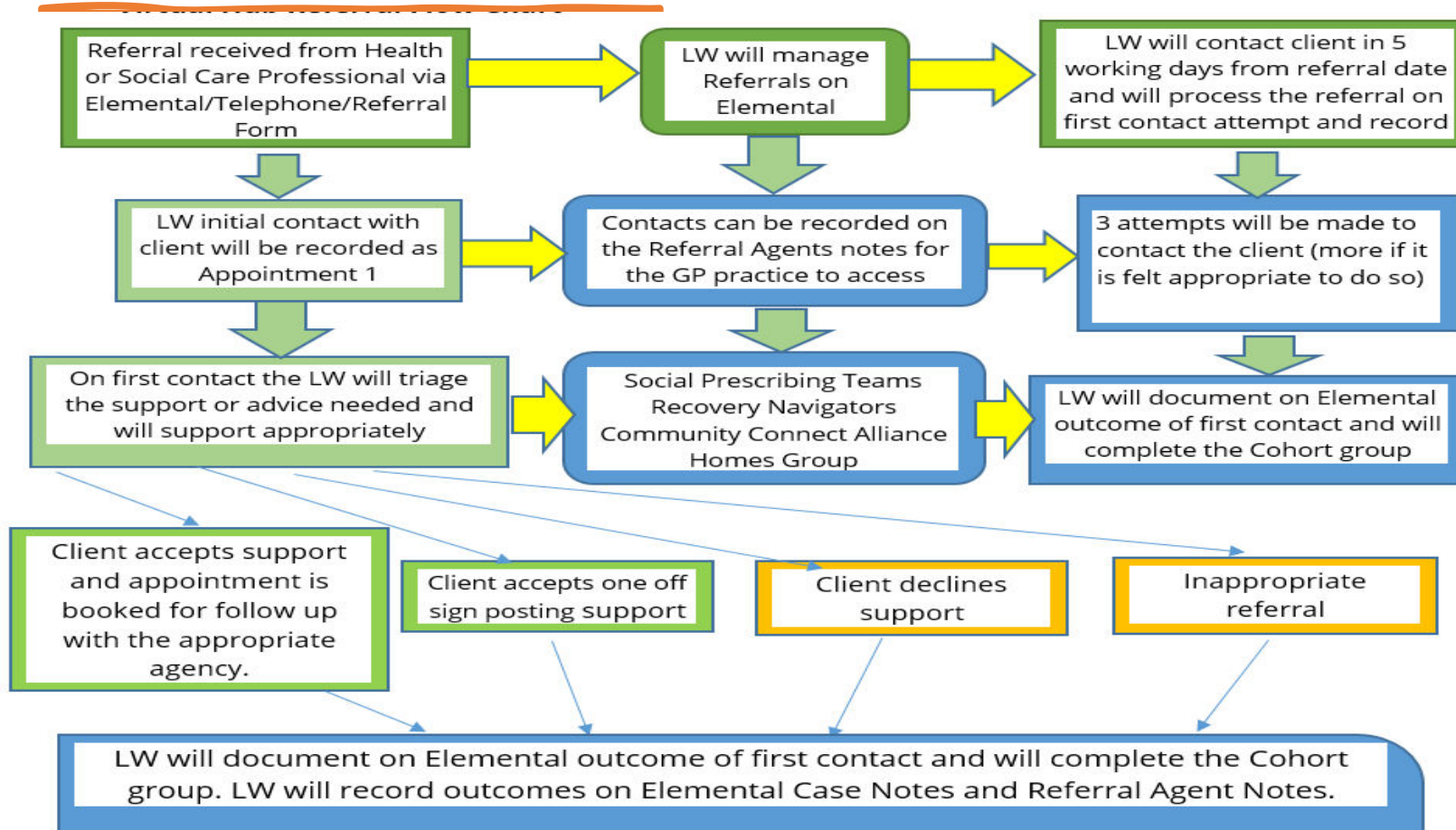


Aims of the NST Virtual Hub

- Support residents and front-line workers to navigate the support systems, community assets and access social welfare support quickly with the aim of improving wellbeing and health.
- Help to reduce health inequalities by addressing the wider determinants of health, such as debt, poor housing, employment and physical inactivity.
- Increase people's active involvement with their local communities.
- Support the multi-professional team to provide access to the right service at the right time for their clients/patients.



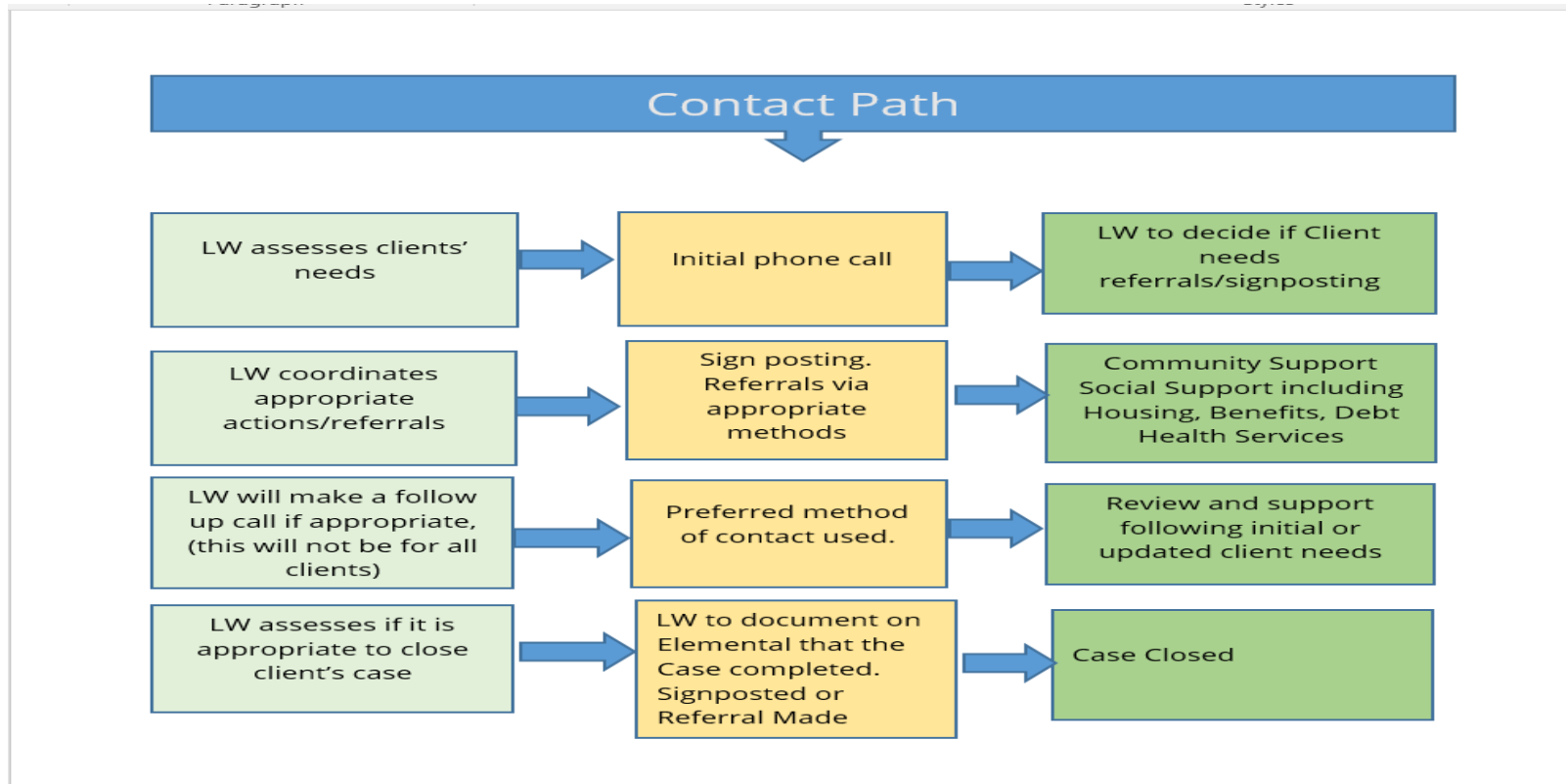
Referrals into the NST Virtual Hub



North Somerset
TOGETHER

www.n-somerset.gov.uk/together

Contact Pathway into the NST Virtual Hub



Any Questions?

Beverley Wadley (she/her)
Social Prescribing Operations Manager.

Citizens Advice North Somerset
beverley.wadley@nscab.org.uk
01934 836253

Alex Burgoyne (she/her)
Team Leader, Virtual Hub

Citizens Advice North Somerset
alex.burgoyne@nscab.org.uk
01934 836232



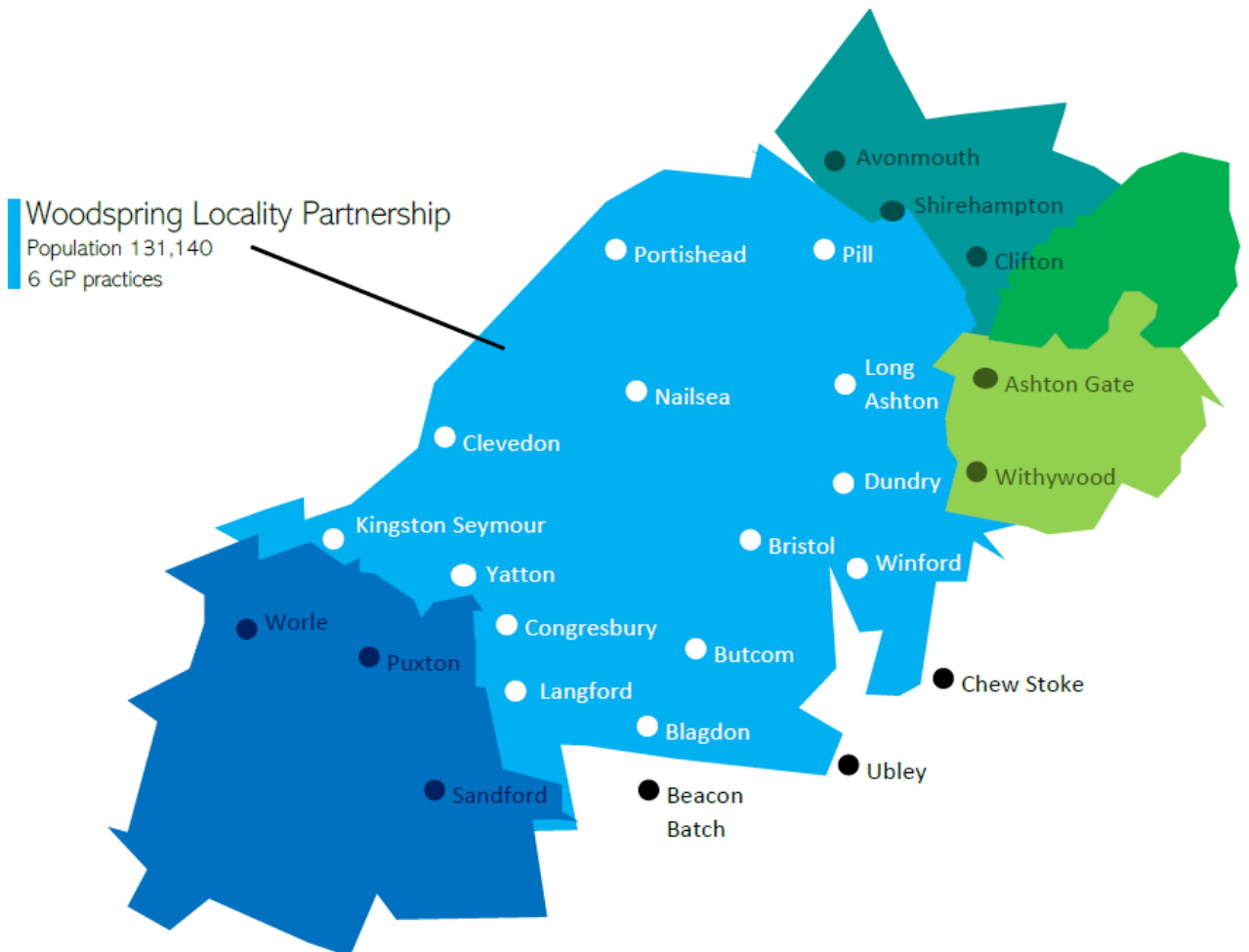
North Somerset
TOGETHER

www.n-somerset.gov.uk/together

Woodspring
Locality Partnership

DEMENTIA DIRECTORY

A local guide to support people living with dementia, their carers and support network in Woodspring, North Somerset



This page is intentionally blank .

Table of Contents

03

About the directory

04

Things you need to know about Dementia

05

What are the types of Dementia

06

Worried someone has Dementia?

07

Living with Dementia/things to consider

09

Who is a carer?

10

Activities and support groups in Woodspring

19

Organisations offering help and support

22

Priority services in Woodspring

Woodspring
Locality Partnership

**Dementia
Friendly**



Woodspring

Introduction

If you have dementia or know someone who does, this guide will help you understand more about the condition and how to find support in your community. This directory has been created by the Woodspring Locality Partnership, which is a team of local health, care and community experts. Your health and wellbeing are important, and it's helpful to know what local clinical and support services are available, and how you might go about accessing these at the right time.

You also told us that receiving clinical support is only one aspect of living well with dementia. Financial matters, the practicalities of daily living, and social, emotional and wellbeing support are also important, and can sometimes be overlooked when there are lots to think about and organise. Being informed allows you and your carer to access the right support at the right time. This can help people living with dementia to maintain independence as abilities change, enabling a better quality of life, based on what is important to them.

This directory shares information on a range of local and national services and resources. These are for consideration only, we do not endorse any of them in particular and you may not need to access all of them. We have included the information you need to be able to access information and resources directly, but if you find this difficult please contact us and we can supply you with electronic or hard copies of the information listed here.



What is dementia?

Dementia is an umbrella term that is used to describe a progressive decline in someone's mental abilities. Dementia is not a normal part of ageing, it is caused by diseases of the brain. The symptoms of dementia are not the same for everyone and can vary for each individual.

Although widely quoted the term dementia, technically, does not describe an actual illness. It describes a set of symptoms which might be brought about by one or more illnesses which might affect the brain.

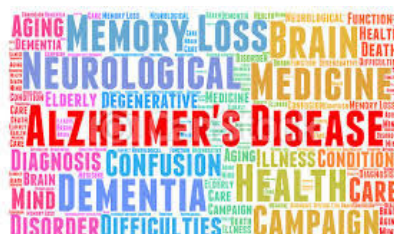
These symptoms might involve significant short term memory loss, disorientation or mood swings. Unfortunately, dementia is progressive and currently there is no positive cure.

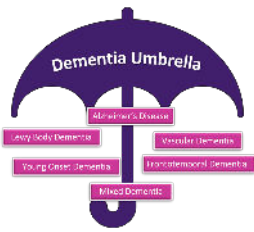
Alzheimer's disease is the most common but other causes include vascular dementia, dementia with Lewy bodies and frontotemporal dementia.



Each person is unique and the course of their dementia will take an individual pathway

Diagnosing dementia, and which type of dementia someone has, is important. It ensures people can get the right support and treatments plan for the future, and develop strategies to live well with dementia. This may include anything from taking up new hobbies, attending a support group or taking part in research.





What are the types of dementia?



The word 'dementia' is an umbrella term for symptoms such as memory loss, confusion and personality change. Research has shown that the four main types of illness which may lead to dementia are:-

Alzheimer's disease

Alzheimer's disease, first described by the German neurologist Alois Alzheimer, is an Organic Degenerative Disorder affecting the brain. During the course of the disease `plaques and tangles` develop in the structure of the brain, leading to the death of brain cells. We also know that people with Alzheimer's have a shortage of some important chemicals in the brain. These chemicals are involved with the transmission of messages within the brain. Alzheimer's is a progressive disease that gradually, over time, damages more parts of the brain. As It develops the symptoms become more severe.

Vascular dementia

To be healthy and function properly, brain cells need a good supply of oxygen which is carried by the blood. The blood is delivered through a network of blood vessels called the vascular system. If the vascular system within the brain becomes damaged and the blood cannot reach the brain cells they will eventually die. This can lead to the onset of vascular dementia.

There are a number of conditions that can cause, or increase, damage to the vascular system. These include high blood pressure, heart problems, high cholesterol and diabetes. It is therefore important that these conditions are identified and treated at the earliest opportunity.

Dementia with Lewy bodies

Dementia with Lewy bodies is a progressive disease. This means that over time the symptoms will become worse. In general, dementia with Lewy bodies progresses at about the same rate as Alzheimer's disease, typically over several years. People with dementia with Lewy bodies may display some symptoms of both Alzheimer's and early or young-onset dementia'. Other symptoms include cognitive decline, hallucinations and sleep disturbance. When it develops before age 65 this is referred to as young or early onset dementia.



What is young onset dementia?



There are around 900,000 people in the UK living with dementia, and the likelihood of developing dementia increases significantly with age. When a person develops dementia before the age of 65, this is known as 'young-onset dementia'. Over 42,000 people in the UK are living with young-onset dementia (and are often referred to as 'younger people with dementia').

Like all people with dementia, younger people may experience a wide range of symptoms, especially in the early stages of dementia. However, they are likely to need different support from older people.

People whose symptoms started when they were under the age of 65 are often known as 'younger people with dementia' or as having young-onset dementia. This is not for a biological reason, but is based on the fact that 65 was the usual age of retirement for many people. People sometimes use the terms 'early-onset dementia' or 'working-age dementia'. This information uses the term 'young-onset dementia'.

Dementia is caused by a wide range of different diseases. This is similar for younger and older people ('late-onset dementia'), but there are important differences in how dementia affects younger people. These include the following:

- ↻ **A wider range of diseases cause young-onset dementia.**
- ↻ **A younger person is much more likely to have a rarer form of dementia.**
- ↻ **Younger people with dementia are less likely to have memory loss as one of their first symptoms.**
- ↻ **Young-onset dementia is more likely to cause problems with movement, walking, co-ordination or balance.**
- ↻ **Young-onset dementia is more likely to be inherited (passed on through genes) this affects up to 10% of younger people with dementia.**
- ↻ **Many younger people with dementia don't have any other serious or long-term health conditions.**

Someone who is diagnosed under the age of 65 needs to adjust to living with a long term condition as a younger person. They might be concerned about the effects this will have on their family, relationships, finances and daily life. They may also be worried that any children or siblings will have a higher risk of developing dementia.



Are you worried someone has dementia?

There are other reasons why someone might be experiencing memory loss. However, if dementia is found early, its progress can be slowed down in some cases, so the person may be able to maintain their mental function for longer. Although dementia is not only about memory loss, that's one of the main signs.

Some of the other signs of dementia include:

- 1 Memory loss**: Illustration of a person looking at a calendar with a thought bubble containing a calendar.
- 2 Difficulty performing familiar tasks**: Illustration of a person at a desk looking confused while holding a document.
- 3 Problems with language**: Illustration of a person writing on a shopping list that includes 'Apple' and 'Milk', with question marks above.
- 4 Disorientation to time and place**: Illustration of a person holding a map in a park-like setting.
- 5 Poor or decreased judgement**: Illustration of a person in a wheelchair talking to another person, with exclamation marks above.
- 6 Problems keeping track of things**: Illustration of a person looking at a 'PAST DUE' envelope.
- 7 Misplacing things**: Illustration of a person looking at a kitchen counter with a misplaced object.
- 8 Changes in mood and behaviour**: Illustration of a person holding two different masks.
- 9 Challenges understanding visual and spatial information**: Illustration of a car at a traffic light with a thought bubble showing a different traffic light configuration.
- 10 Withdrawal from work or social activities**: Illustration of a person standing alone while others sit at a table.

www.alzint.org

If these signs are new, they may be a sign of dementia.
Dementia is not a normal part of ageing.
Speak to your doctor or contact your dementia and Alzheimer association.



If someone you know is becoming increasingly forgetful, encourage them to see a GP to talk about the early signs of dementia

You may like to suggest you go with your friend or relative to see a GP so you can support them. You'll also be able to help them recall what has been discussed. A GP will ask how the symptoms have developed over time. They may also do a memory test and physical examination.

Blood tests may be done to check if the symptoms are being caused by another condition. If other causes can be ruled out, the GP will usually refer your friend or relative to a memory clinic, or other specialist service, where they may have more assessments to confirm whether they have dementia.



Living with dementia

A diagnosis of dementia doesn't necessarily mean you have to stop doing things you enjoy. We've put together some tips to help you to continue enjoying life and stay as independent as possible. Living well with dementia may mean different things for different people. But here are some general tips that have helped others.



Around the house

- Follow a routine. Doing things at the same time each day or week can reassure you and stimulate your memory.
- Pin notes up in prominent places if there are things you need to do regularly, like locking the doors at night or putting out the recycling.
- Carry a notebook to write down daily tasks.
- Put important things, like glasses or keys, in the same place every time so that you know where to find them.
- Get a clock that shows the date and day of the week.



Keeping yourself busy

- It can be hard to concentrate on the television. Listening to the radio can be easier as the brain only has to concentrate on the sound. Music can help bring back memories, which can be reassuring and enjoyable.
- If it's hard to focus on or follow books, try reading short stories or newspaper and magazine articles. Keep doing crosswords and Sudoku puzzles if you enjoy them, and don't worry if it takes you longer to complete them or you need to switch to an easier version.
- Think about volunteering. Contact [Royal Volunteering](#) to find out about volunteering opportunities.
- If you find it hard to manage the recipes you used to use, try to adapt them to suit you. For instance, if you find it hard to concentrate on a recipe with lots of different steps, look for a shorter one.



At work

- If you're still working, it's a good idea to tell your employer about your dementia diagnosis so they can help to you continue working. They have a legal duty to take reasonable steps to help you to continue working.
- If you decide to stop working, get advice on your pension and any benefits you may be eligible for first.
- If you're in the armed forces, work on a plane or ship, or your job involves driving, you must tell your employer if you are diagnosed with dementia.



Living with dementia



Interacting with others

- Ask questions if you don't understand or have forgotten what was said.
- Put important telephone numbers by the phone.
- Stay in touch with family and friends rather than isolate yourself.
- Carry a help card that can let people know you have dementia and includes the contact details of a chosen contact.
- Make sure other people don't take over - they may think they're helping by doing as much for you as possible.



Out and about

- If you drive, tell the Driver and Vehicle Licensing Authority (DVLA) and your insurance company about your diagnosis. You may not have to stop driving straight away. If they decide you can continue driving they will review this again, usually after a year.
- When booking a holiday think about whether you want to travel to somewhere new or somewhere familiar. There are specialist companies, such as Revitalise, Tourism for all and Dementia adventure, that offer package holidays for people with dementia.
- Physical activity is not only good for your health, it can also improve your mood and lift your spirits. Walking, swimming, dancing and gentle exercise classes are all good options.
- If you're finding gardening harder than you used to contact [Thrive](#), who offer advice on practical solutions, such as choosing specially adapted tools, to make gardening easier.

Telling people about your dementia

When you're ready, it's best to tell others about your diagnosis. It's also good to tell them what you may have trouble with, such as following a conversation or remembering what was said. You may find some people treat you differently than they did before.

This may be because they don't understand what dementia is or want to help but don't know how. Try to explain what your diagnosis means and the ways in which they can help and support you.

This can be difficult to accept. But you can meet new people through activity and support groups. Focus on the people who are there for you.

Why is physical activity beneficial for people with dementia?

Staying active has a huge number of benefits for everyone, including people who have any type of dementia. It can improve the health of your heart and blood vessels, and help keep your bones strong and reduce the risk of osteoporosis. Staying flexible and strong can help with the ability to dress, clean, cook and perform other daily activities. It reduces the risk of falls by improving balance and strength. Exercise and physical activity also help with getting a good night's sleep, and can be a great way to meet others and get social, which can reduce the feeling of isolation some people with dementia feel.

15 WAYS TO MOVE MORE AT HOME

Here is a range of activity ideas to help you move more at home throughout the day. Start slowly and build up. Try the warm up activities first then find the activities that work best for you and your ability level. To make exercises more challenging, use small weights such as water bottles, lift your knees higher, use your arms and jump or hop.

WE ARE UNDEFEATABLE

WARM UP

To **loosen ankles**, sit down and alternate between digging your heel and pointing your toe. To **loosen shoulders**, circle them up to your ears, back and down.



HAVE FUN BEING ACTIVE

While you're **waiting for the kettle** to boil why not put on your favourite music and **dance** like no-one's watching!



Play **active games** such as kicking a ball around the garden, throw and catch games or play skittles using things from around the house.



MOVEMENTS YOU CAN DO SEATED OR STANDING

To **stretch your upper body**, clasp your hands above your head and push upwards, gently bend over to each side to stretch the upper body. You can do this standing or seated.



While you're **watching tv**, get a small bottle of water in each hand as weights. For a **bicep curl**, curl your lower arms up to your shoulder and back down. For a **shoulder press** have your hands at shoulder height, and raise your hands above your head and back down.



Leg or knee raises can be done standing or sitting. For the leg raise, sit on a chair with both feet on the floor and **bring one leg up** until it's level with the floor and then **back down** again.



STAY STRONG

Calf raises can strengthen your legs - hold on to the back of a chair with your feet flat on the ground. **Stand on your tip toes** and hold for a few seconds before lowering your heels back down.



Squats are a good exercise for your whole body. Holding onto a chair, ensure your back is straight and feet are hip width apart and **bend at the knees**, as if you're going to sit down. Then **straighten your legs** to stand up straight again.



Stand up from sitting and back down again keeping your chest up. Do this as many times as you can. If you're feeling comfortable not to use your hands to help you, **hold a small weight** such as a small bag of sugar to your chest for more effort.

Standing at a slight angle **facing a wall**, have your hands shoulder width apart at shoulder height. Breathe in as you bend your elbows and **lower your body** to the wall, then **push back up**.



MOVING AROUND YOUR HOME

Walk around your garden or home while calling a friend - a **good chat** is great for your mental wellbeing.



When moving around your home **try marching**, lifting your knees up as high as they will go; **swing your arms** for more effort. If you want more challenge jog on the spot.



If you've been **sitting for a while** and have steps or stairs at home, try **walking up and down** the stairs or use the bottom stair to step up and down.



If jumping jacks aren't right for you, try **half jacks** instead. **Step to the side** and **raise an arm** at the same time as the stepping leg.



RELAX WHILE BEING ACTIVE

Gentle stretches are good for relaxation, such as **lying on the floor** and gently **bringing the knees up** to the chest. Or **sitting on a chair**, straighten up your back and **gently twist** round to one side and hold for a few seconds; repeat on the other side.





Things to consider?

We know that getting a dementia diagnosis can sometimes make you feel overwhelmed. Many people find that planning ahead for the future can help them feel more assured. If you have a dementia diagnosis, or are caring for someone who does, you could be entitled to a number of benefits.

With so many things to co-ordinate and keep track of, keeping on top of finances and benefits can feel like another thing to do that often slips down the list. Some find they avoid these matters if they've not had a lot of involvement with family finances before. Both [Alzheimer's Society](#) and [Dementia UK](#) produce booklets which provide information on the benefits that you could be entitled to.

- If you receive Income Support, income-related Employment and Support Allowance, income-related Jobseeker's Allowance, Universal Credit or Pension Credit guarantee, you may qualify for help with your housing costs including Council tax. Call your local Council Tax department and ask for a form for 'Council Tax discount because of mental impairment'.
- You may also be eligible to apply for help if you are on a low income, such as a retirement pension and other pensions, low wages or Pension Credit. Call the Universal Credit helpline on 0800 328 5644 between 8am and 6pm, Monday to Friday.
- Carers Allowance. As a carer, you may be entitled to one or more benefits to help you with the cost of caring. Call the Carer's Allowance Unit on **0800 731 0297** between 10am and 2pm, Monday to Friday.

Having a confirmed dementia diagnosis can help you access benefits that can be used to pay for care. There are also daily practicalities to consider such as taxi cards, disabled parking badges. [Age UK](#) can assist you to apply.

Fire Safety, Avon Fire & Rescue Service - Home Fire Safety Visits



We assess all requests to ensure we meet the needs of those who are most vulnerable and where we know there is an increased risk of fire. **To request a free Home Fire Safety Visit, Please Telephone - 0117 926 2061**

Avon & Somerset Police - Dementia Safeguarding Scheme (Herbert Protocol)

The Dementia Safeguarding Scheme (Herbert Protocol) is a national scheme encouraging carers, family and friends to provide useful information which can be used in the event of a vulnerable person going missing. **Visit the Avon & Somerset Police website to sign up.**





Things to consider?

Advanced Planning

An Advance Care Plan is a record of your preferences about your future care and support, including decisions about medical treatment and end of life care. It is sometimes known as an Advance Statement.

It is not legally binding, but will help the people involved in your care understand and respect your views and wishes.

If you have dementia, making an Advance Care Plan is important because it may become harder to make decisions or communicate your wishes as your condition progresses.

If you are making an Advance Care Plan, try to involve close family members and friends, and your health and social care professionals.

An Advance Care Plan covers matters like:

- ↔ **How you would like to be cared for, and who by.**
- ↔ **Medical treatments you do and don't want.**
- ↔ **Where you would prefer to die.**
- ↔ **Funeral wishes and arrangements.**
- ↔ **Details of your Will.**
- ↔ **Your spiritual and cultural values and how they will be respected.**
- ↔ **Things that are important in your life now.**
- ↔ **Who you would like to be involved in making decisions if you can no longer do so.**
You can do this by giving them lasting power of attorney.

The process of advance care planning is not designed to be carried out in a 'one off' conversation or meeting but is a process that takes place over time, perhaps with several discussions with those around you.

Some of the questions or things we suggest you think about may not be easy and may take time or consideration; you may wish to come back at another time and that is fine. Once it has been written down it does not mean it cannot be changed; it is expected that the contents are reviewed at times to ensure they are still valid, so including future review dates is encouraged.

When you are thinking about your future care, it is important to discuss your wishes with family, friends and health and social care professionals and make a record of what you would like to happen.

Who is a carer?



A carer is anybody who provides care or support for someone who needs help because of an illness or disability. They might be a partner, relative, friend or neighbour.

Many carers feel they are doing what anyone else would in the same situation by being there for their relative or friend. The care they give is unpaid, although they may be eligible for certain benefits. Anyone of any age can become a carer, and there is not always a clear cut point when someone becomes another person's carer.

Care workers, support workers and personal assistants are different from unpaid carers. These are people who are paid for a specific service. This might be for domestic tasks like cleaning or shopping, or help with personal care, such as washing, dressing or managing medication.



Caring for someone with dementia



People who provide care or support for someone with dementia may experience a range of different feelings.

Caring for someone can be rewarding; you may be supporting someone you love very much, and may gain new skills and build closer relationships in the process. But caring can also be challenging. At times it may be physically and mentally exhausting, and the needs of a person with dementia will usually increase over time. It's important that carers access support for themselves and those they care for when they need it and know that they are not alone.

Your GP surgery and local council should be able to help you find local sources of support. As well as medical and social care support, there may be other helpful services in your area, such as befriending services, memory cafés and social groups.

ACTIVITIES AND SUPPORT GROUPS WOODSPRING

Organisation	Contact Details
<p>CARE CONNECT (North Somerset Council's hub for Adult Health & Social Care)</p> <p>Care Connect can provide a statutory care needs and financial assessment for the person with dementia and/or an assessment around equipment and adaptations that may enable independence at home (Occupational Therapy). There may be a wait for this.</p> <p>You may wish to consider things like a carelink pendant alarm, orientation clock, GPS tracker or try community meals.</p> <p>They can advise on finding timely private care at home.</p> <p>They can advise on financing and arranging private long-term or respite care in a residential or nursing home.</p>	<p>Call: 01275 888 801</p>
<p>AGE UK Somerset</p> <p>Online Dementia Carers' Support Group. Are you an unpaid Carer for a loved one with dementia or memory loss?</p> <p>Would you like to chat with others who understand exactly what you are going through? Would you like to learn coping strategies or just have the chance to let off some steam? Then join our new group!</p>	<p>Friendly sessions every Wednesday at 3pm. infoandadvice@ageuksomerset.org.uk Call Age UK Somerset 01823 345610</p>
<p>Community Connect Service in North Somerset</p> <p>Community Connect is a free to access service for people over 50 living in North Somerset who would like information, advice or guidance to help them stay living independently at home. Information can be provided over the phone, face to face or by email. It is tailored support helping people to stay connected in their communities. We can sign post to local services and groups. As social prescribers we have a vast knowledge of services across North Somerset and can provide support to access these services, building confidence in re-connecting with the community after the pandemic.</p>	<p>If you would like some information or advice call us on 01275 888803 or 01934 888803 or you can email communityconnect@curo-group.co.uk</p>

ACTIVITIES AND SUPPORT GROUPS WOODSPRING

Organisation	Contact Details
<p>Alzheimer's Society North Somerset</p> <p>Our dementia support service provides one-to-one support to people with dementia, carers and family members. The service is unique to your personal circumstances and needs. The dementia support service may provide you with information and practical support to help you understand more about dementia, and support you to live well with dementia.</p>	<p>Alison Heath (dementia advisor) email Alison.Heath@alzheimers.org.uk <u>uk</u> 0300 1234589</p>
<p>Citizens Advice North Somerset</p> <p>Citizens Advice North Somerset offers free, independent, confidential and impartial advice and information on a wide range of subjects. Get in touch by phone, by email form or online.</p>	<p>www.citizensadvice.org.uk Phone - 0808 278 7973 (Mon-Fri 9 am to 5 pm) Universal Credit Help to Claim 0800 144 8444</p>
<p>Voluntary Action North Somerset</p> <p>VANS is an independent charity that has championed the voluntary sector and volunteering across North Somerset for over 22 years. We represent, develop and empower the voluntary community and social enterprise sector in North Somerset to be at the forefront of positive social change and development.</p>	<p>01934 416486 info@vansmail.org.uk</p>
<p>LA Memory Cafe</p> <p>Please contact Liz Anderson 07967 87411, Karen Barratt 07855 402768 lamemorycafe@gmail.com</p>	<p>4th Thursday of the month 2.30-4.30pm</p> <p>Long Ashton Cafe, Keedwell Hill, Long Ashton.</p>
<p>Driving Miss Daisy</p> <p>Our safe and reliable assisted transportation & companionship service empowers people to get out and live life to the full. If you or a family member need a little extra compassion to move at your own pace; we can give you independence and peace of mind.</p>	<p>Call for more information 0333 014 6211</p>

ACTIVITIES AND SUPPORT GROUPS WOODSPRING

Organisation	Contact Details
<p>Memories at The Barn</p> <p>The Tithe Barn Charitable Trust runs a number of projects in Nailsea including:</p> <p>The Memory Cafe: An opportunity to meet other fellow carers, whilst those living with dementia are engaged and supported in a variety of activities, by trained volunteers.</p>	<p>(Weekly) The Tithe Barn, 2:15pm until 4:15pm. For more information Contact Karen Smith 07790 344559 tbarnmemories@gmail.com Tithe Barn Nailsea Church Lane Nailsea BS48 4NG</p>
<p>The Barn Owls:</p> <p>This singing for fun choir supports both people with dementia and their carers. Both are welcome to join the choir. The emphasis is on having fun and singing favourite songs together. No particular skills are required, just a willingness to join in.</p>	<p>(Fortnightly) Tithe Barn from 3:15pm until 4:45pm. For more information contact David Francis 07757 505551 email tbarnmemories@gmail.com</p>
<p>Training and discussion group -</p> <p>Having run training courses for our volunteers over the past few years, we have now extended this to include carers and people living with dementia. Courses are now run in small groups sharing different experiences, ideas and feelings about dementia.</p>	<p>For more information contact David Francis 07757 505551 or Karen Smith 07790 344559 tbarnmemories@gmail.com</p>
<p>ChristChurch Dementia-friendly Afternoon Café Gardening group Singing</p>	<p>1st Thursday of the month 2-4pm (singing 2-3pm) ChristChurch, Chapel Hill Clevedon curate@christchurch-clevedon.org.uk</p>
<ul style="list-style-type: none"> • <u>Avon and Somerset Dementia Forum</u> • <u>North Somerset Dementia Friendly Community Campaign</u> • <u>Somerset Community Connect</u> 	<p>Online - Social media Groups</p>

ACTIVITIES AND SUPPORT GROUPS WOODSPRING

Organisation	Contact Details
<p>Portishead Memory Café</p> <p>Provided by: Rotary Club of Portishead</p> <p>The Memory Café is a community run drop-in café for people with dementia. We request that they are accompanied by their carer or a friend. The Memory Cafés aim is to have an afternoon of fun and relaxation and as a whole group activity we chat, reminisce, organise quizzes and games and enjoy a sing song. Free refreshments are provided.</p> <p>The first, and third Tuesday each month at the Jubilee Day Centre, Slade Road, Portishead.</p>	<p>Please contact the service provider for details of any costs.</p> <p>Jubilee Day Centre 49 Slade Road Portishead, Bristol BS20 6BE 01275 871197 brian.knox-little@sky.com</p>
<p>Carers Group Clevedon</p> <p>The Carer support group in Clevedon holds regular meetings for carers where attendees receive emotional support and information.</p>	<p>Kenn Rd Methodist Church, Kenn Rd, Clevedon. BS21 6LH 01934 414 213 north.somerset@alzheimers.org.uk</p>
<p>Memory Connections Clevedon</p> <p>'Memory Connections' a group for people with mild to moderate dementia. We do lots of different activities which are based on the principles of Cognitive Stimulation Therapy (CST), which helps to slow the progress of dementia.</p>	<p>Coming Soon to Clevedon</p> <p>Tel 01823 345610 Lauren.foyle@ageuksomerset.org.uk</p>
<p>Coffee and Chat</p> <p>Provided by: Portishead Dementia Action Alliance</p> <p>Coffee and Chat is an informal meet up for anyone affected by dementia, or anybody wanting information and support about dementia.</p>	<p>Please contact the service provider for details of any costs.</p> <p>The Poacher 106 High Street Portishead, Bristol BS20 6AJ brendabirkinshaw4@gmail.com 07896 633900</p>

ACTIVITIES AND SUPPORT GROUPS WOODSPRING

Organisation	Contact Details
<p>Alive Meeting Centres</p> <p>The Alive Meeting Centres offer daily support for people with a recent diagnosis of a dementia, and people living with a mild to moderate dementia and their carers together. At the heart of the Alive Meeting Centres is a social community that offers on-going warm and friendly support to Members to improve their wellbeing and that of their Carers and wider families. The aim of the Meeting Centres is to support the wellbeing of people with a dementia and their Carers, and help them to cope in adjusting to the changes that living with a dementia brings.</p> <p>We do this by offering</p> <ul style="list-style-type: none">• Practical help - managing symptoms, financial advice, and information on living independently and safely at home• Social support – the chance to build new relationships, be part of a community, re-discover important memories and skills, and develop connections• Emotional support – we support improving people’s confidence, encouraging a positive self-image and building resilience, with a particular focus on peer support for Carers through our Time Out for Carers programme. <p>Our person-centred approach encourages people to identify their own support needs. Staff and volunteers work alongside Members to plan and engage in activities which are interesting, stimulating and fun.</p> <p>Our Meeting Centre in North Somerset meets in three different locations on three different days, allowing the opportunity to attend one session or all three depending on where the member lives in North Somerset. They are based in different community settings, all with their different personalities and facilities.</p>	<p>All sessions between 10am and 3pm and cost £25 for both attendees. Also offering places at £10 per couple for those with lower incomes.</p> <p>Tuesday - Clevedon, Christchurch, Chapel Hill, Clevedon, BS21 7LL</p> <p>Wednesday - Portishead, Jubilee Hall, Slade Road, Portishad BS20 6BE</p> <p>Thursday - Nailsea, MizzyMead Recreation Centre, Mizzymeade Rise, Nailsea BS48 2JJ</p> <p>For more information, or to join, please email our Manager Anne on:</p> <p>nsmeetingcentre@aliveactivities.org or please call: 07423 741459.</p>

ACTIVITIES AND SUPPORT GROUPS WOODSPRING

Organisation	Contact Details
<p>Singing Group – Pill</p> <p>Provided by: The Goldies Charity</p> <p>The Goldies Charity is well known and loved for it's daytime Sing&Smile sessions across England and Wales, fun social groups where people come together to sing-along to the popular hits of the 50s onwards, chat and laugh along with friends. These monthly sessions, alongside intergenerational activities, Age Awareness days, concerts and festive celebrations are open to everyone, but in particular aim to combat isolation with older adults. For details of other North Somerset groups please see the website.</p> <p>Goldies Sing&Smile sessions are fun daytime social groups where we chat, reminisce and sing-along to the popular hits of the 50s onwards, including artists like our patron Sir Cliff Richard. You don't have to be able to sing, just love music and good company. No need to book, just turn up, we ask for a £3 donation per person.</p>	<p>CLEVEDON On the FIRST TUESDAY of each month Clifton Court Community Room with Adele Hooper</p> <p>Clifton Court, Churchill Avenue, Clevedon, BS21 6QS From 10.30am-11.30am</p> <p>NAILSEA On the LAST THURSDAY of each month Nailsea Methodist Church with Adele Hooper 74-76 Silver Street, Nailsea BS48 2DS From 10.30am-11.30am</p> <p>PILL On the SECOND THURSDAY of each month Millers Close Community Room With Sue Meacock Millers Close, Pill, BS20 0DX From 2.00pm-3.00pm</p> <p>Please contact the service provider for details of any costs.</p> <p>For more information call the office on 01761 470006 or email events@golden-oldies.org.uk</p>

ACTIVITIES AND SUPPORT GROUPS WOODSPRING

Organisation	Contact Details
<p>Alzheimer's Society Singing for the Brain (Clevedon)</p> <p>Please contact Paul Hatton 07860 912021 before attending a group</p>	<p>Every Tuesday 2.00pm – 4pm £2 per person</p> <p>Kenn Road Methodist Church Kenn Road, Clevedon BS21 6LH</p>
<p>Alzheimer's Society Tea Dance (Clevedon)</p> <p>Please contact Paul Hatton 07860 912021 before attending a group</p>	<p>Monthly 3rd Thursday 2pm – 4pm £2 per person</p> <p>Kenn Road Methodist Church Kenn Road, Clevedon BS21 6LH</p>
<p>Alzheimer's Society Active8 For people with Dementia aged under 70 and their carers</p> <p>Please contact Helen Harvey-Foster 07740 456706 before attending the group</p>	<p>Alternate Wednesdays 11.00am - 2.00pm</p> <p>Various venues across North Somerset Admission charges may apply</p>
<p>Alzheimer's Society Carers Information and support programme (Crisp)</p> <p>Contact Helen Harvey-Foster 07740 456706 to go on waiting list</p>	<p>Virtual and face to face groups Dates to be arranged Clevedon and Weston venues</p>
<p>Alzheimer's Society Tea and Talk Carers Group</p> <p>Cognitive Stimulation Group For people in the early stages of dementia</p>	<p>Please contact Suzanne O'Neill - 07889604190 for log-in details</p>

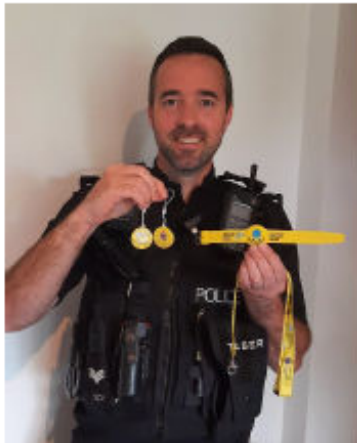


Dementia Safeguarding Scheme

Are you or someone you care for living with dementia and would you like to register for the Avon and Somerset Police 'Dementia Safeguarding Scheme'?

Avon and Somerset Police have 2,000 hi-tech NFC assistance wristbands and hangtags which help safeguard people with dementia.

These **assistance devices are free** and can be obtained by **Google search 'Avon and Somerset Dementia'** and completing the 'Dementia Safeguarding/Herbert Protocol' document on the police website. Alternatively, simply scan the QR code below!



If you are a representative from a care setting for people living with dementia or support group, you may be able to have a bulk amount sent out to you. Please e-mail Sergeant Stuart King on email; stuart.king@avonandsomerset.police.uk



Follow the 'Avon and Somerset Dementia Forum'

Find us on **Facebook**



Extra support in an emergency

Sign up for our **FREE Priority Services Register**. If you would struggle to cope with a power cut or without water; we may be able to help with:

- ✓ Emergency water supplies
- ✓ Information and updates (tailored to your needs)
- ✓ Welfare support (from the British Red Cross, for example)
- ✓ A password if we need to visit you
- ✓ Nominated contact (contacting someone else for you).

You can register once with WPD to sign up if you live in the Bristol Water, Wessex Water and WPD region

To register today visit westernpower.co.uk/psr
or call **0800 096 3080**



Affordable bills for all



Talk to us today and find out how you can:

- ✓ spread the cost of your bills
- ✓ pay directly from your benefits
- ✓ repay debt
- ✓ get a discount
- ✓ save money and water with a meter.

Call us on **0345 600 3 600** (Monday to Friday, 8am to 8pm Saturday, 8am to 2pm) or visit bristolwater.co.uk/struggling-to-pay or wessexwater.co.uk/helptopay

We've helped more than **54,000** customers facing problems paying their water bills.

Over **90%** of customers who had help with water debt are now back on track.

More than **48,000** customers are benefiting from lower bills.




ORGANISATIONS OFFERING HELP AND SUPPORT

Organisation	Contact Details
<p>Alzheimer's Society</p> <p>You can find out about all aspects of Dementia on the national website, including information on different types of dementia; managing behaviours; emotional changes and reducing the risk of Dementia. They provide literature on a vast range of subjects, as well as 24-hour online Support.</p>	<p>You can access this directly on their website:</p> <ul style="list-style-type: none">· www.alzheimers.org.uk· 24 hour Talking Point Access· 03331 503 456· forum.alzheimers.org.uk
<p>Dementia UK</p> <p>A charity offering advice, support and information about dementia. They have produced a booklet of Sources of support and advice for someone living with dementia or their carers.</p>	<p>Advice can also be obtained from the Admiral Nurse helpline. 0800 8886678 www.dementiauk.org</p>
<p>AGE UK</p> <p>One-to-one support. If you are living with dementia... Age UK can arrange visits to your home to help you to maintain your social contacts and pursue your hobbies and interests. In some areas, trained befrienders can provide regular friendly companionship for people with dementia.</p> <p>If you are a relative or carer of someone with dementia, our dementia advisors can support friends and family of those with dementia with information and advice about navigating local services and applying for benefits.</p>	<p>Call our advice line on 0800 678 1602 or speak to your local Age UK to organise an appointment.</p> <p>Website: www.ageuk.org.uk</p>
<p>Dementia Friends (part of the Alzheimer's Society initiative).</p> <p>You can become a Dementia Friend by attending one of the information sessions in your area.</p>	<p>For more information please follow link to the website below or telephone.</p> <p>Website – www.dementiafriends.org Tele: 0300 1231016</p>

ORGANISATIONS OFFERING HELP AND SUPPORT

Organisation	Contact Details
<p>Carers UK</p> <p>Provide expert help, advice and support on caring for people with dementia.</p>	<p>Advice line: 0808 808777 (Monday to Friday 10am to 4pm). Website: www.carersuk.org</p>
<p>Younger people's dementia:</p> <p>Dementia is considered 'young onset' when it affects people under 65 years of age. It is also referred to as 'early onset' or 'working age' dementia. The Young Dementia Network is a movement of people committed to improving the lives of those affected by young onset dementia. The Richmond & Kingston Alzheimer's Society has a project offering support groups for people with young onset dementia and their carers, including one to one support.</p>	<p>You can contact them directly: 01993 776295 www.youngdementiauk.org PO Box 315 Witney Oxfordshire OX28 1ZN 020 8036 9570 www.alzheimers.org.uk</p>
<p>Films and books</p> <p>You might look up books and documentaries about other people's experiences, such as: Books on prescription for dementia, which recommends books you might find helpful if you have dementia, or are caring for someone with dementia or would like to find out more about the condition.</p> <p>Barbara's story is a video created by Guy's and Thomas' to make staff more aware of person centred dementia care.</p> <p>'Finding Patience' is a video to help families be more aware of subtle changes and raise awareness.</p>	<p>Books on Prescription leaflet. www.reading-well.org.uk</p> <p>Search for 'Barbara the whole story' on www.youtube.com</p> <p>Search for 'Finding Patience dementia' on www.youtube.com</p>
<p>Training: Understanding Dementia Better</p> <p>Understanding Dementia Better' is free, online training for family and friends supporting someone with dementia. This informal session is really practical, offering you strategies, hints, tips and guidance.</p>	<p>Call us: 01245 237548 Monday to Friday, 9am to 5.30pm Email us: info@dementiaadventure.co.uk www.dementiaadventure.co.uk</p>

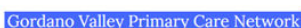
ORGANISATIONS OFFERING HELP AND SUPPORT

Organisation	Contact Details
<p>Safe Places</p> <p>Safe Places is a scheme to help people with communication difficulties feel safe when they are out and about.</p> <p>How the Safe Places scheme works</p> <p>When someone joins Safe Places they are given a card and key fob which has a dedicated telephone number and a unique reference number on. The card will hold details of a trusted contact such as a parent or carer and information about the best way to communicate with the cardholder. For example, by speaking slowly or using sign language</p> <p>If a person has been a victim of crime, is lost, feels scared or upset and does not know what to do, they can call the Safe Places number. They can use the dedicated telephone number to contact the police control room directly. They will be asked for their reference number to help the police identify them when they call.</p> <p>Safe Places buildings</p> <p>They can also visit a Safe Places building for help. A Safe Place is a location where cardholders can find help and reassurance. Safe Place buildings can be identified by the Safe Places window sticker. All police stations with enquiry offices are Safe Places.</p>	 <p>How to apply for the scheme</p> <p>The Scheme is open to anyone who has communication difficulties, such as dementia or a learning disability and frequents or resides in the Avon and Somerset force area. The Safe Places scheme has no age limit.</p> <p>To sign up for the Safe Places & Dementia Safeguarding scheme, and for more information visit the Avon and Somerset police website.</p>
<p>Dementia Safeguarding Scheme</p> <p>If someone you know has dementia and you would like to provide the police with information to help in the event of the person going missing. <u>Sign up</u> to the Herbet Protocol (Dementia Safeguarding Scheme) through the Avon and Somerset Police website today.</p> <p>If you are concerned about your friend or relative, call the police on 999.</p>	<p>By signing up to the Herbert Protocol/Dementia Safeguarding Scheme you will be able to receive a free NFC assistance device which can be a selection of a wristband, Hang tag and lanyard.</p> <p>Avon and Somerset Police <u>Website</u></p>

The content of this guide was checked for accuracy at the time of publication. It is designed to provide helpful information and signpost organisations and services that may be of help. It should not be used as a basis for taking, or not taking, any specific course of action in relation to a person's care. The inclusion of organisations and services is for information purposes only and does not constitute endorsement of any kind by the authors or the organisations supporting the publication.

The authors are grateful to the following organisations for their support of this document:

- North Somerset Council
- Sirona Health & Care
- Dementia Action Alliance
- Golden Oldies
- Portishead Memory Café
- The Rotary Club
- The Singing Group
- The Tithe Barn Charitable Trust
- Alive
- Avon & Wiltshire Mental Health Partnership Trust
- Voluntary Action North Somerset (VANS)
- Citizens Advice
- Age UK Somerset
- Dementia Action Alliance North Somerset
- Alzheimer's Society North Somerset
- Health Watch North Somerset
- Vita Health Group
- Tyntesfield Medical PCN
- Mendip Vale PCN
- Gordano Valley PCN
- Avon and Somerset Police
- Western Power
- Wessex Water
- Bristol Water



This page is intentionally blank .