



A HELPING HAND

INFORMATION ON LOCAL AND
NATIONAL DEMENTIA SERVICES



**Dementia Friendly
Largs and District**



www.dementialargs.co.uk



Supporting and improving the experiences of people living with dementia, their families, friends and carers to live fulfilled, safe, healthy and active lives.





Dementia Friendly Largs and District

We all acknowledge that caring for people with dementia can be daunting and challenging. Dementia Friendly Largs and District have produced this information guide on some of the local and national services which could help and support you and your loved one on this journey.

A dementia diagnosis can come as a shock and can impact on those around you. However, there are resources to help and support everyone involved. It's important to remember that you are not alone.

If you think someone you know may have dementia, it is important to encourage them to visit their General Practitioner and have a formal assessment, to ensure that the right help and support is put in place.

The NHS, social services and voluntary organisations can provide advice and support - many are listed in this guide.

We have worked hard to ensure that all information is as accurate as possible at the time of printing. Further information can be found at www.dementialargs.co.uk or on our Facebook page.

Thank you to SGN for sponsoring the printing of this booklet.

Don't tackle this journey on your own – asking for help is a sign of strength.

Take care,



Chairman, Dementia Friendly Largs and District

www.dementialargs.co.uk

MESSAGE IN A BOTTLE SCHEME

HELP BOTTLES

This is a national scheme used by the emergency services.

Designed to encourage people to keep their personal and medical details on a standard form, along with any repeat prescription, in a bottle within their fridge.

The bottle initially contains a personal information form and two green cross stickers: one is attached to the outside of the fridge door and the other is attached just inside the front door above the hall light switch.

If an emergency arises, and the emergency services are called, the green cross above the light switch indicates the presence of the bottle in the fridge.

The bottles are free-of-charge and can be picked up from the following in Largs: Post Office, Largs Medical Centre, various chemists and opticians.



You ID Me

You ID Me is the UK's leading emergency ID and alert service trusted by many thousands of individuals and businesses throughout Britain. The service is used across a number of sectors that share the need for fast and efficient communication in the event of an emergency.

In an emergency, You ID Me quickly and efficiently . . .

- Sends your vital ID, emergency contact and other information to a first responder's phone or other device.
- Alerts your contacts' phones to let them know you're in difficulty.
- Shares your first responder's contact details with your emergency contacts so they have a single point of reference.
- Allows users to send distress alerts with a map of their location to their emergency contacts' phones.

Purchase your bracelet at www.you-id.me



COMMUNITY ALARM SYSTEM

North Ayrshire HSCP Telecare and Community Alarm offers 24/7 monitoring and support, alerting a monitoring station to get the help if you become ill or something is wrong.

Telecare includes the following:

- Community alarm
- Medication reminders/dispenser
- Fall detectors
- Flood detectors
- Property exit sensors
- Excessive heat and cold sensors
- Smoke detectors
- Domestic abuse alarms
- Carbon monoxide detectors
- Safer walking alarms
- Canary/just checking system

The Telecare Service/Community Alarm assists people of all ages who need some extra support to live safely at home. The alarm unit is installed by connecting it to the telephone line in the person's home.

Calling for help is easy: you simply press a button on a pendant worn around the neck, a wrist strap or clipped on. This dials the telecare monitoring station.

The highly skilled operator can speak to you through a speaker system - you don't even need to lift a handset. They will assess the situation and decide on the most appropriate action.

For more information, visit www.nhsinform.scot/scotlands-service-directory and click 'Health and wellbeing services'.

CONTACT DETAILS

Three Towns, The Town Hall,
Countess Street, Saltcoats, KA21 5HW

Tel: 01294 310 005

Email: contactus@north-ayrshire.gov.uk

Note, depending on your circumstances there may be a charge for this service.



CUMBRAE

Cumbræ Parish Church, Bute Terrace, Millport, Isle of Cumbræ, KA28 0BB.

Warm Wednesday where folk can come and get coffee and cake. It is intergenerational meet where pupils from the local primary school, nursery and playgroup meet to have fun, from 1.30pm until 4.30pm everyone is welcome.

The Cumbræ Forum also run 'Simply Support' at the Cumbræ Forum Hub, 45 Stuart Street, Millport on Thursdays from 2pm until 3.30pm, where they welcome people whether it's just for a chat, or to help with any issues they may have.

NHS AYRSHIRE & ARRAN APP FOR DEMENTIA SERVICES



NORTH AYRSHIRE CARERS CENTRE

Support for Carers

The Unity Carer Centre offers specialist information, support advocacy and advice. Respite away from daily role in the form of day trips, health and wellbeing services, social activities, and peer support from fellow carers. Email northayrshire.carers@unityenterprise.com

Telephone 01294311333

THE HERBERT PROTOCOL

The Herbert Protocol is a scheme that encourages carers, family and friends to provide an information form which can then be used in the event of a vulnerable person going missing.

This form will provide the police with everything they need to know in order to search for the person living with dementia.

The form is kept at home containing information regarding known routines and habits, as well as a description and details of others involved with their care. It's handed directly to the Police so you don't have to gather the information during what can be a stressful time.

You can download the form at www.scotland.police.uk/your-community/edinburgh

It should be kept up-to-date and include a recent photograph.

The Police only require the form when the person is reported missing and the form will be returned when the person is found.

If you believe a person is missing and at risk of harm, call '999' at the earliest opportunity. Tell the operator you have a Herbert Protocol Form.

MEANINGFUL MUSIC FOR PEOPLE WITH DEMENTIA



Listening to music can really help improve the quality of life for a person living with dementia,

Playlist for Life provides tools, training and information to help individuals and organisations harness the power of music, encouraging people to use music to connect with friends and relatives who have dementia.

Alzheimer's Society have online resources designed to get people talking about the music that is important to them and to start building a personal playlist.

Those who don't use the internet are sent workbooks to take them through the stages of creating a playlist.

Making a playlist is easy:

1. Find the right music.
2. Put tunes in a list.
3. Choose how to listen.



SGN LOCKING COOKER VALVE



SGN's locking cooker valve can help people with dementia or autism retain their independence at home and provides reassurance to friends, family, and carers.

SGN can fit this simple safety device for FREE to your existing gas cooker pipework. When the valve is locked the gas supply to the cooker is stopped. This eliminates the risk of the cooker being unintentionally turned on or left on and gives peace of mind to carers or relatives that the cooker can't be used when they leave the house or the room. The carer or relative can easily turn the valve on using the key when the cooker is required, enabling the household to continue to use their gas cooker safely.

SGN provide this FREE service regardless of your gas supplier. You don't need to change energy supplier or inform your supplier that the device has been fitted.

If you think you or someone you know would benefit from having a locking cooker valve installed its quick and easy to apply, go to SGN's website at sgn.co.uk/LCV



CARBON MONOXIDE SAFETY

CO is a highly poisonous gas that is produced by the incomplete burning of fossil fuels (including gas, oil, wood, petrol and coal). It can't be seen, heard, smelt, or tasted which is why it is known as the 'Silent Killer'. CO poisoning symptoms are fairly similar to flu, so make sure you know what to look out for. Symptoms include dizziness, headaches, nausea, breathlessness, collapse and loss of consciousness.

Signs that CO may be in your home are:

The flame on your gas appliance being lazy and orange (it should be crisp and blue).

Black marks on or around the appliance.

The pilot light frequently blowing out or too much condensation.

Insufficient ventilation, eg. airbricks/vents, appliance flue or chimney being blocked.

Alongside having your appliances checked each year, you should have a working CO alarm in your home nearby to any fossil fuel appliances. You can buy an audible carbon monoxide alarm in most DIY stores, supermarkets and online.

You should regularly test your CO alarm to make sure it's working properly and check the expiry date. Should the batteries or alarm itself reach the end of their useable life please replace them as soon as possible to keep you and your household safe.

For more gas safety and carbon monoxide information, please visit www.sgn.co.uk/help-and-advice/keeping-safe



LOCAL SERVICES

North Ayrshire Health and Social Care Partnership

Email: contactus@northayrshire.gov.uk

Telephone: 01294 317700

MoneyMatters

Welfare Rights Advice North Ayrshire

Advice Line: 01294 310456

Monday- Friday, 9.30am-4pm

MoneyMatters team of specialist welfare rights advisers provide free, impartial and confidential advice to any resident of North Ayrshire. They provide assistance and representation to ensure North Ayrshire residents receive their full, legal entitlement to state benefits. Email moneymatters@north-ayrshire.gov.uk

Some people living with dementia are eligible for a discount on their council tax.

Online contact form: www.nahscp.org/money-matters

A.D. Cameron Centre, Largs

The centre provides a range of facilities for people aged 60 and over who are resident in Largs and its environs.

The centre is open 10am to 4pm weekdays, providing a 'drop-in Centre' for both members and visitors. Tea, coffee and biscuits are available along with various social activities as well as lunches, holidays and outside visits.

17-19 Lade Street, Largs, North Ayrshire, KA30 8AZ

Telephone: 01475 674268 Email: camcentrelargs@hotmail.co.uk



Stevenson Day Centre

The centre provides day service for people aged 65 and over and has been designed in a 'dementia friendly' manner, incorporating a range of facilities to meet the needs of its users. The centre acts in the best interest of people by maximising their independence and helping them participate fully in their family and community. Access requires referral from a social worker.

Monday-Friday, 9am-4.30pm. Please note there is a daily charge.

Lade Lane, Largs, North Ayrshire, KA30 8FB

Telephone 01475 670041

www.north-ayrshire.gov.uk

Social Services

Email contactus@northayrshire.gov.uk

Telephone 01294 317 700

[@unityenterprise.com](https://twitter.com/unityenterprise)

Telephone 01294 311 333



NATIONAL POWER OF ATTORNEY SCHEME

Power of Attorney in Scotland

This campaign is about giving you the power to make decisions that will protect you, your family and those you care about should you ever lose capacity to make decisions for yourself.

You can have a Power of Attorney for financial and/or welfare matters, and you can nominate more than one person as your Attorney. A Power of Attorney safeguards your financial and health wishes.

Every year thousands of people across Scotland lose capacity. It could be an accident, a head injury, a stroke or an ongoing progressive illness such as Dementia. The only way you can plan for your future is to appoint someone with Power of Attorney.

www.mypowerofattorney.org.uk

COMMUNITY LINK WORKERS

Community Link Workers are within each GP Practice, Community Link Workers (CLWs) are non-clinical social practitioners who provide support for issues that go beyond the scope of medical treatment.

CLWs can support individuals around a range of social stresses that affect health and wellbeing for example, money worries, debt, unemployment, social isolation, bereavement supports, alcohol and drug use, CLWs assist managing stress and living a healthier lifestyle.

The team can also provide support around the self-management of low mood and anxiety and assist individuals over time to access the resources needed to keep them well. Email communitylinkworkers@north-ayrshire.gov.uk

THE SCOTTISH POWER ENERGY NETWORK (SPEN) PRIORITY SERVICES REGISTER (PSR)

You can join our FREE register if you, or someone in your household:

Has a disability.

Has a chronic illness, short term medical condition, or recovering from an operation.

Is of pensionable age.

Is blind or partially sighted, deaf or hard of hearing.

Has another type of special need.

Has a change in personal circumstances (eg. bereavement or divorce).

Living with children under five.

Use medical equipment/aids reliant on electricity or need warmth for medical reasons.

SPEN will ensure that your local gas/or electricity distribution companies know if you are on their Priority Services Register and have a medical condition which requires a constant energy supply.

They can contact you in advance if they are planning any interruption to your supply.

Call 03301 010 154 or text PSR to 61999.



GETTING TO KNOW YOU

This document has been developed by the Alzheimer Scotland team.

It aims to give hospital staff a better understanding of patients with dementia who are admitted to hospital.

In advance of your loved one being admitted to hospital, download and complete the 'Getting to Know You' form at www.dementialargs.co.uk or scan the QR code.



'JUST CAN'T WAIT' TOILET CARD

The Just Can't Wait card is now available to download to your smartphone. All you need is Apple Wallet or Google Wallet. Alternatively you can order a plastic card by post. The card offers access to toilets not normally available to the general public. Discreet, clear communication when you just can't wait to use the toilet.

Widely accepted at cafés, restaurants, shops, entertainment venues and other businesses, the card is available on your phone so you don't have to worry about losing it. Scan the QR code or visit www.bladderandbowel.org for more details.



RADAR KEY

The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country in shopping centres, pubs, cafés, department stores, bus and train stations.

www.shop.disabilityrightsuk.org





24-hour free helpline:
0808 808 3000

Information on dementia: forms and types

Living with dementia

Getting a diagnosis

Newly diagnosed

Living well with dementia

Peer support and
personalized support services

Getting support

Staying independent

Money and legal matters

Caring for someone with dementia

End of life care

Allied health professionals

Alzheimer Scotland's North Ayrshire Dementia Advisor: 01294 608219 / 07879 996 367

Dementia helpline 24 hour freephone: 08088 083 000

For more information, visit www.alzscot.org



Helpline:
0800 12 44 2222

Tackling loneliness

Dementia: awareness training, information and advice

Reducing your risk of dementia

Living well with early-stage dementia

Caring for someone with early-stage dementia

Creating a dementia enabled home

Benefits for people living with dementia

What is dementia?

Dementia and the workplace; a guide for employers in Scotland

For more information, visit www.ageuk.org.uk

REFERENCES AND ORGANISATIONS

Dementia Friendly Largs and District

Alzheimer Scotland

Playlist for Life

Age Scotland

North Ayrshire Health and Social Care Partnership

Community Development Team

Scottish Ambulance/Fire & Rescue

CONTACT NAME AND NUMBER

NOTES

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