



A HELPING HAND

INFORMATION ON LOCAL AND NATIONAL DEMENTIA SERVICES



**Dementia Friendly
Largs and District**



www.dementialargs.co.uk



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 wish to ensure our projects and work reflect the needs of local people living with dementia and those who support them. We would be most appreciative if you would complete our survey at www.dementialargs.co.uk/survey

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,

Robbie Stevenson

Chairman, Dementia Friendly Largs and District

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.



ALZHEIMER SCOTLAND

DEMENTIA SAFEGUARDING SCHEME

SafeConnect are yellow fobs which can be programmed with emergency contact details so if a person becomes confused, distressed or they can be helped to get back home safely.

Alzheimer Scotland is now distributing free fob set-up packs across Scotland for anyone living with a diagnosis of dementia. To order your SafeConnect pack, complete the online form at www.alzscot.org/safeconnect-request.



Alternatively, email your name and address to safeconnect@alzscot.org or call 0300 373 5774 (Monday-Friday, 9-5pm). Once you have set up your fob, we recommend it is attached to your house keys, handbag, jacket, walking aid or anything likely to be taken outside and into the community.

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

www.north-ayrshire.gov.uk

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



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

TRUECALL SECURE

While the telephone is an essential lifeline, it can also cause problems for those who are at home all day. People can be confused by telemarketing calls that they receive and may be taken advantage of by unscrupulous salespeople or scammers.



TrueCall Secure is a small box that plugs in between your phone and the phone socket. It checks each caller's number – trusted callers are allowed through but everyone else is intercepted. In trials by Police and Trading Standards teams, TrueCall Secure blocks over 95% of unwanted calls.

Steven Bodys, North Ayrshire Council Trading Standards

Tel: 01294 324058

Email: stevenbodys@north-ayrshire.gov.uk

NHS AYRSHIRE & ARRAN APP FOR DEMENTIA SERVICES



CARERS GATEWAY NORTH AYRSHIRE

Carers Gateway North Ayrshire provides information, support and advice to unpaid carers across North Ayrshire. You might know them under their previous name of North Ayrshire Carers Centre, Irvine.



They aim to ensure all carers of all ages are identified and give them awareness and access to the support they need for their caring role. They do this by providing a range of services in the community and online.

Tel: 01294 311333 (Monday to Friday, 9am-4pm)

Email: northayrshire.carers@unity-enterprise.com



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

Carbon Monoxide (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



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/what-s-happening/missing-persons/the-herbert-protocol

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.



LOCAL SERVICES

North Ayrshire Health and Social Care Partnership

www.north-ayrshire.gov.uk

Tel: 01294 317700

Money Smart

A free confidential service offering welfare rights, debt management and budgeting advice to residents. Rebranded from Money Matters, it helps with benefit checks, claims, appeals and energy bill support.

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

Tel: 01294 310000 (option 1)

Email: moneysmart@north-ayrshire.gov.uk



A.D. Cameron Centre, Largs

The centre provides a range of facilities for people aged 50 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

Tel: 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

Tel: 01475 670041

www.north-ayrshire.gov.uk

Social Services

www.nahscp.org/contactus

Tel: 01294 317 700

@unityenterprise.com

Tel: 01294 311 333

Brooksby Medical and

Resource Centre,

31 Brisbane Road, Largs, KA30 8LH

Tel: 01475 687592



Dementia Friendly Largs and District

More information regarding all the services and facilities available in the local area, and nationally, for those living with dementia can found at our website www.dementialargs.co.uk

Whilst visiting our website, please use the contact form to let us know of any suggestions or information you have which may be helpful to carers and families living with dementia.

if you'd prefer, we can also be contacted via our Facebook page: **Dementia Friendly Largs and District**

www.dementialargs.co.uk



NATIONAL POWER OF ATTORNEY SCHEME

www.mypowerofattorney.org.uk
www.publicguardian-scotland.gov.uk

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.

A guardianship order is a Scottish court appointment authorising someone to make decisions for an adult (16+) with incapacity, covering financial, property or welfare matters. It is for long-term, ongoing decisions – like managing care or bank accounts - and is usually granted for 3-5 years.

COMMUNITY LINK WORKERS

Community Link Workers are aligned to all GP Surgeries in North Ayrshire and provide support and information on social, emotional or practical issues that may affect health & wellbeing.

Our health is impacted by a wide range of factors that are not always medical, including isolation, money worries, housing issues, work and lifestyle. Link Workers have time to talk about what really matters to you and assist you to explore support available locally, nationally and online. This may include:

- Finding a social or physical activity group;
- Helping to get the right advice in relation to housing;
- Help with money worries;
- Advice about volunteering opportunities.

To make an appointment, contact your GP Surgery and ask for an appointment with a Community Link Worker.

More info: www.nahscp.org/care-support-community/community-link-workers

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.



ScottishPower



SELF-DIRECTED SUPPORT (SDS)

The Scottish Government made a new law in 2014 about Self-directed Support (SDS). SDS allows people more flexibility, choice and control to arrange the social care they may need to help them live as independently as possible.

Ayrshire Independent Living Network (AILN) provides free advice and support about SDS, working with partner organisations to provide solutions for people who want to explore self-directed support.

Tel: 01294 475685/6

ailn.org

www.sdsscotland.org.uk

FREE HOME FIRE SAFETY VISIT



It is the job of the Scottish Fire and Rescue Service to help make sure your home is as safe from fire as it can be. That is why they offer free home fire safety visits. Their staff can help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

A home fire safety visit only takes around 20 minutes. And that 20 minutes might just save you life. A visit can be organised at a time that suits you, day or night. The Service would also like community members to think about anyone they know who could be at risk from fire. It could be a friend, relative or neighbour.

Book a free home fire safety visit for you or for someone you know:

Tel: 08000 731 999

Text 'FIRE' to 80800

www.firescotland.gov.uk



CARE INSPECTORATE

The improvement body for care services in Scotland, making sure people get high quality care.

www.careinspectorate.com

TURN2US

Turn2us is a national charity offering information and practical support to people facing financial insecurity.

www.turn2us.org.uk



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



Love later life

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

Dementia and the workplace; a guide for employers

Helpline: 0800 12 44 2222

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



Download NHS Ayrshire & Arran's
dedicated Dementia app.

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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www.dementialargs.co.uk