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Foreword

This document is designed to bring you the local information you will find useful in your role as a carer. It has been organised into sections around important details you will need to know along your pathway.

It is important that you do not allow the information to overwhelm you by trying to absorb it all at once. We recommend that you refer to the Dementia Carers' Pathways when you have a specific problem or have a subject that you wish to know more about. The document is designed to direct you to an organisation where you will be able to find the information you require.

It is our desire that we develop the Dementia Carers' Pathways as time progresses. Your opinions and comments would be welcome to help us in keeping this information up to date. Please contact: Email: info@carerspathways.org.uk website: www.carerspathways.org.uk

NB. This booklet provides information for both the (Torbay and Southern Devon) and (South Hams and Teignbridge) areas. If you care for someone living in Torbay then you should use the Torbay contact numbers, and if the cared for person lives in South Hams or Teignbridge areas then use the numbers shown for them.

Disclaimer

The content of this guide has been 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.

Always consult a qualified professional about your own care, the care of a loved one or a friend.

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

Devon County Council
Devon Partnership NHS Trust
Rotarians Easing Problems of Dementia (REPoD)
Torbay Council
Torbay NHS Care Trust
Torbay and Southern Devon Health and Care NHS Trust

Further copies of the "Dementia Carers' Pathways" for South Hams, Teignbridge and Torbay can be obtained from:-

**Torbay and Southern Devon Health and Care NHS Trust
Signposts for Carers (Torbay)**

**Telephone 01803 666620
Email: signposts@nhs.net**

Section 1: Diagnosis and Understanding Dementia

Diagnosis

Because you are reading this you, or someone you care for, will have had a clear and early diagnosis of an illness which might lead to dementia. The importance of an early diagnosis cannot be over emphasised.

An early diagnosis is essential to:-

- | Access advice, information and support from social services, voluntary agencies and support groups.
- | Allow the person with dementia to plan and make arrangements for the future.
- | Identify the type of dementia. This is becoming increasingly important as drugs for treating different conditions become available.

A doctor should have eliminated any physical causes which might mimic a symptom of dementia. These could include a urinary tract infection, chest infection, substance abuse (drugs or alcohol) or mental health conditions such as severe depression.

During the course of dementia your main point of contact for NHS help and support will be your doctor (GP) who will be able to help you access a range of services, including specialist community services that provide individual assessment, interventions and support, including memory clinics. You will find extensive references to other services throughout this pathway.

Understanding dementia

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. Drugs are constantly being developed to modify the symptoms. How fast dementia progresses will depend upon the individual. Each person is unique and the course of their dementia will take an individual pathway.

Research has shown that the three 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 a physical disease 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 which means that gradually, over time more parts of the brain are damaged, as this develops the symptoms become more severe.

Vascular dementia

To be healthy and function properly, the brain cells need a good supply of 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 Parkinson's disease.

- | They often experience the memory loss, spatial disorientation and communication difficulties associated with Alzheimer's and Parkinson's diseases.
- | They may also develop the symptoms of Parkinson's disease, including slowness, muscle stiffness, trembling of the limbs, a tendency to shuffle when walking, loss of facial expression and changes in the strength and tone of the voice.

There are also symptoms that are characteristic of dementia with Lewy bodies. People may:-

- | Find that their abilities fluctuate daily, even hourly.
- | Faint, fall or have 'funny turns'.
- | Experience detailed and convincing visual hallucinations, often of people or animals.
- | Fall asleep very easily by day and have restless disturbed nights with confusion, nightmares and hallucinations.

Obtain information, factsheets and leaflets from:-

Alzheimer's Society

National Telephone 020 7423 3500
Local Telephone 01803 669216
www.alzheimers.org.uk/factsheets

- 400 What is dementia?**
- 401 What is Alzheimer's disease?**
- 402 What is Vascular dementia?**
- 403 What is dementia with Lewy bodies?**
- 404 What is Fronto-temporal dementia (including Pick's disease)?**
- 426 Diagnosis and assessment**
- 436 The Mini Mental State Examination (MMSE)**
- 440 Younger people with dementia**
- 444 Depression**
- 518 What if I have dementia? (THIS FACTSHEET IS IMPORTANT TO READ)**
- 524 Understanding and respecting the person with dementia**
- 526 Coping with memory loss**

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007
www.devon.gov.uk/socialcare

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620
Email: signposts@nhs.net

Section 2: General Information

Emergency Duty Team (Out of Hours)

To contact the emergency duty / out of hours social care team in your area

Devon

South Hams and Teignbridge Telephone 0845 6000 388

Torbay

Torbay Telephone 0845 0568 032

Important personal information

To assist you on your pathway, pages are available at the back of this booklet, to record the following information:-

- | Emergency telephone contact numbers, leave by the telephone for sitters etc.
- | Your own quick reference telephone numbers
- | A record of all telephone calls, dates, organizations, what was said and the name of the contact (this may be valuable at a later date)
- | A record of the cared for person's medical treatment (this may be valuable at a later date)

If you and the cared for person use a mobile telephone, enter your IN CASE OF EMERGENCY (ICE) telephone numbers in the 'address book', numbering ICE 1, ICE 2, ETC., in order of your preference. Emergency services personnel will always look for information under this entry.

In case the cared for person wanders off or becomes lost, put emergency contact names, telephone numbers in their handbag, wallet or pocket.

Torbay operates a 'Safely Home Scheme' for people with dementia found wandering in a public place. For more details ring:-

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

See also the Carers Alert / Emergency Response Card in Section 3.

Message in a bottle

The system works by storing the cared for person's details in clearly labelled plastic bottles. These may be kept in the refrigerator and in the glove box of their vehicle. Matching labels, known to the emergency services, are displayed in their house, on the outside of their refrigerator door and on the inside of their front door, placed so it is not visible from outside. The label is also displayed on the dashboard of their vehicle. This ensures that the essential information is readily available to the emergency services should the cared for person suffer an accident, sudden illness or is involved in a fire. Vital information is available, not only to identify them but also to advise on relevant illnesses, allergies, medication and emergency contact addresses. Obtain message bottles from your doctor's surgery, pharmacy, Age Concern, Neighbourhood Watch, Council Offices or the Lions Club.

Lions Club

South Hams and Teignbridge Telephone 0845 833 2806

Email: miab@lions105sw.org.uk

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Managing your medicines

Use a tablet dispensing container (memory aid container) to help you to remember when to give prescribed medication. Containers are available to cover a week, either, twice a day, morning and evening, or four times a day, morning, lunchtime, teatime and evening. The container is refilled once a week. Tablet dispensing containers are available at your pharmacist. It is very important to make sure that you put the right medicines in the correct compartment of the container.

If necessary keep all medicines out of reach of the cared for person in a cupboard or under lock and key. Under certain circumstances, the dispensing chemist will provide medicines on a week-by-week basis, in the form of a fully labelled 'blister pack'. This helps to avoid any under or overdosing of medicines.

Maintaining a daily routine

It is important that you try to maintain a sense of routine and continuity for the cared for person and, if possible, that they have an awareness of this. For example regular meal times etc. A list of the day's activities for the cared for person, is very useful in helping to maintain contact with day to day life. This is easily achieved by means of a white board or a written list in a known position, for example, in the kitchen.

Book of my Life

Make a "Book of my Life", for the cared for person. The purpose of the book is to give information of life experiences, relationships, preferences and unique personality of the cared for person that will be available to inform staff in hospitals or care settings. It could contain information about their date of birth, schools (where and when), employment, likes and dislikes, their dietary needs, daily and weekly routines, habits, interests and hobbies. A photograph album of now and in past is another idea. The list is endless, put in your own ideas.

Memory box

A suitable metal, wooden or cardboard box can be used. Items from the past of the cared for person can act as a memory aid. The items can show who the person is and what they have achieved in their life. Anything with a personal memory that will stimulate them and that they can relate to is ideal. Objects from the past, family heirlooms, household or personal items with a sentimental value, photographs, medals. Do not include anything sharp or pointed. Add items to the box as time progresses.

Sources of information

Signposts for Carers (Torbay)

Signposts for Carers are the specialist information and support services for carers in Torbay
For more information see section 3.

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620
Email: signposts@nhs.net

Devon Carers Link (South Hams and Teignbridge)

Devon Carers Link provide help, information and support services for carers in Devon
For more information see section 3

Devon Carers Link

South Hams and Teignbridge Telephone 08456 431341
Email: carerplus@westbankfriends.org.uk

Age UK Ltd

Age UK Ltd. provide an information and advice service,

Age UK Ltd

Telephone 01803 555181

The following publications are very informative and well worth reading:-

Who Cares?

Can be obtained as a download from the Department of Health

Publications department

Telephone 0300 1231 002
www.orderlinedh.gov.uk

Right Care Index

Right Care Index is a U.K. directory for health and social care. It is aimed at assisting the public in their search for care and to enhance and individualise their lifestyles. The solutions offered fall in line with the governments "personalisation agenda".

For a comprehensive listing of services from:-

Right Care Index

Telephone 01872 321327
www.rightcareindex.com
Email: mail@rightcareindex.com

Still Going Strong

Can be obtained free from The Mental Health Foundation

Publication department

Telephone 0207 8031 100 / 08457 909 090

Email: mhf@mhf.org.uk

Information factsheets and leaflets

Obtain information leaflets from the racks at doctors' surgeries, hospitals and clinics.

These leaflets are a good source of information on a range of conditions and services.

Additional sources of information can be obtained from:-

- Section 13 (Factsheets, Telephone numbers, websites and email address)

Carers Register (South Hams and Teignbridge)

Becoming a member of Devon Carers Link can provide you with:-

- Access to a Flexible Breaks Grant
- Assistance to attend your local carers' forum
- Benefits check
- Carers' newsletter mailed direct to carers
- Contact details for social or health care
- Carers Alert Card Scheme – designed to provide round the clock assistance to ensure that if carers have an emergency, support is put in place to enable the cared for person to be looked after.
- Free carers information pack
- Support groups
- Take-a-Break service
- Training opportunities for carers

Devon Carers Link

South Hams and Teignbridge Telephone 08456 431 341

Email: carerplus@westbankfriends.org.uk

Carers Register (Torbay)

The following are free services available through joining the Torbay Carers register:-

- Access to Carers Education programmes
- Carers discount scheme – special discounts available at some local businesses and shops
- Carers Emergency Card – designed to provide round the clock assistance to ensure that if carers have an emergency, support is put in place to enable the cared for person to be looked after
- Safely home scheme – a confidential and secure means to help return home someone found lost and confused in a public place
- Signposts quarterly newsletter for other relevant information mailed direct to carers
- Special events for carers

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Social care (South Hams and Teignbridge)

Devin County Council is responsible for many social care services in the South Hams and Teignbridge.

The single point of contact for information and to access services about health and social care for adults, help for older people vulnerable adults their carers and the registered disabled if appropriate.

Devon Carers Link

South Hams and Teignbridge Telephone 08456 431 341

Email: carerplus@westbankfriends.org.uk

Mobility and Disability Aids

Mobility and disability information South Hams and Teignbridge

Check your local taxi companies for purpose built wheelchair access taxis and lists of local companies that hire out electric powered scooters, electric and manual wheelchairs and other equipment in Yellow Pages and Thompson Local Directory

Mobility and disability Information (Torbay)

Torbay disability information service produce a range of information sheets and include one on transport that covers wheelchair accessible taxis, another that lists local companies that hire out electric powered scooters, electric and manual wheelchairs and other equipment

Torbay and Southern Devon Health and Care NHS Trust Disability Information Service
Torbay Telephone 01803 546474
Email: Dis.torbay@nhs.net

Shopmobility

Shopmobility is a scheme which lends or hires mobility equipment to members of the public with limited mobility, to shop and to visit leisure and commercial facilities within the town or shopping centre:-

- manual wheelchairs
- powered wheelchairs
- powered scooters

For information contact:-

Shopmobility

Brixham Telephone 01803 858304
Dawlish Telephone 01626 888777
Exeter Telephone 01392 494001
Newton Abbot Telephone 01626 335755
Paignton Telephone 01803 521771
Plymouth Telephone 01752 600633
Teignmouth Telephone 01626 777775
Torquay telephone 01803 380982

Community Transport (South Hams and Teignbridge)

Ring and Ride Community bus services operate in the following areas:-

South Hams Ring and Ride:-

Totnes and Dartmouth Community Buses	Telephone 01803 867878
Coleridge community bus (Kingsbridge)	Telephone 01548 852813
Harbertonford shuttle bus	Telephone 01803 732092
Totnes community bus	Telephone 01803 865211
West Dart bus Telephone 01803 712424	

Teignbridge Ring and Ride:-

Dawlish	Telephone 01626 888777
East Teignbridge	Telephone 01626 888777
Newton Abbot and West Teignbridge	Telephone 01626 335775

Community Transport (Torbay)

Torbay Ring and Ride community bus service provide a vital link for Torbay residents who have difficulty using conventional transport due to disability, age or other mobility restrictions.

Torbay Ring and Ride **Torbay Telephone 01803 201000**

National Bus Pass

Free bus passes available on all registered local bus services within England for eligible residents aged 60 years and over or those with disabilities.

Devon County Council
Torbay Council

South Hams and Teignbridge Telephone 01392 383688
Torbay Telephone 01803 207766

Park and Ride

Brixham's popular park and ride is located on Dartmouth Road, just past the junction with Kennels Road, next to the Cayman Golf Course.

Torquay Council

Brixham Telephone 01803 207687

Dartmouth The service runs from the car park just outside Dartmouth on the A3122, where it joins with the A379 by Lidl supermarket, to Dartmouth town centre. It is a seasonal service operating between Easter and the end of October. Occasionally there are out of season services for special events.

South Hams District Council

Dartmouth Telephone 01803 861234

Medical Equipment on Loan, Hire and for Sale

British Red Cross offers the following medical equipment on loan:-

- Bathroom aids Rivera and Bath-Wizard bath lifts and shower stools
- Daily living aids Riser/recliner chairs, over-bed tables, trolleys and stools
- Small aids Including jar openers, tap turners, peelers and plug pullers
- Toilet aids Commodes, toilet rails, raised toilet seats and grab rails
- Walking Aids Rollators, tri-walkers, walking frames and walking sticks
- Wheelchairs

To obtain details contact:-

British Red Cross

Telephone 0845 331 3331
Delivery service 0845 331 3331
www.redcross.org.uk

There are retail showrooms in the area that sell mobility and disability aids that will assist the cared for person in their day to day living.

The Independent Living Centre does not sell equipment, but offers professional and impartial advice on how to choose, where to buy and often an opportunity to try out equipment.

The aids available include:-

- Household items and kitchenware
- Pressure relief and positioning pillows and cushions
- Wheelchairs and walking aids
- Bathing and toileting aids including incontinence care
- Homecare
- Therapy
- Moving and Handling
- Orthopaedic

It is vital to ensure that you get professional advice before purchasing, having on loan or hiring any equipment. This can be via an assessment from:-

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551007
www.devon.gov.uk/socialcare

Independent Living Centre

Telephone 01392 687276

Torbay and Southern Devon Health and Care NHS Trust (Disability Information Service)

Torbay Telephone 01803 546474
Email: Dis.torbay@nhs.net

Personal Alarm Systems

A Community Alarm is an easy to operate system in your home that connects the alarm base unit to an emergency response centre and can summon help immediately in an emergency.

An alarm button to summon help is located on the base unit.

A pendant can be worn around the neck or like a watch to summon help if you are away from the base unit, whether in the house or in the garden.

A Monitoring Alarm can be as simple as a baby alarm. More complicated alarms can be bought through a local equipment provider. Specialised alarms are available for people with sensory loss. Information about alarm systems can be obtained through your local Crime Prevention Officer, private companies, your local District Council or by contacting:-

Age UK Ltd (Aid Call)

Telephone 0800 7722661

Call 24 Hour

Telephone 0800 9850407

Lifeline Alarm Service

Torbay (Only) Telephone 01803 522228

Saga

Telephone 0800 0685059

Teign Care Alarm

Telephone 01626 355135

Telecare

A range of equipment can be added on to the basic community alarm system. Instead of relying on the client to press a button to summon help, sensors attached to pieces of equipment, for example, a movement sensor or a fall detector will automatically alert the centre when a client has left their home or had a fall. This then allows an appropriate response to be provided to the client, often by carers or relatives.

For environmental risks there are a range of detectors, such as smoke, carbon monoxide, natural gas and flood.

For personal risks there are devices which monitor movement, falls, imminent epileptic seizures, night time incontinence, bed or chair occupancy, medication, exiting property, bogus caller/panic buttons and visual alert door access.

For more information on products and how telecare works contact:-

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007

www.devon.gov.uk/socialcare

Lifeline Alarm Service

Torbay (Only) Telephone 01803 522228

Obtain information, factsheets and leaflets from:-

Age UK

National Telephone 020 8765 7200
Freephone 0800 169 6565
South Hams and Teignbridge Telephone 0845 296 7810
Torbay Telephone 01803 555181
www.age.org.uk

Alzheimer's Society

National Telephone 020 7423 3500
Local Telephone 01803 669216
www.alzheimers.org.uk/factsheets

425 How the GP can help
454 How health professionals can help
465 Choices in care
471 Next steps

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007
www.devon.gov.uk/factsheets

Citizens Advice Bureau

National Telephone 0844 111 444
South Hams and Teignbridge Telephone 0844 2451 284
Torbay Telephone 01803 521726
www.citizensadvice.co.uk/factsheets

Signposts for carers (Torbay)

Torbay Telephone 01803 666620
Email: signposts@nhs.net

Torbay Disability Information Service

Torbay Telephone 01803 546474
www.torcom.org.uk/disabilityinformationservice

Section 3: Carer Support

Befriending

Most carers are on a similar pathway. The support of other carers is very comforting as they know and understand how you are feeling, and the emotions you are going through. We can all feel anger, worry, sadness, guilt, loneliness, isolation, confusion, longing for the past, wanting to turn the clock back. Unfortunately this is not possible, we must live for today, tomorrow and the future.

Carers groups are run by doctor's surgeries, hospitals, clinics or by volunteer organisations. Speak to other carers in the group and on the telephone. Sharing your experiences helps you both through difficult times.

It is much easier to cope if you look after your own health and wellbeing.

Have time for yourself by using the take a break scheme, day centre or have respite care for the cared for person, either in their own home, residential or nursing home.

Get to know the key worker or care manager responsible for the cared for person. They will be able to help you get practical help in your caring role.

Accepting help

It is not unknown for carers to refuse help in the early stages of an illness. It is vital to accept the help and support you will need as time progresses. By accepting help you will know that you are not alone. Your local Community Mental Health Service is a vital link where workers from a range of professional backgrounds will be able to help with practical problems and provide advice to people who use services and carers. Their role is to provide community interventions where practicable, to help people stay in their own homes.

For information, support and confidential guidance, speak to trained advisers at the
Alzheimer's Society **Dementia Helpline Telephone 0845 300 0336**

Devon Carers Link Support for Carers South Hams and Teignbridge

Devon Carers Link is the specialist information and support service for carers in The South Hams and Teignbridge area. The service can help by calling:-

Devon Carers Link **South Hams and Teignbridge Telephone 08456 431 341**
Email: carerplus@westbankfriends.org.uk

Signposts Support for Carers (Torbay)

Signposts for Carers is the specialist information and support service for carers in Torbay. The service can help by:-

- Listening to carers' concerns in a friendly and non judgemental way
- Providing information about a wide range of subjects, such as:- welfare benefits, equipment, transport, leisure, housing, support groups etc.
- Contacting Torbay Care Trust on your behalf to arrange support for you and the person you care for
- Arranging welfare benefit checks through a range of organisations
- Chasing up organisations
- Highlighting services for carers, such as the Carers Emergency Card, Signposts newsletter, Carers Education programme and special events for carers
- Offering confidential support

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620
Email: signposts@nhs.net

Carer Support Groups (South Hams and Teignbridge)

For information about carer support groups contact:-

Devon Carers Link

South Hams and Teignbridge Telephone 08456 431 341

Email: carerplus@westbankfriends.org.uk

Carer Support Groups (Torbay)

For information about carer support groups contact:-

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Memory Café

A Memory Café is a drop in centre, open on a regular basis, to provide information for anyone who has, or is worried about, memory loss. People with dementia and their family or carers are encouraged to attend. Often a qualified health professional will be in attendance for confidential, private consultation. Memory Cafés provide information and peer support for you and the cared for person. They are run by a number of local agencies, including partnerships between the voluntary sector, the NHS and local Authorities.

South Hams:-

Dartmouth

Telephone 01803 839354

Kingsbridge

Telephone 01752 255399

Totnes

Telephone 01803 867899

Teignbridge:-

Ashburton / Buckfastleigh / Dart Valley

Telephone 07767 328686

Bishopsteignton

Telephone 01626 774484

Bovey Tracey

Telephone 01803 669216

Dunsford / Teign Valley

Telephone 01647 252701

Dawlish

Telephone 01626 774484

Exminster

Telephone 01392 824752

Newton Abbot

Telephone 01626 357090

Teignmouth

Telephone 01626 774484

Torbay:-

Brixham

Telephone 01803 546470 / 01803 669216

Paignton

Telephone 01803 546470 / 01893 669216

Torquay (Babbacombe)

Telephone 01803 546470 / 01803 669216

Short Break Voucher Scheme (Torbay)

Torbay and Southern Devon Health and Care NHS Trust has a voucher scheme in partnership with residential care homes to provide adults and carers of adults with easier access to residential short breaks. The Short Break voucher Scheme is for adults who are eligible to community care services and whose carers have been assessed as needing regular breaks. Please contact Torbay and Southern Devon Health and Care NHS Trust to arrange for someone to visit you to look at your, or the cared for persons needs. If you would like to use the short break voucher scheme, the number of breaks will be agreed for the following year.

You will then be sent:-

- The number of vouchers you have to use in the following year, one voucher equals one nights stay
- A list of all the care homes that are part of the scheme. Your care manager will mark on the list those homes that are most suitable for your needs
- Notes on how to book your break
- A financial assessment will be carried out to work out if you need to pay for anything towards the cost of the break.

For further information contact:-

Your Care Manager

Torbay telephone 01803 666620

Email: signposts@nhs.net

Take a Break (South Hams and Teignbridge)

As a member of the 'Take a Break' scheme, which provides a sitting service for carers in people's own homes, you will be allocated vouchers for a 3 month period to the Take a Break Sitting Service. These hours can be used singularly or in blocks at any one time. Vouchers are used to administer the scheme. Every three months you will receive 39 vouchers in the post. Each voucher is equivalent to a one hour break. The voucher is free but a contribution of £3.00 per hour is paid direct to the care provider. The voucher is valid for the current three month period.

Devon Carers Link

South Hams and Teignbridge Telephone 08456 431 341
Email: carerplus@westbankfriends.org.uk

Host Carer Scheme – Days Out (Torbay)

There is a service in Torbay for older people, and people with dementia and/or mental health problems. The aim of this service is to provide an alternative to a stay in a care home by offering a short break in a local family home. Each of the approved families offer different lengths of stay and each family will have different activities and interests that the person can join in as well as receiving support to pursue their own interests and hobbies

For further information contact:-

SWAPS

Torbay Telephone 01626 360170

South West Placement Scheme (swaps) Short Break Service (Torbay)

This service is designed as an alternative to traditional day care centres. It is provided by Age UK Ltd. (Torbay). A trained 'Host Carer' will pick up the cared for person by car and take them to the hosts home for the day of structured activity and care. Hosts groups usually have 3 – 4 people per day and efforts are made to match the host to the interests of the cared for person i.e. they like gardening, playing cards etc. The 'Host' provides lunch, arranges outings and other activities to suit the group. Host Carer Scheme-Days can be provided following an assessment by the Torbay and Southern Devon Health and Care NHS Trust or privately direct to Age UK Ltd (Torbay).

For further information contact:-

Your Care Manager or Host Carer Scheme- Days Out

Torbay Telephone 01803 841839

Flexible Break Grant (South Hams and Teignbridge)

The scheme is intended to be flexible and enable you to have a break that suites you. The grant can be used for holidays and trips, with or without the person you care for, personal development or the purchase of equipment to pursue hobbies and leisure activities.

Devon Carers Link

South Hams and Teignbridge Telephone 08456 431 341
Email: carerplus@westbankfriends.org.uk

Respite Care (Short breaks) (South Hams and Teignbridge)

Respite care gives people a chance to relax by having a break or taking a holiday. The care can be provided either at home or away from the home. Respite care is short-term care used as a temporary alternative to a person's usual care arrangements. It is important that carers have regular breaks and make time for their own needs. Respite care may also be needed in other situations, the carer might have to go into hospital or have other important commitments.

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007
www.devon.gov.uk/socialcare

Devon Carers Link

South Hams and Teignbridge Telephone 08456 431 341
Email: carerplus@westbankfriends.org.uk

Mentoring Service (South Hams and Teignbridge)

A Community Mentoring Service can offer support and help if you are experiencing difficulties because of isolation, stress, depression or anxiety. A local coordinator will get in touch and arrange to visit you to find out how a community mentor can help. The mentor can point you in the direction of other organisations able to help you, and plan what you would like to achieve with the help of the service. As well as being open to carers, this service is also provided for people in the early stages of dementia.

Devon (Time for Life)

South Hams and Teignbridge Telephone 0845 296 7997

Crossroads Care SW Carers Enabling Service (Torbay)

A charity that provides support to carers and their families to enable them to focus on their own needs, including breaks, advocacy, links to support groups, education and social activity. Crossroads Care will work with each individual to work out what a break means to them and then assist them to get it.

Crossroads Care SW

Torbay Telephone 01803 323510 / 07972 410514

Email: admin@crossroadscare.org.uk

Carer's Alert / Emergency Response Card

The Carer's Alert card (south Hams and Teignbridge) and Carer's Emergency card (Torbay) is designed to provide round the clock assistance to ensure that if the carers have an emergency, support is put in place to enable the cared for person to be looked after. The card only has a reference number on it. All personal details are held at a secure central data base.

The card is carried in your hand bag or wallet.

Devon Carers Link

South Hams and Teignbridge Telephone 08456 431 341

Email: carerplus@westbankfriends.org.uk

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Obtain information, factsheets and leaflets from:-

Age UK Ltd

National Telephone 020 8765 7200

Freephone 0800 169 6565

South Hams and Teignbridge Telephone 0845 296 7810

Torbay Telephone 01803 555181

www.age.org.uk

Alzheimer's Society

National Telephone 020 7423 3500

Local Telephone 01803 669216

www.alzheimers.org.uk/factsheets

412 Voluntary organisations
445 Counselling: how can it help?
516 Dealing with guilt
523 Carers: looking after yourself

Care Direct Devon)

South Hams and Teignbridge Telephone 0845 1551 007

www.devon.gov.uk/factsheets

Citizens Advice Bureau

National Telephone 0844 111 444

South Hams and Teignbridge Telephone 0844 2451 284

Torbay Telephone 01803 521726

www.citizensadvice.co.uk/factsheets

Signposts for Carers

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Torbay Disability Information Service

Torbay Telephone 01803 546474

www.torcom.org.uk/disabilityinformationservice

Section 13 (Factsheets, Telephone Numbers, Websites and Email Addresses)

Section 4: Looking after Yourself

Part of doing your best is looking after yourself and making time to relax is very important. If you try to continue day after day without a break, you invite stress and depression. Even a short period away from the routine can work wonders.

It is important to look after yourself when you are caring for someone with dementia, it can be all too easy to ignore your own needs and to forget that you matter as well.

If there is a day centre or sitting service in your area that will allow you to get out for a while, use it. When you feel the need for a longer rest, ask your Care Manager about respite care and be insistent. Do not be afraid to approach your friends and family for support, your role as a carer is exhausting. You are entitled to expect help.

There may be a local self help group you can join, sharing and discussing your problems, this is a good idea. You can learn how others deal with difficulties similar to your own.

Laugh and try to retain a sense of humour. Laughing with the cared for person can help to relieve a stressful situation. Remember there are funny times. We can laugh at the funny times, we are not laughing at our loved ones we are laughing with them.

If the time comes when you can no longer cope, don't be too hard on yourself.

If the cared for person needs to be admitted to hospital or residential care, this is not a sign of failure on your part. It is often the best and safest solution for all concerned.

Health matters

As a carer your health is important. If you become unwell and do not get help, you may be unable to continue looking after the person you care for. Take the time to consult your doctor about your own health. Simple treatments like having a 'Flu Jab', for example, could help you avoid illness.

Because of your caring role, do not ignore warning symptoms that might indicate a developing illness or a serious condition. Services can be put in place to support you even if you are compelled to have time away from your caring role.

Safety in the home

Staying safe whilst caring for someone with dementia is exhausting and as their ability to reason declines, potential hazards increase.

Be aware of risks in the home such as gas appliances, trailing wires, electrical equipment, low glass tables, loose rugs, medicines and cleaning materials (bleach etc.)

Make sure the cared for person is kept away from anything that might harm them.

Remember you cannot remove all hazards, but you can be vigilant and aware of new dangers that might develop. As long as you learn to look out for problems, you are doing all that can be expected.

Care and Repair Service (South Hams and Teignbridge)

Care and Repair help older people and those with disabilities of any age get repairs, improvements and alterations done for their home. Help to make people's homes warmer, safe, secure and more comfortable so that they can live at home for as long as they may wish to do so. Work with many other organisations in doing this, in particular to help them get the benefits and services that they may be entitled to.

Care and Repair Service

**South Hams Telephone 01752 896652
Teignbridge Telephone 01626 355793**

Safe at home

Safe at Home is a friendly handyperson service for carers of people who are vulnerable due to age, disability or financial circumstances or who have been victims of crime.

Services provided are:-

- Visit and talk to you about your home
- Provide door or window locks and door chains
- Fit grab rails
- Help move small items of furniture
- Carry out small plumbing repairs
- Change light bulbs and install smoke alarms
- Fit key safes
- Secure loose floor coverings

Age UK Ltd

Torbay Telephone 01803 841846

Devon Care and Repair

South Hams and Teignbridge Telephone 01271 340326

Devon and Somerset Fire and Rescue Service will carry out a free home safety visit for the occupier, providing advice and guidance on their fire and home safety needs. They can also provide specialist alarms for people with hearing or sight impairment.

To obtain details and a free home visit contact:-

Devon and Somerset Fire and Rescue Service

Telephone 08007311822

If you have safety concerns about water, electricity, gas appliances or other risks, (e.g. gas or carbon monoxide leaks) contact your utility company immediately, as they are able to offer specialist advice and support to mitigate any risks.

Diet

It is important to do what you can to make sure that the cared for person and yourself enjoy their food and eat a healthy balanced diet. As dementia progresses eating can become difficult for some people. By making a few changes you can help keep mealtimes as enjoyable and stress free as possible. Sometimes a person with dementia may eat more food than they need.

If they are eating excessive amounts, try to limit their food intake to prevent them eating too much and becoming overweight.

Contact the doctor if you have any specific concerns about nutrition or other problems associated with eating for either the cared for person or yourself. If appropriate a specialist such as a Dietician, Occupational Therapist or Speech and Language Therapist can help.

Obtain information, factsheets and leaflets from:-

Age UK Ltd

National Telephone 020 8765 7200

Freephone 0800 169 6565

South Hams and Teignbridge Telephone 0845 296 7810

Torbay Telephone 01803 555181

www.age.org.uk

Alzheimer's Society

National Telephone 020 7423 3500

Local Telephone 01803 669216

www.alzheimers.org.uk/factsheets

428 Adaptations, improvements and repairs to the house

429 Equipment to help with disability

462 Respite care

502 Coping with incontinence

503 Safety at home

504 Washing and bathing

511 Eating

512 Pressure sores

522 Staying healthy

523 Carers: looking after yourself

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007

www.devon.gov.uk/factsheets

Citizens Advice Bureau

National Telephone 0844 111 444

South Hams and Teignbridge Telephone 0844 2451 284

Torbay Telephone 01803 521726

www.citizensadvice.co.uk/factsheets

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Torbay Disability Information Service

Torbay Telephone 01803 546474

www.torcom.org.uk/disabilityinformationservice

Section 5: Carers Rights and Assessments

Who is a carer?

A carer is someone of any age who provides, unpaid, a substantial amount of care on a regular basis for a parent, partner, relative or friend of any age who is ill, frail or disabled (mentally or physically).

Carers Assessment

The Carer's (Equal Opportunities) Act 2004

The Carer's (Equal Opportunities) Act 2004 places a legal duty on local authorities to inform carers of their right to an assessment of their needs in their caring role. When they carry out that assessment, they will also have a legal duty to consider any work, study and leisure interests that a carer may have.

You have a right to a Carer's Assessment if you are over 16 and provide, or intend to provide, regular and substantial care to someone over 18. The Carer's Assessment should look at whether you wish to continue caring and your needs. This is not an assessment of how good you are at caring, but is about the support that may be available to help you in your role as a carer. You can ask for an assessment from your Local Authority Devon or Torbay and Southern Devon regardless of whether the person you care for receives services from them. Under the Act, carers are entitled to services in their own right. These services are defined as anything that promotes the health and wellbeing of the carers. The help can range from driving lessons, counselling and information and advice.

The Care Trust may charge carers for some of the services they receive.

If an assessment concludes that services are required, these must be provided. Such services may include aids and adaptations to the home, meals on wheels, home care, respite schemes, care, residential and nursing care.

To request a Carers Assessment call:-

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007

www.devon.gov.uk/socialcare

Torbay and Southern Devon health and Care NHS Trust Torbay Telephone 01803 210500

Email: Dis.torbay@nhs.net

Advocacy

Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need.

Advocacy schemes work in partnership with the people they support and take their side.

Promotes social inclusion, equality and social justice

To obtain details contact:-

Age UK Ltd

Crossroads Care SW

Devon Advocacy

Torbay Telephone 01803 841832

Torbay Telephone 01803 323510 / 07972 410514

Email: admin@crossroadscare.org.uk

Telephone 0845 330012

Hospital discharge

Hospital discharge is the term used when a person leaves hospital once they are sufficiently recovered. People with dementia usually need further long term help after leaving hospital. Some people with dementia move into a care home. Others need further long term help in their own home, or in the home of a relative or friend.

Before a person is discharged from hospital, their needs must be assessed by the multi disciplinary team so that any support or care services they need can be arranged before the person leaves hospital. Any organisations that will be providing these services must be made aware of when the person is due to be discharged.

The person leaving hospital should be fully involved in this assessment with input from family, carers and friends if deemed appropriate.

It may also involve the person's consultant, nursing and ward staff, physiotherapists, occupational therapists and social worker.

Obtain information, factsheets and leaflets from:-

Age UK Ltd

National Telephone 020 8765 7200

Freephone 0800 169 6565

South Hams and Teignbridge Telephone 0845 296 7810

Torbay Telephone 01803 555181

www.age.org.uk

Alzheimer's Society

National Telephone 020 7423 3500

Local Telephone 01278 663 805

www.alzheimers.org.uk/factsheets

418 Community care assessment

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Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007

www.devon.gov.uk/factsheets

Citizens Advice Bureau

National Telephone 0844 111 444

South Hams and Teignbridge Telephone 0844 2451 284

Torbay Telephone 01803 521726

www.citizensadvice.co.uk/factsheets

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Torbay Disability Information Service

Torbay Telephone 01803 546474

www.torcom.org.uk/disabilityinformationservice

Section 6: Carer Training

As a carer you need information to understand what causes dementia, also advice and support on problems facing the cared for person and the carer in the future. Carers training courses are designed to do this in a very informative and relaxed environment.

A carers training course is a source of valuable information for you now, and what you will encounter in the future.

On the training courses, as a group, carers are a great source of information, sharing their experiences with each other.

Current topics include:-

- | Basic first aid
- | Behaviour problems
- | Benefits and allowances
- | Better Nutrition
- | Communication strategies
- | Coping with dementia
- | Emergency first aid and patient handling
- | Falls awareness for carers
- | Managing incontinence
- | Preventing falls
- | Safe moving and handling
- | Stress management
- | What causes dementia
- | What support is available for the cared for and carer

Carers training course can be arranged by contacting:-

Devon Carers Link

South Hams and Teignbridge Telephone 08456 431341

Email: carerplus@westbankfriends.org.uk

Signpost for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

**IT IS NEVER TOO EARLY TO ATTEND
A CARERS TRAINING COURSE**

BOOK IT NOW

Section 7: Financial and Legal Implications

IT IS VERY IMPORTANT TO ARRANGE THE FINANCIAL AFFAIRS FOR THE CARED FOR PERSON AND YOURSELF BEFORE IT IS TOO LATE

Wills

Everyone should make a Will. A Will ensures that when a person dies, their possessions and/or money go to the people of their choice. People with dementia who wish to make or change their Will should seek legal advice from a solicitor as soon as possible. This is because there may be issues about that person's mental capacity to understand and special arrangements may have to be made.

It is important that people make a Will safeguarding their family's financial interests.

Setting up a Trust

If the person with dementia has investments, property or savings, they can set up a Trust to ensure that these assets are managed in their chosen way. To do this the person must be able to convey their wishes clearly. A Trust is a very powerful legal document giving a nominated person authority to deal with your financial affairs. It is wise to take advice from your solicitor on your choice of Attorney(s) to ensure that they act on your behalf in your best interests. You can also in a similar way appoint someone to make decisions about health and personal welfare.

People may wish to set up a Trust safeguarding their family's financial interests.

Enduring Power of Attorney (EPA)

Before October 2007 people could grant an Enduring Power of Attorney (EPA) to one or more trusted person(s) attorney(s), provided that both the donor of the power and the attorney(s) signed the document prior to 1st October 2007. Any EPA remains valid whether or not it has been registered at the Court of Protection. An EPA can be used while you still have mental capacity, provided you consent to its use. If you start to lose the mental capacity to manage your finances, your attorney(s) are under a duty (under certain circumstances) to register your EPA with the Office of the Public Guardian (OPG).

Lasting Power of Attorney (LPA), Property and Affairs

Anyone who has been diagnosed with dementia, who has not made a Property and Affairs LPA, who owns property, investments or has an income other than benefits, should make one.

An LPA gives the attorney(s) the legal right to act on a person's behalf when they are no longer able to act for themselves. It is a very powerful legal document giving that person(s) absolute control over all your financial affairs. It is in your best interest to appoint two people plus your solicitor to act on your behalf as attorney(s). It can only be used once it has been registered at the Office of the Public Guardian (OPG).

Lasting Power of Attorney (LPA) Personal Welfare

Anyone who is worried that they may develop dementia in the future, or has been diagnosed with dementia and is concerned about how decisions regarding their medical treatment might be made, should they lose the ability to decide for themselves, should consider making a Personal Welfare LPA. They may fear that life sustaining or life-prolonging treatments would be provided long after they were able to achieve a level of recovery, length of life or quality of life that the person would at present consider to be acceptable or tolerable.

Because a Personal Welfare LPA (advance decision/living will) concerns health care, you should consult your General Practitioner (GP) and solicitor before drafting and signing.

Once enacted, your chosen attorney(s) are allowed to make decisions about your personal welfare. It can only be used after it has been registered at the Office of the Public Guardian (OPG) and you have become mentally incapable of making decisions about your own welfare.

Court of Protection

The Court of Protection is a Court which can direct how a person's finances should be dealt with if there are issues about mental capacity. The Court acts under very strict rules. It has wide sweeping powers which can sometimes prove restrictive for those appointed by them to act for a person who has lost capacity to deal with their financial affairs. If no EPA or LPA exists the Court of Protection is a last resort giving a court the power to appoint a deputy to act on the cared for persons financial behalf. It can freeze joint bank accounts causing great inconvenience to other persons. There is an initial charge, plus a yearly charge to audit the accounts. Every penny received and paid out must be accounted for, backed up by receipts.

It is very important to have the person's affairs in order well before this stage.

The Mental Health Act 2007

The Mental Health Act 2007 replaces the Mental Act 1983. The sections of the 1983 act which are relevant to people with dementia and their carers remain largely unchanged. The Mental health Act 2007 deals with people who are medically assessed as having a 'mental disorder'. If a person is thought to be at risk to themselves or to others, or if it is felt that their health is at risk, they can be detained in hospital under this act. This is commonly known as 'being sectioned' under the act. Most people are, however, admitted into hospital on a voluntary basis.

Mental Capacity Act 2005

The Mental Capacity Act 2005 provides a statutory framework to empower and protect people who are aged 16 and over who lack, or may lack, capacity to make certain decisions for themselves because of illness, a learning disability, or mental health problem.

The main purpose of the act is to clarify and reform the current common law provisions which govern the ways in which people can and should deal with those people who lack decision making capacity. It is supplemented by new statutory schemes for advanced decision making and court-based resolution of disputes or difficulties. The act covers decisions relating to an individual's property and financial affairs, together with decisions regarding health care treatment and more everyday decisions such as personal care.

Deprivation of Liberty (DOL) Safeguards 2009

As part of the Mental Capacity Act, DOL Safeguards are now in place for people in hospitals and care homes who lack capacity or who can't make their own decisions about their care.

A DOL authorisation must be obtained where people need to have their liberty taken away from them in order to receive care and/or treatment that is in their best interests and that protects them from harm. It is the responsibility of the local Primary Care Trust (for hospitals) or Local Authority (for care homes) to ensure appropriate assessments and reviews are in place.

Financial advice

To make the best use of Trusts, Wills and Investment Planning including Powers of Attorney it may be useful to ask a professional to assist in collating and advising in all the financial aspects and implications.

Organisations such as banks operate 'in house' advice teams which frequently change and which are typically restricted to offering advice only on the bank's own products.

Independent Financial Advisors, registered by the Financial Services Authority, can offer independent advice on the best way to safeguard a person's financial aspects when faced with a dementia driven situation.

Independent Financial Advisors are usually localised businesses offering personal continuity and are able to provide advice from the whole of the financial market.

Independent wide ranging financial advice would be tailored to assist close family members/carers through an extremely difficult period and may be a prompt to put similar safeguards in place to possibly assist their own children in years to come.

Obtain information, factsheets and leaflets from:-

Age UK Ltd

**National Telephone 020 8765 7200
Freephone 0800 169 6565
South Hams and Teignbridge Telephone 0845 296 7810
Torbay Telephone 01803 555181
www.age.org.uk**

Alzheimer's Society

**National Telephone 020 7423 3500
Local Telephone 01278 663 805
www.alzheimers.org.uk/factsheets**

- 459 The Mental Health Act 2007 and Guardianship**
- 460 Mental Capacity Act 2005**
- 463 Advance decision**
- 467 Financial and legal tips**
- 472 Enduring power of attorney, lasting power of attorney and receivership**
- 475 Frequently asked legal questions**

Care Direct (Devon)

**South Hams and Teignbridge Telephone 0845 1551 007
www.devon.gov.uk/factsheets**

Department of Health

**www.dh.gov.uk/en/socialCare/Deliveringadultsocialcare/MentalCapacityAct
Mental Capacity Act and Deprivation of Liberty Information/Leaflets:**

Citizens Advice Bureau

**National Telephone 0844 111 444
South Hams and Teignbridge Telephone 0844 2451 284
Torbay Telephone 01803 521726
www.citizensadvice.co.uk/factsheets**

Signposts for Carers (Torbay)

**Torbay Telephone 01803 666620
Email: signposts@nhs.net**

Torbay Disability Information Service

**Torbay Telephone 01803 546474
www.torcom.org.uk/disabilityinformationservice**

Section 8: Benefits

CHECK THAT ALL BENEFITS ARE BEING CLAIMED. IT IS MOST IMPORTANT YOU ARE BOTH ASSESSED FOR BENEFIT ENTITLEMENTS NOW

The cared for person and the carer need to be assessed for any benefits they are entitled to receive. Take advice on all the financial aspects of this step.

The benefits system is complicated and finding out to what you are entitled can be difficult. Claiming benefits usually involves filling out forms but do not let this put you off. It is vital to get the right advice about any welfare benefits to which the cared for and the carer may be entitled. Some benefits are not means tested.

There are a range of agencies that may be able to help you.

Contact the Pensions Office (Benefits Agency) for a personal appointment to see a customer liaison manager for assistance to fill in claim forms at home.

Pensions Office (Benefits Agency)

Benefits Enquiry Line 0800 88 22 00
Pension Services 0845 6060 265
www.pensionsadvisoryservice.org.uk

Benefit checks

Several organizations offer free confidential, impartial and independent advice at local drop in centres. Providing information on benefits entitlement, advocacy and support to claimants, assisting them to maximize benefit income. Help with form filling. A home visiting service is available.

For Details Contact:-

Age UK Ltd.

South Hams and Teignbridge Telephone 0845 296 7810
Torbay Telephone 01803 841832

Devon Carers Link

South Hams and Teignbridge Telephone 08456 431 341
Email: carerplus@westbankfriends.org.uk

Citizens Advice Bureau

South Hams and Teignbridge Telephone 0844 2451284
Torbay Telephone 01803 546474

Signpost for Carers (Torbay)

Torbay Telephone 01803 666620
Email: signposts@nhs.net

Possible benefits to claim (in alphabetical order) are:

- Attendance allowance
- Bereavement benefit
- Carer's allowance
- Council tax benefit
- Direct Payments
- Disability living allowance
- Employment Support Allowance (formally Incapacity benefit)
- Housing benefit
- Pension credit
- Retirement pension
- Severe disablement allowance
- Warm front grants
- Widow's benefit
- Winter fuel payment

Obtain information, factsheets and leaflets from:-

Age UK Ltd

National Telephone 020 8765 7200

Freephone 0800 169 6565

South Hams and Teignbridge Telephone 0845 296 7810

Torbay Telephone 01803 555181

www.age.org.uk

Alzheimer's Society

National Telephone 020 7423 3500

Local Telephone 01803 669216

www.alzheimers.org.uk/factsheets

413 Benefits

414 Council tax

431 Benefits rates and income / saving thresholds

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007

www.devon.gov.uk/factsheets

Citizens Advice Bureau

National Telephone 0844 111 444

South Hams and Teignbridge Telephone 0844 2451 284

Torbay Telephone 01803 521726

www.citizensadvice.co.uk/factsheets

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Torbay Disability Information Service

Torbay Telephone 01803 546474

www.torcom.org.uk/disabilityinformationservice

Section 13 (Factsheets, Telephone Numbers, Websites and Email Addresses)

Section 9: Understanding Domiciliary Care

Domiciliary Care, sometimes known as home help or home care, covers a number of different services available to the cared for person in their own home, and is provided so they remain as independent as possible. Domiciliary care agencies providing personal care to people in their own homes have to be registered by the Care Quality Commission (CQC), the same organisation that regulates care homes.

You may need help for a short time until you can manage for yourself, or sometimes on a more permanent basis. In most cases the person wants to stay in their own home, and the service aims to help them to do just that.

Adult and Community Services will carry out an assessment of the needs of the cared for person. This help could involve washing and dressing in the mornings, undressing and putting to bed in the evenings, supervising the administration of medication and preparation of meals. They will also be financially assessed to see if they will need to make a financial contribution towards the cost of any services.

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007

www.devon.gov.uk/socialcare

Torbay and Southern Devon Health and Care NHS Trust Torbay Telephone 01803 219700

Email: Dis.torbay@nhs.net

Domiciliary Care

Domiciliary care can be arranged by contacting your social worker or Key Worker/Care Manager. This service is provided by a private company and funded by social services within certain financial guide lines.

To access domiciliary care call:-

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551007

www.devon.gov.uk/socialcare

Torbay and Southern Devon Health and Care NHS Trust Torbay Telephone 01803 219700

Email: Dis.torbay@nhs.net

Shopping and housework are also undertaken but must be paid for separately.

Obtain information, factsheets and leaflets from:-

Age UK Ltd

National Telephone 020 8765 7200

Freephone 0800 169 6565

South Hams and Teignbridge Telephone 0845 296 7810

Torbay Telephone 01803 555181

www.age.org.uk

Care Direct (DEVON)

South Hams and Teignbridge Telephone 0845 1551 007

www.devon.gov.uk/factsheets

Citizens Advice Bureau

National Telephone 0844 111 444

South Hams and Teignbridge Telephone 0844 2451 284

Torbay Telephone 01803 521726

www.citizensadvice.co.uk/factsheets

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Torbay Disability Information Service

Torbay Telephone 01803 546 474

www.torcom.org.uk/disabilityinformationservice

Section 10: Understanding Residential Care

Some carers decide that, come what may, they will try to continue looking after the cared for person in the home environment. It is not unknown for substantial support packages to be put into place and even 'continuing care' to be awarded in these cases. Remember, to keep the cared for person at home is your choice.

In many carers lives however, there comes a time when they realise that, despite how hard they try, looking after a cared for person at home is no longer an option. Sometimes this point is reached after the carers themselves have been ill or after a period when the cared for person has been either in hospital or intermediate care. At this point there may have been a deterioration in the health, mobility or skills of the cared for person making caring in the home environment almost impracticable.

If this point has been reached the cared for person will be assessed by a professional health worker and advice given on the type of care home that should be chosen. This will largely depend upon the health and / or the behavioural traits of the cared for person.

To place the cared for person, into a home might be very difficult. One cannot prepare for the feelings of loss, failure, guilt, and lack of purpose that may come flooding to the surface. Many carers find this step to be the most painful and difficult to take.

Take heart however, many also find that once the cared for person is settled visiting often achieves quality time together without the daily work associated with caring.

Residential Care Home

Provides support as if you are in your own home, and help with personal care such as getting up and going to bed, washing, dressing and going to the toilet.

Nursing Care Home

Provides care for people with complex needs who require the skills of a qualified nurse. They are required by law to have a qualified nurse on duty 24 hours a day.

Nursing Care Home (EMI / EMD registered)

For cared for persons who are very ill a category of nursing home exists which will have the necessary skills of qualified nursing staff but additionally have the skills to cope with more challenging behaviours.

These are known as nursing homes for the Elderly Mentally Infirm (EMI) or Elderly Mentally Disordered (EMD).

To be registered all care homes have to be inspected by the Care Quality Commission (CQC) and if you have access to the internet you will be able to find the latest inspection reports for any particular care home.

As the carer you become the voice of the cared for person so you should be happy that the home you choose is the one that you feel most comfortable and safe with and that it is the best option for the cared for person.

Choose the care home very carefully. Make sure it meets the cared for persons needs. The home should aim to give the cared for person as much choice and independence as possible. Ask about the room. Is it single, shared or en suite? Does the home provide varied meals, allow pets, telephone in room, arrange trips out, your own doctor, religious worship, activities and entertainment? Ask about their attitude towards the use of drugs.

Most care homes produce a brochure. This will tell you what services are available, and if the cared for person will have to pay for them out of their personal allowances. Do not be pushed or bullied into a decision before you understand all the financial implications of the move.

Take advice on all the financial aspects of this step, with your local Financial Assessment and Benefit (FAB) team. Ask to be assessed for continuing care if the cared for person is very ill. This is where your record of medical treatment and Incidents will serve you well.

Your Care Manager / Key Worker will have a list of care homes that are approved by the local health authority and will assist you in this step.

Take advice on the care homes and visit as many as you wish before choosing one.

For more information contact:-

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007

www.devon.gov.uk/socialcare

Signpost for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Key Care Solutions

Is a website which lists care homes and day care centres that have current vacancies. The simple and user friendly search facility is free to the public and enables you to search for care homes which specialize in dementia care. Many of the featured homes also accommodate day and short term respite care.

Key Care Solutions

Telephone 0844 414 5827

www.keycaresolutions.co.uk

Right Care index

Right Care Index has a comprehensive list all the Care homes in Devon

Right Care Index

Telephone 01872 321327

www.rightcareindex.com

Email: mail@rightcareindex.com

Obtain information, factsheets and leaflets from:-

Age UK Ltd

National Telephone 020 8765 7200

Freephone 0800 169 6565

South Hams and Teignbridge Telephone 0845 296 7810

Torbay Telephone 01803 555181

www.age.org.uk

Alzheimer's Society

National Telephone 020 7423 3500

Local Telephone 01803 669216

www.alzheimers.org.uk/factsheets

451 What standards of care can people expect from a care home?

452 Assessment for NHS-funded nursing care

468 Paying care home fees

469 When does the local authority pay for care?

476 Selecting a care home

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007

www.devon.gov.uk/factsheets

Citizens Advice Bureau

National Telephone 0844 111 444

South Hams and Teignbridge Telephone 0844 2451 284

Torbay Telephone 01803 521726

www.citizensadvice.co.uk/factsheets

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620

Email: signposts@nhs.net

Torbay Disability Information Service

Torbay Telephone 01803 546 474

www.torcom.org.uk/disabilityinformationservice

Section 13 (Factsheets, Telephone Numbers, Websites and Email Addresses)

Section 11: Counselling

When someone close to you has developed dementia you are likely to experience feelings of grief and bereavement, not only in the period after their death, but also as the illness progresses before they die. It may help to know that such feelings are normal and that other people experience similar reactions.

Carers groups are a great source of comfort. Other carers understand how you feel as they are going through or have been through the same emotions as you.

Knowing what to expect when someone nears the end of life is vitally important, both for the person who is ill and for their family and friends. Nothing can heal the deep feelings of pain and loss.

Having information can help us to prepare for the physical and emotional changes that we might be experiencing.

Torbay and Southern Devon Health and Care NHS Trust has an 'Emotional Support Scheme' which enables carers to talk through their emotional concerns confidentially with a qualified councillor and help them to see things more clearly and manage their caring role more easily. To be eligible to join the scheme, you will need to have had a carer's assessment and had the need for support identified. The service is free of charge and offers 10 sessions of counselling. There is a scheme co-ordinator who will be able to give more information.

Scheme Co-ordinator

Torbay (only) Telephone 01803 666620

Palliative care

Palliative care services are intended to keep the person as comfortable as possible and to ensure that they have the best quality of life. The service offers supportive care and help to the person and their family to enable them to cope as well as possible with the effects of the illness.

The following organizations can supply information you will find very useful:-

Age UK Ltd.

offer free advice and support in times of bereavement.

AGE UK Ltd

South Hams and Teignbridge Telephone 0845 296 7810

Torbay Telephone 01803 555181

Alzheimer's Society

supply factsheets, books, information and support through local branches of the society.

Alzheimer's Society

Telephone 01803 669216

www.alzheimers.org.uk/factsheets

Citizens Advice Bureau (CAB)

helps people resolve their money, benefits, legal and other problems in times of bereavement by providing free advice and information.

Citizens Advice Bureau

South Hams Teignbridge Telephone 0844 4 111 444

Torbay Telephone 01803 297 803

Cruse Bereavement Care

provides help, support, advice, counselling and information on practical matters at local branches to anyone who has been bereaved.

Cruse

Telephone 01626 332450 0844 477 9400

www.crusebereavment.co.uk

Samaritans

are people from all walks of life, who offer a sympathetic listening ear, provide confidential and emotional support to anyone of any age who is going through a crisis. The Samaritans are available 24 hours a day, 365 days a year (calls charged at local rate).

Samaritans

Telephone 08457 909 090
www.samaritans.org.uk

Obtain information, factsheets and leaflets from:-

Age UK Ltd

National Telephone 020 8765 7200
Freephone 0800 169 6565
South Hams and Teignbridge Telephone 0845 296 7810
Torbay Telephone 01803 555181
www.age.org.uk

Alzheimer's Society

National Telephone 020 7423 3500
Local Telephone 01803 669216
www.alzheimers.org.uk/factsheets

507 Grief and bereavement

Care Direct (Devon)

South Hams and Teignbridge Telephone 0845 1551 007
www.devon.gov.uk/factsheets

Citizens Advice Bureau

National Telephone 0844 111 444
South Hams and Teignbridge Telephone 0844 2451 284
Torbay Telephone 01803 521726
www.citizensadvice.co.uk/factsheets

Signposts for Carers (Torbay)

Torbay Telephone 01803 666620
Email: signposts@nhs.net

Torbay Disability Information Service

Torbay Telephone 01803 546 474
www.torcom.org.uk/disabilityinformationservice

Section 12: Glossary

Medical glossary of terms and abbreviations

ACUTE UNIT	A mental health hospital unit for people who have emergency, severe and/or challenging needs that requires treatment that cannot be provided in a less intensive local setting
AMHP	Approved Mental Health Practitioner (Previously known as ASW Approved Social Worker)
CAP	Community Alternative Programme
CARE MANAGER	Usually a social worker to oversee funding of the patient
CCT	Complex Care Team
CT or CAT SCAN	Computerised Axial Tomography
CJD	Creutzfeldt-Jakob disease
CMHS (OP)	Community Mental Health Services for Older People
CMHT	Community Mental Health Team
CMO	Community Medical Officer
CONSULTANT	Psychiatrist-in-charge
CPA	Care Programme Approach, agreeing an individualised care plan (You might hear this called a person centred plan)
CPN	Community Psychiatric Nurse
CSW	Carer Support Worker
CTG	Cardiotocography
DAY TREATMENT UNIT	Acts as a day treatment hospital and out patient department
DLB	Dementia with Lewy Bodies
ECG	Electro Cardiograph
ECR	Extra Contractual Referral is the term used for referring a patient to a specialist centre in another area
ECT	Electro Convulsive Therapy
EMD	Elderly Mental Disorder
EMI	Elderly Mentally Infirm
GP	General Practitioner (Family Doctor)
ICAS	Independent Complaints Advocacy Service
ICT	Intensive Community Treatment
KEY WORKER	Care co-ordinator. Could be GP, OT or CPN
MCI	Mild Cognitive Impairment
MDF	Manic Depression Fellowship
MDT	Multi Disciplinary Team
MIND	National mental health charity
MMSE	Mini Mental State Examination
MND	Motor Neurone Disease
MRI SCAN	Magnetic Resonance Imaging
MS	Multiple Sclerosis
NSF (1)	National Schizophrenia Fellowship
NSF (2)	National Service Framework
NHS	National Health Service
OCD	Obsessional Compulsive Disorder
OT	Occupational Therapist
PALS	Patient Advice & Liaison Service
PCT	Primary Care Trust
PET SCAN	Position Emission Tomography
PICU	Psychiatric Intensive Care Unit

PSP	Progressive Supranuclear Palsy
PTSS	Post Traumatic Stress Syndrome
RMN	Registered Mental Health Nurse
RMO	Responsible Medical Officer (usually the consultant)
SANE	Mental health charity
SAP	Single Assessment Process
SHO	Senior House Officer (Hospital Doctor)
SOAD	Second Opinion Appointed Doctor, from the Mental Health Commission
SPECT SCAN	Single Photon Emission Computerised Tomography
SW	Social Worker
UNIT	Ward or outpatient facility

If any of the definitions are unclear to you, please discuss them with a medical professional.

Non medical glossary of terms and abbreviations

AA	Attendance Allowance
ADW	Advanced Decision Will. (Formerly called a Living Will)
BEL	Benefits Enquiry Line
CAB	Citizens Advice Bureau
CDP	Care Direct Plus
CQC	Care Quality Commission
CRUSE	National Charity for Bereavement
DOL	Deprivation of Liberty
DFG	Disabled Facilities Grant
DLA	Disability Living Allowance
DCP	Dementia Carers' Pathways
DSD	Department for Social Development in Northern Ireland
DVLA	Driver and Vehicle Licensing Agency
DWP	Department for Works and Pensions
EPA	Enduring Powers of Attorney
FAB	Financial Assessment and Benefits Team
ICE	In Case of Emergency
ICAS	Independent Complaints Advocacy Service
LPA	Lasting Powers of Attorney
HMRC	HM Revenue & Customs
OPG	Office of the Public Guardian
REPoD	Rotarians Easing Problems of Dementia
SAP	Single Assessment Process
SCfD	Senior Council for Devon

Care Home glossary of terms and abbreviations

[Are there any for Torbay?](#)

Section 13: Fact Sheets, Telephone Numbers, Websites and Emails

Factsheet Information

Age UK factsheets

Have a range of factsheets which can be obtained from:-
www.age.org.uk or telephone 020 87657200

Alzheimer's factsheets

Have a wide range of factsheets which can be obtained from:-
www.alzheimers.org.uk/factsheets or telephone 020 7423 3500

Citizens Advice Bureau

Have a range of factsheets which can be obtained from:-
www.citizensadvice.co.uk/factsheets or by Telephone 0844 111 444

Devon County Council Factsheets

Have a range of factsheets which can be obtained from:-
www.devon.gov.uk/factsheets or by telephoning Care Direct 0845 1551 007

Torbay Council

Have a range of leaflets which can be obtained from:-
Torbay Telephone 01803 207201

Torbay and Southern Devon Health and Care NHS Trust

Have a wide range of leaflets which can be obtained from:-
Torbay Telephone 01803 219700
dis.torbay@nhs.net

Telephone number / Website / Email Address Information

Name	Telephone number / Website / Email Address	
Age UK Ltd	Freephone	0800 169 65 65
	National	020 8765 7200 www.age.org.uk
	South Hams and Teignbridge	0845 296 7810
	Torbay	01803 555181

Alarm Systems

Age UK Ltd (Aid Call)	0800 7722 661
Call 24 Hour	0800 085 0407 www.call24hour.com
Helpline	0845 247 999
Saga	0800 068 5059 www.saga.co.uk/sos
Teign Care Alarm	01626 355135
Torbay Community Alarm centre (Torbay only)	01803 522228

Alzheimer's Society

Alzheimer's Society	National	020 7423 3500
	Local	01803 669216
	Dementia Helpline	0845 300 0336
		www.alzheimers.org.uk/factsheets

Benefits

Pensions Office (Benefits Agency)	Benefits Enquiry Line Pension Services	0800 88 22 00 0845 6060 265 www.pensionsadvisoryservice.org.uk
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Benefits Check

Age UK Ltd	South Hams and Teignbridge Torbay	0845 296 7810 01803 841832 / 555181
Care Direct (Devon)		0845 1551 007 www.devon.gov.uk/socialcare
Devon Carers Link		08456 431 341 www.devoncarerslink.org
Signposts for Carers (Torbay)		01803 666620 Email: signposts@nhs.net

Blue Badge Parking Scheme

Devon		0845 1551 007 www.devon.gov.uk/socialcare
Torbay		01803 217700

British Red Cross		National 0845 331 3331 Delivery Service 0845 331 3331 www.redcross.org.uk
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Care Direct (My Devon)		0845 1551 007 www.devon.gov.uk
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Care Quality Commission (CQC)		03000 616 161 www.cqc.org.uk
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Carer Support

Community Mentoring Service (Time for life)	Exeter Devon	01392 45383 / 20092 0845 296 7997 Email: info@timeforlife.org.uk
Care Direct (Devon)		0845 1551 007 www.devon.gov.uk/socialcare
Devon Carers Link		08456 431 341 www.devoncarerslink.org contact@devoncarerslink.org.uk
Devon Carers support line	Free phone	0808 801 0878
Disability Information Service (Devon)		0845 1551 005
Disability Information Service (Torbay)		01803 546474
Torbay and Southern Devon health and Care NHS Trust (Signposts for Carers)		01803 666620 Email: signposts@nhs.net

Carer Training Courses

Devon Carers Link	08456 431 341 www.devoncarerslink.org
St. John Ambulance (Carer Training Devon)	01392 822646
Torbay and Southern Devon health and Care NHS Trust (Signposts for Carers)	01803 666620 Email: signposts@nhs.net

Carers Alert / Emergency Responce Card

Devon Carers Link	08456 431 341 www.devoncarerslink.org.uk
Signposts for Carers (Torbay)	01803 666620 Email signposts@nhs.net

Carers Direct	0808 802 0202 www.nhs.uk/carersdirect
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Carers Groups

South Hams:- Devon Carers Link	0845 431341 www.devoncarerslink.org
Teignbridge:- Devon Carers Link	0845 431341 www.devoncarerslink.org
Torbay and Southern Devon Health and Care NHS Trust Signposts for Carers (Torbay)	01803 666620 Email: signposts@nhs.net

Carers U K	National helpline (free phone) 0808 808 7777 01392 824752 www.carersuk.org email: adviceline@carersuk.org
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Citizens Advice Bureaux (CAB)	National 02078 332181 www.citizensadvice.org.uk
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Community Transport Torbay and Southern Devon

My Devon Customer Care Centre	0845 155 1019
South Hams:- Park and Ride:- Dartmouth Ring and Ride:- Ivybridge Totnes and Dartmouth Community Buses:- Coleridge community bus (Kingsbridge) Harbertonford shuttle bus Totnes community bus West Dart bus	 01803 861234 01752 690444 01803 867878 01548 852813 01803 732092 01803 865211 01803 712424

Teignbridge:- Ring and Ride:- East Teignbridge Newton Abbot and West Teignbridge	01626 888777 01626 335775
Torbay:- Park and Ride:- Brixham Ring and ride: Torbay	01803 207687 01803 201000

Cruse	01626 332450 www.crusebereavment.co.uk email helpline@cruse.org.uk
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Devon Advocacy	0845 3300112
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Care and Repair

South Hams	01752 896652
Teignbridge	01626 355793

Devon Carers	08456 434 435
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Devon Carers Link	08456 431 341 Email contact@devoncarerslink.org.uk
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Devon and Cornwall Housing Association	01392 252566
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Devon and Cornwall Police (non-emergency)	08452 777 444
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Devon County Council	0845 155 1016 / 01392 382000 www.devon.gov.uk
Devon Emergency Duty team: out of Hours only	0845 6000 388

Devon Doctors NHS Out of hour's urgent GP service

Devon	0845 67 10 270
Torbay and Southern Devon	0845 67 10 270

Devon Link	01404 549045 Email: linkdevon@edvsa.org.uk
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Devon Partnership NHS Trust

Devon Partnership NHS Trust Headquarters Patient Advice and Liaison Service (PALS) South Hams and Teignbridge Emergency team (Out of hours)	01392 208866 Free Phone 0800 0730 741 www.dpn-tr.pals.uk 0845 6000 388
East Devon:- Inpatient Services:- Exeter. Franklin hospital	01392 263768
Exeter:- Inpatient Services:- Exeter. Franklyn Hospital	01392 208417

Mid Devon:- Inpatient Services:- Tiverton. Melrose Unit Tiverton Hospital	01884 259171
North Devon:- Inpatient Services:- Barnstable. Meadow Unit, North Devon District Hospital Bideford. Abbotsvale Unit Bideford Hospital	01237 420251 01271 322654
West Devon:- Inpatient Services:- Torquay. Beech Unit	01752 690967 01803 614567

Devon Primary Care Trust Now NHS Devon	0845 140 5005 www.devonpct.nhs.uk
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Devon and Somerset Fire and Rescue Service	0800 7311 822
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Devon Young Carers	0845 643 1341
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D.H.S. Health Care Ltd	Free phone 0800 783 76 54
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Disability Information Service

Devon	0845 1551 005
Torbay	01803 546474

District Councils

South Hams District Council	01803 861234
Teignbridge District Council	01626 361101

Emergency Telephone Numbers mental health (Outside of normal Hours)

NHS Direct	0845 46 47
Devon Emergency Team	0845 6000 388
Torbay Emergency Team	0845 0568 032
Devon Doctors	08456 712 270

Emergency Telephone Numbers Utility Companies

South Western Electricity	0800 365 900
Key Meter Emergencies Only	0800 365 600
Gas	0800 111 999
Transco If you Smell Gas or for Gas Leaks	
South West Water	0800 169 1144

Hospitals Main

Barnstaple North Devon	01271 322577
Exeter Royal Devon and Exeter	01392 411611
Plymouth Derriford	01752 202082
Torquay Torbay	01803 614567

Hospitals Regional / Community

Exeter:- Whipton Franklin	01392 208333 01392 208415

South Hams and West Devon:- Dartmouth / Kingswear Kingsbridge Tavistock Totnes	01803 832255 01548 852349 01822 612233 01803 862622
Teignbridge:- Ashburton / Buckfastleigh Bovey Tracey Dawlish Newton Abbot Teignmouth	01364 652203 01626 832279 01626 868500 01626 324500 01626 772161
Torbay:- Brixham Paignton	01803 881399 01803 557425

H.M. Revenue and Customs (VAT)	Help line 0845 010 9000 www.hmrc.gov.uk
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Independent Living Centre	01392 687276
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Key Care Solutions Free search facility for finding the right care home or day centre Information	0844 414 5827 www.keycaresolutions.co.uk email: info@keycaresolutions.co.uk
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Memory Cafés

Devon	www.memorycafes.org.uk
East Devon:- Axminster Budleigh Salterton Exmouth Honiton Ottery St Mary Seaton Sidmouth and Sid Valley	01297 35144 01935 441234 07974 453938 / 01392 385761 01404 45360 01404 816700 07779 729 684 01395 579789
Exeter:- Exeter (Alphington) Exeter (Broadclyst / Pinhoe) Exeter (Heavitree) Exeter (St James) Exeter (St Thomas) Topsham	01392 202092 01392 824752 01392 824752 01392 824752 01392 824752 01392 879009
Mid Devon:- Crediton Cullompton Hemyock Okehampton Tiverton	01884 257511 01884 257511 01823 680750 01884 257511 01884 257511
North Devon:- Barnstaple Bideford Great Torrington Holsworthy Ilfracombe	01271 311630 01237 420136 01237 420136 / 01237 459337 01237 420136 01271 311630

Lynton and Lynmouth Northam South Molton	0845 1551 007 01237 420136 01769 573101
South Hams:- Dartmouth Ivybridge Kingsbridge Totnes	01803 839354 01752 893952 01752 255399 01803 867899
Teignbridge:- Ashburton / Buckfastleigh / Dart Valley Bishopsteignton Bovey Tracey Dunsford / Teign Valley Dawlish Exminster Newton Abbot Teignmouth	07767 328686 01626 774484 01803 669216 01647 252701 01626 774484 01392 824752 01626 357090 01626 774484
Plymouth:- Plymouth Plymouth Plymouth	01752 255399 / 07889 604184 01752 255399 / 07889 604184 01752 255399 / 07889 604184
Torbay:- Brixham Paignton Torquay	01803 669216 / 01803 669216 / 01803 669216 /
West Devon:- Tavistock	01822 616958 / 01822 617726

Mencap	0808 808 1111 / 0207 4540454
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Mentoring service

Devon Time for Life South Hams and Teignbridge Exeter (only) (Age Concern)	0845 296 7997 01392 454383 / 202092
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Message in a bottle

Lions Club	0845 833 2806 miab@lions105sw.org.uk
Signposts for Carers (Torbay)	01803 666620

MIND (National Association for Mental Health)	020 8519 2122 www.mind.org.uk
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National Bus Pass South Hams and Teignbridge Torbay	01392 383688 www.devon.gov.uk/nationalbuspass 01803 207766
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NHS Devon Formally Devon Primary Care Trust	0845 140 5005 www.devonpct@nhs.net
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NHS Direct	0845 46 47
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Office of the Public Guardian	0845 330 2900 www.publicguardian.gov.uk
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Patient and Advisory Service (PALS)

Patient Advice and Liaison Service (PALS)	Free Phone	0800 0730 741
South Hams , Teignbridge and Torbay		
Torbay and Southern Devon health and Care NHS Trust		01803 219700

Parkinson's Disease Society	0808 800 0303
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Pensions Office Benefits Agency	0800 882 200 0845 606 0265 www.thepensionsservice.gov.uk
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Princess Royal Trust For Carers	0844 800 4361
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Publications

Who Cares? Department of Health publication department	0300 1231 002 www.orderlinedh.gov.uk
Right Care Index A comprehensive health and social care directory for Devon	01872 321327 www.rightcareindex.com
Still Going Strong. The Mental Health Foundation publication department	0207 8031 100 / 08457 909 090 Email mhf@mhf.org.uk

Radar key

Royal Association for Disability and Rehabilitation (RADAR) South Hams and Teignbridge Torbay	020 7250 3222 0845 1551 007 www.radar.org.uk 01803 217700
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Registration Office (Birth, Marriage, Death)

South Hams and Teignbridge	0845 155 1002
Torbay	01803 546 474

Right Care Index	01872 321327 www.rightcareindex.com email: mail@rightcareindex.com
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Rotarians Easing Problems of Dementia (REPoD)	01822 852102 www.repod.org.uk
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Royal National Institute for the Deaf	0808 808 0123
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Royal National Institute for the Blind	08457 669 999
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Safe at Home Friendly Handyman Service

Age UK Ltd	01803 841846
Devon Care and Repair	01271 340326

Samaritans	08457 909 090 www.samaritans.org.uk
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Saneline	08457 678 000
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Second hand low cost furniture and appliance

Paignton	01803 559065
South Hams (Refurnish) Totnes	01803 868389
Teignbridge (Refurnish) Newton Abbot	01626 362313
Torbay (Mash)	01803 211343

Senior Voice Previously Senior Council for Devon (SCfD)	01803 732678 www.seniorcouncildevon.org.uk Email info@scfd.org.uk
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Shopmobility

Barnstaple	01271 328866
Brixham	01803 858304
Dawlish	01626 888777
Exeter	01392 494001
Honiton	01404 46529
Ilfracombe / Lynmouth (Mobile Unit)	01271 328866
Newton Abbot	01626 335775
Paignton	01803 521771
Plymouth	01752 600633
Teignmouth	01626 777775
Tiverton	01884 242099
Torquay	01803 380982

Signposts for Carers (Torbay)

Torbay and Southern Devon health and Care NHS Trust Signposts for Carers (Torbay) Information for Torquay, Paignton and Brixham Torbay Emergency Duty team: out of Hours	01803 666620 01803 666620 Email signposts@nhs.net 0845 0568 032
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Social Services

Devon (My Devon) Torbay	0845 1551 007 www.devon.gov.uk/socialcare 01803 219700 Email: signposts@nhs.net
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St John Ambulance (Carer training for Devon)	01392 822646 email emme.healey@devon.sja.org.uk
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Stroke Association	National Help line 0845 3033 100 Local 01392 447361 www.stroke.org.uk Email Info@stroke.org.uk
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Teign Care	01626 355135 www.teignhousing.co.uk
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Torbay Council	01803 201201 www.torbay.gov.uk
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Torbay and Southern Devon Health and Care NHS Trust	01803 210500 Email: Dis.torbay@nhs.net
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Torbay and Southern Devon Health and Care NHS Trust

South Hams:- Community and Memory Services:- Totnes Team (Dartmouth, Kingsbridge, Salcombe, South Brent, Totnes) Rural Team (Ivybridge, Modbury, Wembury, Yealmpton) Inpatient Services:- Torquay Beech Unit	01803 840431 01752 690967 01803 614567
Teignbridge:- Community Mental Health Team:- Inpatient Services:- Torquay. Beech Unit	01392 388240 01803 614567
Torbay:- Community and Memory Services:-? Inpatient Services:- Torquay Beech Unit	 01803 614567

Wand (Mental Health Helpline)	0808 800 0312
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Westbank (Devon)	01392 823315
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Appendix 1: Emergency details of cared for person

NAME	
ADDRESS	
POST CODE	
TELEPHONE NUMBER	

EMERGENCY CONTACT DETAILS OF THE CARED FOR PERSON

NAME		NAME	
RELATIONSHIP		RELATIONSHIP	
TELEPHONE NUMBER		TELEPHONE NUMBER	
HOME		HOME	
WORK		WORK	
MOBILE		MOBILE	
DOCTOR		SURGERY NAME	
TELEPHONE		OUT of HOURS	

LIST OF MEDICATION PRESCRIBED

PLEASE UPDATE THIS LIST AFTER ANY PRESCRIPTION CHANGE

NAME OF MEDICATION	STRENGTH	QUANTITY	TIMES A DAY

ALLERGIES AND OTHER RELEVANT OR USEFUL INFORMATION

