

Dementia Support Service

Leicester City & Leicestershire



0116 223 7363



dementia.support@ageukleics.org.uk

weekdays between 08:30 - 17:30



Age UK Leicester Shire & Rutland, Thorncroft,
244 London Rd, Leicester, LE2 1RH



<https://www.ageuk.org.uk/leics/>

What is Dementia Support?

- The Dementia Support Service is here to support people living with dementia and their carers throughout their dementia journey.
- We will provide you with information and support tailored to your individual situation.
- We will enable you to explore strategies that will support you to live well with dementia by focusing on your strengths and abilities.
- We will provide emotional support and help you to access other health, social care and community services.
- We will provide support as you require, as your needs may change over time.

Eligibility for support

- You are aged 18+ with a formal diagnosis of dementia.
- You are a family member or carer of someone living with dementia.
- You are a person living with dementia who is registered with a general medical practice within Leicester City or Leicestershire.
- You are a family member or informal carer of a person with dementia. Please note that you do not have to be a resident in Leicester City or Leicestershire.

How to refer

- We accept self-referrals and professional referrals.

- Referrals accepted via telephone or email.

Support available through this service:

- When we receive a request for support, one of our team will make contact within 2 weeks to discuss your individual support needs.
- We will provide you with a variety of support options you may wish to access within the Dementia Support Service as well as other services.

Support Options:

Post Diagnostic Information Session

Following referral, you will be invited to attend a post diagnosis information session where you will be provided with a range of information to help you understand more about dementia, learn strategies to support you to manage dementia symptoms, receive key information about planning ahead and local services you may wish to access.

Personalised one to one support:

We can provide support via telephone, face to face or online.

Information, advice and signposting:

Our Memory Advisors can provide information and support around a broad range of topics and will make referrals to other organisations where required. The most commonly

discussed topics include the following:

- Dementia Journey
- Keeping safe and well
- Support from health, social care & local services
- Assistive technology, aids around the home
- Maximising your income
- Having a benefits check (disability benefits, carers allowance and income related benefits)
- Planning ahead including discussion around Lasting
- Power of Attorney

Social Groups and Activities

Our programme of groups and activities are based in the community and are designed to keep you active and connected to other people. Ask us about groups in your area.

Informal Carer Learning

Our programme of Informal carer learning is designed to equip carers with the skills and knowledge that will support them and the person they care for, to live well with dementia. Sessions include the following topics:

- Understanding dementia
- Strategies to support the person living with dementia
- Support available
- Managing money / Planning for the future
- Looking after yourself