



*NHS Gloucestershire
Gloucestershire Hospital NHS Foundation Trust
2gether NHS Foundation Trust
Gloucestershire Care Services NHS Trust*

Living Well Handbook



Health and Social Care Awards 2010 South West
Regional winner of the Success in Partnership Working category

Living Well Handbook

Welcome to your Living Well Handbook

The Living Well Handbook was inspired by people living with dementia who wanted one place to store essential information; similar to a passport.

The handbook holds:

- Information that you feel is important to share.
- Information that is helpful to you now and in the future.
- Information that ensures your care is based on your needs.

Using your Living Well Handbook

The first sections of the handbook are for you to complete. It is a good idea to do this with someone who knows you well. So that you can record the key things you want others to know about you.

Section 1 – Emergency Details

This holds essential details that might be needed by the emergency services, or people who might be stepping in to support you at short notice.

Section 2 – About Me

This part of the handbook builds up a picture of you and the things that are important to you. Professionals can use the Living Well Handbook to plan care that meets your needs.

Through out this handbook, sections have been designed to lift out. This allows you to share shorter versions of the information without losing your folder. For example, if you go into hospital.

Section 3 – Care Planning Information

You can record the name and contact details of anybody involved in your care and the way you are best supported (care plans). This helps you to contact people and also to share information between services caring for you. This section also contains a page where your current prescription details are recorded, it is important for these to be up to date as possible.

Planning for Your Future Care: Advanced Care Planning

Helps you to plan for the future; you can share your wishes and preferences with those close to you or who may care for you.

Alzheimer's Society – This is Me leaflet

Is invaluable if you need to go into hospital or a care home, and is a shorter revision of your handbook that can be replaced.

DisDAT Pain Assessment Tool

Tells people providing your care how you might be affected by pain or distress. It is particularly useful for doctors and nurses caring for you in hospital who do not know you as well as your GP.

Personal Events and Calendar

Records important dates, appointments and information.

Section 4 – Getting information about dementia

This section lists the main organisations that can give you information and support to understand your diagnosis, plan for the future and get the help you need.

Section 5 – Useful contacts

Lists local and national organisations offering services, support and information.

Introduction

My name is _____ and this book is about me.



All of the information that I and anyone else needs to help me live well with dementia will be in this handbook, so please help me to keep this information up to date.

Thank you.

Contents

Section 1 Emergency Details

Section 2 About Me

Section 3 Care Planning Information
Personal Events and Calendar

Section 4 Getting Information About Dementia

Section 5 Useful Contacts

Section 1

The Carers Emergency Scheme

Registration Number:

Contact Adult Social Care Helpdesk (01452 426 868) if not yet registered.

Emergency Details

Name

Date of Birth

Address

Post code:

Telephone Number

GP Name

Address

More details can be found in Section 2

Carer Contact Details

Main Family Carer	Second Contact
Name	Name & Relationship
Address	Address
Mobile Number	Mobile Number
Home Number	Home Number
Work Number	Work Number

Key Holder	Neighbour
Name	Name
Address	Address
Mobile Number	Mobile Number
Home Number	Home Number

Medical Details

Medical history	Date

See page 16 for current medication

Allergies

	Date

I may use the following:

Hearing Aid	Dentures
Glasses	Walking aid

I agree that the personal information contained in this **Living Well Handbook** can be shared with Health and Social Care professionals.

Signed:

For information about how dementia affects me, please refer to Section 2

The “This is Me” information supporting hospital admission can be found in Section 2

Section 2

Part 1 Supporting Me



PLACE YOUR PICTURE HERE



PLACE YOUR PICTURE HERE

My name is:

I like to be called:

My belief or faith is:

The people who are important to me are:

The people who usually look after me and know my needs best are:

Talking to Me

My first language is:

I wear glasses for:

My last eye test was:

I use a hearing aid in my: left ear / right ear / both ears

The batteries are :

My last hearing test was:

Eating and Drinking

I like:

I don't like:

The help I need to eat is:

The help I need to drink is:

I wear dentures:

Moving About

The help that I need is:

I use a walking aid:

Hygiene

I prefer to:

Strip Wash

Shower

Bath

Every day

Every 2/3 days

Every week

I need help with:

When at home I like to wear:

At Night

Likes:

At night my usual routine is:

At night it helps me to settle if:

Dislikes:

The things that bother me and make me anxious are:

The things that cause me discomfort are:

Part 2 Getting to Know Me

My family and friends are:

In my working life, I did:

My regular routines are:
(e.g. morning walks, meet friends, watch rugby.)

I really like and enjoy:

My favourite food and drinks are:

A good day for me is when:

I have a bad day when:

People, places and events that are important to me

PLACE YOUR PICTURE HERE


PLACE YOUR PICTURE HERE



PLACE YOUR PICTURE HERE



PLACE YOUR PICTURE HERE



Life Tree Of:

Favourite Memories

Favourite Places

Friends/Neighbours

Marriage Partner

Home

Religious/Spiritual Beliefs

School

Children/Grandchildren

Favourite Hobbies/Interests

Pets

Parents

Birthplace

Employment

Brothers/Sisters

This page is designed to be lift out if you are admitted to hospital or use respite care.

Section 3

Care Planning Information

Medical Contact Details

Title and symbol	Name	Contact Number
GP		
Community Dementia Nurse		
Dementia Advisor		
Chemist		
Dentist		
Optician		
Occupational Therapist		
Physiotherapist		
District Nurse		
Speech and Language Therapist		
Consultant Psychiatrist		
Dementia Link Worker		

Personal Events Section

2013

January						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

March						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

July						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

September						
M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December						
M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Circle important dates and use Page 17 and 18 for adding more detail

Personal Events Section

2014

January							February							March						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
		1	2	3	4	5						1	2						1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23	17	18	19	20	21	22	23
27	28	29	30	31			24	25	26	27	28			24	25	26	27	28	29	30
														31						

April							May							June						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	1	2	3	4	5	6				1	2	3	4							1
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29
														30						

July							August							September						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	1	2	3	4	5	6					1	2	3	1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28	29	30	31	29	30					

October							November							December						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
		1	2	3	4	5						1	2	1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				

Circle important dates and use Page 17 and 18 for adding more detail

Understanding and Recognising Pain in People with Dementia



Pain is a common problem for the older person but is poorly recognised and often unresolved.

Recognising pain for the person living with dementia is made even more difficult through memory loss and communication problems.

When assessing for pain:

- Don't rush or second guess
- Check that you can be seen and heard by the person with dementia
- Try different words for pain such as sore, ache, hurt

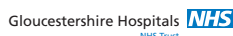
Listen to family and carers. They will be familiar with, and able to recognise, changes in behaviour or expression that might suggest discomfort or distress.

In Gloucestershire, the following tools are recommended:

- **Abbey Pain Score**
- **DisDAT**

For a FACTSHEET and more information visit:
www.gloucestershire.gov.uk/extra/dementiatraining

Working together in partnership:



Pain is described as being physical, emotional or psychological in nature.

The following behaviours are some of the ways that pain may be expressed by the person with dementia:

Physical Pain

- Pacing or walking
- Sighing or chanting
- Repeatedly asking or calling for help or family member
- Closed or tightened eyes
- Distorted facial expression
- Rubbing affected area
- Rocking or holding self

Emotional pain

- Anxious or fearful appearance
- Crying, screaming or shouting
- Aggressive or angry

Psychological Pain

- Quiet, apathetic, withdrawn or depressed appearance
- Distressed and crying
- Irritable
- Disrupted sleep
- Increased confused

There are many causes of pain:

- Loss of familiar surroundings
- Noisy, distressing environment
- Feeling isolated or separated
- Neurological change
- Cancer
- Constipation
- Infection or delirium
- Ear or toothache

Based on *Responding to pain experiences of people living with learning disabilities and dementia*. D. Kerr, C. Cunningham, H Wilkinson. www.jrt.org.uk



Disability Distress Assessment Tool

Individual's name:

DoB: **Gender:**

NHS No:

Your name:

Date completed:

Names of others who helped complete this form:

THE DISTRESS PASSPORT

Summary of signs and behaviours when content and when distressed

Appearance when CONTENT

Face Eyes

Tongue/jaw

Skin

Appearance when DISTRESSED

Face Eyes

Tongue/jaw

Skin

Vocal signs when CONTENT

Sounds

Speech

Vocal signs when DISTRESSED

Sounds

Speech

Habits and mannerisms when CONTENT

Habits

Mannerisms

Comfortable distance

Habits and mannerisms when DISTRESSED

Habits

Mannerisms

Comfortable distance

Posture & observations when CONTENT

Posture

Observations

Posture & observations when DISTRESSED

Posture

Observations

Known triggers of distress (write here any actions or situations that usually cause or worsen distress)

Disability

Distress Assessment Tool



Please take some time to think about and observe the individual under your care, especially their appearance and behaviours when they are both content and distressed. Use these pages to document these.

We have listed words in each section to help you to describe the signs and behaviours. You can circle the word or words that best describe the signs and behaviours when they are content and when they are distressed.

Your descriptions will provide you with a clearer picture of their 'language' of distress.

COMMUNICATION LEVEL *

This individual is unable to show likes or dislikes	Level 0
This individual is able to show that they like or don't like something	Level 1
This individual is able to show that they want more, or have had enough of something	Level 2
This individual is able to show anticipation for their like or dislike of something	Level 3
This individual is able to communicate detail, qualify, specify and/or indicate opinions	Level 4

* This is adapted from the Kidderminster Curriculum for Children and Adults with Profound Multiple Learning Difficulty (Jones, 1994, National Portage Association).

FACIAL SIGNS

Appearance

Information / instructions	Appearance when content	Appearance when distressed
Ring the words that best describe the facial appearance	Passive Laugh Smile Frown Grimace Startled Frightened Other:	Passive Laugh Smile Frown Grimace Startled Frightened Other:

Jaw movement

Information / instructions	Movement when content	Movement when distressed
Ring the words that best describe the jaw movement	Relaxed Drooping Grinding Biting Rigid Other:	Relaxed Drooping Grinding Biting Rigid Other:

Appearance of eyes

Information / instructions	Appearance when content	Appearance when distressed
Ring the words that best describe the appearance	Good eye contact Little eye contact Avoiding eye contact Closed eyes Staring Sleepy eyes 'Smiling' Winking Vacant Tears Dilated pupils Other:	Good eye contact Little eye contact Avoiding eye contact Closed eyes Staring Sleepy eyes 'Smiling' Winking Vacant Tears Dilated pupils Other:

SKIN APPEARANCE

Information / instructions	Appearance when content	Appearance when distressed
Ring the words that best describe the appearance	Normal Pale Flushed Sweaty Clammy Other:	Normal Pale Flushed Sweaty Clammy Other:

VOCAL SOUNDS (NB. The sounds that a person makes are not always linked to their feelings)

Information / instructions	Sounds when content	Sounds when distressed
<p>(Ring) the words that best describe the sounds</p> <p>Write down commonly used sounds (write it as it sounds; 'tizz', 'eeiow', 'tetetetete'):</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Volume: high medium low</p> <p>Pitch: high medium low</p> <p>Duration: short intermittent long</p> <p>Description of sound / vocalisation: Cry out Wail Scream laugh</p> <p>Groan / moan shout Gurgle</p> <p>Other:</p>	<p>Volume: high medium low</p> <p>Pitch: high medium low</p> <p>Duration: short intermittent long</p> <p>Description of sound / vocalisation: Cry out Wail Scream laugh</p> <p>Groan / moan shout Gurgle</p> <p>Other:</p>

SPEECH

Information / instructions	Words when content	Words when distressed
<p>Write down commonly used words and phrases. If no words are spoken, write NONE</p>		
<p>(Ring) the words which best describe the speech</p>	<p>Clear Stutters Slurred Unclear</p> <p>Muttering Fast Slow</p> <p>Loud Soft Whisper</p> <p>Other, eg. swearing</p>	<p>Clear Stutters Slurred Unclear</p> <p>Muttering Fast Slow</p> <p>Loud Soft Whisper</p> <p>Other, eg. swearing</p>

HABITS & MANNERISMS

Information / instructions	Habits and mannerisms when content	Habits and mannerisms when distressed
<p>Write down the habits or mannerisms, eg. "Rocks when sitting"</p>		
<p>Write down any special comforters, possessions or toys this person prefers.</p>		
<p>Please (Ring) the statements which best describe how comfortable this person is with other people being physically close by</p>	<p>Close with strangers</p> <p>Close only if known</p> <p>No one allowed close</p> <p>Withdraws if touched</p>	<p>Close with strangers</p> <p>Close only if known</p> <p>No one allowed close</p> <p>Withdraws if touched</p>

BODY POSTURE

Information / instructions	Posture when content	Posture when distressed
<p>(Ring) the words that best describe how this person sits and stands.</p>	<p>Normal Rigid Floppy</p> <p>Jerky Slumped Restless</p> <p>Tense Still Able to adjust position</p> <p>Leans to side Poor head control</p> <p>Way of walking: Normal / Abnormal</p> <p>Other:</p>	<p>Normal Rigid Floppy</p> <p>Jerky Slumped Restless</p> <p>Tense Still Able to adjust position</p> <p>Leans to side Poor head control</p> <p>Way of walking: Normal / Abnormal</p> <p>Other:</p>

BODY OBSERVATIONS

Information / instructions	Observations when content	Observations when distressed
<p>Describe the pulse, breathing, sleep, appetite and usual eating pattern, eg. eats very quickly, takes a long time with main course, eats puddings quickly, "picky".</p>	<p>Pulse:</p> <p>Breathing:</p> <p>Sleep:</p> <p>Appetite:</p> <p>Eating pattern:</p>	<p>Pulse:</p> <p>Breathing:</p> <p>Sleep:</p> <p>Appetite:</p> <p>Eating pattern:</p>

Information and Instructions

DisDAT is

Intended to help identify distress cues in individuals who have severely limited communication.

Designed to describe an individual's usual content cues, thus enabling distress cues to be identified more clearly.

NOT a scoring tool. It documents what many carers have done instinctively for many years thus providing a record against which subtle changes can be compared.

Only the first step. Once distress has been identified the usual clinical decisions have to be made by professionals.

Meant to help you and the individual in your care. It gives you more confidence in the observation skills you already have, which in turn will give you more confidence when meeting other carers.

When to use DisDAT

When the team believes the individual is NOT distressed

The use of DisDAT is optional, but it can be used as a

- baseline assessment document
- transfer document for other teams

When the team believes the individual IS distressed

If DisDAT has already been completed it can be used to compare the present signs and behaviours with previous observations documented on DisDAT. It then serves as a baseline to monitor change.

If DisDAT has not been completed:

- When the person is well known DisDAT can be used to document previous content signs and behaviours and compare these with the current observations
- When the person is new to a carer, or the distress is new, DisDAT can be used document the present signs and behaviours to act a baseline to monitor change.

How to use DisDAT

- Observe the individual** when content and when distressed- document this on the inside pages. *Anyone* who cares for them can do this.
- Observe the context** in which distress is occurring.
- Use the clinical decision distress checklist** on this page to assess the possible cause.
- Treat or manage** the likeliest cause of the distress.
- The monitoring sheet** is a separate sheet, which may help if you want to see how the distress changes over time.
- The goal** is a reduction the number or severity of distress signs and behaviours.

Remember

- Most information comes from several carers together.
- The assessment form need not be completed all at once and may take a period of time.
- Reassessment is essential as the needs may change due to improvement or deterioration.
- Distress can be emotional, physical or psychological. What is a minor issue for one person can be major to another.
- If signs are recognised early then suitable interventions can be put in place to avoid a crisis.

Clinical decision distress checklist

Use this to help decide the cause of the distress

Is the new sign or behaviour?

- Repeated rapidly?
Consider pleuritic pain (in time with breathing)
Consider colic (comes and goes every few minutes)
Consider: repetitive movement due to boredom or fear.
- Associated with breathing?
Consider: infection, COPD, pleural effusion, tumour
- Worsened or precipitated by movement?
Consider: movement-related pains
- Related to eating?
Consider: food refusal through illness, fear or depression
Consider: food refusal because of swallowing problems
Consider: upper GI problems (oral hygiene, peptic ulcer, dyspepsia) or abdominal problems.
- Related to a specific situation?
Consider: frightening or painful situations.
- Associated with vomiting?
Consider: causes of nausea and vomiting.
- Associated with elimination (urine or faecal)?
Consider: urinary problems (infection, retention)
Consider: GI problems (diarrhoea, constipation)
- Present in a normally comfortable position or situation?
Consider: anxiety, depression, pains at rest (eg. colic, neuralgia), infection, nausea.

If you require any help or further information regarding DisDAT please contact:
Lynn Gibson 01670 394 260
Dorothy Matthews 01670 394 808
Dr. Claud Regnard 0191 285 0063 or e-mail on claudregnard@stoswaldsuk.org

For more information see
www.disdat.co.uk

Further reading

Regnard C, Matthews D, Gibson L, Clarke C, Watson B. Difficulties in identifying distress and its causes in people with severe communication problems. *International Journal of Palliative Nursing*, 2003, 9(3): 173-6.

Regnard C, Reynolds J, Watson B, Matthews D, Gibson L, Clarke C. Understanding distress in people with severe communication difficulties: developing and assessing the Disability Distress Assessment Tool (DisDAT). *J Intellect Disability Res.* 2007; **51**(4): 277-292.

**Distress may be hidden,
but it is never silent**

Top Tips for Carers from Gloucestershire Carers

Early days

After the diagnosis of dementia for someone you love:

Try not to worry. You have become a carer. Take a deep breath. As often as you need when things feel over-whelming; retreat to the garden to give yourself a few moments of peace. Most importantly keep things in perspective and don't apportion blame to yourself or anyone else.

Practical help. Write a list of the skills you don't have, but probably need. Engage a recommended electrician or plumber for other jobs and make a list of handy numbers. Learn how to do simple tasks. For example, learn how to read a meter, adjust timers or check fuses.

Transport. Consider how getting around might be affected. Don't rush, but start thinking about whether it is time for the person for whom you care to stop driving. Enlist help to make the decision. Raise the subject with him/herself, talk to your GP, seek advice from the abbr DVLA, family and friends.

Daily life. Find out as much as you can about dementia. Consider the implications of caring at home, both in the immediate future and long term. Ask Social Services to put you in touch with people like Occupational Therapists who can advise about adaptations or Assistive Technology.

Accept help. As well as statutory sources of help, talk to friends, family and neighbours so that they can understand how to help you.

Take your time. It is natural to feel bereft and to miss the life you once had. Things won't be quite the same again. So take your time to adjust.



Section 4

Getting Information About Dementia

Getting local information

- Managing Memory Together: **0800 694 8800**
- Gloucestershire County Council:
Adult Social Care Helpdesk **01452 426868**
- Registering with the Carers Emergency
Scheme: (Adult Social Care Helpdesk) **01452 426868**
- Carers Gloucestershire: **01452 386283**
- Alzheimer's Society Gloucestershire **01452 525222**
- Patient Advice and Liaison Service (PALS)
Community PALS 08450 151 548
Hospital PALS 08000 193 282

Information Leaflets

Some of the Alzheimer's Society leaflets listed below have proven to be helpful:

- What is dementia?
- What is Alzheimer's Disease?
- What is Fronto-temporal dementia?
- What is vascular dementia?
- What is dementia with Lewy-bodies?
- What is Parkinson's?
- Younger people with dementia
- Maintaining everyday skills
- Staying healthy
- Advance decision
- About medication
- Benefits
- Driving and dementia
- Enduring power of attorney and lasting powers of attorney
- Financial and legal affairs
- Carers; looking after yourself
- Community Care Assessment
- How health and social care professionals can help

Information that may be needed in the future

This is a list of some of the issues that you may need support and advice on in the future.

Your GP and others can give more information if needed.

Section 5 has contact details of other sources of information.

- Nursing or Residential Home
- Home Care
- Day Care
- Respite care and breaks
- Mental Capacity Advocacy Service
- Progression of dementia
- Planning for your future care
- Preventing Falls
- Managing Pain
- Assistive Technology
- Continuing Health Care Funding
- Carer Support
- Funding for Care (Benefits)
- Holidays

Section 5

Useful Contacts

Advocacy	
Carers Education	
Care Quality Commission Independent regulator of health and social care in England	03000 616161 enquiries@cqc.org.uk
Advocacy Trust Gloucestershire (ATGlos) Provides independent volunteer advocates to help vulnerable people to protect their rights	Stroud, Cheltenham, 0845 0511203 Cots, Gloucester Forest of Dean 01594 821121
Gloucestershire Older Persons' Association Independent organisation providing a voice for those aged over 50 years	01453 756717 gopa4672@hotmail.co.uk
PALS The NHS Patients Advice and Liaison service supports anyone with a concern regarding their NHS services.	Community PALS 0800 0151548 (Freephone) Hospital PALS 0800 0193282

Community, Charitable and Voluntary Agencies	
Age UK (National)	0800 169 6565 (Between 8.00am - 19.00pm) www.ageuk.org.uk
Age UK Gloucestershire	01452 422660
Alzheimer's Society	National Telephone 0845 300 0336 www.alzheimers.org.uk Gloucestershire 01452 525222 Alzheimer's Society Gloucestershire
Alzheimer's Society Dementia Adviser Service	01452 525222
Alzheimer Memory Cafe UK	01452 525222
Barnwood Trust Gloucestershire – based charity dedicated to improving the quality of life for those with complex needs	01452 614429 / 0845 5040670 www.barnwoodtrust.org
Brunel Care Provides care and services to older people	Gloucester 01452 550066 www.brunelcare.org.uk
Carers Direct	08088 020202 www.nhs.uk/carersdirect
Carers Gloucestershire	01452 386283 www.carersgloucestershire.org.uk

Citizens Advice Bureau	Gloucester and District Cheltenham, Cirencester and Tewkesbury Stroud and District from landline from mobile Forest of Dean	01452 527202 01285 652908 01242 522491 08444 111444 0300 3300650 01594 823937
Cruse Bereavement Care	National www.cruse.org.uk Gloucestershire	0844 477 9400 01242 252518
Dementia UK	www.dementiauk.org 020 7874 7200	
Independence Trust Mental Health Services	0845 863 8323 www.independencetrust.co.uk	
Parkinson's UK	020 7931 8080 (office) Helpline enquiries@parkinsons.org.uk Gloucestershire, Swindon and North Wiltshire	0808 800 0303 0844 225 9821
Local branch	lsw.gloucs@parkinsons.org.uk	
Samaritans	Gloucester Cheltenham & District www.contenteddementiatrust.org	01452 306333 01242 515777
SPECAL (Specialised Care for Alzheimer's)	Burford www.specal.co.uk	01993 822129
Stroke Association	National Helpline www.stroke.org.uk	0303 3033 100
Gloucestershire Village & Community Agents Free sign posting service connecting their area	For Details on local groups 01452 528491 www.villageagents.org.uk people to local services in Gloucestershire Rural Community Council	01452 528491
Gloucestershire Young Carers	01452 733060 www.glosyoungcarers.org.uk	

Recycled Furniture (household furniture etc)

Emmaus	01452 551146
Furniture Recycling Project	01452 302303
Reclaim	01242 228823

Statutory Services

Benefits Enquiry Line (Department of Work and Pensions)	0800 882200	Disability and carers
Gloucestershire Adult Helpdesk (Social Services)	01452 426868	

Gloucestershire Community Alarm Service	Gloucester Lifelink	01452 833133
	Forest Linkline	01594 812505
	Tewkesbury Helpline	01684 272745
	Cheltenham Lifeline	01242 264393
	Careline in the Cotswolds	01453 825473 or 01594 812505 01594 812506
	Stroud Careline	01453 754149
Telecare, Gloucestershire County Council	Referrals	01452 426868
	Enquiries	01452 583743
Gloucester City Homes	Freephone	0800 408 2000 01452 424344
Gloucestershire County Council Severn Wye Energy Agency		01452 425000 www.gloucestershire.gov.uk 0800 500 3076
Gloucestershire Fire and Rescue Service	Freephone www.glosfire.gov.uk	0800 1804140 non emergency
Gloucestershire Out of Hours GP		0300 4210220
Gloucestershire Constabulary	101	non emergency
Hospitals	Gloucestershire Royal	03004 222222
	Cheltenham General	03004 222222
	Vale Community	03004 218494
	Cirencester	01285 655711
	Dilke	03004 218640
	Lydney	03004 218722
	North Cots Hospital	03004 218770
	Moore Cottage Hospital	01451 820228
	Stroud General	03004 218080
Tewkesbury	01684 293303	
HM Revenue and Customs (VAT)		0845 0109000 www.hmrc.gov.uk
Managing Memory 2gether Carers education Free 2hr information sessions for those living with dementia at various locations		0800 6948800 managingmemory@glos.nhs.uk www.2gether.nhs.uk/managing-memory-2gether
NHS Direct		0845 4647
Pension Service		0845 6060265 www.direct.gov.uk
Positive Caring Programme		01452 500885 www.gloucestershire.gov.uk

Registration Service (Births, Marriages and Deaths)	Appointments booked on 01452 425 000 or www.gloucestershire.gov.uk/ registration
Dementia Training and Education	Training for professionals and carers www.gloucestershire.gov/extra/ dementiatraining Postive Caring 01452 500885 or 01452 426 254 postivecaring@gloucestershire.gov.uk
Wheelchair Assessment Centre	01242 713900 (assessment)

Gloucestershire County Council	www.gloucestershire.gov/extra/ dementiatraining
---------------------------------------	--

Transport																																					
Blue Badge Parking Scheme	01242 532302 bluebadge@gloucestershire.gov.uk																																				
Dial-a-ride/Community Community Transport Third Sector Services	<table> <tr> <td>Cheltenham</td> <td>08456 805029</td> </tr> <tr> <td>Cinderford</td> <td>01594 844558</td> </tr> <tr> <td>Cirencester</td> <td>01285 658802</td> </tr> <tr> <td>Coleford</td> <td>01594 844558</td> </tr> <tr> <td colspan="2">www.gloucestershire.gov.uk/communitytransport</td> </tr> <tr> <td></td> <td>01452 426868</td> </tr> <tr> <td>Gloucester</td> <td>01452 627851</td> </tr> <tr> <td>or</td> <td>08456 805029</td> </tr> <tr> <td>Lydney</td> <td>01594 843809</td> </tr> <tr> <td>Newent</td> <td>01531 821227</td> </tr> <tr> <td>Tetbury</td> <td>01666 502514</td> </tr> <tr> <td>Tewkesbury</td> <td>01684 297209</td> </tr> <tr> <td>or</td> <td>08456 805029</td> </tr> <tr> <td>Bream</td> <td>01594 560257</td> </tr> <tr> <td>Wotton under Edge</td> <td>01453 542091</td> </tr> <tr> <td>Dursley (Elderly & Disabled)</td> <td>01453 545828</td> </tr> <tr> <td>North Cotswold</td> <td>01608 651115</td> </tr> <tr> <td>Stroud District</td> <td>01453 759005</td> </tr> </table>	Cheltenham	08456 805029	Cinderford	01594 844558	Cirencester	01285 658802	Coleford	01594 844558	www.gloucestershire.gov.uk/communitytransport			01452 426868	Gloucester	01452 627851	or	08456 805029	Lydney	01594 843809	Newent	01531 821227	Tetbury	01666 502514	Tewkesbury	01684 297209	or	08456 805029	Bream	01594 560257	Wotton under Edge	01453 542091	Dursley (Elderly & Disabled)	01453 545828	North Cotswold	01608 651115	Stroud District	01453 759005
Cheltenham	08456 805029																																				
Cinderford	01594 844558																																				
Cirencester	01285 658802																																				
Coleford	01594 844558																																				
www.gloucestershire.gov.uk/communitytransport																																					
	01452 426868																																				
Gloucester	01452 627851																																				
or	08456 805029																																				
Lydney	01594 843809																																				
Newent	01531 821227																																				
Tetbury	01666 502514																																				
Tewkesbury	01684 297209																																				
or	08456 805029																																				
Bream	01594 560257																																				
Wotton under Edge	01453 542091																																				
Dursley (Elderly & Disabled)	01453 545828																																				
North Cotswold	01608 651115																																				
Stroud District	01453 759005																																				
Shopmobility	<table> <tr> <td>Gloucester</td> <td>01452 302871</td> </tr> <tr> <td>Cheltenham</td> <td>01242 255333</td> </tr> </table>	Gloucester	01452 302871	Cheltenham	01242 255333																																
Gloucester	01452 302871																																				
Cheltenham	01242 255333																																				
Lydcare (Formerly Lydbrook Care In The Community)	01594 860143																																				

Support Services for people with dementia and their families

Bourton Memory Club

Baptist Church Hall, Station Road, Bourton on the Water
2nd Wednesday of the month 1030 - 1230hrs

Contact Val McKay 01451 810637

A cafe style environment for people with dementia and their families/carers in which to socialise and take part in activities.

Broadway Memory Cafe

Methodist Church Hall, High Street, Broadway
3rd Thursday of month 1100 - 1230hrs

Contact Signpost Broadway 01386 859029

Cafe for people with dementia and their families/carers provides an opportunity to meet other people and take in activities.

Cam Carers Support Group

GL11 Communities, Fairmead, Cam
Last Wednesday of month - 1400 - 1500hrs

Contact GL11 communities 01453 548530

peer support group for carers only.

Cheltenham Memory Cafe

Municipal Offices, Promenade Cheltenham 2nd
Tuesday of the month 1030 - 1200hrs

**Contact Alzheimer's Society
01452 525222**

A monthly cafe for people with dementia and their families/carers in which to meet other people (incl health and care professionals,) obtain information and take part in activity.

Cheltenham Singing for the Brain

Bishops Cleeve Community Centre Church Road,
1st and 3rd Thursday of the month 1400 - 1530hrs -
place are limited

**Please contact Alzheimer's Society 01452
525222**

Chipping Campden Memory Club

Badgers Field - 3rd Monday of the month - 1030 - 1230hrs

Contact Val McKay 01451 810637

A cafe style environment for people with dementia and their families/carers in which to socialise and take part in activities.

Chipping Norton

Lights Up Art Club - Highlands, 73 Burford Road
2nd and 4th Tuesday of the month - 1045 - 1230hrs

Contact Dementia Web 0845 1204048

Cirencester Memory Cafe

Holy Trinity Church Hall, Watermoor Cirencester
Third Friday of the month 1000 - 1200hrs

Contact Alzheimer's Society 01452 525222

A monthly cafe for people with dementia and their families, friends/carers in which to meet other people (incl health and care professionals) obtain information and take part in activity.

Cirencester - South Cotswold Memory Club

Holy Trinity Church Hall, Trinity Road,
Cirencester - 1st Friday of the month - 1000 - 1200hrs

Contact The Churn Project 01285 644779

An activity with refreshments for people with dementia and their families/carers, each month provides the chance to take part in different activity as well as obtain.



Countrywide

Working Age Adult Service - a dedicated service providing peer support and activities to people aged 65yrs and under with a diagnosis of dementia and their families.

Contact Alzheimer's Society 01452 525222 for further information.

Countywide

Gloucestershire Lifestyles a range of social activities for people with dementia

Contact Gloucestershire Lifestyle 01452 530184

Directions

The Oakwood, Tewkesbury Road Twigworth

1st Monday of the month - 1100hrs- lunch available at own cost - peer support group for carers whose relatives have moved in to care.

Contact Alzheimer's Society 01452 525222

Forest Support Group

Various venues - last Thursday of the month 1030- 1230hrs - for people with dementia and their families/carers

Contact Alzheimer's Society 01452 525222

Gloucester Art Group

Gloucester Resource Centre,
Alfred Street, Gloucester -

1st and 3rd Tuesday of month 1030 - 1230hrs - an art group for people with dementia - sessions are facilitated by artists and volunteers.

Contact Alzheimer's Society 01452 525222

Gloucester Memory Cafe

Gloucester Farmers Club, Greville Close -
2nd Wednesday of the month 1130 - 1430hrs -
lunch available at own cost.

Contact Alzheimer's Society 01452 525222

Gloucester Singing for the Brain

Hucclecote Rugby Club, Churchdown Lane,
Fortnightly on a Wednesday 1030 - 1200hrs

Contact Alzheimer's Society 01452 525222

Places are limited so please book.

Harrow Hill Tea Dance

Church Rooms, Harrow Hill Drybrook,
2nd Friday of the month - 1400 - 1600hrs

Contact Alzheimer's Society 01452 525222

Peer support group combined with a traditional tea dance for people with dementia.

Their families, friends and carers.

Kimbrose Lunch Club

Gloucester, St Peter's Social Club, Black Dog Way.
Thursday every fortnight - 1100 - 1400hrs

Contact Elizabeth Pollock, Brunel Care 01452 550066

Lechlade Memory Club

St Birinus Court

4th Friday of the month - 1030 - 1230hrs

Contact Val Mckay 01451 810637

A cafe style environment for people with dementia and their families/carers in which to socialise and take part in activities.

Minchinhampton Alzheimer Cafe

Horsfall House Day Centre, Windmill Road, Minchinhampton
2nd Thursday of the month - 1900 - 1200hrs.

Contact Alzhemimer's Society 01452 525222

Monthly cafe based per support group with guest speakers and the opportunity for discussions for people with dementia, their families and carers.



Moreton in Marsh Memory Club

Jameson Court - 1st Thursday of the month - 1030 - 1230hrs

Contact Val McKay 01451 810637

A cafe style environment for people with dementia and their families/carers in which to socialise and take part in activities.

Nailsworth - Alzheimer Cafe

Christchurch Rooms, Newmarket Road, Nailsworth last Wednesday of the month - 1400 - 1600hrs

Contact Alzheimer's Society 01452 525222

Monthly cafe based peer support group with guest speakers and opportunity for discussions for people with dementia, their families and carers.

Newent Memory Cafe

St Mary's Church Hall, Newent, 1st Friday of the month - 1000 - 1130hrs

Contact Alzheimer's Society 01452 525222

A monthly cafe for people with dementia, their families and carers.

Stonehouse Carers Support Group

Stonehouse Community Centre, Laburnum Walk, Stonehouse

Last Tuesday of the month - 1400 - 1530hrs.

Contact Alzheimer's Society 01452 525222

Peer support group for carers and an activity group for people with dementia places are limited so please book.

Stonehouse Singing for the Brain

Stonehouse Community Centre, Laburnum Walk, Stonehouse - 1st and 3rd Tuesday of the month - 1400 - 1530hrs - Singing and peer support for people with dementia and their families and carers.

Contact Alzheimer's Society 01452 525222

Places are limited so please book.

Stroud Memory Club

Uplands Day Centre - 3rd Thursday month - 1400 - 1600hrs - reminiscence, friendship, music and light refreshment.

Contact Diane Vaughan 01453 759388

Tetbury Memory Club

The Priory Care Home - 2nd Thursday of the month - 1030 - 1230hrs.

Contact Val McKay 01451 810637 - a cafe style environment for people with dementia and their families/carers in which to socialise and take part in activities.

Tewkesbury Memory Cafe

Tewkesbury Day Centre, Station Road, Tewkesbury - last Wednesday of the month - 1400 - 1600hrs.

Contact Jan Worad 01684 296238

Monthly cafe for people with dementia, their families and carers in which to meet other people and obtain information.



Acknowledgements

We would like to thank the Gloucestershire community and beyond for inspiring us to develop the Living Well Handbook. Many individuals and groups have willingly given time to review, comment on and support the production of the Handbook:

Carers representatives in Devon

Individuals living with dementia and their carers

Health and social care staff

Gloucestershire National Dementia Strategy Project Management Board

PALS

Carers Gloucestershire

Alzheimer's Society Gloucestershire

2gether NHS Foundation Trust

Gloucestershire Hospitals NHS Foundation Trust

Gloucestershire Care Services NHS Trust

Gloucestershire County Council

Great Western Ambulance Service

NHS Innovations South West

Helen Vaughan helen.vaughan1@nhs.net
Commissioning Development Manager for Dementia Services,
NHS Gloucestershire Clinical Commissioning Group

The design and written contents of the Living Well Handbook are the Copyright of NHS Gloucestershire, Unit 5220 Valiant Court, Gloucester Business Park, Brockworth, Gloucester, GL3 4FE.

Designed and printed by LGDavis Design and Print Solutions 0121 430 9000.