**The Dementia Journey in Salford**

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| **Steps to take** | **Support Information** |
| **Step 1**  **When you need some support** | **Visit your GP**, explain, and ask if you need a referral to   * Age UK Salford Dementia Services for support and information 0161 728 2001 * The Memory Assessment & Treatment Service (MATS) for a diagnosis. * Social Services for an assessment for the person with dementia and the carer – 0161 631 4777   Carers are entitled to their own individual assessment. |
| **Pre diagnosis** | **Salford Age UK Dementia** **Service – 0161 728 2001** [dssadmin@ageuksalford.org.uk](mailto:dssadmin@ageuksalford.org.uk)  They provide an all-round service, you do not need to be referred to find out information about what to do next.   * They can explain all the support that will need to be put in place if the diagnosis is positive. * They can provide support through the process with the hospitals and specialists. |
| **Step 2**  **Diagnosis** | **Memory Assessment & Treatment Team (MATS)** Referral from your GP  The team is based at The Woodlands Hospital and provides assessment and diagnosis for people with a suspected dementia. They may ask you to go for a brain scan to help in the diagnostic process.  Following diagnosis the team may ask to see you again to monitor any medication they recommend and provide you with a named case manager. |
| **Step 3**  **Assessment** | **Salford Community mental health services (CMHT) 0161 631 4777**  For community health & social care services including Community Mental Health Services  This includes social workers, community psychiatric nurses (CPN), support workers (STaR), occupational therapists, psychologists, physiotherapists and counsellors, Consultant Psychiatrist who are all there to help people live as independently as possible. |
| **Step 4**  **Post diagnosis**  **Planning the future** | **The Memory Assessment Treatment Service** based at Woodlands offers post diagnostic support for both service users and their families and will provide you with an introductory pack with information about support you can access to help you now and plan for the future and invite you to a post diagnostic group. The aim is to provide you with the skills to understand and manage the illness and enable people to be cared for at home for as long as possible. This can involve attending one of two different group based interventions or receiving individual support with a member of the neuropsychology team. The group interventions are run by staff from the clinical team, with the focus of each session being different from the last.  **Alzheimer’s Society in Salford Tel: 0161 962 4769**  **Salford Age Uk Dementia Services Tel: 0161 728 2001**  Both the above organisations will support you to ensure you have all the right information for the person with dementia and the carer to plan for the future. This is important to do this as soon as possible after diagnosis while the person with dementia can make decisions for themselves..   * Important documents and legalities * Are you claiming the right benefits * Do you have the right support in place |
| **Step 5**  **Living Well at home with dementia** | * **Salford Council Welfare Rights Service** - Benefits / attendance allowance / council tax allowance   **0800 345 7375 Monday to Friday 10am to 12noon** [www.salford.gov.uk/welfarerights](http://www.salford.gov.uk/welfarerights)   * **Citizens Advice Bureau** – support with a range of issues, as well as the lasting power of attorney documents.   0844 826 9695 [www.salfordcab.org.uk](http://www.salfordcab.org.uk)   * **Salford Carers Centre** - 0161 212 5451[www.salfordcarerscentre.co.uk](http://www.salfordcarerscentre.co.uk)   They offer advice, support, information, one-to-one support, emotional support, newsletters and signposting to other services. They provide further information about carer support groups, carers assessments, carers allowance and carers' personal budgets. |
| **Step 6**  **Community services and support to help you live well at home promoting wellbeing.** | **Age Uk Dementia Services**  Supporting people with accessing all the services, activities and training available in the local community including   * Buddy Cafes (assessed)   Social clubs providing activities and lunch for those with a mild to moderate dementia.   * Carers Information Courses * Young people’s dementia group |
|  | **Alzheimer’s Society in Salford Tel:** 0161 962 4769  **Email:** [salford@alzheimers.org.uk](mailto:salford@alzheimers.org.uk) [www.alzheimers.org.uk](http://www.alzheimers.org.uk)   * 121 support service for person diagnosed with dementia and their carers. * CrISP training programme for Carers * Various support groups and activities. |
|  | **Greater Manchester Mental Health NHS FoundationTrust**  **Open Doors Dementia Service** 0161 358 2189 [opendoors@gmmh.nhs.uk](mailto:opendoors@gmmh.nhs.uk)   * **Open Doors Dementia Café** - Where people and their carers living with dementia share experiences, listen to guest speakers and socialise. * **Open Doors Support Network Group** held at Humphrey Booth Resource Centre in Swinton on a monthly basis * **Open Doors Dementia Book Club –** Weekly Group on Wednesday afternoon 12.30-2.30pm at Eccles Gateway Library, * **Open Doors Young Onset Dining Group –** Monthly evening support group for people under the age of 65 living with Young Onset Dementia * **Open Doors Dementia Dog Walking Group –** Bi weekly Monday morning walking group |
|  | * **Cyril Flint Volunteers** - [www.cyrilflint.org](http://www.cyrilflint.org) – Provides opportunities for volunteers, and provides a befriending service for those who are living alone. Tel 0161 942 9465   **The Silver Line** - Aimed at older people but not exclusive, offers a telephone befriending service and can also arrange weekly visiting service. **0800 4 70 80 90** [www.thesilverline.org.uk](http://www.thesilverline.org.uk) |
| **Additional services** | * **Salford Council Health & Social Care 0161 631 4777**   [www.salford.gov.uk/serviceinfo](http://www.salford.gov.uk/serviceinfo) includes a wide range of support services.   * **Care on Call**. Tel **0161 607 7136 / 7133 -** 24 hour monitoring and emergency response service for older and more vulnerable people to help them live independently.   **Telecare -** monitoring covers a wide range of needs, and is intended to support people and enable them to continue living in their own home, independently or with the assistance of carers, for as long as possible.   * **Helping Hands** - Help with small repairs, home safety, gardening etc. to help people remain living in their own home. This is a free membership, and services can be free to those on certain benefits.   **0161 793 9419** [www.helpinghandssalford.co.uk](http://www.helpinghandssalford.co.uk)   * **Health Improvement Service** - Offers a wide range of services to help people make healthier lifestyle choices. Groups include walks, cooking, money management, confidence-building, social and more. Can support people to set up their own groups. **0800 952 1000** [www.salford.gov.uk/health-improvement-service](http://www.salford.gov.uk/health-improvement-service) |
| **Step 7**  **Need some short term support** | * **Rapid Response**   The Salford Royal NHS Foundation Trust enhanced rapid response team prevents unnecessary hospital admission by providing a multi-disciplinary team service for those experiencing an acute episode of illness or injury and in a health and/or social care crisis. |
| **Step 8**  **Need some extra day support** | **Respite and day care -** A social worker will assess the level of day care required if eligible for services 0161 631 4777   * **Poppy Day Centre is at Humphrey Booth Resource Centre in Swinton.** * The centre is open 5 days a week providing a day care service for those who need more extensive care.   They have a bi monthly group for carers.  A Social Worker referral is required. |
| **Step 9**  **Need residential support** | **Salford Age UK Dementia** **Service – 0161 728 2001** can support you with finding the respite service or care home which is right  one for you.  **Care Homes**   * There are about 46 homes in Salford which offer respite and residential care.   **Extra Care**   * Offers you more support than traditional sheltered housing and staff are on hand 24 hours a day, seven days a week.   Salford has four Extra Care Homes at the moment. Referral from Social Worker is required 0161 631 4777 |
| **Step 10**  **Bereavement**  **&**  **Support** | * **Care Concern Bereavement Loss & Counselling** – 0161 796 0807 * **Cruse Bereavement Loss & counselling** – 0844 4779 400 * **Salford Palliative Care Bereavement Counselling Service** – 0161 212 4136 * **The Bereavement Advice Centre** 0800 634 0101 [www.bereavementadvice.org](http://www.bereavementadvice.org) * **The Samaritans** 08457 909090 [www.samaritans.org](http://www.samaritans.org) * **Salford Dementia Carers and Ex Carers Group** meet on a monthly basis in Swinton Tel: Pat 0161 788 9806   The group is independently run and organise various activities and swap top tips about living well with dementia, and support Carers of those living with dementia, and those who have lost a loved one. |

This Document was developed by the Salford Dementia Champions Group. (updated April 2018)

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