

# HYTHE



## Helpful Information and Contacts

This leaflet has been put together by the Hythe Town Council  
Dementia Awareness Forum



This is not an endorsement of any of the services.

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## **Dementia - What do I do if I am worried?**

Many people are affected by memory loss, especially as they get older, but if it starts to happen on a regular basis it could be the early signs of dementia regardless of your age.

If you are worried about someone, encourage them to see their doctor.

The sooner they see their doctor the better. Spotting the signs of dementia early means people can get the right support which will help them to lead active and fulfilling lives.

The Doctor may send you for some tests or refer you to a memory clinic for an assessment.

At any point before or after a diagnosis you can get information and advice from:



**Freephone 0800 500 3014**

## **What happens next?**

Kent and Medway NHS and social care partnership trust (KMPT) provide a memory assessment service across the district.

Following a referral from your GP, you will be offered an appointment with a specialist practitioner. At this appointment the reason for your referral will be discussed with you and you will be told what is involved in a memory assessment and the possible outcomes. Your consent will then be sought to undertake the assessment.

You may have follow up appointments and a number of tests before a formal diagnosis is given.

## **At Diagnosis...**

At this point information about the diagnosis, possible medication and other help and support will be discussed and future care explained.

You and your family will be given advice and information to take away with you. This should include information about support for both the person with the diagnosis and the family.

## **After Diagnosis...**

It is important to plan for the future while living for today. There are many organisations who are available to help people “live well” with dementia.

Unfortunately, sometimes people do not contact these services until they reach a point of crisis.

It's not just the person diagnosed with dementia that lives with the condition. Partners and family members also need information and advice on how best to adjust to becoming family carers.

We have included in this booklet a number of the local organisations who can help you and your family understand the options available.

This includes information about

- Carers assessments and courses
- Benefits and legal advice
- Peer support and cognitive therapy

Contacting these agencies early can allow you to make informed discussions for the future giving you peace of mind so you can live for today.

They can help you maintain the activities and lifestyle that you enjoy for as long as practical.



**South Kent Coast  
Clinical Commissioning Group**

NHS South Kent Coast Clinical Commissioning Group (CCG) is made up of local GPs and other health professionals representing practices across Shepway District, Dover and Deal and the surrounding rural areas.

The CCG is helping to raise dementia awareness within our communities and GP practice staff, both clinical and administrative, have completed dementia awareness training.

The support available includes the Kent and Medway Dementia Web. The website provides information and details of support services which are searchable by area. Details of dementia cafes, peer support and mentors can all be found on the site -[www.dementiawebkentandmedway.org.uk](http://www.dementiawebkentandmedway.org.uk)

Home Treatment Services are available across east Kent, provided by Kent and Medway NHS and Social Care Partnership Trust. They provide enhanced support and treatment for people with dementia and their carers in response to crises and during periods of transition to prevent unnecessary admission to hospital and to provide support to carers. The teams include mental health nurses, occupational therapists and psychology and support workers.

## **HYTHE TOWN COUNCIL DEMENTIA AWARENESS FORUM**



The Hythe Town Council Dementia Awareness Forum was founded on 20th August 2015 when Hythe Town Council agreed that Hythe should set up a Dementia Awareness Forum. The aim was and still is to become aware of those living in the community who have dementia and the needs of carers looking after them.

The Forum now meets every third Thursday of the month at 2.00pm in Hythe Town Council offices in Stade Street and anyone is welcome to attend the meetings.

**Visit the Hythe Dementia Awareness website**

**[www.dementiaawarehythe.co.uk](http://www.dementiaawarehythe.co.uk)**

**Email us at [dementiaawarehythe@ageukhl.org.uk](mailto:dementiaawarehythe@ageukhl.org.uk)**

Keep in touch with the Hythe Dementia Awareness Forum on Facebook:  
Dementia Aware Hythe

We are very grateful to the following organisations who have given the Forum their support by sponsorship

Guy Holloway Architects  
Waitrose Hythe  
Nationwide, Hythe  
Shepway District Council  
etc

# Our services

We provide a wide variety of services including:

- Day care centres in Hythe and Lyminge
- Housework and shopping
- Assisted bathing
- Staying active clubs
- Hot meal delivery
- Lunches at our centres
- Information and advice
- Gardening service
- Laundry service
- Handyman
- Chiropody
- Befriending
- Hearing aid clinics
- Transport
- Group based activities
- Pop in cafes and charity shops
- Hairdressing



For more information please call

**01303 269602**

email [mfo@ageukhl.org.uk](mailto:mfo@ageukhl.org.uk)

or visit [ageuk.org.uk/hytheandlyminge](http://ageuk.org.uk/hytheandlyminge)

Registered charity number 1125274. Company number 658981

Age UK Hythe and Lyminge, Sanford House, Stade Street, Hythe, CT21 6BD

Enjoy a welcoming,  
**dementia friendly**  
environment in  
**both** of our  
centres





As the UK's leading dementia support and research charity, the Alzheimer's Society provides services all across the country for people with a diagnosis of dementia as well as those who care for them.

The services provided in the local area include dementia cafes, peer support groups and their own support workers.

Official website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Telephone : 01303 260674 or 0845 0405919**

### **Kent County Council**

If you would like to know more about the Dementia Friendly Communities work within Kent, please contact the DFC team on 03000 415483 or see [www.dementiafriendlyteam.or.uk](http://www.dementiafriendlyteam.or.uk)



### **KCC Community Wardens**

Our aim is to provide a visible presence, acting as the eyes and ears of our communities, to help solve problems and help lower fear of crime and improve quality of life.

We work with a variety of partners including Police, Fire and Rescue, youth services and local authorities, parish council, trading standards. Our strength is that we establish local links with agencies such as Neighbourhood Watch and victim support in order to maintain positive connections within our communities.

For further help/information and to contact your warden,  
**Telephone 03000 414141**



**Kent** Fire &  
Rescue Service

Free help is available from Kent Fire and Rescue Service. KFRS work with agencies and those supporting people with dementia to ensure they can live safely in their home. They achieve this by visiting them at home, offering safety advice and fitting appropriate specialist equipment to reduce the risk of fire. This ensures that services and support are designed around individual needs.

**For more information call 0800 9237000**

Email [home@kent.fire-uk.org](mailto:home@kent.fire-uk.org)

### **ADMIRAL NURSES**

Admiral nurses are specialist mental health nurses, working within the NHS and trained and developed by the charity Dementia UK. They provide the highest possible standards of care for people with dementia and help improve the experiences of all those affected by the illness, including their families and carers.

**Telephone 01303 228838**

There is also a national helpline which offers practical advice or emotional support to anyone affected by dementia: carers, those with dementia and those worried about their memory. Admiral Nurses will listen and give appropriate support and advice. Lines are open Monday to Friday from 9am-5pm, as well as from 6pm-9pm on Wednesday and Thursday evenings.

**Telephone 0800 888 6678**

## **Shepway Volunteer Bureau**

runs the

### **Déjà-Vu Memory Café**

This is a drop in café for people living with dementia, their carers and loved ones, and anyone who is worried about their memory. We offer a relaxed friendly environment, refreshments and activities.

We have regular visits from healthcare professionals, as well as helpful information leaflets for a variety of organisations and charities and of course there is always a friendly person to chat to.

We run fortnightly on a Friday from 10-12 at

Volunteer Centre Shepway  
Radnor Park Community Centre  
Castle Hill Avenue  
Folkestone  
Kent  
CT20 2QL

For more information please contact Donna Dryland

**Telephone 01303 259007**

Email- [donna.dryland@volunteershepway.co.uk](mailto:donna.dryland@volunteershepway.co.uk)

Website: [www.volunteershepway.co.uk](http://www.volunteershepway.co.uk)

### **Healthwatch Kent**

Healthwatch Kent is the consumer champion organisation for health and social care in Kent.

Healthwatch Kent provide a free, independent information and signposting service available to anyone in Kent, to help navigate the health and social care services available and be informed about their rights and responsibilities.

**Telephone 0808 801010**

## **Becoming Dementia Friendly at Waitrose Hythe**

At Waitrose Hythe we are working with our Partners to become a Dementia Friendly Branch.

We have held Dementia Information sessions for some of our Partners and are continuing to hold these sessions so that every Partner working in the branch will have attended a session. We are displaying a Dementia teardrop in our foyer to also help promote that we are working towards becoming Dementia Friendly.

We have invited the People of Hythe to join us on these sessions and anyone wishing to attend just needs to give us a call.

We are attending the Hythe Town Council Dementia Awareness Forum each month. We are finding this very informative and we also see where we can assist in helping with any projects, such as the Library One Stop Shop.

Whilst we are working towards becoming Dementia Friendly, we also realise that we are still learning and hope to increase our awareness this year with help and advice from the Alheimers society.

### **Hythe Library**

offers a One Stop shop every first and third Tuesday of the month from 10.30am – 12 noon. This is a relaxed and informal session for a chat, tea, coffee and cake. There are guest speakers and activities to suit everyone and it is FREE!

The library also provides access to 'Pictures to Share' books specifically designed with images and simple text for people living with dementia and their carers to share together. People living with dementia are entitled to an exempt card and carers can use our home library service.

**For more information contact 03000 413131**

or email to [hythelibrary@kent.gov.uk](mailto:hythelibrary@kent.gov.uk) or visit [www.kent.gov.uk/libs](http://www.kent.gov.uk/libs)

Shepway District Council offers a variety of services to keep you safe.

## **Shepway Lifeline**



As soon as the Lifeline unit or pendant is pressed a call is made to the Control Centre within seconds. Dedicated friendly operators talk via the Lifeline so you don't need to pick up your phone, they will listen to assess the situation and respond appropriately.

The service operates 24 hours a day to offer you reassurance or get you in touch with the people you need.

**MORE INFORMATION ABOUT SHEPWAY LIFELINE SERVICES,  
INCLUDING THE BLUE WRISTBAND SERVICE AND  
FOOTPRINT, IS AVAILABLE BY CALLING 01303 242615.**

## **Blue wristband service**

A discreet identification tag worn around your wrist. Each of our blue wristbands is embossed with a PIN number and our telephone number. If you become ill or disorientated out and about the emergency services can contact Shepway Lifeline with your PIN number to get your medical and personal information.

## **Footprint – the GPS tracker**

Footprint works in a similar way to our Lifeline personal alarm - by alerting a 24-hour monitoring centre when you press the SOS button on a pendant.

But unlike Lifeline, Footprint, operates beyond your home and garden and will work anyway that has a UK or European mobile phone signal. This offers so much more freedom while keeping you safe.

To summon help, simply press and hold the SOS button until it beeps and vibrates. You will be connected to our monitoring centre where you will be able to talk to an operator who can summon help if you need it or contact a member of your family. There will always be someone there to answer your call.

Footprint can also bring peace of mind to families of elderly and vulnerable people who may put themselves in danger by wandering unaccompanied from their home or garden.

Footprint can be linked to a geographical boundary that will alert the monitoring centre if the wearer strays beyond the geographical 'fence'.

## INFORMATION FOR CARERS



Carers' Support is an independent charity commissioned by Kent County Council and Health to provide Carers Needs Assessments and support services to unpaid carers.

If you are looking after somebody, a family member, neighbour or a friend who has a long term health condition, a disability, mental health issue or a substance misuse problem and you would like to talk to someone about your options and your own needs, please call Carers' Support on 01233 664393.

Carers' Support offer a listening ear, information, advice and guidance, practical and emotional support to anyone over 18 years of age looking after an adult who depends on them.

Carers' Support, Norman House, Beaver Road, Ashford, Kent, TN23 7SH,  
[www.carers-ashford.org.uk](http://www.carers-ashford.org.uk)

Registered Charity No: 1061475 Member of East Kent Carers Consortium  
CIC 7768512

### **Kent Carer's Emergency Card**

This service gives out a credit card sized card to carers. The carer carries the card at all times so if they are involved in an accident or are affected by a sudden illness the card shows that they care for someone. Once the number is called on the card and the registration number is quoted, then the pre-arranged emergency care plan gets put into place. It is a 24-hour service which operates 7 days a week.

**Telephone : 0300 303 1555**

Website: [www.kentcarersemergencycard.org.uk](http://www.kentcarersemergencycard.org.uk)

**Crossroads Care Kent** delivers a range of free services for Carers:

- Short Breaks Service – a free, home based respite service for Carers of adults, allowing them to take a break from their caring role. Regular respite visits (usually weekly), are available from a carer support worker who can take over the care responsibilities from a family Carer, including personal care tasks, during their visits.
- Health Appointments Initiative – Carers can pre-book replacement care in order to attend their own health appointments with GP's, dentist, hospital etc. The service is designed to encourage Carers to look after their own health needs, thereby preventing the likelihood of Carer breakdown in the future.
- Volunteering Project –volunteers can support Carers and individuals with cancer, who need information or practical help with tasks such as shopping, light housework, gardening, or befriending.
- Urgent Response Service – Crossroads also provide a rapid response service, to prevent the breakdown of a caring situation that would normally have led to a hospital or care home admission and to support people with dementia who are in crisis. By providing replacement care in a timely way, we aim to reduce the level of disruption and distress for people with care needs, by supporting them in their own home. This service is only available via professional referrals.

FOR FURTHER DETAILS, OR TO ACCESS ANY OF THE ABOVE SERVICES  
PLEASE CALL

**03450 956 701**







If you are struggling to care for a loved one with dementia it is important to remember you are not alone. Almost 2,000 families like yours have trusted Home Instead Senior Care to provide one-on-one home care for loved ones with Alzheimer's disease and related dementias.

### **Alzheimer's and dementia care training**

Home Instead CAREGivers complete a training programme designed by national and international renowned dementia and Alzheimer's experts. This means our CAREGivers are provided with the latest in Alzheimer's education and home care techniques, so you can be assured your loved one is being cared for by a trusted professional.

CAREGivers are trained to:

- Maintain a safe environment
- Manage changing behaviour
- Provide nutritious meals
- Provide mind-stimulating activities
- Create social interaction
- Supervise daily activities

CAREGivers can also provide assistance with enhancing and restoring the simple pleasures of life, such as a walk in the park, a trip out the car or spending time in the garden. These care activities are proven to maximise abilities and independence.

The best place for a person with memory loss is in familiar surroundings. The services provided by Home Instead Senior Care are a valuable, trusted solution to help your loved one maintain a regular routine, enhancing his or her quality of life.

Please call us for further care enquiries 01303-847899 or visit our website [www.homeinstead.co.uk/folkestone](http://www.homeinstead.co.uk/folkestone)

## **OTHER USEFUL INFORMATION**

### **Family Mosaic – East Kent Home Improvement Agency**

This service provides practical support, advice, information, adaptations and handyman jobs for the elderly and disabled people. The service is free and is provided by highly experienced and professional staff. A referral needs to be made to access the services and can be done in person by visiting

Family Mosaic, East Kent Home Improvement Agency, 6 Town Walk,  
Folkestone CT20 2AD

**or by telephone 0800 0283172**

or by email [eastkenthia@familymosaic.co.uk](mailto:eastkenthia@familymosaic.co.uk)

### **University of the Third Age (U3A)**

A self-help organisation for people no longer in full time employment providing educational, creative and leisure opportunities in a friendly environment. Everyone is welcome. For further information visit

**[www.u3asites.org.uk/shepway](http://www.u3asites.org.uk/shepway)**



Revitalise are a charity that provides respite care in holiday settings for disabled people and their carers. Each year they provide a few weeks that are specifically catered for people with dementia and their partners/carers. They have care staff specifically trained to support those who have a diagnosis. They currently have three holiday centres in Southampton, Southport and Epping Forest.

**For all enquiries, telephone 0303 3030145**

or email [bookings@revitalise.co.uk](mailto:bookings@revitalise.co.uk)



## USEFUL TELEPHONE NUMBERS AT A GLANCE

24-hour Dementia Helpline	0800 5003014
Age UK Hythe and Lyminge	01303 269602
Alzheimers Society	01303 260674
Carers' Support	01233 664393
Crossroads	03450 956 701
KCC Community Warden	03000 414141
Family Mosaic	0800 0283172
Kent Fire and Rescue	0800 9237000
Shepway District Council – Lifeline etc	01303 242615
Shepway Volunteer Bureau	01303 259007

My doctor's name is.....

My doctor's telephone number is.....

My next of kin is.....

The telephone number of my next of kin is.....

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Other telephone numbers I may need

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