

INFORMATION GUIDE

- Dementia Action for Marlow (DAM) is an unincorporated volunteer group specifically set up for those people living with dementia and their carers. We aim to provide support and facilitate social interaction by making regular contact and arranging small 'café gatherings'. We aim to enable friendships between those in similar situations. We aim to provide a voice to improve the information, pathways, help and support available.
- Dementia Action for Marlow (DAM) has amassed all information independently of the organisations cited, with details being collated and recorded as accurately as possible.
- If you become aware of any discrepancies or updates, please contact Dementia Action for Marlow – contact@dementiaactionmarlow.org or leave a message on 01628 482808.

Getting a Diagnosis

NHS OXFORD HEALTH

01865 901465

www.oxfordhealth.nhs.uk

Once you have seen your GP about dementia/memory problems they can refer you for an assessment at the Memory Clinic, Saffron House, Easton Street, High Wycombe, HP11 1NH. This is run by Oxford NHS.

Part of the diagnosis process will usually involve an MRI scan which may be at Stoke Mandeville. The Memory Clinic will do the diagnosis, and refer you to the Memory Support Services, part of the Alzheimer's Society, who are commissioned to provide follow-up support.

The Alzheimer's Society

03331 503456

www.alzheimers.org.uk

They produce a large number of free booklets which can be downloaded or obtained through the post. Their booklet 'The Dementia Guide' (174 pages) gives a wealth of information and there are many other free booklets available. This should be available in the Marlow Library. There are regular local newssheets. On the website is a large amount of information and a link to their shop selling a wide range of aids, e.g. easy to use TV remotes, clocks, jigsaw puzzles, etc.

Dementia Connect, Alzheimer's Society's dementia support service is free, easy to access, and puts you in touch with support/advice. Face to face visits available. <http://alzheimers.org.uk/dementiaconnect>
Call for support on 0333 150 3456. Telephone lines open: Monday-Wednesday 9.00 am – 8.00 pm: Thursday-Friday 9.00 am – 5.00 pm: Saturday-Sunday 10.00 am – 4.00 pm.

There is also a link on the website to their Talking Point Service which is run by staff and volunteers. It is an on-line chat service and discussion forum. They welcome new members and point people to support/advice. You can also share your problems with others, link to discussions, podcasts and videos. <http://alzheimers.org.uk/get-support/talking-point-our-online-community-what-talking-point>

Alzheimer's Society Bucks

01296 331749

to speak to a memory Support Worker,

or email bucks.memorysupport@nhs.net. They offer a memory screening service which can be accessed directly or via your GP. They will then refer back to the GP as appropriate for a referral to the diagnostic services at Saffron House for a medical diagnosis.

They have an Information Worker who facilitates the Dementia Information and Support Services for people with a recent diagnosis. Memory Information sessions for people with memory concerns, a Carer Support Group, Information and Support sessions for Carers, Memory Information sessions for the public, and Singing for the Brain (presently on-line). Contact Sue 07712 692467 or email suzanne.strange@alzheimers.org.uk

Dementia UK

0800 888 6678 helpline

www.dementiauk.org

A national charity committed to providing quality of life for all people affected by dementia. The charity provides Admiral nurses, specialist dementia nurses who provide practical and emotional support to family carers of people living with dementia.

BENEFITS (Please also refer to the separate Benefit Information sheet)

You may be entitled to benefits such as Attendance Allowance. The form can be obtained by phoning 0800 731 012 or via the website www.gov.uk. The Citizens Advice Bureau can help, 0344 499 4108 – Local Helpline 0344 411 1444. Information can be found on www.citizensadvice.org.uk and www.turntous.co.uk. Age UK also has good information on their website www.ageuk.org.uk. A person with dementia may be entitled to a council tax deduction. You will need to contact your local council.

FirstStop Advice

www.firststopcareadvice.org.uk

FirstStop Advice is an independent, impartial and free service offering advice and information to older people, their families and carers on housing and care options for later life. They have a number of useful leaflets available, including how to choose accommodation, staying in your own home and getting support from your local council.

Buckinghamshire Social Services

01296 395000

www.careadvicebucks.org

They publish a directory of services available which can be requested by phoning 01296 387821.

For information and paying for care, contact the Directory Helpline 0800 3892077.

PALS - The Patient Advice and Liaison Service

PALS is essentially a customer service team for the hospitals and can help with the following :

Help you to resolve concerns or problems when you are using the NHS: Tell you how to get involved in your own healthcare: Explain the NHS complaints procedure, including how to get independent help making a complaint.

PALS can be particularly helpful if you need action immediately, such as a problem while in hospital or with an upcoming appointment. However, PALS cannot provide clinical advice and if you require medical attention you should always contact your GP, dial 111, or attend A&E.

PALS is available Monday to Friday, 9 am to 5 pm.

For Buckinghamshire Healthcare NHS Trust PALS call 01296 316042 or email bht.pals@nhs.net.

Healthwatch

Mon-Thurs 9 am – 5 pm 01844 348839

info@healthwatchbucks.co.uk

Healthwatch offers advice and information about access to local care services. It can give advice and information for example, about how to choose a care home or get physiotherapy through the NHS. It will also offer help in understanding what you can expect from the NHS, including assistance if you feel you need to make a complaint.

Prevention Matters

01296 484322

PreventionMatters@connectionsupport.org.uk

Prevention Matters works with GP surgeries. You can self-refer online by phone. They offer a free programme of support of practical solutions to social and health problems that may be beginning to affect lives.

The practice workers meet with the person with dementia and carers to develop a plan of action, and then support them to make it happen. This can include advice on getting equipment, obtaining care either at home or in a care home, or getting financial support for a personal budget. They will visit up to six times over an eight-week period.

Marlow Library

01296 382415

www.buckscc.gov.uk/services/libraries/find-a-library/marlow

Institute Road, Marlow, SL7 1BL The library holds a wealth of information, leaflets and memory aids, including many from the Alzheimer's Society, and local groups.

Request and Collect Library Service

01296 382415

Open during lockdown

Home Library Service

01494 475573

homelibraryservice@buckscc.gov.uk

This service is for Buckinghamshire residents who are **housebound** and unable to visit a library due to age, illness or disability. Carers who are unpaid are also eligible. This service could benefit dementia clients by keeping their minds active. The Home Library Service is a free monthly service delivered to your home, at a suitable time for you, by volunteers.

INFORMATION GUIDE

Age UK Bucks 01296 431911 age@ageukbucks.org.uk
 Has a quarterly magazine available online or by phoning, as above. It also offers a range of help services, including help in the home, handyman services, hairdressing, foot care, etc. There is also a telephone befriending service, telephone 01296 431911.

AGE UK (National) 0800 678 1602 (8 am - 7 pm, 365 days) www.ageuk.org.uk
 Their website has a wealth of information on a vast range of subjects, from legal help, social befriending services, healthcare and benefits. They issue many Information Guides and Factsheets. Their advice line, as above, will refer you on the phone to a specialist adviser who can help with more in-depth advice.

The Silver Line 08004 708090 (24-hours) www.thesilverline.org.uk
 Founded by Esther Rantzen, The Silver Line offers a free, confidential helpline providing information friendship and advice to older people, 24 hours x 7 days a week. (Merged with Age UK.)

Carers Bucks 0300 777 2722 www.carersbucks.org
 Information, guidance and support is provided for carers with information sessions on the second Tuesday of each month, 10 am – 12 pm, at Brooke Furmston Place, Little Marlow Road, Marlow, SL7 1GN and at the Stokenchurch Medical Centre, 1.30 pm – 3.30 pm on the last Wednesday of each month. (Presently these meetings continue on ZOOM only). **Carers UK** list factsheets available on their website www.carersuk.org.

TRANSPORT

Transport to Hospital 0300 100 0015 www.scas.nhs.uk/nepts
 CAS (South Central Ambulance Service) operates an NEPTS (Non-Emergency Patient Transport Service) for eligible patients attending appointments or being admitted or discharged from hospital. If you think that you may be entitled, you can call or refer to the website. You will need to supply information, including NHS number, mobility and care requirements, date and time of travel, and details of where you are travelling to and from.

Chiltern Dial-a-Ride 01494 766123
 Offering a transport system for local residents who need it, e.g. to get to the hospital or make an important visit. They also do outings to interesting places. You need to be a member to use their services, and there is a small charge for the service.

Driving Miss Daisy 0333 014 6211 Monday-Friday 9 am – 5 pm
 This is a business offering personalised transport. Note the telephone number can cost as much as 35p per minute to call from a mobile phone, landlines are free.

Transport and Escort Service, Marlow Age Concern 01628 476139
 The Transport Office is open Monday - Friday, 10.00 - 11.00 am. Outside these hours, leave a message and they will call you back. The cost is 65p per mile. The driver can take you to your medical appointment and will wait to bring you home.

DISABILITY AIDS/ADAPTIVE EQUIPMENT/TELECARE/ADAPTIVE TECHNOLOGY

Red Cross 0300 456 1914 (National No.)
Red Cross Centre, West End Road, High Wycombe, HP11 2QB 01494 521512
 They offer a range of aids, such as wheelchairs, for short-term loan or hire, and smaller items for sale such as eating aids, washing aids etc. They also sell second-hand equipment.

DISABILITY AIDS/ADAPTIVE EQUIPMENT/TELECARE/ADAPTIVE TECHNOLOGY cont...

Independent Living 01494 443933 www.independentlivingconsultants.co.uk
10 Cross Court, Plomer Green Avenue, Downley, High Wycombe, HP13 5UW

Established in 1998, serving South Bucks, Independent Living are retailers of mobility products. Their showroom in High Wycombe has equipment which can be tried, including wheelchairs, riser chairs, bath-lifts, and many other small aids, continence aids, and bath aids. Home demonstrations available. Wheelchairs and posture chairs also available for short-term hire.

NRS Healthcare 0345 121 8111 productadvice@nrs-uk.co.uk
NRS is a supplier of disability equipment, mobility aids and rehabilitation supplies.

Telecare Choice 0800 635 7000 support@telecarechoice.co.uk
Supplying personal alarms. Note that alarm pendants are also available from Age UK, Lifeline and Careline.

YOUR LOCAL SOCIAL PRESCRIBING SERVICE

A Social Prescriber offers one to one support, over 6-12 weeks, for people who

- find it difficult to follow signposting on their own and therefore need a higher level of dedicated non-clinical input to link into appropriate services
- have several non-medical needs that need to be addressed (often to support them to manage their Long-Term Conditions or current health care issues)

Social Prescribers will work with the patient to identify their needs, concentrating on what matters to them, mutually agree small achievable goals, working towards positive solutions for lasting improvements.

On behalf of the patient (and with consent) the Social Prescriber may contact the appropriate services to co-ordinate the support needed, liaise with council departments, community-based teams, and the voluntary sector to ensure medical and social needs are being addressed by getting involved in the local community which provides improvements to the patient's life and overall wellbeing.

[Marlow Access team 01628 405518](tel:01628405518) [Beaconsfield Access team 01494 817144](tel:01494817144)

INCONTINENCE

People with dementia can experience difficulties with using the toilet. Accidents and incontinence can often cause problems. This can be upsetting for the person and those around them. It is a difficult and sensitive subject to talk about. Every Doctor's surgery should have an Incontinence Nurse specialist and there are pads and aids available for free.

There are very useful links and advice on the Alzheimer's Association website and also on the NHS website <https://www.nhs.uk/conditions/urinary-incontinence>.

Bladder and Bowel UK 0161 214 4591 www.bbuk.org.uk

Supporting people with bladder and bowel problems. Leave a message and they will get back to you, or email bbuk@disabledliving.co.uk. There are links on the website to the Complete Care Shop making it possible to buy a range of products, or call 0330 053 5930.

BBUK have also launched a free Just Can't Wait Card which you can apply for. This is recognised by many retail and service organisations, giving access to toilets not normally available to the general public.

Continence Product Advisor www.continenceproductadvisor.org

The website provides advice and essential information about products for bowel, bladder and toileting problems. It can help you know what is available. It does not sell or provide products and is independent.

Independent Living 01494 443933 www.independentlivingconsultants.co.uk

Independent Living are a local company who will help, advise and deliver promptly. They offer free guidance on the phone or will visit. [See expanded information on them under Disability Aids above.]

INFORMATION GUIDE

SOCIAL ACTIVITIES

Dementia Action for Marlow (DAM)

contact@dementiaactionmarlow.org

Jan Sambrook 07771 982903

Jeannette Mason 07980 650643 Jenny Miles 07794 247111

An unincorporated volunteer group specifically set up for those people who are living with dementia and their carers. The aim of the group is to:

- provide support and facilitate social interaction by making regular contact, and arranging small 'café gatherings'.
- enable friendships between those in similar situations.
- provide a voice to improve the information, pathways, help and support available.

A friendly, supportive circle has been formed of those living with dementia and their carers. We meet at the Pugin Rooms, St. Peter's Church, Marlow, and at Age Concern, Glade Road, Marlow. We welcome anyone who would like to meet up with us. We are flexible and adaptable and we will try and accommodate whatever comes our way. Please get in touch if you would like to know more about DAM.

Mind For You

01509 351008

www.mindforyou.co.uk

Mind For You offer holidays for those with living with dementia. On the holidays are staff to help take care of those living with dementia. They also offer Zoom sessions for £10 a session and a range of free Activity packs on line which can be downloaded and printed.

Bucks Mind

01494 463364

www.bucksmind.org

They run two services for older adults with dementia. They provide support, fun, companionship and stimulating activities in a friendly environment. Park Club, Chesham and Pippin Club, Prestwood.

Marlow Age Concern

01628 482883

www.marlowageconcern.org

A day centre for people suffering from social isolation.

marlowageconcern@waitrose.com

Activities and Lunches re-start in September. Give them a call.

Friday Lunch Club at Liston Hall

01628 472558

Chapel Street, Marlow, SL7 1DD

10.00 am – 2.00 pm. The Club provides a friendly day out for all those over 70 who are seeking company. Pay and display car park in Liston Road. Transport available. Call Cindy on above number.

Buckinghamshire's Older Person's Action Group (BOPAG)

www.bopag.org.uk

Secretary, Paula Watts. E-mail: paulawatts.bopag@btinternet.com

Their website has some good information and links. Marlow Bottom has an active group and meet on the last Tuesday of every month at the Methodist Church. They have regular special outings.

Regal Cinema, Henley

0871 902 5747

www.picturehouses.com/cinema/regal-picturehouse

2 Baroma Way, Henley-on-Thames, RG9 2BZ

Monthly daytime dementia-friendly screenings. Tickets are at a reduced price, including free tea and coffee for 30 minutes beforehand, for a chance to socialise.

Singing for the Brain

01494 670909

aylesbury@alzheimers.org.uk

Singing for the Brain brings people together in a friendly, fun and social environment. This is still run virtually, online and can be accessed by computer, tablet or phone. Call the above number for details of the hour-long sessions each Monday.

The Silver Singers 01442 780541 info@chilternmusictherapy.co.uk
The Elgiva Theatre, St Mary's Way, Chesham, HP5 1HR. Older adults are welcome, including anyone living with dementia. The choir aims to connect people through music and singing, particularly anyone socially isolated. Call them or email for details and to book a place.

Simply Walk 01494 475367 simplywalks@buckinghamshire.gov.uk
Walks around the area with trained volunteers, various levels and distances. More information available via www.buckscc.gov.uk/services/environment/exploring-the-countryside/simply-walk or give them a call. All new walkers welcome, whether you are fit and active, or not exercised for a while.

Dementia Adventure 01245 237548 www.dementiaadventure.org
Supporting people living with dementia and their families to get outdoors, connect with nature and to remain active. Dementia Adventure is a charity specialising in designing and delivering supported dementia holidays, short breaks and outings; and they provide a range of dementia training for families and individuals.

Rivertime Boat Trust 01628 780700/0778 333888 www.rivertimeboattrust.org.uk
This Trust provides a special time on the river in a specially adapted boat with facilities for less able adults and their carers, operating out of Henley-on-Thames. Wheelchair friendly.

Accessible Boating Thames www.accessibleboatingthames.org
Based at Bisham Abbey, just outside Marlow, Accessible Boating Thames is a charity dedicated to opening up the river to those that might, for whatever reason, find it difficult to gain access to it. Their Wheelyboat, Rivertime 2, is ideally suited to provide a platform from which to see the whole range of wildlife along the banks and backwaters. Wheelchair friendly.

CHURCHES

St. Peter's

The SVP Chair, Malcolm Thomas 01628 483450

The St. Vincent de Paul Society is an international Christian voluntary organisation dedicated to tackling poverty and disadvantage by providing practical assistance to those in need – irrespective of ideology, faith, ethnicity, age or gender. The Marlow SVP meet weekly to focus on seeking out those in need, whether they are housebound, sick or just having a difficult time.

FOOD OUTLETS

Parsley Box 0800 612 7225 for catalogue www.parsleybox.com
No need for a fridge or freezer! Cupboard store ready-meals delivered to your door. Individual portions. Suitable for oven or microwave. Free delivery on orders over £29.

Cook, Marlow 01628 617386 www.cookfood.net/shops/Marlow
Frozen ready meals. Happy to help you over the phone. Free delivery on orders over £40, 7 days a week. Free same day click and collect.

Côte at Home 020 3900 1287 www.coteathome.co.uk
Orders taken by phone or online. Chilled, ready to cook/freeze. Min. order £40. Free delivery

The Cedar Coffee Shop 01628 477717 [they are on Facebook](#)
Very much a dementia friendly café, offering a lovely sweet and savoury selection. Takeaway available.

The Ark Café [they are on Faceook](#)
Methodist Hall, Spittal Street, Marlow.
A community café, open Mon-Fri 9.00 – 2.00, using much local produce.

INFORMATION GUIDE

Tin Town Coffee 01628 442088
4a Brucewood Parade, Marlow Bottom
A friendly coffee shop with takeaway available.

Da Luca Restaurant, Marlow Bottom 01628 478150 www.dalucarestaurant.com
Hot food, ready to eat. Italian food/pizza. Min. order £20, free local delivery (or you can collect).

Wiltshire Farm Foods 0800 077 3100 www.wiltshirefarmfoods.com
Frozen ready meals. Request a brochure.

Apetito 01296 381976 or 0808 271 6600 info@apetito.co.uk
Hot meal delivery service.

Oakhouse Foods 01189 756565 or 0800 077 3100 www.oakhousefoods.co.uk
Frozen ready meals, including light meals, puréed meals and mini meals. Orders over £30, free delivery.

Marlow Green 07902 994636 www.marlowgreen.co.uk
Fruit, Veg, Eggs, Bread on certain days. £15 orders = free delivery to SL7. £4 delivery elsewhere unless order over £45. Email: marlowgreendelivery@outlook.com.

ADDENDUM 1: CHALLENGING BEHAVIOUR (A response from Bucks Memory Support Service on this subject)

Frustration and increased agitation or aggression can be very common for people with dementia. It's not a symptom as such, but we tend to see it more as a way of communicating underlying feelings or needs. When a person is unable to communicate verbally their feelings and wishes, it can turn to frustration and then agitation or aggression if these underlying needs are not met. As well as communication problems, it can be triggered by any number of things such as boredom, tiredness, a feeling of being told what to do, pain, sometimes it's in response to a way a carer has unintentionally spoken to the person with dementia.....any number of things. Looking for a trigger can be helpful, sometimes keeping a diary can help to recognise patterns.

In terms of being more receptive to carers helping with washing and dressing – sometimes trying a different time of the day may help. Always face the person for whom you are caring face on and try and engage with them visually to start with; it's advisable not to approach from the side. Another thing which can also help is introducing some favourite music at this time, it can sometimes help to influence the person's frame of mind in a positive way.

If a change in behaviour is sudden and persistent it's always sensible to check with the GP to rule out a urine infection (UTI) as this can often present as a change in behaviour, increased confusion and agitation, so always worth checking that out if it's a sudden change.

Their online forum 'Talking Point' may also be a helpful place for carers to raise any questions they may have around this subject:

<https://www.alzheimers.org.uk/get-support/dementia-talking-point-our-online-community>

Bucks Memory Support Service, Alzheimer's Society 01296 331749
E-mail: memorysupport@alzheimers.org.uk

alzheimers.org.uk facebook.com/AlzheimersSocietySouthEastEngland twitter.com/AlzSocSEEngland