

INFORMATION GUIDE



- **Dementia Action for Marlow (DAM)** is a charity 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 Marlow – contact@dementiaactionmarlow.org or leave a message on 01628 482808.**

GETTING A DIAGNOSIS

NHS Oxford Health

01865 901309

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 and is a diagnostic service which follows up with a recommendation on medication. Part of the diagnosis process will usually involve an MRI scan which may be at Stoke Mandeville. The Older Community Mental Health Team for South Bucks is based in Saffron House, and they provide this service.

Once the Memory Clinic has carried out the diagnosis, they will refer you to Memory Support Services. Memory Support Services is part of the Alzheimer's Society, and they are commissioned to provide follow-up support for Bucks.

The Alzheimer's Society – Dementia Connect 03331 503456

This is the contact number for the National Alzheimer's Society which deals with all calls now. They will complete a profile with you and forward this to the local Alzheimer's Society based in Aylesbury. Someone from Aylesbury will then contact you to assess what help they could offer in the way of support, advice and information about local services.

The National Society produces many free booklets which can be downloaded from the internet or sent by post. They also have a large amount of information on their website and links to their shop which sells a wide range of aids.

Dementia UK

0800 888 6678 helpline

www.dementiauk.org

This is another national charity committed to providing quality of life for all people affected by dementia and is not linked to Alzheimer's Society. The charity provides Admiral nurses - specialist dementia nurses who provide practical and emotional support to family carers of people living with dementia. Although there are no Admiral Nurses in Buckinghamshire currently, many people have found their helpline to be particularly good. You can book an appointment on live video or on the telephone to speak to an Admiralty Nurse. They also produce many publications and information guides.

BENEFITS

(Please also refer to the separate Benefit Information sheet on Benefits and Citizens Advice Information.) 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 (**0808 2787814**) Information can be found on **www.citizensadvice.org.uk**. Age UK also has valuable information on their website **www.ageuk.org.uk** and could help with completing forms – see the DAM Benefits Guide. A person with dementia may be entitled to a council tax deduction. You will need to contact your local council.

First Stop Advice 0800 3777070

www.carechoices.co.uk

First Stop Advice Line – Care Choices 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 several useful leaflets available, including how to choose accommodation, staying in your own home, and getting support from your local council.

Buckinghamshire Social Services

01296 383204

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.

They produce a Bucks Online Directory listing all the organisations offering a service.

Care Act 2014

Under the Care Act 2014, local authorities must carry out an assessment of anyone who requires care and support, regardless of their eligibility for state-funded care and focus the assessment on the person's needs and how they impact on their wellbeing, and the outcomes they want to achieve.

If you want to talk to someone over the phone about needs assessments, call:

- Your local council's Social Services Department (Bucks 01296 383204)
- Age UK's free helpline on 0800 055 6112
- Independent Age's free helpline on 0800 319 6789
- The Family Rights Group's free helpline on 0808 801 0366

Carers are also entitled to a Carer's Assessment from Buckinghamshire Council, which may be done over the phone or face to face. You will be told if you are eligible for practical help from the council or if not where you might get that help.

There is much more information about help for carers in www.citizensadvice.org.uk Look up

Carers: help and support.

PALS - The Patient Advice and Liaison Service

PALS is a customer service team for the hospitals and can:

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 email bht.pals@nhs.net.

For Wexham Park Hospital PALS 0300 6153365

Royal Berkshire Hospital PALS 0118 3228338

Healthwatch Mon-Thurs 9 am – 5 pm **01494 324832** 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.

Healthy Minds **01862 901600**
Range of free tried and tested nhs psychological therapies that help with low mood, anxiety, worry, stress, long term health conditions and employment support.

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**
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.

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** mail@carersbucks.org www.carersbucks.org
Contact the above number for Adult Care or the Adult Care for 75+ Project.
Information, guidance and support is provided for carers with information sessions held in many Bucks towns, including Liston Hall, Chapel Street, Marlow. Visit their website under Services or telephone them for support groups on Lasting Power of Attorney, Mindfulness, First Aid, Carer Essentials, Working with Professionals, Understanding Stress, Anxiety and Depression. They offer 1:1 support on the telephone.

A Support Worker from Carers Bucks is assigned to each of our local hospitals. Call the main number above so that you can get advice from the person assigned to Wexham, Stoke Mandeville etc. and ensure care is in place prior to discharge.

Carers UK list factsheets available on their website www.carersuk.org.

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

Beaconsfield Access team 01494 817144

TRANSPORT and BLUE BADGE

Transport to Hospital

0300 100 0015

www.scas.nhs.uk/nepts

CAS (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 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.

Blue Badge Applications

www.buckinghamshire.gov.uk/care-adults/apply-or-renew-blue-badge

A Blue Badge costs £10 and usually lasts for 3 years. Make sure you re-apply in good time, prior to expiry of an existing badge. Apply online or a paper application can be downloaded or obtained from Blue Badge Applications, 5th Floor, Bucks Council, Walton Street, Aylesbury, HP20 1UA. **01296 382902**

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 or 0300 333 5393

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.

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.

TelecareChoice

0800635 7000

support@telecarechoice.co.uk

Supplying personal alarms. Note that alarm pendants are also available from Age UK, Lifeline and Careline.

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 especially useful links and advice on the Alzheimer's Association website and 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 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.]

SOCIAL ACTIVITIES

Dementia Action for Marlow (DAM)

contact@dementiaactionmarlow.org

Jan Sambrook 07771 982903

Jeannette Mason 07980 650643

Jenny Miles 07794 247111

A charity 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.

Accessible Boating Thames

www.accessibleboatingthames.org

Based at Bisham Abbey, just outside Marlow, Accessible Boating Thames is a charity dedicated to opening 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 complete range of wildlife along the banks and backwaters. Wheelchair friendly.

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.

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** online which can be downloaded and printed.

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

www.bopag.org.uk

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

Their website has some valuable 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.

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.

Marlow Age Concern

01628 482883

www.marlowageconcern.org

A day centre for people suffering from social isolation.

marlowageconcern@waitrose.com

Activities and Lunches. Transport available.

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.

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 which aim to make cinema more accessible to those living with dementia, providing a fun, friendly and inclusive experience. Tickets £4. Free for accompanying carers.

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. **01628 482883** www.marlowageconcern.org operating out of Henley-on-Thames. Wheelchair friendly.

Singing for the Brain **0333 1503456** www.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.

Wycombe Talking Newspaper **01844 698453** www.wycombetalkingnewspaper.org.uk

If you find it difficult to read, keep up to date with local news. Various Bucks Free Press news items, events and essential information are recorded onto a memory stick which can be played on the listener's own equipment or on equipment loaned free of charge. Email: help@wycombetalkingnewspaper.org.uk
The service is free, and the delivery of the memory stick is postage free.

Wye Valley Volunteers **01628 521027** enquiries@wyevalleyvolunteers.org.uk

Wye Valley Volunteer is a voluntary organisation which provides services to local people in need, the majority of whom are elderly and/or have mobility difficulties). It covers the areas of Bourne End, The Wooburns, Flackwell Heath and Little Marlow. The services offered are transport for medical appointments (volunteers use their own cars), home visiting for the more isolated elderly, social activities such as lunch club, coffee mornings and shopping trips. The organisation has its own adapted minibus for some of the transport needs. WVV is run entirely by volunteers.

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 fortnightly to focus on seeking out those in need, whether they are housebound, sick, or just having a challenging time.

FOOD OUTLETS

Parsley Box

0131 3260131

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.

Cook Marlow

01628 617386

www.cookfood.net/shops/Marlow

Frozen ready meals. Happy to help you over the phone. Delivery on orders over £40 (£2.95 delivery charge) 4 days a week (Monday, Tuesday, Thursday and Friday). 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 Facebook

Methodist Hall, Spittal Street, Marlow.

A community café, open Mon-Fri 9.00 – 5.00, using much local produce.

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

0808 582070

info@apetito.co.uk

Hot meal delivery service.

Oakhouse Foods

0333 3706700

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.ukFruit,

Veg, Eggs, Bread on certain days. £15 orders = free delivery to SL7. £4 delivery elsewhere unless order over £45. Email: marlowgreendelivery@outlook.com