

Aspiring to provide
Brilliant care to
One + all



Royal Cornwall Hospitals
NHS Trust

in touch

help and support when you need it



“

**Some people look for a
beautiful place, others
make a place beautiful**

Hazrat Inayat Khan



“
**Tomorrow will
be a good day**

Captain Sir Tom Moore

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**There is support for
everyone affected
by dementia,
including carers.**

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Every day may not
be good... but there's
something good in
everyday!

Alice Morse Earle

Helpful

Hello and welcome to the in touch booklet!

We have created this booklet for you. We hope you find it useful to know a bit more about what resources and services are available to help you and the person you look after who has a diagnosis of dementia.

All these services are here to help and support you, so please feel free to contact them, even if it's just for a chat to understand more about what support they can offer!

With very best wishes,

The Cornwall Memory Cafe Network and
The Ride the Wave Team.



Throughout this publication we have included easier ways to view external content in the form of QR codes.

How to Scan a QR Code

1. Open the Camera app, this is used for taking photos. (or QR app)
2. Point your phones camera at the QR code so you can see it on the screen.
3. You should see yellow lines appear around the code and a notification will appear.
4. Tap on the notification to open the link in your web browser.





The Cornwall Link

Connecting you to your community. A place where people from across Cornwall and the Isles of Scilly can find what they need, ask the community for help or offer support to others.



To find out what support is available in your local area please go to the website or scan the QR code below.

Helpline: 01872 266383

Monday to Friday 9am to 4:30pm

➤ **Website:** www.cornwall-link.co.uk



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➤ **Email:** email@ageukcornwall.org.uk

Care & Support in Cornwall



For residents of Cornwall requiring care and support.



For specialist carers advice provided by Kernow Carers Service please go to the website or scan the QR code below.

Kernow Carers Service support includes:

- ➔ Facebook Live Chat each working day-between 12 and 1pm.
- ➔ Carers wellbeing support over the phone: To answer questions and provide support information, advice and guidance and signpost to local resources; to provide carers with access to short breaks from the caring role within the remit of social distancing.
- ➔ Telephone support to the Adult Social Care Access Team (carers in crisis to be supported by the Access Team): to identify callers who might be unpaid, informal carers who require reassurance, information, advice and guidance.
- ➔ Targeted Information to the most vulnerable carers via letter and email about support available (including developing digital skills).

Helplines: 0800 587 8191 / 01872 323535

Monday to Friday 9am to 5pm

➤ **Website:** www.supportincornwall.org.uk



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➤ **Email:** fis@cornwall.gov.uk

Cornwall Partnership NHS Foundation Trust

Complex Care Community Team

The Complex Care and Dementia Community Team supports the family and carers of people referred to the service and signposts services that might offer help within the community.

The Complex Care and Dementia Community Team offers support to people with dementia or complex mental health needs while they are in the community and can be accessed through the Community Mental Health Teams.

We work closely with the wider health community, social care providers and voluntary sector in helping to maintain people's independence and their mental health.

Each team within the county has a Duty Desk with someone available.

Cornwall Partnership NHS Foundation Trust Memory Assessment Service (MAS)

The memory service provides expert assessment if you are worried about your memory or think you may have dementia.

Early assessment and diagnosis is crucial when identifying the right treatment for you and ensuring our patients receive the treatment and support they need to maintain a good quality of life. There are local teams across the county linked into the GP surgeries.

The Memory Service is run by specially trained Memory Assessment Practitioners which includes nurses, doctors, occupational therapists, and psychologists. They use a variety of assessment tools to measure different aspects of a patient's cognitive function for example how they perceive, register, store, retrieve and use information. They are also able to organise brain scans which may help diagnosis and rule out any other causes of memory loss.

If you are diagnosed with a form of dementia, you will receive a personalised care plan and follow up from a Primary Care Dementia Practitioner (PCDP). We will also establish links with other services, which may include groups offering 'brain training' exercises known as cognitive stimulation. The service will also provide post-diagnosis counselling and support to patients and their family.

If you are worried about your memory, visit your GP, who will decide whether you would benefit from a specialist memory assessment primarily in a memory clinic closest to your own home. You can also refer yourself to the Memory Assessment Service.

Contacts:

Bodmin:	01208 834300
Falmouth:	01872 221000
Helston:	01209 881888
Liskeard:	01579 373737
Newquay:	01726 873377
Penzance:	01736 571000
Redruth:	01209 881888
St Austell:	01726 873377

Monday to Friday 9am to 5pm

➤ Website: www.cornwallft.nhs.uk



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➤ Email: cpn-tr.enquiries@nhs.net





Devon & Cornwall Police

The Herbert Protocol is a national scheme that encourages carers, family and friends to provide and put together useful information, which can then be used in the event of a vulnerable person going missing.



This scheme is being run by many police forces including Devon and Cornwall.

Carers and / or relatives and friends can complete a form in advance, including important information about the missing individual, such as the contact numbers, medications needed, locations the person was last seen, and so forth. Also a photograph can be provided.

The form can be easily sent or handed to the police in the event of a loved one going missing, reducing the time to gather this information. The form should be completed as soon as possible.

The scheme is designed to help those caring for someone with dementia, and to make sure, in the event of a person going missing, the police can gain access to essential information promptly.

Remembering all sorts of information at times like this can be very distressing for those involved, and when being asked by a police officer can add to the stress and upset caused. The information contained within these forms aims to relieve some of that stress.

The Herbert Protocol initiative is named after George Herbert, a War veteran of the Normandy landings who had dementia, and sadly died while he was 'missing' on his way to his childhood home.

If you believe that the person missing is at a high risk of harm, please call **999**. Tell the police operator that you have the Herbert Protocol person profile.

➤ **Resource:** The Herbert Protocol form can be downloaded in PDF format on the Devon & Cornwall Police website, or by scanning the QR code.



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➤ **Website:** www.devon-cornwall.police.uk



Daily Sparkle

Activities for People Living With Dementia.



The UK's leading activity resource company enhancing the quality of life for people living with dementia.

Helpline: 0800 228 9698

Or alternatively go to our website and fill in the online form

➤ **Daily Sparkle Magazine downloads**

The Daily Sparkle magazine can be downloaded by scanning the QR code. It also gives a toolbox of activities that can be used for stimulation.



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➤ **Email: info@dailysparkle.co.uk**

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**keep your face to the
sunshine and you
cannot be a shadow**

Helen Keller



“
Positive thinking
will let you do
everything better
than negative
thinking will

Zig Ziglar

CAREBLAZERS



Careblazer Survival Guide

Stop being a caregiver and become a careblazer.



Careblazer™: Noun, a person who loves and cares for someone with dementia. Also known as a dementia care hero.

This guide, which gives practical help for those carers looking after a loved one living with dementia, can be downloaded using the QR code below.

Helpline: 07710177531

Ask for David Gregory

➤ **Survival Guide downloads**

The Survival Guide can be downloaded in PDF format by scanning the QR code.



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➤ **Email: cornwallmemorycafes@gmail.com**



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Spread love
everywhere you go

Mother Teres

Cornwall Fire & Rescue Service

Working together to make Cornwall safer.



What is a Living Safe and Well visit?

Living Safe and Well is a home safety visit that's tailored to an individual's needs, relating to their health and lifestyle choices. We offer this service free of charge: A custom-made information booklet - **Living Safe and Well** is also available.

We can install new and check existing smoke alarms. We can issue fire retardant bedding, furniture, throws and nightwear where needed. We can also refer to other services for their professional assessment.

In an emergency dial **999** and ask for **FIRE**

General enquiries should be directed to: 0300 1234 232

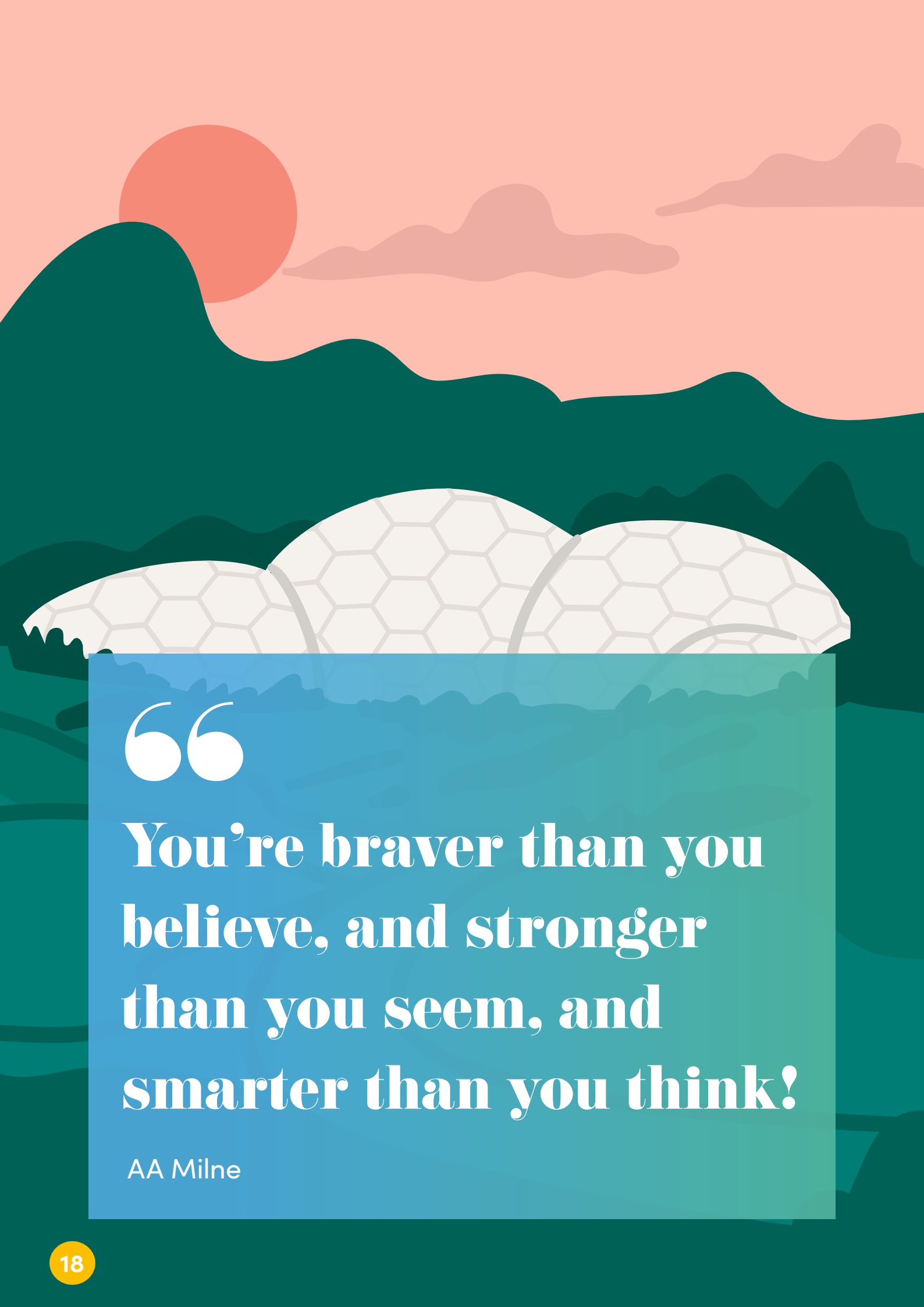
> Living Safe & Well Booklet download

This booklet can be downloaded in PDF format by scanning the QR code.



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> Email: fire@cornwall.gov.uk



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You're braver than you believe, and stronger than you seem, and smarter than you think!

AA Milne

Sensory Trust

Sensory Trust uses nature and the outdoors to improve the health and wellbeing of people living with disability and health issues, as well as families and carers.



Their Creative Spaces project supports the physical, mental and social health of people diagnosed with dementia, their families and carers. They run outdoor activity groups around Cornwall engaging people in leisurely strolls around the beautiful Cornish landscape or inspire creativity through nature-based activities. The Creative Spaces for Carers support programme gives unpaid dementia carers support through nature-based techniques, providing weekly 1-hour respite sessions to help them look after their own health. All these activities are free.

Get in touch to hear about their dementia-friendly walks and garden-based groups across Cornwall, and to receive a monthly nature-themed newsletter and activity packs.

Contact information:

Outdoor Activity: 07923 060697

Helpline: 07742 749553

Please ask for Ellie or Katie



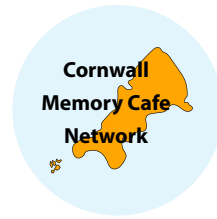
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➤ **Websites:** www.sensorytrust.org.uk
www.creativeactivitiesforcarers.com



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➤ **Emails:** creativespaces@sensorytrust.org.uk
erobinsoncarter@sensorytrust.org.uk



Cornwall Memory Cafe Network

The Memory Cafe is a place where anyone with memory loss, as well as their carer or family may find support and a signpost to more formal help if needed.



They were opened to enhance the wellbeing and the quality of life of those who have memory loss – whether diagnosed or not, together with those of the carers. They are not a day care centre but a regular afternoon of social activity and support – in fact, as many carers say – they are a lifeline.

The Cafe's offer opportunities through activities, such as music, dance, entertainment, exercise, paper therapies and the all- important social time together. They are fun, friendly and in most cases free. To locate your nearest cafe and the contact details see our website or scan the QR code below.

Contact: 07902977561

➤ **Website: www.cornwallmemorycafes.co.uk**



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Memory Matters

Memory Matters is a local social enterprise co-founded by two ex-nurses who are driven to ensure all people living with dementia have access to Cognitive Stimulation Therapy (CST).



CST is recommended for people with mild to moderate dementia, and has been shown to slow decline in memory and other thinking skills. It is recommended in the guidelines issued to the government by NICE (National Institute for Health & Care Excellence).

Their aim is to enrich the lives of those affected by dementia and we run many different projects built on this.

Memory Matters provides CST workshops, which are available in Cornwall in face to face groups, but are currently online. Free resources and activity worksheets can be found under the 'Dementia Resources' section of our website.

Contact: 07804 370784

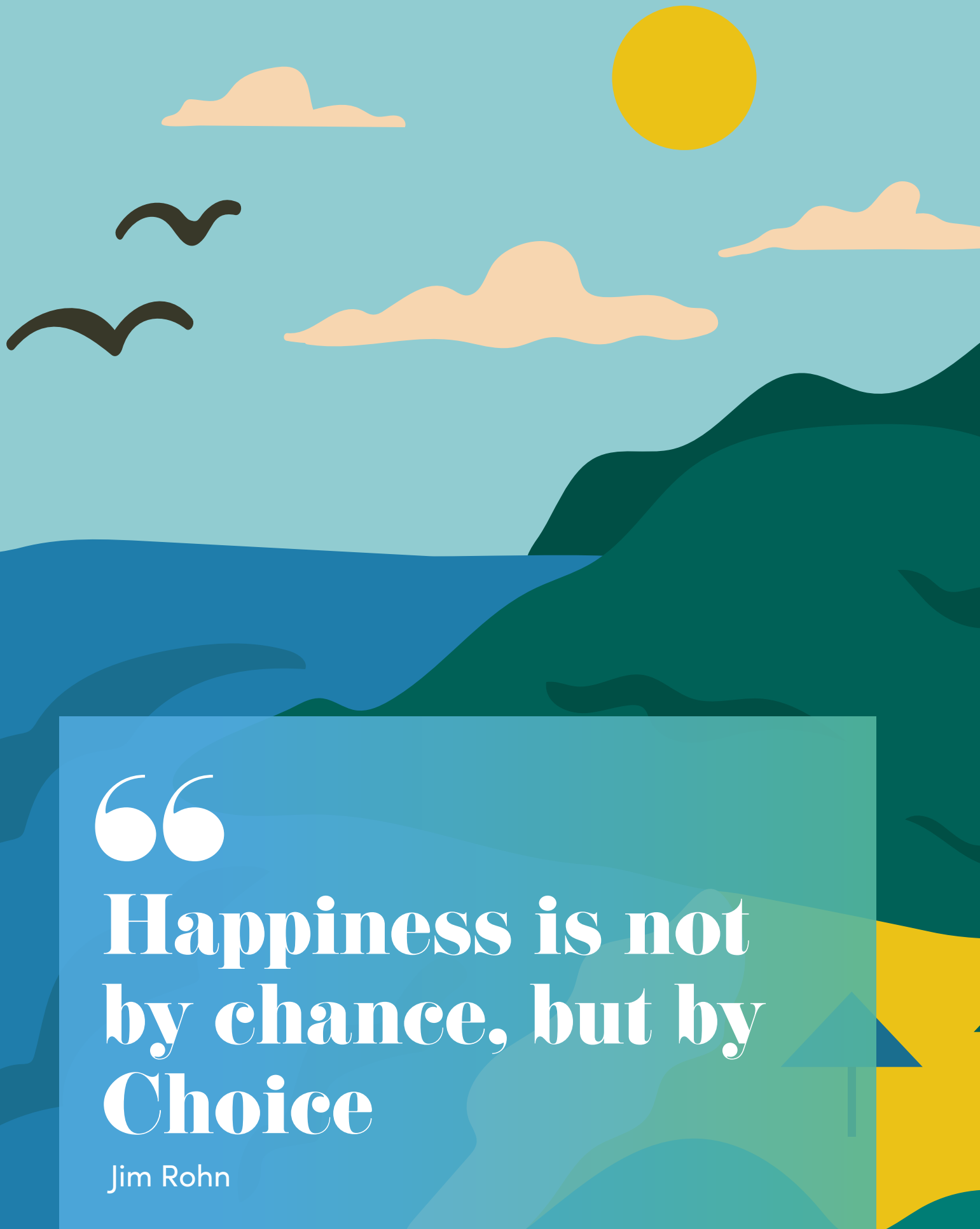
Please ask for Clarinda

➤ **Website: www.memorymatters.org.uk**



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➤ **Email: clarinda@memorymatters.org.uk**



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**Happiness is not
by chance, but by
Choice**

Jim Rohn

Royal Cornwall Hospitals NHS Trust

Admiral Nurses are Registered Nurses who specialise in dementia care.



Working holistically with families and people affected by dementia, particularly during complex periods of transition and where there is a risk of breakdown in the caring relationship.

The Admiral Nurse Service supports families and carers who look after someone with a confirmed diagnosis of dementia providing 1-1 telephone liaison support and advice. The inclusive referral criteria are;

- The person they care for has a confirmed diagnosis of dementia.
- The family member/carer has consented to the referral (also receive self-referrals).

If you would like to speak to the Admiral Nurse Clinical Lead to discuss a referral please use the information below.

Clinical Lead: 07823 535934
RBL Admiral Support Line: 0333 015 0977
 Monday to Friday 8am - 4pm

➤ **Website:** www.royalcornwall.nhs.uk



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➤ **Email:** rcht.admiralnurse@nhs.net

Alzheimer's Society



Cornwall Dementia Support Service. The service geographically covers the East of Cornwall and is delivered by Dementia Support Workers.



It is designed to help people affected by dementia to understand the condition, cope with day-to-day challenges and prepare for the future. Face-to-Face, over the phone or in writing our Dementia Support Service will help you to remain independent and stay active for as long as possible. It helps you to access the information and advice you need to make informed decisions about your wellbeing, and find other services which can help improve your life.

Information Provision Telephone Line. This can provide information and support to anyone with concerns about any forms of dementia or memory loss. This includes people with dementia, their carers, relatives, friends and professionals. This service can offer free publications, Alzheimer's Society Factsheets and make referrals to local services.

Virtual Singing for the Brain. Our Singing for the Brain service is invaluable to people affected by dementia. Virtual Singing for the Brain is accessed by using Zoom virtual technology so you can enjoy a good sing-a-long from the comfort of your own home. The group can see each other and keep connected with friends. It can be accessed by logging into Zoom every Tuesday from 11:15am to 12:15pm.

Contact: 01872 277963

Monday to Friday 8am - 4pm

➤ Website: www.alzheimers.org.uk



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➤ Email: cornwall@alzheimers.org.uk



Promas

Helpline & advice service for unpaid carers in Cornwall.



We are here to talk & help with any challenges or issues you may be experiencing.

Contacts: 07435 870587

01736 339226

07775 756454

Monday to Friday 10am - 4pm

Please note calls are charged at standard mobile rate, but if you text or email us we will contact you within 24 hours (excluding weekends)

➤ Website: promas.co.uk



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➤ Email: info@promas.co.uk

Inclusion Matters

The Digital Inclusion Team at Cornwall Council is dedicated to ensuring that all the residents of Cornwall are equipped with the knowledge and skills to use digital technologies in their everyday lives.



They understand the benefits of being online should not be underestimated; it can open up a whole new world enabling communication with family and friends, improve health options and knowledge and provide opportunities to transact online and save money.

We offer one to one support by telephone or video call covering a wide range of topics. If you or someone you know needs support to use online services, the team can be contacted by email at digitalinclusion@cornwall.gov.uk Just give us some contact details and a brief description of the support required and one of our team will get in touch.

Contact: 01872 326440

Monday to Friday 9am - 5pm

➤ **Website:** inclusioncornwall.co.uk



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➤ **Email:** digitalinclusion@cornwall.gov.uk

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It always seems
impossible until it
is done

Nelson Mandela

Age UK Cornwall & the Isles of Scilly

Active Living Support enhances and enriches the lives of older people. It does this by offering a high-quality service that is tailored to a person's needs.



We offer this service across Cornwall and from the comfort of your own home and/or within the local community. Our services include aspects of home support, shopping, gardening, social activities, companionship, cognitive stimulation therapy and administration.

We pride ourselves in supporting older people, and their carers to alleviate stress, anxiety, and loneliness. By using a wealth of knowledge and a comprehensive training programme, our staff can deliver a safe and caring service - with an emphasis on promoting independence, health, and well-being. We are here to listen to your needs, provide solutions and work together to support your future.

Community Helpline:

01872 266388

Monday to Friday 9am - 5pm

➤ **Website:** www.ageuk.org.uk/cornwall



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➤ **Email:** email@ageukcornwall.org.uk

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If I cannot do great things, I can do small things in a great way

Martin Luther King Jn



Not feeling well

If you observe that your loved one is not feeling well please phone your GP service to ask for advice and support.



If you feel you need support at home. This could be anything from considering having carers in to help with personal care needs, or having an occupational therapy assessment to look at the house environment to make it more dementia friendly, or to have a carers assessment.

Contact: 0300 123 4131

8.45am and 5.15pm Monday to Thursday
and 8.45am to 4.45pm on Fridays.

➤ **Website:** www.cornwall.gov.uk




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➤ **Email:** adultcare@cornwall.gov.uk

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When you are positive, good things happen

Deep Roy



**There is support for
everyone affected by
dementia, including
carers.**

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