



# Dementia Support Information Pack

**Ambrose  
Avenue  
Group Practice**

 **The Colte Partnership™**  
*At The Heart of Primary Care*

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# What Support Is There At Ambrose Avenue Group Practice?

*We hope you are coping and at Ambrose Avenue Group Practice we want you to know that we are here to support and help you and your family.*

*Please contact the surgery if you need support or help.*

## *Clinical Advice:*

Our clinicians can provide support and help to your clinical queries. If you are feeling unwell please inform our reception staff of your diagnosis, so that we can do our very best to get you an appointment as soon as possible.

## *Administration Staff:*

**Secretaries:** They can offer advice and help with referrals, letters and reports.

**Receptionists:** They are able to advise and direct you to the correct staff members you need to speak to.

## *Dispensary Team and Prescription Clerks:*

Our dispensary team and prescription clerks can give advice on your current prescriptions and medication queries.

## *Care Co-Ordinator:*

The Care Co-Ordinator is based at Ambrose Avenue Surgery. They ensure that our patients care, health needs and wellbeing are being met sufficiently and effectively. The Care Co-Ordinator can take time with our patients to explore what is important to them and direct you to a clinician within the surgery or to other non-clinical support roles if needed. They will contact you on a regular basis to support you and your family.

## *Social Prescriber:*

The Social Prescriber can support, guide and advise you with services and help within our communities. They can access further care for a patient, discuss problems the patient is facing and explore what is important to the patient. They are able to direct you to local groups and other initiatives.

### Care Advisor:

The Care Advisor can offer advice, support and information on subjects such as benefits, equipment assessments for your home, occupational therapy assessment for your home aids, contact with appropriate statutory care services, contact with voluntary services and disabled parking badges.

Appointments can be made with the Care Advisor by contacting the surgery.

*For the surgery to be able to offer as much support as possible we ask you to provide your next of kin information, so that we can update your medical record. If you wish for them to be able to discuss your diagnosis and treatment please notify us of this, so we can add this to your record also.*

## Where Else Can You Find Support?

### **DEMENTIA CONNECT (a new hub service from Alzheimer's society)**

**Dementia Connect support line (with dementia advisers if needed)**

**0333 150 3456**

### **Admiral Nurse Dementia Helpline**

Call our Helpline for free on 0800 888 6678, send an email to [helpline@dementiauk.org](mailto:helpline@dementiauk.org)

We know things might feel overwhelming right now. But we can help you. Dementia UK is the charity for specialist dementia care, and our Admiral Nurses have helped thousands of families live better for longer with dementia. We can help you understand the condition and feel more in control, giving you the tools and the confidence to manage your future with dementia together – one step at a time.

The nurses on our Helpline are here when people need help. They have the time to listen and the knowledge to solve problems. As dementia specialists, Admiral Nurses help families manage complex needs – considering the person living with dementia and the people around them

### **Age UK (formerly Age Concern and Help the Aged)**

Age UK is the one of the UK's leading charities for the elderly in the UK. They provide life-enhancing services and vital support to many people with dementia. Age UK also have many dementia support group meetings throughout the UK and a group can be found in almost every county.

To contact AgeUK

**Telephone** – 0800 169 6565

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

## Alzheimer's & Dementia Support Services (ADSS)

ADSS provide many dementia services in the Kent area. These include Dartford, Gravesham & Swanley. The charity has been developed to encourage choice in a dignified, supportive and friendly atmosphere.

To contact ADSS

**Email** – [info@alz-dem.org](mailto:info@alz-dem.org)

**Telephone** – 01474 533990

**Website** [www.alz-dem.org/](http://www.alz-dem.org/)

## Alzheimer's Society

The Alzheimer's Society are leading UK care and research charity for people with Alzheimer's and other types of dementia, their families and carer workers. They organise and provide many dementia support groups throughout the UK.

To contact the Alzheimer's Society

**Email** [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)

**Telephone** – 0333 150 3456

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

## Art 4 Dementia

Arts 4 Dementia Ltd is a new charity helping to develop and co-ordinate high quality inter-generational arts opportunities for people living with dementia in the community. Stimulating brain activity and bringing inspirational relief from anxiety and confusion, for them, their families and carers. We have more information and a [short video here](#).

To contact Arts4dementia

**Email** [info@arts4dementia.org.uk](mailto:info@arts4dementia.org.uk)

**Telephone** – 020 3633 9954

**Website** [www.arts4dementia.org.uk](http://www.arts4dementia.org.uk)

## Carers UK

Carers UK provides advice and information to carers and professionals who support carers. They provide information and advice to carers about their rights. How to get support and how to complain effectively and challenge decisions. They are the only UK national membership charity.

To contact Carers UK

**Email** [advice@carersuk.org](mailto:advice@carersuk.org)

**Telephone** – 0808 808 7777 (Weds and Thurs 10am – 12pm and 2pm – 4pm),

**Website** [www.carersuk.org](http://www.carersuk.org)

## Dementia UK

Dementia UK is a national charity committed to improving quality of life for all people affected by dementia. Their affiliate uniting carers is a national network of carers, former carers, family and friends of people affected by dementia. Great support for any dementia groups.

To contact Dementia UK

**Email** [info@dementiauk.org](mailto:info@dementiauk.org)

**Telephone** – 0800 888 6678

**Website** [www.dementiauk.org](http://www.dementiauk.org)

### Other useful numbers:

- Essex County Council Social Care Direct,- Tel: 0345 603 7630  
<https://www.essex.gov.uk/get-social-care-help>
  - Samaritans for those experiencing despair, distress or suicidal feelings - Tel: 116 123 for free  
<https://www.samaritans.org/how-we-can-help/contact-samaritan/>
  - Essex Carers Support - Tel: 01255 474410  
<https://www.essexcarerssupport.org.uk/support-services>
- Carers First Colchester [www.carersfirst.org.uk](http://www.carersfirst.org.uk) 0300 3031555
- Community 360, Colchester Tel 01206 505250 An independent Charity offering a range of services including transport to health appointments for those who would be otherwise excluded  
[Community360 Provides Support to the Voluntary and Community Sectors](#)

These are our local dementia cafes

#### **Abbey Fields**

C3 Church building (former army gym), Ypres Road, Abbey Fields  
Second Tuesday of every month from 10-12 noon  
Organized by Abbey Fields Medical Centre/C3 Church

#### **Orchard Baptist Church**

Mersea Road  
Every Tuesday 10-12  
Organized by Age Concern

#### **The friendly club & café**

St Mary's Church, Wivenhoe

Every Thursday afternoon from 2.30 – 4pm (I think)  
Organized by Wivenhoe dementia group

#### **PCC Turner Road**

New seasonal dementia café being planned in the PCC café run by Community360  
Will be sponsored by a Dementia Action Alliance member (they pick up the tab for refreshments)  
First one will be Wednesday 11 May from 10am -1pm  
I am organizing this one.

### *My Care Choices Register*

The My Care Choices Register is for those people in North Essex who are living with incurable illnesses and who wish to record their priorities for future care.

Have you thought about how you would like to be cared for should you become more unwell?

Talk to your loved ones about your priorities for your future health care, then ask your GP to add you to the My Care Choices Register.

*[mycarechoices.online](http://mycarechoices.online)*

***At Ambrose Avenue Group Practice your GP will always be happy to support you with making your future wishes. If you have any queries or would like to discuss this, please contact the surgery.***