# The Dementia Journey in Salford

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<tr>
<th>Steps to take</th>
<th>Support Information</th>
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| **Step 1** When you need some support | **Visit your GP**, explain, and ask if you need a referral to  
- The Memory Assessment & Treatment Service (MATS) for a diagnosis.  
- Age UK Salford Dementia Services for support and information **0161 788 7700**  
- Social Services for an assessment for the person with dementia and the carer – **0161 909 6517**  

**Salford Age UK Dementia Service – 0161 788 7700 dssadmin@ageuksalford.org.uk**  
They provide an all round service, you do not need to be referred to find out information about what to do next.  
- They can explain all the support that will need to be put in place if the diagnosis is positive.  
- They can provide support through the process with the hospitals and specialists. |
| **Step 2** Diagnosis | **Memory Assessment & Treatment Team**  
The team is based at the Woodlands Hospital and delivers diagnosis and intervention for people living with dementia. The aim is to reduce crisis later in the illness and enable people to be cared for at home for as long as possible.  
They will send you for blood tests and a brain scan and will organise an assessment date.  
The team will provide an introductory pack with information about support you can gain to get all affairs in order, and information about various kinds of support to help you live well at home with dementia. |
| **Step 3** Assessment | **Community Mental Health Services 0161 909 6517** (Salford Council first contact number for community health & social care services)  
This includes social workers, community psychiatric nurses (CPN), occupational therapists, psychologists, physiotherapists and counsellors, who are all there to help people live as independently as possible. |
| **Step 4** Post diagnosis Planning the future | **Age Uk Dementia Services** – Making sure you have all the right information for the person with dementia and the carer to plan for the future. This is important to do this as soon as possible and while the person with dementia can make decisions for them, and this does not become a burden for the carer and family.  
- Important Documents  
- Are you claiming the right benefits |
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<th>Step 5</th>
<th>Living Well at home with dementia</th>
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<td><strong>Do you have the right support in place</strong></td>
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<td><strong>Do you have a document which informs the right people what you want to happen in case of an emergency for both the person with dementia and the carer.</strong></td>
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|        | **Salford Council Welfare Rights Service** - Benefits / attendance allowance / council tax allowance  
0800 345 7375 Monday to Friday 10am to 12noon  
www.salford.gov.uk/welfarerights |
|        | **Citizens Advice Bureau** – support with a range of issues, as well as the lasting power of attorney documents.  
0844 826 9695  
www.salfordcab.org.uk |
|        | **Salford Carers Centre** - 0161 833 0217  
www.salfordcarerscentre.co.uk |
|        | They offer advice, support, information, one-to-one support, emotional support, newsletters and signposting to other services. They provide further information about carer support groups and carers' personal budgets. |

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<th>Step 6</th>
<th>Community services and support to help you live well at home promoting wellbeing.</th>
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| **Age Uk Dementia Services** | They support people with accessing all the services below.  
**Buddy Cafes (assessed)**  
Social clubs providing activities and lunch for those with a mild to moderate dementia.  
**Carers Information Courses**  
6 week course for carers held three times a year.  
**Young people's dementia group in Eccles** |
| **Alzheimer’s Society in Salford**  
Tel: 0161 962 4769  
Email: salford@alzheimers.org.uk  
www.alzheimers.org.uk | **121 support service for person diagnosed with dementia and their carers.**  
**CrISP training programme for Carers** |
| **Open Doors project at Woodlands**  
0161 772 3893 | **Dementia Café** - Where people and their carers affected by dementia share experiences, listen to guest speakers and socialise.  
**Open doors support network group** held at Humphrey Booth Resource Centre in Swinton on a monthly basis for recently diagnosed patients to support each other, take part in activities, and volunteers are invited to attend and assist with delivery of activities.  
**Open doors book club** |
### Additional services

- **Salford Dementia Carers Group** meet on a monthly basis in Swinton  
  Tel: 0161 607 7100  
  The group is independently run and organise various activities and swap top tips about living well with dementia.
- **Cyril Flint Volunteers** - [www.cyrilflint.org](http://www.cyrilflint.org) – Kate Brown 07791905001 Provides opportunities for volunteers, and provides a befriending service for those who are living alone.
- **The Silver Line** - Aimed at older people but not exclusive, offers a telephone befriending service and can also arrange weekly visiting service. **0800 4 70 80 90** [www.thesilverline.org.uk](http://www.thesilverline.org.uk)
- **Salford City Council**  
  First Contact Centre number for health & social care support – 0161 909 6517  
  [www.salford.gov.uk/serviceinfo](http://www.salford.gov.uk/serviceinfo) includes a wide range of support services. It works best when you search with one word rather than a phrase.
- **Care on Call** offer (4 months free use of the basic service). Tel **0161 607 7136 / 7133**  
  24 hour monitoring and emergency response for older and more vulnerable people to help them live independently with support at hand. Also optional weekly visits.
- **Telecare**  
  Buddi is a pocket-sized GPS personal alarm system, which allows family/carers to see where their loved one is, even if they wander. It is part of the telecare suite of electronic equipment which includes sensors and alarms around the house.
- **Helping Hands** - Help with small repairs, home safety, gardening etc. to help people remain living in their own home. This is a free membership, and services can be free to those on certain benefits.  
  **0161 793 9419** [www.helpinghandssalford.co.uk](http://www.helpinghandssalford.co.uk)
- **Health Improvement Service** - Offers a wide range of services to help people make healthier lifestyle choices. Groups include walks, cooking, money management, confidence-building, social and more. Can support people to set up their own groups. **0800 952 1000** [www.salford.gov.uk/health-improvement-service](http://www.salford.gov.uk/health-improvement-service)

### Step 7  
**Need some short term support**

- **Rapid Response Service (Salford Council Contact Centre number 909 6517)**  
  This provides short-term care in your home when you are not well and could prevent your admission to hospital. The team works with people who are 18 and over.

### Step 8  
**Need some extra day support**

**Respite and day care** - A Social worker will assess the level of day care required **0161 909 6517**

**Poppy Day Centre** is at Humphrey Booth Resource Centre in Swinton.

- The centre is open 5 days a week providing a day care service for those who need more extensive care.  
  Bi monthly group for carers. This needs a Social Worker referral.
### Step 9

**Need residential support**

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<th>Care Homes</th>
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<td>• There are about 40 homes in Salford both private and Salford Council owned which offer respite and residential care.</td>
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**Extra Care**

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| • Offers you more support than traditional sheltered housing and staff are on hand 24 hours a day, seven days a week. |
| • Salford has four Extra Care Homes at the moment |

**Salford Age UK Dementia Service – 0161 788 7700** can support you with finding the respite service or care home which is right one for you.

### Step 10

**Bereavement & Support with loss**

| |
| • Care Concern Bereavement Loss & Counselling – 0161 796 0807 |
| • Cruse Bereavement Loss & Counselling – 0844 4779 400 |
| • Salford Palliative Care Bereavement Counselling Service – 0161 212 4136 |
| • The Bereavement Advice Centre 0800 634 0101 www.bereavementadvice.org |
| • The Samaritans 08457 909090 www.samaritans.org |

| Salford Dementia Carers Group meet on a monthly basis in Swinton Tel: 0161 607 7100 |

The group is independently run and organise various activities and swap top tips about living well with dementia, and support Carers who have lost a loved one.

### Key

- **Medical**
- **Information & Advice**
- **Re enablement**
- **Short term care**
- **Long term care**