

I WANT TO KNOW WHAT TO DO IN A CRISIS

111

- Call 111 for urgent health advice

999

- Call 999 for Fire and Police emergencies, or if you need an ambulance

Durham County Council Social Care Direct

- Call 03000 267 979 (24 hour)
- Visit: www.durham.gov.uk/socialcaredirect
- Visit www.durhamlocate.org.uk

National Dementia Helpline

- Call 0300 222 1122
- Monday to Wednesday 9am – 8pm
- Thursday and Friday 9am – 5pm
- Saturday and Sunday 10am – 4pm

Care Connect

Register for the Council's alarm service:

- Call 03000 262 195
- Email care.connect@durham.gov.uk
- Visit: www.durham.gov.uk/careconnect

WHERE CAN I GO FOR MORE INFORMATION?

This guide is a starting point but if you want more information you can contact:

Durham Dementia Advisor Service

- Call 0191 389 0400

Durham County Carers Support

- Call 0300 0051213

National Dementia Helpline

- Call 0300 222 1122
- Monday to Wednesday
9am – 8pm
- Thursday and Friday
9am – 5pm
- Saturday and Sunday
10am – 4pm

Admiral Nurse Dementia Helpline

- A free helpline, staffed by specialist nurses
 - Call 0800 888 6678
- Monday to Friday
9am – 9pm
- Saturday and Sunday
9am – 5pm

A guide for people in County Durham who have problems with their memory

A short guide to people and services you can contact if you need help with your memory or if you or a loved one have a diagnosis of dementia

My key contact is:

This is your guide to keep - you can put the name and number of somebody such as your doctor, community psychiatric nurse (CPN) or dementia advisor in this box

This leaflet was last updated on: 28/01/2020

If you want to send us any feedback on this leaflet please email dementia@bsg.ox.ac.uk

Version 4.0

I WANT TO SPEAK TO SOMEONE FOR ADVICE AND SUPPORT

County Durham Dementia Advisor Service

- Can give you information about what to do when you have a diagnosis of dementia
- Help you plan for the future
- Help you find out how to carry on doing the things you love
- Can tell you more about memory loss and dementia

You can call them on 0191 389 0400 or send an email to durhamandchester@alzheimers.org.uk

Social Care Direct

- Can help you with social care support
- Can help you in an emergency

Call them on 03000 267 979 or visit www.durham.gov.uk/socialcaredirect or www.durhamlocate.org.uk

NHS Choices

- Gives information about memory loss and dementia

Visit the website at www.nhs.uk

Durham County Carers Support

- Can help you plan for the future

Call them on 0300 005 1213 or send an email to admin@dccarers.org

The person who gave you the diagnosis

- Can give you information about what to do next
- Can help you find out how to carry on doing the things you love

Your GP

- Can give you information about what to do after getting a diagnosis
- Tell you about memory loss and dementia
- Help you find out how to carry on doing the things you love

I WANT TO LIVE SAFELY AND WITH THE RIGHT SUPPORT

Durham and Darlington Fire and Rescue Service offer **free Safe and Wellbeing checks** to see how safe your home is.

To request a visit call 0845 223 421 or go to www.ddfire.gov.uk/free-safe-and-wellbeing-visit

The **Herbert Protocol** is an easy to complete form that contains vital information about a person at risk. It can be passed to the police if someone is ever reported missing

To sign up to the Herbert Protocol call 101 or send an email to herbertprotocol@durham.pnn.policeuk or visit www.durham.police.uk

Durham County Council's **Social Care Direct** service provides information to help people live as independently as they can

Call them on 03000 267 979 or visit www.durham.gov.uk/socialcaredirect or www.durhamlocate.org.uk