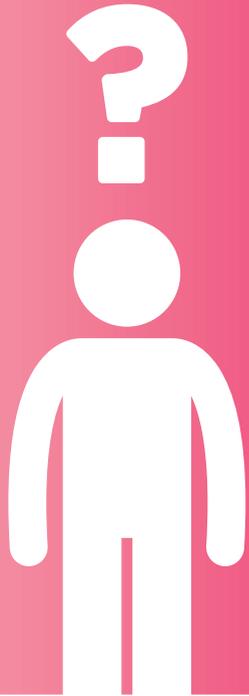




Essex Partnership University
NHS Foundation Trust



Mid Essex
**Specialist
Dementia
and Frailty
Service**



Why have you been referred to us?

You have been referred to us as you have been diagnosed with dementia. This leaflet is to explain the help and support we can offer.

What can we offer?

We offer comprehensive support for people diagnosed with dementia.

The service can meet both short term and longer term needs. Your care will be allocated to the right professional depending on your care needs.

Many people often have complex needs. It may be you have other physical health needs too.

It is our job to support you in getting the care, treatment and help you need so you and your loved ones can enjoy the best quality of life.

What does 'frailty' mean?

It means a state of mental, physical or emotional vulnerability, especially in later life. Frailty can mean that you need a high level of support with personal care, for example or that you are not able to do these things for yourself.

What service can you expect?

You have the right to be treated with dignity and respect. You and your loved ones also have the right to be fully involved in your care and treatment. Please ask us questions if you do not understand or need further clarification.

You can expect:

- Access to a 24 hour helpline
- Rapid response to crisis situations
- Treatment in your own home, if appropriate
- Support and information about your diagnosis
- Information about other agencies that may be able to offer support or advice

Who will provide your care?

You may be allocated a named professional who will co-ordinate your care. They will work with you to develop a full care plan that describes the type of support you will receive from us. There may also be some other professionals who will work with you.

Depending on your needs, your named professional will:

- Be your main point of contact
- Listen to your opinions and wishes and help you voice them
- Help answer your questions
- Help you receive the right support
- Co-ordinate all aspects of your care plan
- Arrange regular reviews

We will give you a copy of your care plan for you to keep and refer to.

We will send a copy to your GP as well as progress reports to keep them informed about your care. You will be asked if a family member should receive this information as well.

What kind of care and treatment can you expect?

Your care and treatment will be guided by the best available evidence of what works. We are focused on getting the right outcomes for you. We will refer you quickly to specific outside agencies as required.

The types of care treatment you may receive as part of your care plan may include:

- Information meetings for you and a family member or carer after your diagnosis
- Medication, closely monitored and reviewed
- Cognitive Stimulation Therapy – for people with mild to moderate dementia. These are group sessions which involve activities to stimulate brain activity, help delay memory loss and provide peer support.
- Advice on healthy living
- Occupational therapy
- Advice on treatment for any immediate physical health concerns
- Psychological and therapeutic activities such as 'talking therapies'
- Access to support and education for you and your family member or carer

How long is your care expected to last?

The plan for your individual care will be discussed in more detail with you. The level of support we provide is likely to change over time, depending on your needs. Everyone is different.

Is any support available to your family or other people you care about?

There may be someone close to you, a family member or a friend, who is also important in caring for you.

We will offer that person an assessment to see if there are things that we could be doing to support them to support you.



What types of people could be involved in your care?

Our professionals have a mix of different skills and come from different disciplines. They will ensure you get the care you need from the right person at the right time. You may see one or maybe more of the following, depending on your individual needs:

- Doctors
- Community nurses
- Physiotherapists
- Occupational Therapists
- Psychologists
- Nutritional Advisors
- Support Workers
- Social Workers

For advice and support
24 hours, please
call our helpline:

01245 515 313

Who do we share your records with?

We have a legal duty to keep your information confidential, but we may need to share information about you with other healthcare providers to give you the best possible care.

There may be circumstances when either you or someone else might be at risk of significant harm. There might be a legal reason for us to share information about you and we may need to discuss how you are feeling with your carer or family member.

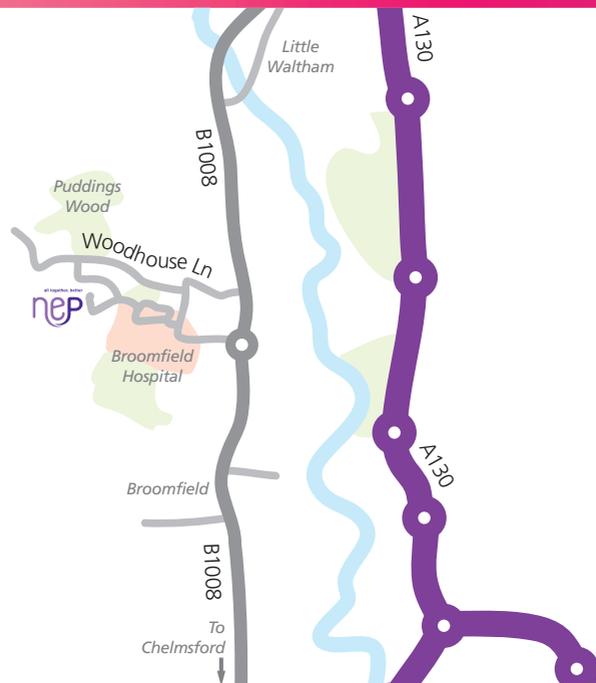
If you object to us sharing your information with your GP or other

healthcare providers, please tell a member of staff.

You may be seen by a number of staff within the Trust and may be transferred from one Trust service to another. The information you give to us will be available to everyone involved in your care within Trust services.

We cannot give other organisations (eg housing departments, voluntary sector providers, education services) information about you without your consent.

How to find us



Helpful numbers and websites

Alzheimer's Society

0300 222 11222 | www.alzheimers.org.uk
Chelmsford branch: 01245 260911

Samaritans

For those experiencing despair, distress or suicidal feelings

116 123 | www.samaritans.org

MIND

0300 123 3393 | www.mind.org.uk

Rethink

01245 259478 | www.rethink.org

Citizens' Advice Bureau

03444 111 444 | www.citizensadvice.org.uk

Relate, the relationship people

0300 100 1234 | www.relate.org.uk

Essex County Council Social Care Direct

0845 603 7630 | www.talktofrank.co.uk

Drinkline National Alcohol Helpline

Confidential alcohol counselling & information service

0300 123 1110

Age UK

0800 169 6565 | www.ageuk.org.uk

Action for Family Carers

01621 851640 | www.affc.org.uk

Our opening hours

Monday to Friday
9am – 5pm

Our address

Mid Essex Specialist
Dementia and Frailty
Service
The Crystal Centre
Puddings Wood Drive
Broomfield
Chelmsford CM1 7LF

Our phone number

01245 515300

Your appointment may be here, at another local clinic or even in your home. Your appointment letter will tell you. Some people who are very unwell may need either intensive treatment at home or a short stay in hospital.

Feedback

We welcome any suggestions you may have. Please discuss these with a member of staff.

Patient Experience Team

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to the Patient Experience Team on **0800 085 7935** or you can email **epunft.pals@nhs.net**

Important phone numbers for me

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This leaflet can be produced in large print, CD, Braille and other languages on request.

Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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