



SOUTHEND

MEMORY INFORMATION PACK

SECTION 5

January 2015

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This pack can be provided in alternative formats such as Braille, audio or large print.

Translations of this pack in alternative languages are also available.

For a copy of this pack in another format, please call: 01702 212500

or email: dementiasupport@southend.gov.uk

Section 5

Local Services

Social Care Assessments and Support Plan

The role of Adult Social Care is to help people maintain or regain their independence regardless of age, disability or personal circumstances in ways that allow people choice and control over how they live their lives.

The aim of a Social Care Assessment

Social Care assessment and support planning should be an integrated process to identify and address the needs of individuals. It is important for practitioners to recognise that need relates to the unique, individual requirements of a person to achieve, maintain or regain an acceptable level of social independence or quality of life and that support should be personalised rather than generic.

The assessment considers what type of services you need, and will relate to your unique, individual requirements, to help you achieve, maintain or regain an acceptable level of social independence or quality of life.

Even if a person is diagnosed with exactly the same condition or disability as someone else, what that means for those two people can be very different. Care assessments can vary, depending on your particular needs. However, the assessment should at least provide basic information, and a care plan should be drawn up so that you know what to do and what's happening as a result of the assessment.

The local authority is obliged to carry out a care assessment when they become aware that someone may be in need of community care services. This may mean that an assessment is offered even if have not specifically requested one.

Alternatively, you can contact the local social services department and ask them to arrange a care assessment.

Where there are disputes about the process of the assessment or the care plan, there are ways that decisions can be challenged or you can make a complaint.

The Support Plan developed should be a person centred document, giving an individualised picture of the service user.

Carers

A carer is anyone who looks after a family member, friend or partner, who due to illness, disability, mental health problem or addiction cannot cope without their support. They do not get paid.

If you have a carer, they can take part in your care and support planning if you want them to. They know you well and any care and support should be organised in a way that fits with any support they already provide.

Caring for someone can also affect a carer's own life and health. If a carer feels that they need support themselves, social services can

carry out a carer's assessment and develop a carer's support plan.

Some people's family members or friends may choose not to provide care and that's ok. Some people may not have family or friends to support them. Both these things should be noted and thought about as part of the care and support planning discussion.

Carer's assessment

Carers are entitled to a Carer's assessment in their own right, this should be focused on the carer's needs. Where there is a conflict in terms of the proposed outcome to meet service user/ carer needs the service user must not be compromised and an acceptable solution for both parties be sought.

Where an assessment considers both the service user and their carer's situation at the same time, this is regarded as a joint assessment and should be identified as such.

Southend-on-Sea Social Services contact details.

Tel [01702 215008](tel:01702215008)

Local Services contact details

Alzheimer's Society Southend

Suite 1, Royce House, 630-634 London Road
Westcliff-on-Sea SS0 9HW



Tel: 01702 345156 or 01702 343121 for services covering Southend

Email: southend@alzheimers.org.uk or call the national helpline number 0300 2221122 for dementia information and support seven days a week or visit 'Talking Point' - online forum for those people affected by dementia at <http://forum.alzheimers.org.uk/forum.php>

Services include:

Community Dementia Support Service:

A dementia support service provides one to one support to people with dementia, carers and family members.

Dementia Cafés

Provide an opportunity to meet regularly and talk about living with dementia in an informal social environment. They provide information about dementia and practical tips about coping with dementia. Cafés are open to anyone affected by dementia, just come along no appointment necessary.

Peer Support Groups

These are facilitated sessions and provide the opportunity for sharing experiences and learning from peers, in a safe, non-clinical environment. Specifically designed for people living with dementia and carers separately. Each session includes a selection of entertainment, games and/or activities to encourage conversation, inclusion and reminiscence.

Activity Groups

Including Motivational Men's Group, Memory Groups, Arts and Crafts, Reminiscence Groups etc.

Singing for the Brain

Based around the principles of music therapy and singing. The structured group sessions use music to encourage communication and participation and include opportunities to talk to other people.

Advocacy Services.

Advocates help people to say what they want, secure their rights, represent their interests and obtain the services they need.

Carers Information and Support Programme

A programme for carers, family members or friends of a person with dementia. It aims to improve the knowledge, skills and understanding of people caring for a person with dementia, by providing effective support and up-to-date and relevant information

Please contact the Alzheimer's Society Southend, directly for more information.

Peaceful Place

Peaceful Place is a charity that aims to improve the lives of people with young onset dementia and those that care for them in South East Essex.



Services include: A Day Centre, individual and group support and supported living service.

Open Tuesday to Friday at St Lukes, Dalys Road, Rochford, Essex
Tel: [07774 978241](tel:07774978241) or [01702 546476](tel:01702546476)

Age Concern Southend

Age Concern Southend (assisted by their volunteers) offers comfort, friendship and provide services which respond to the needs of older adults in the Southend borough. From their office and assisted by their volunteers, Age Concern Southend offers comfort, friendship and practical help to residents who feel isolated or who need regular or occasional support in maintaining the life they wished to lead. Advice, support and information is also given to families, friends and carers of older adults. Transportation support can also be provided.



Age Concern Southend
134 Hamlet Court Road
Westcliff-on-Sea
Essex SS0 7LN

Tel: [01702 345373](tel:01702345373)
Email: enquires@acsos.co.uk

Southend CAB (Citizens Advice Bureau)

Southend CAB help people to resolve their legal, money and other issues, by providing free, independent and confidential advice.



1 Church Road
Southend-on-Sea
SS1 2AL

Tel: [0844 4770808](tel:08444770808)
Website: www.southendcab.org.uk

South East Essex Advocacy for Older People (SEEAOP)

SEEAOP are a small charity that advocates on behalf of older adults aged 60 years and over who experience financial and/or social difficulties, and need someone to work on their behalf to enable them to access services/benefits.

225 West Road, Westcliff-on-Sea SS0 9DE

Tel: 01702 340566

Email: Southeastsexadvocacy@btopenworld.com



Southend Dementia Action Alliance

Southend Dementia Action Alliance is a partnership of organisations, individuals, businesses and community groups working together to transform the quality of life for people affected by dementia, helping Southend-on-Sea to become a Dementia Friendly Community.

For further information and how to join (this is free, but everyone makes a pledge) contact:

Nancy Smith – Strategy & Commissioning Officer, Southend-on-Sea Borough Council

Tel: 01702 215000

Email nancysmith@southend.gov.uk

DAA Southend
Dementia Action Alliance

Essex Dementia Care

Essex Dementia Care is a local charity that aims to offer companionship and support for people living with dementia, to promote good health and an active life.

They provide one-to-one care, offering specialist dementia support at home and in the community in South East Essex. They also run an activity centre in Southend every Wednesday.

For further information about our services please contact us at

Tel: 01245 363789

Email: info@essexdementiacare.org.uk

Website: www.essexdementiacare.org.uk

 **Essex Dementia Care**
Life doesn't stop with Dementia

Solicitors and legal advice

Please contact Solicitors for the Elderly or the Law Society who can find you a local solicitor.

Website: www.solicitorsfortheelderly.com

Website: www.lawsociety.org.uk

The War Pensioner's Welfare Service (WPWS)

If you are a war pensioner who needs medical treatment or care because you were disabled whilst serving in the Armed Forces during a war, The Service Personnel and Veterans Agency may be able to help you with costs. The war Pensioner's Welfare Service (WPWS) can give you advice on:

Tel: [0800 1692277](tel:08001692277) 8.15am – 5.15pm Monday to Thursday and 8.15am – 4.30pm on Fridays.

South Essex Partnership University NHS Foundation Trust (SEPT)

Trust Head Office, The Lodge, The Chase, Wickford, Essex SS11 7XX

Head Office Tel: [0300 1230808](tel:03001230808)

SEPT Patient Advice & Liaison (PALS) Tel: [0800 0857935](tel:08000857935)

e-mail: pals@sept.nhs.uk



Mind

Raising awareness of dementia and the services available to support people with a diagnosis and their carers from Black and Minority Ethnic communities.



Services include:

- Peer support groups
- Supporting ethnic minority groups and individuals to access information and services
- Helping to arrange interpreter services
- Assisting service providers to appreciate cultural differences

South East and Central Essex Mind, 112a Southchurch Road, Southend on Sea, Essex SS1 2LX

Tel: 01702 601123

Email: reason@southendmind.org.uk

Website: www.southendmind.org.uk

Southend-on-Sea Borough Council



Adult Social Care Service

The role of Adult Social Care is to help people maintain or regain their independence regardless of age, disability or personal circumstances in ways that allow people choice and control over how they live their lives.

Southend Social Services Tel: [01702 215008](tel:01702215008)

Website: www.southend.gov.uk

Safeguarding – Ask SAL

Safeguarding applies to adults/carers 18+ with needs for care and support (regardless of the level of need and whether or not the local authority is meeting any of those needs)



Keeping adults safe across Essex

- Is experiencing, or is at risk of abuse or neglect, and
- As a result of those needs, is unable to protect themselves against the abuse or neglect or the risk of it.

Do you know an adult who is being treated badly, taken advantage of, or injured? If so it is important to tell someone. Do this as soon as you can using one of the contact numbers below.

Southend Police Station: [01702 431212](tel:01702431212)

AskSAL – safeguarding adults helpline: [08452 666663](tel:08452666663)

Southend Health Information Point directory (SHIP)

Local health information contacts for Adults, Children and Families

Website: www.southendinfopoint.org



Southend's Health & Wellbeing
Information Point

Support For Carers

Southend Carers Forum

Free services for carers such as:

- Information and advice
- Helpline Tel: [01702 393933](tel:01702393933) (including 24 hour answerphone)
- Free advocacy and counselling for carers
- Young Carers advice and information
- Support groups for Carers
- Drop in Centre: Monday- Friday (10am – 2pm)

Tel: [01702 393933](tel:01702393933)

Email: info@southendcarers.co.uk

Website: www.southendcarers.co.uk

Facebook/[southendcarers.co.uk](https://www.facebook.com/southendcarers.co.uk) twitter.com/SouthendCarers



Carers Emergency Respite Scheme (CERS)

CERS is to help carers plan for situations when an emergency stops them from being able to carry out their caring role.



This FREE service is available to anyone in Southend that provides care on a regular basis. Under the scheme the person cared for will receive support to manage at home safely over a period of 48 hours.

Tel: [01702 348142](tel:01702348142)

Email: info@ashleycare.com

Hospice at Home

Fair Havens Hospice at Home provide trained and experienced care workers who can support and provide respite for those caring for people at the end of their life. The service is free and available to those caring for someone at end of life who lives in Southend.



Referral via Community/District Nurse or self-referral.

Contact SPDNS Nursecare on [01702 339365](tel:01702339365).



Flexi and Prescribed Breaks

Flexi Break Scheme			
What is available?	Do you qualify?	How much does it cost?	How to find out more
<ul style="list-style-type: none"> ■ Up to 30 hours of sitting service per financial year ■ Flexi breaks must be at least 2 hours and can be taken over a period of time 	<ul style="list-style-type: none"> ■ Yes – if you care for an adult who live in Southend 	<ul style="list-style-type: none"> ■ Free 	<ul style="list-style-type: none"> ■ Please contact Carewatch on 01702 557007 option 6 ■ They will arrange for someone to come and see you ■ If you need more support, look further down at Prescribed Breaks.
Prescribed Break Scheme			
What is available?	Do you qualify?	How much does it cost?	How to find out more
<ul style="list-style-type: none"> ■ One prescription for up to 30 hours of sitting service per financial year ■ Prescribed Breaks must be at least 2 hours 	<ul style="list-style-type: none"> ■ Your GP, District Nurse or Community Psychiatric Nurse can authorise this if they think you need a break 	<ul style="list-style-type: none"> ■ Free 	<ul style="list-style-type: none"> ■ Through your GP, District Nurse or Community Psychiatric Nurse ■ Then contact Carewatch as for Flexi breaks above

Southend-on-Sea Borough Council

Civic Centre, Victoria Avenue,
Southend-on-Sea, Essex SS2 6ER

Tel: 01702 215000

www.southend.gov.uk

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