



Cornwall and Isles of Scilly
Integrated Care System

In Touch

Providing help and support across Cornwall
when you need it.



Welcome


We have created this informative booklet to help you!

We hope you find it useful to read about what services and organisations are available to help you and the person you look after who has a diagnosis of dementia.

We also hope you enjoy reading the inspirational quotes.

All websites have a QR code available and ready to scan using your phone.

The services are there to help and support you. Always feel free to contact them, even if it's just for a friendly chat!



**There is support for
everyone affected by
dementia, including carers
and families**

This booklet was produced by the Integrated Admiral Nurse Service which was originally founded by the Memory Café Network.

A scenic photograph of a sunset over a body of water, with a rocky coastline in the foreground. The sky is filled with soft, colorful clouds in shades of blue, orange, and pink. The sun is low on the horizon, casting a warm glow. A semi-transparent purple rectangle is overlaid on the lower half of the image, containing white text.

**A helping
hand can
be a ray of
sunshine in a
cloudy world**

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**Lean on
me and
let's walk
this path
together**



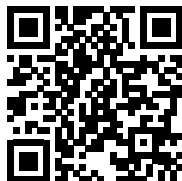
Cornwall Link



Connecting you to your community. A place where people from across Cornwall and the Isles of Scilly can find what you need, ask the community for help, or offer support to others.

Helpline: 0800 587 8191
Open Monday to Friday, 9am to 5pm

Website: cornwall-link.co.uk



Adult social care



Department
of Health &
Social Care

Care and support for older people, people with physical disabilities or learning disabilities, and mental health service users and carers.

**Call 0300 123 4131. Open Monday, Tuesdays,
Thursdays and Fridays, 9am to 6pm**

Website:
**[cornwall.gov.uk/health-and-social-care/
adult-social-care](https://cornwall.gov.uk/health-and-social-care/adult-social-care)**



Community Gateway

If you have an issue and do not know where to start, start with us. Our team will have a conversation about what matters to you.

We will talk with you about any urgent issues you want help with, and then invite you to look at other parts of your life which could be changed to improve your wellbeing.

Together we can draw up a plan that connects you to the right support. It will be clear in the plan what we are going to do, and what you feel you can do yourself. If you just have a question and do not want a plan, that's fine too.

You bring the expertise in your life. We can tell you about organisations and services that might be right for you, such as:

- organisations that support long term conditions
- carers support
- local community hubs
- support for benefits checks and form filling
- council and NHS teams who have the expertise to help you

If you do not have access to the internet, we can search for support in your area and give you the phone contact.

Call 01872 266 383

Open every day, 8am to 8pm, including bank holidays.

Email: gateway@ageukcornwall.org.uk

Transport Services



Transport Services (TAP) provides a service to get to non-emergency healthcare appointments for people who have difficulty accessing other forms of public transport. Appointments such as hospital, optician, dental, foot care or audiology.

They also offer transport for library trips, visiting friends, shopping and out of county health care appointments. Costs 45p per mile, with a £3 per booking fee.

Helpline: 01872 223 388

Website: ageuk.org.uk/cornwall/our-services/transport-services



Legal support

Your solicitor will be able to offer you advice and support on legal matters. Including offering you an hour's free time when it's linked to a dementia diagnosis. Find your nearest solicitor online or contact other services such as the Cornwall Carers Service or Age UK for support.

Carers free helplines

- Carer's Direct: 0300 123 1053
- Carer's UK: 0800 808 7777

Dementia and Older People's Mental Health Service

Offers support to people with dementia or complex mental health needs while they are in the community and can be accessed through the Community Mental Health Team.

The service supports the family and carers of people referred to the service and signposts services that might offer help within the community.

They work closely with the wider health community, social care providers and voluntary sector in helping to maintain people's independence and their mental health.

Each team has a duty desk with someone available Monday to Friday, 9am to 5pm.

- Bodmin: 01208 834 300
- Falmouth: 01872 221 000
- Helston: 01209 881 888
- Liskeard: 01579 373 737
- Newquay: 01726 873 377
- Penzance: 01736 571 000
- Redruth: 01209 318 960
- St Austell: 01726 873 377

Website: cornwallft.nhs.uk/dementia-and-older-peoples-mental-health-liaison-service



Spread love everywhere you go

Memory Assessment Service

Early assessment and diagnosis are crucial when identifying the right treatment for you and ensuring the support you need to maintain a good quality of life are in place.

The service is run by specially trained memory assessment practitioners which includes nurses, doctors, occupational therapists, and psychologists. They use a variety of assessment tools to measure different aspects of a patient's cognitive function.

If you are diagnosed with a form of dementia, you will receive a personalised care plan and follow up from a primary care dementia practitioner. The service will also provide post-diagnosis counselling and support to patients and their family.

If you're worried about your memory, visit your GP. Your GP will decide if you would benefit from a specialist memory assessment in a clinic close to home. You can also refer yourself to the service.

Website: cornwallft.nhs.uk/dementia-and-older-peoples-mental-health



It always seems impossible until it's done

Primary care dementia practitioners

Primary care dementia practitioners work across most of Cornwall. The main purpose of their role is to support people who have dementia and their families.

- Offer a skilled assessment to identify the needs of people with dementia and their family carers.
- Information and advice for carers on the different aspects of caring for a relative or friend with dementia.
- Work with people and their families from their diagnosis throughout their dementia journey, providing emotional, psychological support and guidance on how to access services.
- Help family carers to develop and improve their skills so they can assist with caregiving.
- Promote positive approaches to living with dementia.
- Work alongside other professional and organisations to ensure care is coordinated.
- Work with family carers to enable them to express their wishes and views about the services they receive.

To find out who your primary care dementia practitioner is, call your local area office number below.

- **Bodmin: 01208 834 300**
- **Falmouth: 01872 221 000**
- **Helston: 01209 881 888**
- **Liskeard: 01579 373 737**
- **Newquay: 01726 873 377**
- **Penzance: 01736 571 000**
- **Redruth: 01209 318 960**
- **St Austell: 01726 873 377**

Devon and Cornwall Police Herbert Protocol



The Herbert Protocol is a national scheme run by police forces that encourages carers, family, and friends to provide information, which can be used when a vulnerable person goes missing.



The Herbert Protocol initiative is named after George Herbert, a War veteran of the Normandy landings who had dementia, and sadly died while he was missing on his way to his childhood home.

The scheme is designed to help those caring for someone with dementia, and to make sure, in the event of a person going missing, the police can gain access to essential information promptly. The form can be easily sent or handed to the police in the event of a loved one going missing, reducing the time to gather this information.

Carers or relatives and friends can complete a form in advance, including important information, such as the contact numbers, medications needed, locations the person was last seen, and a photograph can be provided.



If you believe that a missing person is at a high risk of harm, call 999. Tell the police operator that you have the Herbert Protocol person profile.

24/7 general enquires: 0800 358 1999

Email: hfsc@fire.cornwall.gov.uk



Website:
devon-cornwall.police.uk/advice/advice-and-information/missing-person/missing-persons

Cornwall Fire and Rescue Service



Living Safe and Well is a free home safety visit that's tailored to an individual's needs, relating to their health and lifestyle choices.

The team can install new and check existing smoke alarms. They can also issue fire retardant bedding, furniture, throws and nightwear where needed. As well as referrals to other services for professional assessment. A custom-made Living Safe and Well information booklet is also available.



In a emergency, call 999 and ask for 'fire'.

24/7 general enquires: 0800 358 1999

Email: hfsc@fire.cornwall.gov.uk



Website:
[cornwall.gov.uk/fire-and-rescue-service/keeping-safe/
community-safety/living-safe-and-well](https://cornwall.gov.uk/fire-and-rescue-service/keeping-safe/community-safety/living-safe-and-well)

Cornwall Mobility

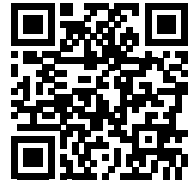


The largest, most dynamic mobility centre in the UK. They aim to provide solutions, services, support, and reassurance to people of all ages who face independence and mobility challenges.

- Getting on the road: Driving assessments and vehicle adaption.
- Getting out and about: Wheelchairs, scooters, and walkers.
- At home: Kitchen, bathroom and living room assistance.
- Further information, advice, and training.

Call 0333 305 3398
Open Monday to Friday, 9am to 5pm

Email: info@cornwallmobility.co.uk



Website: cornwallmobility.co.uk





If you use GPs and hospitals, dentists, pharmacies, care homes or other support services in Cornwall, from Saltash to Penzance and everywhere in between, we want to hear about your experiences, both good and bad.

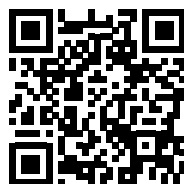
We are independent and use your feedback to improve health and social care services by providing insights and recommendations to leaders and decision makers in the NHS and other health and social care services.

We also have a dedicated Carers Partnership Board, with lived experience members welcome to join. Check our website for more information.

We can also help with queries about health and social care services or provide advice on where you can go for support. Get in touch.

Call 0800 038 1281, Monday to Friday, 10am to 3.30pm
Out-of-hours there is an answer-phone service.

Share your experiences online:
healthwatchcornwall.co.uk



Feedback

Lasting power of attorney



A lasting power of attorney is a legal document that lets you (the donor) appoint one or more people (known as attorneys) to help you make decisions or to make decisions on your behalf.

This gives you more control over what happens to you if you have an accident or an illness and cannot make your own decisions (you lack mental capacity). There are 2 types of lasting power of attorney:

Health and welfare lasting power of attorney

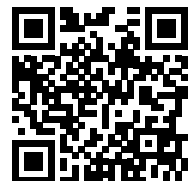
Gives attorneys the power to make decisions about things like:

- your daily routine, for example washing, dressing, eating
- medical care
- moving into a care home
- life-sustaining treatment

Property and financial affairs lasting power of attorney

Gives attorneys the power to make decisions about money and property for you, for example:

- managing a bank or building society account
- paying bills
- collecting benefits or a pension
- selling your home



Website: gov.uk/power-of-attorney

End of life

Cornwall Hospice Care's useful links directory has links and contact information for a range of organisations and charities.

Website: cornwallhospicecare.co.uk/our-care/usefullinksdirectory



**You're braver
than you
believe, and
stronger than
you seem, and
smarter than
you think**

Advance care planning

Encourages you to discuss and write down how you would like to be cared for and what you would like to happen if you are unable to communicate your wishes.

Having these discussions, or completing an advance care plan, is entirely voluntary. The only legally binding decision some people wish to make is an 'advanced decision to refuse treatment'. This can be part of, or separate to, your advance care plan.

Your health, and your preferences, can change over time, and any decisions that you make can be changed at any time in the future.

If you'd like a template for an advance care plan, or to discuss how to write one, speak to the team looking after you, or have a look at the webpage where you can find information, videos, and templates for advance care planning.

Website:
royalcornwallhospitals.nhs.uk/services/advance-care-planning



**In the presence of dementia,
laughter can still be the best
medicine**

Cornwall Council Library Services



Libraries are welcoming and safe places to visit with friendly staff on hand to help. They provide services and signposting to people living with dementia.

Free to join online or in person with no fees. Membership gives free access to books, audio books and eBook and eAudio books including books about dementia (living with, caring for, and personal stories).

There is also a mobile library service for rural areas, where there is no static library or micro library. Customers can board the mobile library and browse the library stock. They can also continue to order books online to browsing the online library catalogue.

Groups include:

- knit and natter
- board games
- poetry for pleasure



Website: cornwall.gov.uk/libraries-museums-and-archives

**It is not the strongest of the species
that survives. It's the one that is most
adaptable to change.**

Disability information and advice line



Information and advice for people living with a long-term health condition or disability, families, carers, and professionals. This dedicated service provides support across a full range of disability related enquires:

- money and welfare entitlements
- housing and home environment
- training, volunteering and employment
- social and leisure opportunities
- independent living and equipment
- health and wellbeing
- rights and discrimination

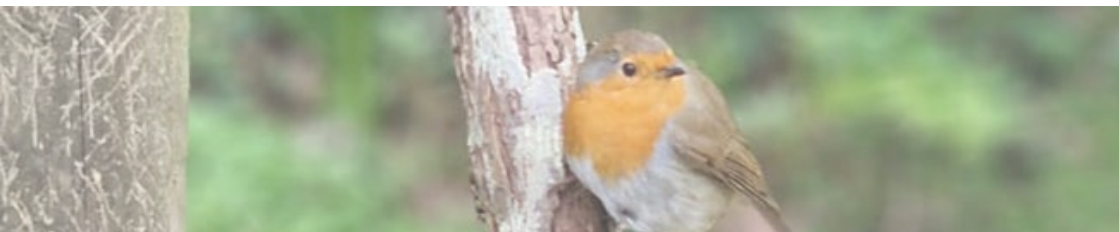
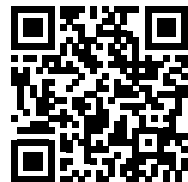
This service is provided by disAbility Cornwall and Isles of Scilly.

Call 01736 759 500

Open Monday to Thursday, 9am to 5pm, Fridays, 9am to 4.30pm

Email: advice@dialcornwall.org.uk

Website: disabilitycornwall.org.uk



Payroll and Managed Accounts Service



Affordable services to take the strain and leave you free to live your life, your way. The service delivers a complete, professional, and friendly service for people who employ their own PAs.

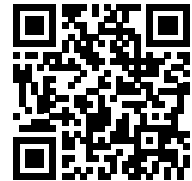
All you need to do is advise the hours your PAs work each month and they produce their payslips and an employer summary for your records.

They act as your agent with HMRC and will process all aspects of payroll, including monthly RTI submissions, end of year returns, starters and leavers, P60s, statutory payments and holiday calculations. They also provide a fully comprehensive pension support service at no extra cost.

The service can receive your care and support budget direct from a local authority or the NHS and make all the necessary payments on your behalf, as well as fulfilling any auditing requirements. The service is also available if you are self-funding your own care.

This service is provided by disAbility Cornwall and Isles of Scilly.

Call: 01736 751 929



Email: hello@pamas.org.uk

Website: disabilitycornwall.org.uk

Can support you to develop your skills and build confidence to navigate the highs and lows. Learning how to make life manageable, maintain your own health and well-being is vital when caring for someone with dementia.



You may not think of yourself as a carer, particularly if the person with dementia is a partner, parent, or close friend. But both you and the person with dementia will need support to cope with the symptoms and changes in behaviour. Remember that your needs as a carer are as important as the person you're caring for.

It's a good idea to:

- make sure you're registered as a carer with your GP
- apply for a carer's assessment to see what might help we could put in place to make your caring role easier
- check if you're eligible for benefits as a carer
- attend training courses that can help you care for someone with dementia

Website: dementiacarers.org.uk



Careblazer Survival Guide



Stop being a caregiver and become a careblazer. This guide gives practical help for those carers looking after a loved one living with dementia.

Careblazer: Noun, a person who loves and cares for someone with dementia. Also known as a dementia care hero.

Email: cmcn@disabilitycornwall.org.uk



Website:
cornwallmemorycafes.co.uk/resources

The best thing I heard of is a YouTube channel called 'Dementia Careblazers'. Very practical help and short manageable videos with individual topics. This is what dementia services should offer.

Worried about your memory?



Becoming forgetful does not always mean you have dementia. There can be many causes of memory loss, but it's better to know. If you're worried about yourself or someone close to you, complete a symptoms checklist and show it to a GP or health professional.



Website:

alzheimers.org.uk/form/checklist-for-dementia-symptoms

Music For Dementia



Music can make a difference to people living with dementia and their families. Science shows it can help manage mood and anxiety, it can bring back memories and feelings, it can reconnect people to those they love. That's why we want music to be made an essential part of dementia care.



Website:

musicfordementia.org.uk/how-to-use-music

Purple Angels

A free MP3 music player bespoke to the individual. Purple Angels ask family and close friends to tell them 15 favourite songs for the person with dementia.

To order, email norrms@gmail.com



Rare Dementia Support

Rare Dementia Support offers specialist social, emotional, and practical support services for people living with, or affected by, a rare dementia diagnosis.

The Direct Support Team can provide guidance on a one-to-one basis, usually by email, phone, or video call. The team offers empathetic, tailored support designed to engage, educate, enable, and empower their members.

Types of assistance the team regularly offer include practical and emotion support, navigation, signposting and guidance.

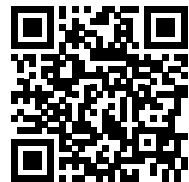
Rare Dementia Support has information on:


- frontotemporal dementia
- posterior cortical atrophy
- primary progressive aphasia
- familial frontotemporal dementia
- familial Alzheimer's disease

Call 0203 325 0828

Email: contact@raredementiasupport.org

Website: [raredementiasupport.org](https://www.raredementiasupport.org)





Being diagnosed with dementia does not stop you from loving or being loved

Dementia Liaison Service



We work within Cornwall Partnership NHS Foundation Trust and support people with dementia throughout Cornwall.

We offer support, assessment and treatment options. We liaise with other healthcare professionals as required.

The demential liaison nurses work in designated care homes and community hospitals to support clients living with dementia and their carers.

Email: cft.dlndopmh@nhs.net

Lewy body dementia



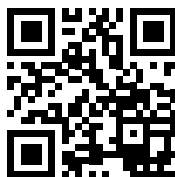
Lewy body dementia is an umbrella term that includes dementia with Lewy bodies and Parkinson's disease dementia. It can affect thinking and memory and cause visual hallucinations (seeing things that are not there), and movement changes.

Although it is the second most common form of degenerative dementia, it can present in different ways which means that it can be difficult to diagnose. The symptoms can also be challenging to manage, as some medications for movement symptoms can worsen thinking and memory symptoms.

There are no services in Cornwall yet but there is support available through the Admiral Nurse Service (see page 38). You can also contact the Dementia UK helpline (see page 39).

The Lewy Body Dementia Association website have a wide range of resources including a diagnostic symptom checklist and online support groups.

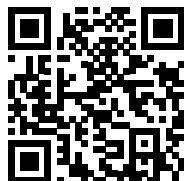
Website: [raredementiasupport.org](https://www.raredementiasupport.org)



Visit the Parkinson's UK website for information and advice on Parkinson's. There are links to their therapy resources and information on deep brain stimulation.

Call 0808 800 0303

Website: [parkinsons.org.uk](https://www.parkinsons.org.uk)



Young onset dementia



Dementia is described as 'young onset' when symptoms develop before the age of 65. The personal and social consequences of young-onset dementia can be very different than those experienced by people diagnosed with dementia later in life.

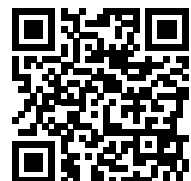
Early symptoms for younger people may include changes in:

- personality and behaviour
- speech and language
- vision and balance
- social functioning
- relationships with others
- involvement in daily activities
- motivation and mood, such as depression or anxiety
- concentration levels
- decision-making and problem-solving



There are no services in Cornwall yet but there is support available through the Admiral Nurse Service (see page 38). You can also contact the Dementia UK helpline (see page 39).

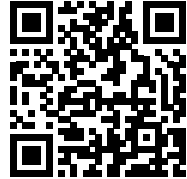
The Young Dementia Network website have a wide range of resources for young on-set dementia including employment rights, financial benefits, driving, and planning for the future.



Website: youngdementianetwork.org

We can all face problems that seem complicated or intimidating. At Citizens Advice, they believe no one should have to face these problems without good quality, independent advice.

Call 0800 144 8848
Open Monday to Friday, 10am to 4pm



Website: citizensadvice.org.uk

Safeguarding



We work as part of a multi-agency team to safeguard people who are at risk and meet our legal obligations as set in legislation such as the Care Act 2014. Abuse is a violation of an individual human and civil rights by an act, or a failure to act, on the part of another person or person.

Categories of abuse

- Discrimination.
- Domestic abuse
- Financial abuse.
- Modern slavery.
- Neglect.
- Organisation abuse.
- Physical abuse
- Psychological abuse.
- Self-neglect
- Sexual abuse.

Call 0300 1234 131
Out of hours, call 01208 251 300

Cornwall Carers Service



Cornwall Carers Service is a partnership of like-minded organisation's supporting unpaid carers caring for a loved one.

Services include emotional support, information, advice and guidance, statutory assessment, access to grants, community support, carer specific training and dedicated support for all carers (including young carers and young adults).

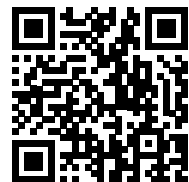
Hospital support

Their fundamental aim is the early identification and support of carers. The caring role can be sustainable via a fast-track offer to informal carers to support hospital discharge and prevention of admission and readmission.



Levels of support

1. Help to self-manage.
2. Enhanced support when needed.
3. Statutory assessment of needs.



Website: cornwallcarers.org.uk

Call 01736 756 655

Open Monday, Wednesday and Friday, 9 to 5pm,
and Tuesday and Thursday, 9am to 7pm

Carer's passport

A carer passport can be given to an unpaid carer of an inpatient if the carer is contributing to care on the ward in whatever way. This could be emotional support or sharing knowledge as an expert partner in care.

The passports are held by a nursing team and will be given to unpaid carers and filled in by the ward team with the carer. The passport is valid for each single inpatient admission and are re-issued for future admissions.

Carers do not have to show any proof that they are carers. Identified carers will be given a meal and drink and parking vouchers. Apply for an emergency carers card via Cornwall Carers Service to be eligible for a passport.

Website: royalcornwallhospitals.nhs.uk/your-care/caring-for-carers



Driving



When someone is diagnosed with dementia, they are legally required to tell the Driver and Vehicle Licensing Agency (DVLA). It does not automatically mean they will have to give up driving straight away, although this is a possibility.

The DVLA will send the person a questionnaire and may ask their GP or specialist for further information. They may ask the person to have a health check and/or take a driving assessment.

Memory Sparkles



Memory Sparkles are here to help your loved one with dementia stay engaged and stimulated. Their subscription service provides monthly posted reminiscence resources, including a magazine and weekly newspaper, specially designed to bring joy and spark memories in those living with dementia.

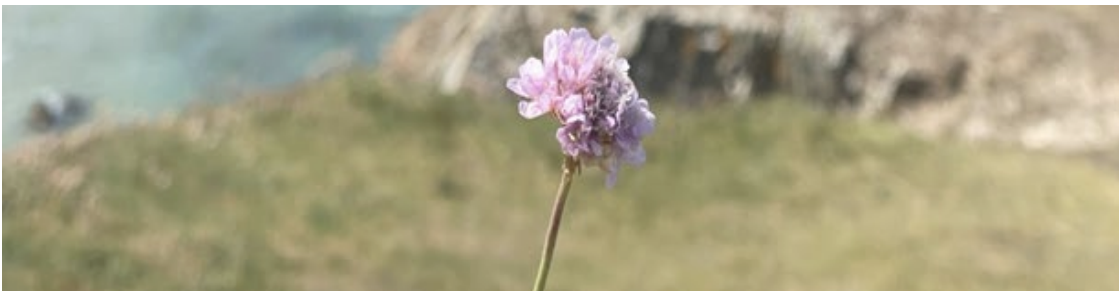
Their team of experts carefully curates each issue to ensure that it is both entertaining and engaging, providing a range of articles and activities that will help your loved one remember and reconnect with their past.

With Memory Sparkles, you can rest assured that your loved one is getting the support they need to stay connected and engaged.

Call 0800 228 9698

Email: info@dailysparkle.co.uk

Website: dailysparkle.co.uk



Sensory Trust uses nature and the outdoors to improve the health and wellbeing of people living with disability and health issues, as well as families and carers.

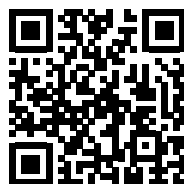


Their Creative Spaces project supports people living with dementia and their carers. They run free outdoor activity groups engaging people in leisurely strolls around the beautiful Cornish landscape or inspire creativity through nature-based activities.

Get in touch to hear about dementia-friendly walks and garden-based groups, and to receive their nature-themed newsletter.

Call 01726 222 900. Leave a voicemail message and they will get back to you.

Website: sensorytrust.org.uk



Every unpaid carer should have access to free practical and emotional support. That's why Promas CIC offer free award-winning training courses training that offers carers opportunities. The courses can help you to develop personal and practical skills in a safe learning environment.

They offer:

- training courses and sessions
- social events
- telephone and Zoom training
- Rambling Men Group
- mentoring and guidance

Call 01736 339 226
Monday to Friday 10am to 4pm

Email: info@promas.co.uk

Website: promas.co.uk



Cornwall Memory Cafe Network



Memory cafes are places where people with memory loss, whether diagnosed for not, along with their carer and family can find support, friendship, and information.



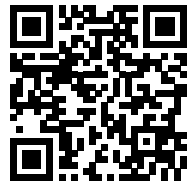
They aim to enhance the wellbeing of all who attend, by offering engaging and cognitively stimulating activities that are enjoyable and fun for all. Especially they offer the all-important social time together. They are not day care centres. They provide sessions of social activity and peer support for many carers they are a lifeline.

The cafes offer opportunities through activities, such as music, dance, entertainment, exercise, paper therapies and the all important social time together.

Call 01736 697 035

Email: cmcn@disabilitycornwall.org.uk

Website: cornwallmemorycafes.co.uk



Memory Matters



Memory Matters; an organisation set out to help change the face of dementia support in our community.

Cognitive stimulation therapy (CST) is a NICE guideline recommended psycho-social treatment for dementia. We follow the evidence-based practice which has been shown in research studies to improve thinking, mood and quality of life for people living with dementia.

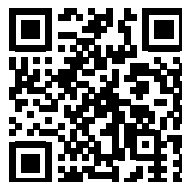
Memory Matters run cognitive stimulation therapy groups for people living with mild to moderate dementia, providing structured, small group therapy sessions with different themed activities each week. The aim is to get everyone exploring conversation, asking opinions not facts, so no one has to be worried about being wrong. The groups are relaxed and fun, providing a space to make friends, share common difficulties and find solutions.

Memory Matters is a part of the new Dementia Together Team. They provide support to those living with dementia and their loved ones. Go to page 38 for more information about the team.

Call 01752 243 333

Email: hello@memorymatters.org.uk

Website: memorymatters.org.uk



We understand that living with, or caring for someone with dementia can make a difference to someone's life.

We aim to provide support at the right time, to anyone living in Cornwall who is affected by dementia, or is worried about their memory. Whether at home or in hospital, or an unpaid carer, relative or friend.

We work together and with other services, to ensure that people receive what matters to them.

Over the phone, or face-to-face, we provide advice, guidance, support and the opportunity to meet others who are living with dementia.

North and East Cornwall Team

Call 01752 243 333 or email hello@memorymatters.org.uk

Central Cornwall Team

Call 01872 277 963 or email cornwall@alzheimers.org.uk

West Cornwall Team

Call 01736 697 909

Email dementiatogether@disabilitycornwall.org.uk

**Receiving the right support
that matters, at the right time**

Integrated Admiral Nurse Service



Our admiral nurses are registered nurses who provide one-to-one telephone liaison support up to 6 weeks to families and carers giving person centred guidance and emotional support.



They also suggest practical solutions on how to live more positively with dementia. Our assistant practitioner provides ongoing care (up to 3 follow-up calls) and support to the families and carers. They ensure a safe discharge from the service and the knowledge to get back in touch if needed.

Inclusive referral criteria:

- person they care for has a confirmed diagnosis of dementia
- family member or carer has consented to the referral

Single point of access: 01872 255 741
Monday to Friday, 8am to 4pm

Email: rcht.admiralnurse@nhs.net



Website: royalcornwallhospitals.nhs.uk/your-care/safeguarding

If you need information, advice, and support with any aspect of dementia or Alzheimer's, get in touch. Dementia UK are there to support you.

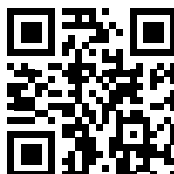
They can support the whole family and work towards a day no one has to face dementia alone.

Their website has a wide range of information from living with dementia, understanding the changes in dementia, family or care support and legal and financial information.



Call 0800 888 6678
Monday to Friday, 9am to 9pm
Saturday and Sunday, 9am to 5pm

Website: dementiauk.org



The Dementia Support Service is delivered by dementia advisers. It is designed to help people affected by dementia to understand the condition, cope with day-to-day challenges, and prepare for the future. Face-to-Face, over the phone or in writing, the service will help you to remain independent and stay active for as long as possible. It helps you to access the information and advice you need to make informed decisions about your wellbeing and find other services which can help improve your life.

Information provision telephone line

Information and support to anyone with concerns about dementia or memory loss. This includes people with dementia, carers, relatives, friends, and professionals. This service can offer free publications, fact sheets and make referrals to local services.

Singing for the Brain Service

An invaluable service for people affected by dementia. Sessions takes place at Threemilestone Methodist Church (postcode TR3 6DP). For more information, contact Cornwall's Alzheimer's Society branch using the details below.

Call 01872 277 963
Open Monday to Friday, 9am to 5pm

Email: cornwall@alzheimers.org.uk



Website: alzheimers.org.uk

Inclusion Matters



Inclusion Matters brings together several charitable and public sector organisations which share a vision for Cornwall. Residents over the age of 18 with health and wellbeing needs can access information that can help them increase their wellbeing and connection to their community.

They offer one-to-one support by telephone or online covering a wide range of topics. If you or someone you know needs support to use online services, the team can be contacted by email.

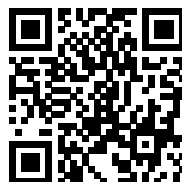
Support after a hospital stay

We know that a hospital stay can be daunting and the importance of support when you get back home. Their hospital discharge worker will support you to have an action plan so that your recovery and recuperation goes smoothly. Call **07590 362 024**.

Call 01872 266 383

Open Monday to Friday, 9am to 5pm

Email: digitalinclusion@cornwall.gov.uk



Website: inclusioncornwall.co.uk



Age UK Cornwall and the Isles Of Scilly



Active Living Support enhances and enriches the lives of older people. It does this by offering a high-quality service that is tailored to a person's needs.

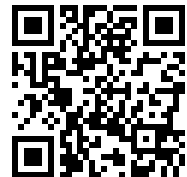


The service is available from the comfort of your own home and/or within your local community. Services include aspects of home support, shopping, gardening, social activities, companionship, cognitive stimulation therapy and administration.

Staff can deliver a safe and caring service, with an emphasis on promoting independence, health, and wellbeing. We also offer community hubs, information and advice, carer support, veterans support, support with benefits, Macmillan support, step into wellness and support from hospital.

Call 01872 266 383
Monday to Friday, 9am to 5pm

Email: email@ageukcornwall.org.uk



Website: ageuk.org.uk/cornwall

Feeling lonely?



The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. They provide friendship, conversation, and support 24 hours a day, 7 days a week.

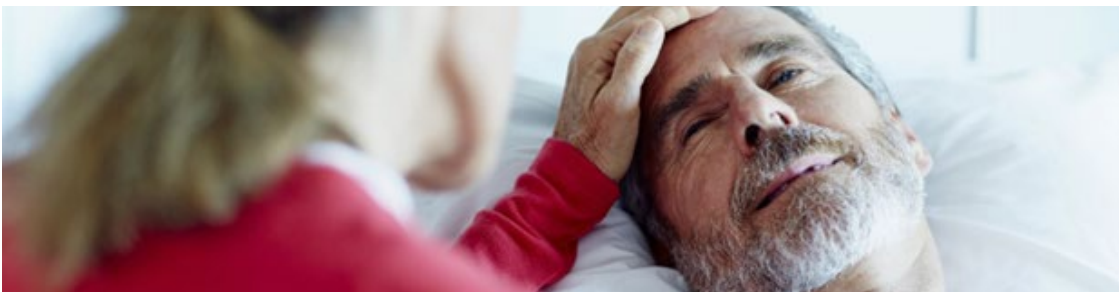
Call 0800 470 8090



Feeling unwell?

If you notice that your loved one is not feeling well, call your GP service or 111 to ask for advice and support.

In an emergency, call 999



The Filo Project



The Filo Project provides small group day care in the homes of trained Hosts for people with early to moderate dementia and other age-related challenges.

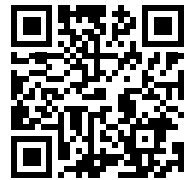
In a supportive home setting, clients thrive and families gain regular respite.

Filo days run between 10am and 4pm, Monday to Friday.

Call 0333 939 8225

Email: info@thefiloproject.co.uk

Website: thefiloproject.co.uk



We understand that reaching out for help can feel like a big step, and we're here to make it as easy and comfortable as possible. One of our skilled and compassionate team members will visit you in your home at a time and day that works best for you. Your stability, comfort and wellbeing are our top priorities, and we'll work alongside you to make sure your needs are met.

Our approach is personal and tailored to you. What matters to you is what matters to us. Whatever you're facing, you do not have to face it alone. We're here to walk this path with you, step by step, and make sure you feel supported and cared for along the way.

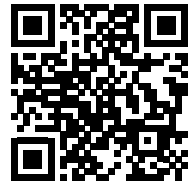
We can support you:

- with your discharge home from hospital
- to plan your discharge if you are going into hospital, or have planned upcoming surgery and need support while you recover
- if you are struggling at home, things are becoming unmanageable, your wellbeing is deteriorating, and you are not sure where to access or find support

Call 01736 697 040

Email: hello@humanscornwall.co.uk

Website: humans-cornwall.co.uk



Research Team

The Research Team deliver research throughout Cornwall. People are at the centre of all we do.

We offer different types of research including questionnaires, new technology and clinical drug trials.

Research areas:

- mental health conditions in adults and children
- adult community services
- dementia and older people's mental health services
- Cornwall Intellectual Disability Equitable Research (CIDER)

Our long term vision is to offer every service user research options during their care. Our mission is to use research to improve the experience of people using and working in our services.

There are many ways you can be involved in research, both by supporting and taking part. Scan the QR code or visit our website to find out more.

Call 01209 204 020

Email: cpn-tr.cftresearch@nhs.net



Website: cornwallft.nhs.uk/research-and-innovation

**It's life
changing...
being with
people who
have the same
struggles and
know what
you're going
through**



Get this information in another format email:
cftcommunications@nhs.net

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