

# Information for People affected by Dementia in Shropshire, Telford and Wrekin

May 2021



## **This Booklet**

This booklet has been developed by Shropshire, Telford & Wrekin Dementia Action Alliance. We are a voluntary organisation that works with the growing number of Dementia Friendly Community groups in the area. We also work with businesses and other organisations that have committed to become more 'dementia friendly'. What does that mean? It's means adapting so that people living with dementia find it easier to remain fully engaged in our communities. From listening to people affected by dementia, we've heard about the difficulty of finding out about available groups and resources. Rather than relying on searching the internet, people have asked for an easy guide to local services and support. We hope this booklet will fill this gap.

The Covid 19 pandemic has had a huge impact on all aspects of lives, including dementia services and resources – and people are working out how and when to meet in person again, as restrictions ease. All the information in this booklet has been confirmed as at April 2021, but things will be changing month by month: it will be essential to be in touch directly with groups/organisations/resources to get up-to-date information on what is available. Of course it's possible, in practical terms, that in some cases phones aren't answered or sessions are closed or you are offered 'virtual' instead of 'face to face' support. Nevertheless, we are clear that it's best to share our current information as widely as possible. Even in more ordinary times, we recognise that provisions will change over time – and we plan to review and update this booklet six monthly. If you discover that information is out of date, or you know of other services or resources that can helpfully be included in this booklet, please let us know so that we can update the booklet appropriately.

We are always keen to welcome individuals and organisations to our Dementia Action Alliance – with a particular welcome to people living with dementia and their carers. If you have updated information to share or you'd like to get involved with the DAA, please email us on [shropshiretelfordandwrekindaa@gmail.com](mailto:shropshiretelfordandwrekindaa@gmail.com)

## Have you recently been diagnosed with dementia?

You may have been expecting your diagnosis, or it may be a complete surprise and shock. It often is for many people.

You are not alone. People who are newly diagnosed feel all sorts of emotions, and often feel very down for a while. People may feel lost and alone, frightened of their future, and reluctant to talk about it to anyone. They may suddenly lose self-confidence. That is quite normal.

But remember...you are the same person you were the day before your diagnosis. Nothing has changed other than being given a label for symptoms you have been experiencing. And many people find it helpful to understand why they were having those symptoms. It is really important to carry on with life, to do what gives you pleasure, to meet your friends, and to live as you wish. ***Keep active, Keep engaged, Keep as fit as you can.***

## Having a diagnosis has advantages

It gives you access to support from a number of groups and organisations, as well as support for family or friend 'carers'. You can find lots of information about dementia on the internet, and the Alzheimer's Society site is probably the best place to start. It has lots of helpful information leaflets online, as does Dementia UK.

Try to go to one or two support groups. They are all different, and one may suit you. Some offer activities, some are just chat over a drink and cake. If you don't feel comfortable at one, try another. It really does help when you talk to others who are going through similar experiences. That's true both for people living with dementia and for 'carers'.

# Services for people affected by Dementia in Shropshire, Telford and Wrekin

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## 1. National Help Lines

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### **Dementia Connect – Alzheimer’s Society**

Telephone: 0333 150 3456.

🕒 Monday to Wednesday 9am-8pm. Thursday to Friday 9am to 5pm. Saturday to Sunday 10am to 4pm. If you speak Welsh, call our Welsh-speaking support line on 03300 947 400.

Website: <https://www.alzheimers.org.uk/dementia-connect-support-line>. Alzheimer’s Society support line, for dementia support, personalised information, support and advice.

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### **Dementia Talking Point - Alzheimer’s Society**

Website- <https://forum.alzheimers.org.uk/>

🕒 A helpful online community where anyone who is affected by dementia can receive valuable support. It's free, open day or night, and can be accessed online.

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### **Dementia UK National Helpline – Dementia UK**

Telephone: 0800 888 6678

Email: [\\_helpline@dementiauk.org](mailto:_helpline@dementiauk.org)

Website: [www.dementiauk.org](http://www.dementiauk.org).

🕒 7 days a week

Speak to a specialist Admirals Nurse. For anyone affected by dementia, if you are anxious or distressed, either a family carer or friend, or you have a diagnosis of dementia.

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## 2. Information and Support Services

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### **Dementia Support Workers Alzheimer’s Society**

Telephone 01952 250392

Email: [shropshire@alzheimers.org.uk](mailto:shropshire@alzheimers.org.uk)

Website: <https://www.alzheimers.org.uk/get-support/your-support-services/dementia-support>

For information and practical guidance to help you understand dementia, cope with day-to-day challenges and prepare for the future.

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### **Admiral Nurses - Dementia UK (Telford and Wrekin only)**

Telephone: 01952 580479

Email: [helpline@dementiauk.org](mailto:helpline@dementiauk.org)

Website: <https://livewell.telford.gov.uk/services/1180/admiral-nurse>

Specialist dementia support for families through the Admiral Nurse service. This local service is available to people in Telford and Wrekin only. However, Admiral Nurses are available to any ex-military personnel anywhere in the country via SSAFA – [www.ssafa.org.uk](http://www.ssafa.org.uk). And the national helpline (see section 1) is open to all.

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### **Care and Community Co-ordinators (Shropshire)/ Care Navigators (Telford and Wrekin)**

Contact your GP practice for information

These work in many GP Practices in Shropshire and Telford & Wrekin helping patients with different conditions, including dementia, link in with the services available in the community.

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### **Dementia Companions - Alzheimer's Society – Oswestry and Ludlow**

Contact the Memory Service for information or telephone the Alzheimer's Society on 01952 250392

'Dementia Companions', can help with personalised care planning.

Only available in Oswestry and Ludlow.

### 3. Groups for People with Dementia to Attend

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#### **DEEP (Dementia Engagement and Empowerment) Shropshire**

Email: georgerook51@gmail.com

Telephone: 07976 189641

Website: <https://www.dementivoices.org.uk>

Peer support groups, run by people with dementia for people with dementia. Chat with others living with dementia over coffee or tea.

#### **'The Riversiders' Shrewsbury**

🕒 11.00 every Friday by Zoom except last Friday in the month when it is hoped to have a face to face 'meet up'. Location to be identified. (Previous DEEP groups in Whitchurch, Oswestry, Wem, Coleham, and Church Stretton will only resume if local facilitators can be found)

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#### **'Forget me not' tea**

Telephone: Sarah Thorpe 0798 2248949

Email: sarah.thorpe121@gmail.com

Website:

<http://www.standrewschurchshifnal.org.uk/forgetmenot.html>

🕒 Monthly @ St Andrew's Church, Church Street, Shifnal, TF11 9AB  
A free group, run by the church, for people living with dementia and their carers to enjoy together. Share social, emotional and spiritual connections, with activities and friendship.

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#### **'Forget me not' tea**

Telephone: Bernice Williams 07817 529750

Email: bernice160@btinternet.com

🕒 First Wednesday of each month. St Peter's Church Hall,  
Monkmoor Road, Shrewsbury SY2 5BE.

A free group, run by the church, for people living with dementia and their carers to enjoy together. Share social, emotional and spiritual connections, with activities and friendship.

### **'Memory Lane'**

Telephone: Pauline Dance 01743 367742

Email: pauline.dance@talktalk.net

🕒 Monthly on the 4<sup>th</sup> Wednesday of each month at Emmanuel Church, Mount Pleasant Road, Shrewsbury, SY1 3HY.

A group for those with developing memory issues, and those who like to reminisce about yesteryear

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### **'Let's Meet Together'**

Telephone: Sue Hanscombe 01952 245 982 or 07762 139 426

Email: mariesue38@gmail.com

🕒 Meets monthly at Holy Trinity Church, Waterloo Road, Hadley, Telford, TF1 5NX. 2.00 – 4.00pm third Thursday of the month.

A warm and loving atmosphere for social, emotional and spiritual care for those with memory loss or dementia and for those who care for them.

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### **Care and Share groups - Shropshire RCC**

Telephone: Nickie Long on 01743 237888, 07816 297795

Email: nickie.long@shropshire-rcc.org.uk

Website: <https://www.shropshire-rcc.org.uk/>

🕒 Groups in Albrighton, Church Stretton, Market Drayton and Shrewsbury starting back in June 2021

Support groups for people with dementia or memory loss and the family members who care for them offering 'mutual support'

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### **PALZ (Professionals with Alzheimer's)**

Website: <https://palzuk.org.uk>

🕒 Every two months, at Shropshire Events and Conference Centre, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury SY3 8XQ

Liz Holdsworth on 01743 718495 or 07880602383

For people affected by dementia who enjoy more formal events and talks. Currently on Zoom but looking forward to face to face!

## **Dementia Cafes - Alzheimer's Society**

### **Oswestry**

🕒 Held at: Whole Life Christian Centre, Cabin Lane, Oswestry SY11 2LQ.

### **Ludlow**

🕒 Held at: St Peter's Parish Centre, Henley Road, Ludlow, Shropshire, SY8 1QZ.

#### **For both cafes:**

Telephone: 01952 250392

Website: <https://www.alzheimers.org.uk/get-support/your-support-services/dementia-cafe>

Get information and support while you meet and make friends with others in similar situations to you.

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### **'Time Together' Whitchurch**

Telephone: Judy Hunt 01948 667253

Email: [revjudyhunt@gmail.com](mailto:revjudyhunt@gmail.com)

🕒 First and third Wednesday of each month 2pm to 4pm Bargates Hall in Whitchurch, next to St Alkmund's Church Church St, Whitchurch SY13 1LB.

Run by Churches Together, in partnership with Age UK, for people living with memory loss or dementia and their families or carers.

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### **Warm Welcome on a Wednesday**

Telephone: Hilary Griffin 01952 810892

🕒 1<sup>st</sup> Wednesday of each month 1.30-3.30pm Parish Rooms in New Street, Newport.

A social group for anyone affected by or living with dementia – we enjoy a theme each month with activities, singing led by our music leader and seated movement with percussion. It's hoped to restart get togethers in June 2021 but please phone or check notices in case the details change!

## **Messy Vintage Shrewsbury URC Group**

Email: Ann Davies via

admin@shrewsburyunitedreformedchurch.com

Telephone: Church Office 01743 368932

Website:

<https://www.shrewsburyunitedreformedchurch.com/messy-vintage>

🕒 First Friday of each month 2pm to 4pm St Nicholas Hall, adjacent to Shrewsbury United Reformed Church, Coleham Head, Shrewsbury, SY3 7BJ

A free group run by the church where social, emotional and spiritual connections can be nurtured through activities and friendship. It is an inclusive, accessible group reaching out to older people, those living with memory loss, confusion or dementia, and their carers.

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## **Age UK Shropshire Telford & Wrekin Dementia Support Groups**

Telephone: 01743 233123 ext 252 or phone 07854 853203

Email: enquiries@ageukstw.org.uk

Website: <https://www.ageuk.org.uk/shropshireandtelford/our-services/dementia-support/dementia-support-groups/>

A get together for people living with dementia and memory difficulties, their families, carers and friends for companionship, support, information and interesting activities across Shropshire, Telford & Wrekin.

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## **'Focus on Dementia' - Alzheimer's Society**

Telephone: 01952 250392

For people with dementia only – focus groups influencing Alzheimer's Society's and other organisations' work

Email: shropshire@alzheimers.org.uk

Website: <https://www.alzheimers.org.uk/get-involved/volunteer/take-part-dementia-voice-opportunities/focus-dementia-network> for application form

## 4. Music and Singing Groups

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### **'Singing for the Brain' Alzheimer's Society**

Telephone: 01952 250392

Email: [shropshire@alzheimers.org.uk](mailto:shropshire@alzheimers.org.uk)

Website: <https://www.alzheimers.org.uk>

🕒 For people with dementia and their carers. Singing can improve your brain activity, wellbeing and mood. You don't need to be a good singer to benefit!

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### **Shrewsbury**

🕒 Gains Park Community Centre, Pensfold, Shrewsbury, SY35HF

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### **Bridgnorth**

🕒 Saint James Hall, Lodge Lane, Bridgnorth WV15 5DD

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### **Market Drayton**

🕒 The Parish Rooms, Church Street, Market Drayton, TF9 1AD

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### **Telford**

🕒 Salvation Army, Lion Street, Oakengates, 2F2 6AQ

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### **'Community Singing Sessions: Songs from the Movies, Wem**

Telephone 01939 238 279 or visit Wem Town Hall

🕒 Wem Town Hall, 28-32 High St, Wem, Shrewsbury SY4 5DG

Relaxed, fun and interactive singing sessions featuring classic and popular songs from throughout the 20th century. Hoping to restart in September 2021

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### **'Singing Together'**

Telephone: Pauline Creevy 01952 929582

🕒 3rd Wednesday of each month 1.30pm currently meeting at St Andrews Church, Church Aston, Newport.

Informal singing group enjoying popular songs and hymns

Singing for about 45mins and then we enjoy a cuppa and cake and chat together.

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## Community Singalongs

Contact: Rachael Griffiths, Director/Registered Manager, *Home Instead*, Shrewsbury, Ludlow and Oswestry 01743 387650

Email: [rachael.griffiths@homeinstead.co.uk](mailto:rachael.griffiths@homeinstead.co.uk)

Community singalongs aim to bring communities together and help to improve the quality of life of older people. Contact Rachael for the latest information on Singalongs at Bayston Hill Methodist Church, Hope Church in Oswestry and a further south Shropshire venue.

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## Singing for the Brain

Phone: Siobhan Davis, Community Engagement Lead, Home Instead East Shropshire 07903 175997

Email: [community.telford@homeinstead.co.uk](mailto:community.telford@homeinstead.co.uk)

Singing for the Brain brings people affected by dementia together to sing a variety of songs they know and love, in a fun and friendly environment. We also do fun vocal exercises that help improve brain activity and well-being. Sessions both virtually and in person.

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## 5. Arts and Crafts and Wellbeing activities

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### Dementia Friendly films

Telephone 01939 238 279 or visit Wem Town Hall

🕒 [Wem Town Hall, 28-32 High St, Wem, Shrewsbury SY4 5DG](#)

A safe environment for people living with dementia to re-engage with cinema and their community. Hoping to restart in September 2021.

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### Art by Post – The Southbank Centre

Website: <https://www.southbankcentre.co.uk/artbypost>

This is a free scheme that sends booklets by post monthly to people living with dementia and carers (as well as other adults living with one or more long-term health conditions, who are at risk of isolation)

## **Dementia Radio**

Website: <http://m4dradio.com>

Music of any genre/ era. It's a group of five themed radio stations available 24 hours a day, 365 days a year playing music that evokes memories.

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## **Forget-me-not Film**

St John's Church, Saltwells Drive, Muxton, Shropshire TF2 8RJ

🕒 Monthly on a Thursday morning from 9.30 am - 12 pm

For more details, and to confirm date contact Jo Lefroy on 01952 604281

## **6. Physical Activity**

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### **'Elevate Up and Out' Classes**

Telephone: 07852 871589

Email: [elevate@energizestw.org.uk](mailto:elevate@energizestw.org.uk)

Website: <https://www.energizestw.org.uk/elevate-classes>

Elevate Up and Out classes are designed to improve strength and balance for local people aged 60+ The new 8-week programme is aimed at people feeling a little unsteady on their feet, and wanting to get their strength back after lockdown.

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### **Kingswood "Nature Connections"**

Contact: Helen Heywood 01902 558132

Email: [helen.heywood@wolverhampton.gov.uk](mailto:helen.heywood@wolverhampton.gov.uk)

Kingswood Trust is a countryside location In South Staffordshire, on the A451 near Albrighton, close to Codsall, Perton and Pattingham. It offers walking, interaction and nature. There's a dementia-friendly focus – for individual visits or for bespoke visits for groups. Get in touch for more details.

## 7. Church Services

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### Saturday Special Worship

Wem Methodist Church, Aston Street, Wem SY4 5AU. Contact Ann Johnson 01939 232035 for further information

A short informal service, suitable for all with a special welcome for people with dementia

🕒 2nd Saturday of the month at 10.30am - hoping to start again in September 2021

## 8. Libraries

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### Shropshire Libraries

*"Reading Well Books on Prescription" for dementia* A collection of books is available at larger branches. These books have been chosen by experts, as helpful to people living with dementia and their carers. They include information books, personal stories and 'Pictures to Share' books for people living with dementia.

Website: <https://shropshire.gov.uk/libraries/>

Tel: 01743-255024

**Home Library Service** Ask at your local branch for details of our Home Library Service

**Ready Reads Collect** Tailored click and collect book service available from selected library branches

**Reading Friends** Get together over a good book, poem or article – register for online or telephone service

[readingfriendsproject@shropshire.gov.uk](mailto:readingfriendsproject@shropshire.gov.uk).

Groups will meet in libraries when safe to do so

**E-library** Free access to e-books, e-audiobooks, magazines and newspapers with your library card

**Concessionary card** Concessions including longer loan period, reduced late fees and carer status

*Shared Memory Bags*

*Shared Memory Bags are an easily portable collection of items, books and activities to share at home or in a group to prompt conversation. Borrow a shared memory bag from Shropshire Libraries free of charge for three weeks using your library card. There are a number of themes available including Music, Working Life, Seaside etc.*

*Website: <https://shropshire.gov.uk/libraries/>*

**Telford and Wrekin Libraries**

“Reading Well Books on Prescription”for dementia

A collection of books is available across all Telford & Wrekin Libraries. These books have been chosen by experts, as helpful to people living with dementia and their carers. They include information books, personal stories and ‘Pictures to Share’ books for people living with dementia.

Home Library Service

This service can deliver books to someone who is unable to use the library due to age, disability or is a carer. For more information please visit

[www.telford.gov.uk/homelibraryservice](http://www.telford.gov.uk/homelibraryservice)

eBooks,eAudio and eMagazines

A wide range of eBooks, eAudio and eMagazine titles are available. Please visit

[https://www.telford.gov.uk/info/1012/libraries/667/ebooks\\_eaudio\\_and\\_emagazine\\_catalogue](https://www.telford.gov.uk/info/1012/libraries/667/ebooks_eaudio_and_emagazine_catalogue)

for more information.

Email: [libraryenquiries@telford.gov.uk](mailto:libraryenquiries@telford.gov.uk)

Website: [www.telford.gov.uk/libraries](http://www.telford.gov.uk/libraries)

## 9. Day Care Centres

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### Age UK Shropshire Telford & Wrekin Day Centres

Email: [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk)

Website: <https://www.ageuk.org.uk/shropshireandtelford/our-services/day-centres/>

🕒 Each centre is open one day a week, usually between 10.00am and 3.00pm

Age UK run around 35 local day centres across Shropshire, Telford and Wrekin for older people who cannot easily get about.

## 10. Respite Services

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### Age UK Shropshire Telford & Wrekin Dementia Respite

Telephone: 01743 233 123 extension 252 or phone 07854 853203

Email: [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk)

Website: <https://www.ageuk.org.uk/shropshireandtelford/our-services/dementia-support/dementia-respite/>

🕒 Operating from 10.00am-4.00pm in peaceful, 5-star accommodation at Withywood in Shrewsbury. Our weekly dementia respite service provides time for carers to run errands, meet friends or simply have a few hours to themselves, safe in the knowledge that their loved one is being cared for.

## 11. Support for Carers

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### Shropshire Carers Support at Shropshire Carers Team (Shropshire Council)

Telephone: 01743 341995 to speak to a trained carer advisor

E- mail: [Shropshire.Carers@shropshire.gov.uk](mailto:Shropshire.Carers@shropshire.gov.uk)

Provides information and support for unpaid adult carers in Shropshire as well as for professionals working with unpaid carers.

## **Shropshire Emergency Carers Support**

<https://shropshire.gov.uk/shropshire-choices/caring-for-someone-else/>

First Point of Contact team: 0345 678 9044 during office hours to create a carer emergency plan

The Emergency Duty team: 0345 678 9040 out of office hours

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## **Carers Support & Guidance - Telford & Wrekin CVS - Carers Centre**

Telephone: 01952 240209

Website: [www.telfordcarers.org.uk](http://www.telfordcarers.org.uk)

Family carers of all ages may wish to receive informal emotional, practical support and social activities with other family carers. The Carers Centre Team takes account of the family situation and supports carers on their individual 'Carers Journey.' They can also connect carers with other agencies to assist them.

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## **Emergency Response Carers Service (ERCS) – Telford and Wrekin**

Website:

[https://www.telford.gov.uk/info/20568/looking\\_after\\_someone/3691/carers\\_emergency\\_service](https://www.telford.gov.uk/info/20568/looking_after_someone/3691/carers_emergency_service)

Telephone: 0800 652 0442

If eligible, ensures that family carers can access free replacement home-based support for up to 72 hours in the event of an emergency.

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## **tide (together in dementia everyday)**

Telephone: 0151 237 2669

Email: [carers@tide.uk.net](mailto:carers@tide.uk.net)

Website: <https://www.tide.uk.net/>

Created by carers for carers, tide - together in dementia everyday - a national involvement network for carers of people with dementia

## **Carers Assessments**

Carers are entitled to have their support needs assessed by their local council through a 'carers assessment' which should enable them to receive supportive information about support and services and help to identify whether they meet the criteria for funded support.

### **Shropshire**

For information go to Website at

<https://shropshire.gov.uk/shropshire-choices/caring-for-someone-else/carer-assessments/>

### **Telford**

To request a Carers Assessment ring Family Connect on 01952 385385 (when prompted please select option three). Or if the person you care for has a Social Worker/Adult Practitioner - you can request an assessment from them.

[https://www.telford.gov.uk/info/20567/care\\_and\\_support\\_for\\_adults/3684/carers\\_assessment](https://www.telford.gov.uk/info/20567/care_and_support_for_adults/3684/carers_assessment)

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## **Carer Information and Support Programme (CriSP) Courses**

Telephone: 01952 250 392

Email: [Shropshire@alzheimers.org.uk](mailto:Shropshire@alzheimers.org.uk)

Website: <https://www.alzheimers.org.uk/about-us/our-dementia-programmes/carer-information-support-programme>

A series of sessions for carers, family and friends of people recently diagnosed with dementia. Shropshire only.

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## **Dementia Carers Count**

Website: <https://dementiacarers.org.uk/>

Aimed at partners, family members or friends of people living with dementia. Support for family carers including three day residential carer support courses. Costs apply on a 'pay it forward' basis.

## 12. Peer Support groups for Carers

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The Alzheimer's Society run groups that provide a friendly and supportive environment to talk to other carers about how dementia affects your life.

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### Shrewsbury Peer Support Group for Carers – Alzheimer's Society

Telephone: 01952 250392

Email: [shropshire@alzheimers.org.uk](mailto:shropshire@alzheimers.org.uk)

Website: <https://www.alzheimers.org.uk/get-support/your-support-services/peer-support>

🕒 First Tuesday of the month from 10.30am to 12noon, The Roy Fletcher Centre, 12-17 Cross Hill, Shrewsbury, SY1 1JE

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### Carer Support Group - Whitchurch – Alzheimer's Society

Telephone:01952 250392

Email: [shropshire@alzheimers.org.uk](mailto:shropshire@alzheimers.org.uk)

🕒 Fourth Thursday of every month, 2.30-4pm Shropshire Fire & Rescue Service, Whitchurch, SY13 1QL.

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### Carer Support Group- Church Stretton – Alzheimer's Society

Telephone:01952 250392

Email: [shropshire@alzheimers.org.uk](mailto:shropshire@alzheimers.org.uk)

🕒 Second Friday of every month, 2-3.30pm Mayfair Community Centre, Church Stretton, SY6 6BL.

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### Wem Carers Group

Contact: Meg Williamson, Carer Support Practitioner, Shropshire Carers Team, Shropshire Council, Shirehall, SY2 6ND. Telephone First Point of Contact 0345 678 9044.

🕒 Meetings are held on the third Thursday of every month with meetings alternating between the Castle Hotel, 14 High Street, Wem Shropshire, SY4 5AA (Carers only) and the Methodist Church Hall Aston St, Wem, Shrewsbury SY4 5AU.

For carers and the person they care for (if wished) Come along for a cup of tea and a chat.

## 13. Dementia Research

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### 'Join Dementia Research'

Website: [www.joindementiaresearch.nihr.ac.uk](http://www.joindementiaresearch.nihr.ac.uk)

The National Institute for Health Research (NIHR) in partnership with Alzheimer Scotland, Alzheimer's Research UK and Alzheimer's Society have developed 'Join Dementia Research', a service which allows people to register their interest in participating in dementia research and be matched to suitable studies. The service delivers new opportunities for people to play their part in beating dementia; connecting researchers with people who want to participate in studies.

## 14. Practical Support

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### Adult Social Care

To contact Adult Social Care in Shropshire

Telephone: First Point of Contact team on 0345 678 9044

Website: <https://shropshire.gov.uk/adult-social-care/where-can-i-get-help/first-point-of-contact/>

To contact Adult Social Care in Telford and Wrekin

Telephone: 01952 385385 (select option two when prompted) or email: [wip@tandwcvcs.org.uk](mailto:wip@tandwcvcs.org.uk)

### Safe and Well Checks

To book your free safe and well visit, please telephone Shropshire Fire and Rescue Service 01743 260 260. A visit can help to reduce the risk of having a fire / keep people safe from fire within their home. Household in high risk vulnerable groups may be offered free smoke detectors as part of this, or for further advice and assistance contact the Fire Prevention Team.

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### **Age UK Shropshire Telford & Wrekin Help at Home**

Telephone: 01743 233 788

Email: [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk)

Website: <https://www.ageuk.org.uk/shropshireandtelford/our-services/home-help/help-at-home/>

Includes free services and a 'charged for' practical help service, and anyone over the age of sixty may be eligible.

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### **Age UK Shropshire Telford & Wrekin Befriending Service**

Email: [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk)

Website: <https://www.ageuk.org.uk/shropshireandtelford/our-services/home-help/help-at-home/>

Age UK Shropshire Telford & Wrekin has a team of volunteers who provide companionship and support for older people. A volunteer can visit you in your own home, provide a regular telephone call for those that enjoy a friendly chat or accompany you to access social activities in your neighbourhood.

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### **Digital Inclusion Programme - Hands Together Ludlow**

Telephone: 01584817250

Website: <https://www.handstogetherludlow.org.uk/get-digital>

Free training and support to help people get online or improve their digital skills. Complete beginners and novices are welcome.

Equipment loans may be possible.

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### **ZOOM Virtual Meeting Guide DEEP**

<https://www.youtube.com/watch?v=ilKOWAS3Kt4&list=PL92A9B339E2AEAD73&index=5&t=37s>

A short tutorial (7 minutes) on how to use Zoom to set up meetings-developed by the Dementia Engagement and Empowerment Project (DEEP).

## 15. Bereavement

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### Cruse Bereavement Care

Telephone: free helpline 0808 808 1677

Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

Website: <https://www.cruse.org.uk/get-help>

A national charity offering free bereavement support services to adults and young people living in Shropshire, Telford & Wrekin who have been affected by the death of someone close.

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### Tell Us Once

Website: <https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>

Government service, to make it simpler to notify all departments of a death, by giving information only once

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## 16. Leaflets and Aids

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### 'This is Me'

Website: <https://www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me>

'This is me' is a simple leaflet for anyone receiving professional care who is living with dementia or experiencing delirium or other communication difficulties. It can be used to record details about a person who can't easily share information about themselves.

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### 'My Visitor' book

Website: <https://www.alzheimers.org.uk/get-support/publications-and-factsheets/my-visitor-book>

This is for the person with dementia to keep track of the professionals who visit them in their home.

### **‘Butterfly scheme’**

Website: <https://butterflyscheme.org.uk/>

This scheme used in some local hospitals helps to identify people with dementia and/or confusion by using a Butterfly symbol, helping staff with their care. Patients choose whether to opt into this scheme.

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### **‘Johns Campaign’**

Website: <https://johnscampaign.org.uk>

This scheme supported by some local hospitals. It is a campaign supporting the ‘right to stay’ with people with dementia in hospital.

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### **‘The Herbert Protocol’**

Website: [https://www.westmercia.police.uk/notices/af/herbert-](https://www.westmercia.police.uk/notices/af/herbert-protocol/)

[protocol/](https://www.westmercia.police.uk/notices/af/herbert-protocol/) West Mercia Police, covering this area have introduced the Herbert Protocol across the area to help where people with ‘support needs’ go missing. This helps families to record and keep vital information about a vulnerable person (such as description, photograph, significant places in the person’s life and their daily routine, and medication) on one form, that can be located quickly, if needed by the police because the person has gone missing.

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### **Blue Badge Scheme**

#### **Shropshire**

To find out more go to: <https://shropshire.gov.uk/parking/blue-badge-parking-scheme/apply-for-or-renew-a-blue-badge/>

#### **Telford and Wrekin**

To find out more go to: <https://www.gov.uk/apply-blue-badge>.

The Blue Badge scheme provides a national arrangement of parking concessions for people with severe walking difficulties who travel either as drivers or passengers. Cases are judged individually against a series of criteria and dementia is now included as a disability under the scheme.

## **DVLA - Driving**

Telephone: 0300 7906806

Website: <https://www.gov.uk/dementia-and-driving>

If you have a driving licence you must tell DVLA if you have a diagnosis of dementia. The DVLA will take any decision about a person's ability to continue to drive based on a doctor's report. Many people are able to continue to drive after a diagnosis. Here's the link to the Alzheimer's Society factsheet on "Driving and dementia": <https://www.alzheimers.org.uk/get-support/staying-independent/driving-dementia>

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## **Pictures to Share books**

Website: [www.picturestoshare.co.uk](http://www.picturestoshare.co.uk)

These books cost £12.50 and are a good resource, with helpful words and images to prompt reminiscence.

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## **Hidden Disabilities Sunflower Lanyard**

Website: <http://hiddendisabilitiesstore.com/shop.html>

Sunflower lanyards are a discreet way of indicating people have a 'hidden disability' such as dementia. They are now recognised in many shops. They are given out for free at larger branches of many stores (ask at Customer Services) or available to buy from the website at under £1 each.

## **17. Benefits Advice**

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### **Age UK Shropshire Telford & Wrekin Benefits Advice**

Telephone: 01743 233 123

Email: [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk)

Website: <https://www.ageuk.org.uk/shropshireandtelford/our-services/information-advice/benefits-money/>

Advice and information on matters including: Attendance Allowance; Personal Independence Payment (PIP); Carer's

Allowance; Pension Credit; Housing Benefit and Council Tax Benefit.

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### **Citizens Advice Bureau**

Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). Provides information and advice on a range of areas including benefits.

### **Telford and Wrekin:**

Telephone: 01952 567193 or 01952 567173

Advice Line: 0300 330 1165 Email: [case@telfordcab.co.uk](mailto:case@telfordcab.co.uk)

### **Shropshire:**

Advice Line: 0808 278 7894

## **18. Advocacy services**

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### **Age UK Shropshire Telford & Wrekin Advocacy**

Telephone: 01743 357 748.

Email: [advocacy@ageukstw.org.uk](mailto:advocacy@ageukstw.org.uk)

Website: <https://www.ageuk.org.uk/shropshireandtelford/our-services/information-advice/advocacy/> Independent and trustworthy support for older people facing problems and needing representation or legal advice.

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### **A4U Shropshire & Telford**

Telephone: 01743 539201

Email: [advice@a4u.org.uk](mailto:advice@a4u.org.uk)

Web site: <https://a4u.org.uk/>

A4U provides a free and confidential Information, Legal Advice and Advocacy service for disability issues, run by and for disabled people.

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### **Lasting Power of Attorney**

Website: [www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney)

You may want to think about Lasting Power of Attorney (LPA), both for finance and health matters. This is a legal document that allows you to choose a person (or people) you trust to act on your behalf

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if you're no longer able to make your own decisions. It is recommended that it is put in place whilst you have the mental capacity (the ability) to make your own decisions.

## 19. Useful Websites and Publications

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### Shropshire Council Community Directory

Website: <https://www.shropshire.gov.uk/libraries/community-directory/>

Provides details of organisations and groups who offer support for people affected by dementia across the Shropshire area.

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### Shropshire Choices

Website: <https://shropshire.gov.uk/shropshire-choices/i-need-help/care-and-support-for-different-conditions/dementia/>

Provides information on dementia and what support is available locally.

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### Livewell Telford

Telford's all age online Community Directory Website:  
<https://livewell.telford.gov.uk/>

Provides information on support available across Telford and Wrekin. (search for Dementia and your postcode/area)

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### Age UK

Website: <https://www.ageuk.org.uk/shropshireandtelford/>

Provides a wide range of leaflets on Dementia (go to Dementia Support) and other topics including: Advocacy, Befriending services, Benefits, Counselling, Day Centres, Help at Home, Home from Hospital and many more.

## **The Alzheimer's Society**

Website: <https://www.alzheimers.org.uk/get-support/publications-factsheets>

Wide range of fact sheets/ books and booklets for people with dementia and carers.

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## **Dementia Diaries - DEEP (Dementia Engagement and Empowerment Project)**

Website: <https://dementiadiaries.org/>

This is a UK-wide project that brings together people's diverse experiences of living with dementia as a series of audio diaries that people might find interesting to listen to.

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## **Dementia Help**

Website: <https://dementiahelpuk.com/>

Dementia Help offers ongoing tips, advice and support for carers via its website and social media platforms. Practical advice is always from the heart and based on personal experiences.

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## **NHS UK – Dementia Guide**

Website: <https://www.nhs.uk/conditions/dementia/about/>

Lots of information about dementia and where to ask for support

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## **CogniCare App**

For mobile phones - guidance for family and friends looking after someone with dementia. It will provide advice throughout the caring process. Available free on Google Play.

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## **Shropshire Disability Network**

Website: <https://shropshiredisability.net/>

Works with people and organisations for the benefit of individuals with all types of disabilities their families and carers. Offers a range of information.

## **20. Have your say**

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### **Healthwatch**

This is the independent national champion for people who use health and social care services. Their job is to find out what matters to people, and help make sure their views shape the support they need. There is a local Healthwatch in every area of England.

#### **Shropshire**

Telephone: 01743 237884

Email: [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)

Website: <https://www.healthwatchshropshire.co.uk/>

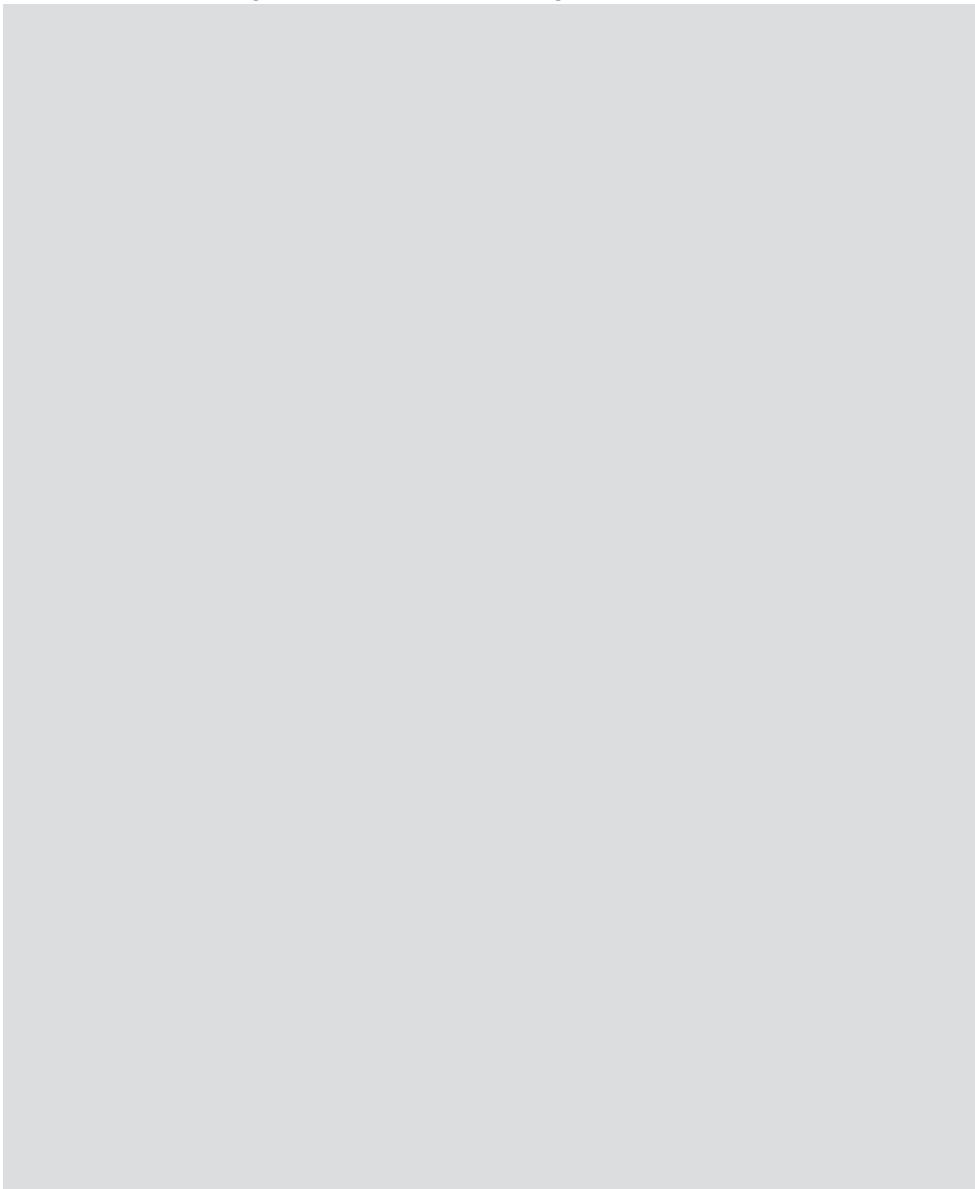
#### **Telford and Wrekin**

Telephone: 01952 739 540

Email: [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)

Website: <https://www.healthwatchtelfordandwrekin.co.uk/>

**This page has been left blank so that you can add details of any other services you know of!**



## 21. Dementia Friendly Communities

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### **Dementia Friendly Communities in Shropshire, Telford and Wrekin**

A dementia-friendly community is a city, town or village where people with dementia are understood, respected and supported. In a dementia-friendly community people will be aware of and understand dementia, so that people with dementia can continue to live in the way they want to and in the community they choose.

In Shropshire, Telford and Wrekin Dementia Action Alliance we have six including Wem, Oswestry, Newport (Telford and Wrekin), Pontesbury, Ludlow and Bishops Castle,- and also activity in Whitchurch and Ellesmere. We would love to have more so if you are interested in joining an existing dementia friendly community or starting another one, now is the time! To find out about starting a new dementia friendly community email [shropshiretelfordandwrekindaa@gmail.com](mailto:shropshiretelfordandwrekindaa@gmail.com)

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### **Shropshire, Telford and Wrekin Dementia Action Alliance**

Our key aims are:

- 1) To share best practice around dementia
- 2) To connect organisations and individuals who are interested in dementia
- 3) To take action on dementia
- 4) To give a voice to people with dementia and their carers

We are always looking for people living with dementia and carers to join us and help direct priorities and to work towards a more dementia friendly area.

If you want to find out more please email us at:

[shropshiretelfordandwrekindaa@gmail.com](mailto:shropshiretelfordandwrekindaa@gmail.com)

**To find out more about existing DFC's email:**

<b>Wem</b>	viv.edgar1@gmail.com
<b>Oswestry</b>	val-k-brown@hotmail.co.uk
<b>Newport (T &amp; W)</b>	dementiafriendlynewport@gmail.com
<b>Pontesbury</b>	wendybeesley@allcareshrops.plus.com
<b>Ludlow</b>	viv.parry@gmail.com
<b>Bishops Castle</b>	Valerie.woodmansey@btinternet.com
<b>Whitchurch</b>	jhctthornhill@gmail.com
<b>Ellesmere</b>	shropshiretelfordandwrekinDAA@gmail.com



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**Date of this update** May 2021 - All information accurate as of this time (see page 2)

Some costs may apply to some services – contact services for details.

**Please let us know** of any changes to services or additional information you think would be useful please email us at: [shropshiretelfordandwrekindaa@gmail.com](mailto:shropshiretelfordandwrekindaa@gmail.com)

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