

# Dementia Together

On Monday 3 April 2017 a new service is being launched which will provide practical information for those curious or concerned about Dementia, along with support for people living with Dementia, their carers and healthcare professionals in Suffolk. This will replace the existing post-diagnostic Dementia support offer for people in east and west Suffolk, which will cease on 31 March, as well as the Suffolk SAID pilot project run by Sue Ryder.

The service will offer a personalised and individual response, aiming to offer advice and support to enable and empower people to understand Dementia, to live well with the condition, make their own choices and feel in control of their lives.

The service offers a single point of contact for Dementia-related information and support so that people only have to tell their story once, no matter which stage of the illness they are at.

## The service will include:

- Dementia Navigators who are trained advisors
- A single point of contact for all service users
- Listening to people and/or family carers, answer their questions and provide them with information tailored to their needs, either on the telephone or via a home visit
- Depending on individual and/or family carers' needs, they will help to access a range of locally available support, including coping, reducing social isolation, welfare and keeping fit and healthy

## The service will identify individual's requirements by:

- Contacting the person, as indicated on the referral
- Work alongside the person, their family and carers and help them put together a self-care plan to be shared with professionals and appropriate individuals
- Offer a follow up call to the person, providing they have given consent to establish whether they require any further support

## Those who can refer into the service:

- GPs
- Health & Social Care Professionals
- Family Carers
- Self-Referral

## Referral Process:

There is a simple referral process via:

- **secure nhs.net email:**  
[SRYC.DementiaTogether@nhs.net](mailto:SRYC.DementiaTogether@nhs.net)
- **Map of Medicine**
- **EMIS & SystmOne Clinical Systems**
- **Dementia Together website:**  
[www.dementia-together.com](http://www.dementia-together.com)

Leaflets will also be provided to individuals to ensure that they have all the relevant details to hand.

## Frequently Asked Questions

- The individual is worried about their memory but is not showing any signs of Dementia at this time - can I refer them into this service? Yes - anyone who is curious or has any questions can be referred to this service, just fill in the details about them on the referral form and we will be able to help them.
- The individual is concerned about their partner/person they care for - can I refer them to the service? Yes - again if they want someone to talk to about their concerns we can support them on what to do next. Just fill in their details, ensuring they are recorded as the carer, and complete the partner's details.
- The individual already has a care plan and is under the care of a memory service but their carer needs support - can I refer them into the service? Yes - we are here to support the carer as well as the person they care for.

## Dementia Together Contact Details:

**Freephone:** 08081 688000

**Monday to Friday** 9:00am-6:00pm

**Saturday, Sunday & Bank Holidays**

10:00am-4:00pm

**email:** [SRYC.DementiaTogether@nhs.net](mailto:SRYC.DementiaTogether@nhs.net)