


Supporting you to live well with Dementia



Community Mental Health Team for Older People



When you or a relative receive a diagnosis of dementia, you may require support from a number of different sources; including services within the Belfast Trust, voluntary organisations and groups within your local community.

As you access such support you may have contact from a range of health and social care professionals, each with a different role.

The range of support and the roles of the different professionals can be confusing. This information booklet aims to provide you with an overview of the services available within the Belfast Trust and the community and voluntary sector for people living with dementia and their family and carers.

Community Mental Health Team for Older People.


If you are living with dementia the Community Mental Health Team for Older People can offer your family and carers a range of community based support to enable you to live well with dementia. They will provide dementia specific assessment, therapies and information to assist in delaying deterioration, to enhance coping, maximise independence and improve quality of life.

The Community Mental Health Team can be contacted between 9am-8pm Monday to Friday and 10am- 2pm on Saturday and Sunday.

The team is made up of;

- A team manager
- mental health nurses
- mental health social workers
- support workers and
- an associate psychologist.

Community Mental Health Team for Older People



The Community Mental Health Team will work closely with the Consultants in Old Age Psychiatry (Consultant Psychogeriatricians). The Consultant will take the lead in diagnosing dementia and suggesting suitable treatments (particularly drug treatments) for the condition.

Referral to the Community Mental Health Team for Older People

You can contact the team directly to request an assessment. A referral to the team can also be made with your permission by your GP, consultant psychiatrist or other healthcare professional.

Contact details; Community Mental Health Team for Older People
Graham Clinic, Knockbracken Healthcare Park, Saintfield Road, Belfast,
BT8 8BH
Tel: 028 9504 0346

How to Access Support Outside Working Hours (evenings, weekends, bank holidays).

There are many reasons why you or your carer may require urgent care outside of normal working hours. This may be because of:

- a sudden deterioration in your physical or mental health or
- a change or breakdown in the caring arrangement

There are a number of services available to provide support outside of normal working hours. However when accessing these services it is important to remember that the staff are unlikely to know you or your personal circumstances. If the situation can be managed safely until the next working day it may be better to wait until a person who knows your circumstances can be contacted. In the event of an emergency the following services can be contacted;

HSC Trust Emergency Social Work Service

The Emergency Social Work Service provides a range of services including an out of hours Emergency Social Work Service responding to a wide range of people in crisis. This will include:

- older people
- people living with dementia
- their families and
- carers.

If the Emergency Duty team is contacted, a social worker on the team will be able to:

- provide advice to assist you in dealing with the emergency
- visit to make an assessment of the emergency
- arrange the provision of necessary services and
- refer you to your local service the following day.

The out of hours Emergency Social Work Service operates :
Monday-Friday from 5.00pm to 9am
Saturday and Sunday - 24 hours and
Public holidays - 24 hours
Tel: 028 9504 9999

GP Out of Hours

The GP Out Of Hours Service provides care for urgent problems that cannot wait until a person's own GP is available. The service operates weekdays after 6pm, at weekends and during bank holidays.

It is not a walk-in service, so you or your relative must first contact the service by phone. A doctor or nurse will return your call promptly and then speak to you or your relative and decide on the best action to take.

Community Mental Health Team for Older People

South and East Belfast Tel: 028 9079 6220
North and West Belfast Tel: 028 9074 4447

Alzheimer's Society National Dementia Helpline

The Alzheimer's Society National Dementia Helpline is available outside of normal working hours for a period on Saturday and Sunday. A caller will speak with a trained adviser who can provide information, support, guidance and signposting to other appropriate organisations.

Mon-Fri 9am-5pm and Sat & Sun 10am-4pm

Tel: 0300 222 11 22

Support Available to People with Dementia Living in the Community

There is a range of support services available to support you to continue to live in the community. The types of services available may include;

- Help with personal care tasks
- Help with meals and other daily living tasks
- Day care
- Sitting service, if you cannot be left alone
- Respite care, if your regular carer is not available for a period to support you

The provision of any domiciliary service is based on assessed need.

Contact details of how to access these services are provided below.

If you live in **South Belfast, East Belfast** and **Castlereagh** you or a family member can make a referral for domiciliary care by contacting:

Call Management Centre

Tel: 028 90 565656

If you live in **North and West Belfast** you or a family member can make a referral by contacting:

Call management (N & W locality) Tel: 0845 606 6596

Support Available from the Voluntary and Community Organisations

Listed below are the contact details for a number of agencies providing information and services for people and carers living with dementia within the Belfast area.

Alzheimer's Society

The Alzheimer's Society work to improve the quality of life of people affected by dementia. They provide local information and services to people affected by dementia.


Alzheimer's provide **independent advocacy services** for people with dementia. Independent advocates work with people at all stages of dementia to help them have a voice in decisions being made about their lives.

Befriending service is also provided and can offer the person living with dementia a one to one match with a volunteer or the opportunity to become part of a friendship group.

A carer information and support programme (CrISP) is also offered where people caring for a family member or friend with dementia can meet to talk in a friendly and confidential environment about their experiences. These workshops are facilitated by Alzheimer's society staff and they aim to provide information, advice and support to the family and carers of people living with dementia.

Information and contact with each of the above services can be accessed through Alzheimer's website or by calling the local Alzheimer's Society Office;

Community Mental Health Team for Older People



Local Alzheimer's Office Unit 4, Balmoral Business Park, Boucher
Crescent, Belfast, BT12 6HU
Tel: 028 9066 4100
www.alzheimer's.org.uk/northernireland

Disability Action

The Disability Action Mobility Centre offer advice and assessment on all aspects of personal mobility. They undertake driving assessments on behalf of the DVA and private clients. This includes people diagnosed with dementia who wish to continue to drive.

Website: www.disabilityaction.org
Portside Business Park
189 Airport Road West
Belfast, BT3 9ED
Telephone: 028 9029 7880

Citizens Advice Bureau

The Citizens Advice Bureau is a charity providing free, impartial and confidential advice and information. They provide a range of services which includes assisting clients with form filling e.g. social security, helping clients to prioritise debt problems or contacting companies on behalf of clients.

Website: www.citizensadvice.co.uk

Regional Office,
46 Donegal Pass
Belfast, BT7 1BS
Tel: 0300 1 233 233

Age NI

Age NI deliver care services, provide advice and advocacy and influence decision makers to improve the quality of later life. Through their Advice and Advocacy helpline they provide free confidential and anonymous telephone advice to older people, their carers and relatives.

The Age NI My Life My Way programme aims to enhance the quality of life and well-being of people living with dementia living within the community by providing information and signposting to local community based services appropriate to the needs of the individual.
For more information contact;

AgeNI Office – 02890315854
Website: www.ageni.org.

3 Lower Crescent
Belfast, BT7 1NR

Advice and advocacy helpline: 0808 808 7575


Extracare

Provides a range of different services to people with various levels of need and circumstance;

- Intensive domiciliary
- Mobile night help
- Family carer training
- Housing support services
- Benefits advice
- Education and training

For more information contact;
Extracare Office – 02894482939
Website: www.extra_care.org

Community Mental Health Team for Older People



Lucas Exchange
1 orchard Way
Greystone Road
Antrim
BT41 2RU

Praxis

Praxis supports children and adults with complex needs including those with dementia. They provide domiciliary care, day centres and advocacy services.

Website: www.praxisprovides.com

25-31 Lisburn Road
Belfast, BT9 7AA
Tel: 028 9023 4555
Praxis Care Counselling: 028 9072 7150

RECALL- Reaching and Engaging with Community Advice Link Line

RECALL is a free community based good neighbour support service. It provides support to older and vulnerable people living in South and East Belfast through a daily telephone call, befriending and advice service.
102-108 Castlereagh Street
Belfast, BT5 4NJ
Website: www.goodmorningni.org/RECALL
Tel: 028 9087 2277 extn 215

Good Morning Northern Ireland Network

This network offers daily telephone contact to older people living within the community. A support team will phone registered members daily to check on their health and well being and to provide information on events in their area. The service acts as an alert when a member fails to answer their phone. When repeated calls go unanswered, the telephone carer will, where appropriate, liaise with service providers (e.g. social services) to try to locate the person and verify their safety.

Good Morning West Belfast Tel: 028 9020 0228

Good Morning North Belfast Tel: 028 9071 9200

Carers NI

Carers NI can provide face to face meetings with carers, counselling and support groups. They provide information and advice on a range of issues including benefits and signposting to services.

Website: www.carersuk.org/northernireland

58 Howard Street
Belfast, BT1 6PJ
Tel: 028 9043 9843

Fold Telecare

Fold personal alarm systems services provide the reassurance that help is available at any time day or night.

For further information contact;
T -02890397103
Website: www.foldtelecare.com

Further information on dementia can be accessed through the NHS Choices- www.nhs.uk website. Not everyone has access to the internet so it is worth remembering that you can obtain access to a computer and the internet through your local library.

Community Mental Health Team for Older People



How to contact us:



**Community Mental Health Team for
Older People Tel: (028) 9504 0346**

operates from Monday to Friday
9am to 5pm

We also offer an extended telephone advice
and support service for people living with
DEMENTIA and their carers operating:
Monday to Friday until 8pm
Saturday to Sunday 10am to 2pm

If you need to speak to someone
outside these hours please contact:
Regional Emergency Social Work Service
(028) 9504 9999

**www.belfasttrust.hscni.net/services/
CommunityMentalHealthTeams**