



Living with Dementia

Getting help in Wandsworth



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This guide will help you find local dementia services, support and information

Living Well and Ageing Well with dementia

Three things to know about dementia:

- 1 Dementia is more than just memory loss** and can affect people in different ways. It may affect people's concentration, planning, speaking or understanding words, vision, moving around and mood. Dementia can be challenging not only for the person living with it, but also for family, friends and carers.
- 2 You can still live well with dementia.** There is no cure yet, but many activities can help with symptoms or slow the progression of dementia, such as solving puzzles or playing board games, dancing or gentle exercise, listening to music and attending regular social groups. Support services can also help, as outlined in this guide.
- 3 Reducing the risk of dementia.** Some lifestyle choices can help lower the chances of developing dementia such as eating a healthy diet, keeping a healthy weight, limiting alcohol, stop smoking, keeping your blood pressure at a healthy level, and being as physically active as you can.

Getting a diagnosis

Your GP can help you before and after a diagnosis. They can arrange access to the right health services for you including:

Memory Assessment Service

A specialist team of healthcare professionals set up to improve the timely diagnosis of dementia. The team provides assessment, diagnosis and treatment for all new cases of dementia in Wandsworth.

The Wandsworth Cognition and Mental Health in Ageing pathway support people of any age who are experiencing signs and symptoms associated with dementia.

Community Behaviour and Communication Support Service

The specialist Community Behaviour and Communication Support service provides specialised support for people with complex needs who are living with dementia.

Dementia Clinical Nurse Specialist Service

The service has specialist expertise in dementia, as well as knowledge of local health, voluntary and social service provision. The nurses help people living with dementia and their carers to access services that help maintain their physical health and wellbeing.

Community Adult Healthcare Services

Services include community nursing, specialist nursing and therapies. Contact your GP for advice on the support you require and a referral can be made on your behalf to Community Adult Healthcare Services.

St George's Cognitive Neurology and Dementia Service

Provides a consultant-led multidisciplinary approach to the diagnosis, assessment and treatment of all cognitive disorders including dementia. Patients will have an assessment with one of the consultant neurologists. In some cases, further tests are needed and following these, a follow up consultation will be arranged. If needed, further follow up appointments will be arranged with the consultant or dementia specialist nurse.

Website:

<https://www.stgeorges.nhs.uk/service/neuro/neurology/cognitive-neurology-dementia>



Help after your diagnosis

Many services are available to support you and your family or carer following a diagnosis of dementia.

St George's Cognitive Neurology and Dementia Service

Provides a consultant-led multidisciplinary approach to the diagnosis, assessment and treatment of all cognitive disorders.

Some people with dementia receive a diagnosis in the Cognitive Neurology clinic at St George's Hospital. If you are under the care of the St George's Cognitive Neurology and Dementia clinic and need advice, you can contact the dementia nurse specialists.

Call: **0208 725 6851**

Email: **dementiaanddelirium@stgeorges.nhs.uk**

Website: **<https://www.stgeorges.nhs.uk/service/neuro/neurology/cognitive-neurology-dementia/>**

Regenerate-RISE+

Regenerate Rise+ provides a service to older people who are isolated, frail, living with a disability or who are affected by Dementia and memory loss. The centre is based in Putney but supports older residents across the whole of Wandsworth.

They work with **Dial-A-Ride** to provide transportation to the day centre. Dial-A-Ride may not always be able to take individuals with dementia. Access is on a case-by-case basis and depends on whether the individual can use the service in a safe and timely manner. The person needs to be ready at the agreed pick-up time or they will lose access.

Referrals can be made by downloading the referral form off the [website](#) and returning it when completed to lisabryan@regenerate-rise.co.uk Once a referral is received, Regenerate-RISE will set up a visit with the individual in order to see if the service is suitable and whether they are actually interested in attending.

Call: **020 8780 9330** (Centre Manager)

Day Centre Service: **Platt Mission in Putney, 22 Felsham Rd, London SW15 1DA**

Referral information: <https://regenerate-rise.co.uk/referrals>

Website: <https://regenerate-rise.co.uk/>

St George's Young Onset Support Group

Young onset dementia means symptoms start before age 65.

St George's runs a friendly monthly support group for people under 65 and their carers where they can meet others in similar situations, receive educational information, share coping strategies, gain peer support and feel empowered to live well with dementia.

Guest speakers are invited to attend from a variety of backgrounds according to the needs of the group. The group meets in John Parker Lecture Theatre at St George's Hospital and refreshments are provided.

For more information

Email: nikki.zimmermann@nhs.net

Wandsworth Talking Therapies

Provide free confidential psychological and wellbeing interventions for common mental health problems (anxiety disorders or depression).

Call Mental Health Crisis Line: **0800 028 8000** (run by South West London and St Georges Mental Health NHS Trust)

Wandsworth Older People's Services

The Wandsworth Older People's Community Mental Health Team can help assess your mental health needs and plan the care and support that is right for you.

The services provided include a range of specialist support for people with dementia and mental health needs:

- **Behaviour and Communication Support Service (BACSS)** works with care homes to support residents who have behavioural or emotional needs
- **Community Behaviour and Communication Support Service (CBACSS)** supports families affected by significant behavioural and psychological symptoms of dementia.
- **Dementia Clinical Nurse Specialist (DCNS) Service** helps GPs in supporting vulnerable people on dementia registers who are at risk of disengaging from health services
- **Wandsworth Memory Assessment Service** offers specialist assessment and diagnosis for individuals with memory and cognitive impairment
- **Wandsworth Recovery and Support Team** provides person-centred support for people with severe mental health problems to aid recovery.

Referrals

To access these services, your **GP must make a referral** using the electronic referrals system (eRS).

Life after Diagnosis programme

This is a 5-week programme for people with recent diagnosis of dementia run by Wandsworth Memory Assessment Service for people with a recent diagnosis of dementia.

The sessions last for two hours and run once a week for five consecutive weeks with a different topic focused on each week. The programme provides information and support and includes sessions on financial management, daily living aids, planning for the future and emotional resilience. This group does not take referrals from external agencies, but organisations and professionals with relevant/helpful information can come to the group to share about their services.

Trinity Building, Springfield Hospital, 15 Springfield Drive, London SW17 0YF

For more information

Email: wandsworthopservices@swlstg.nhs.uk

Website:

<https://swlstg.nhs.uk/service-detail/service/wandsworth-older-adults-services-186/>

The **Memory Assessment Team** can provide you with more details on the programme.

Call: **020 3513 5000**

Universal Care Plan (UCP)

The Universal Care Plan (UCP) is a digital care plan based on what matters to you. It allows your wishes, along with your individual care and support needs, to be shared digitally with health and care professionals involved in your care in London.

This plan helps your team make sure your care matches your choices and wishes, where possible, to support you to keep doing the things you enjoy.

A care plan can be created following a conversation between you and your healthcare professional (such as a doctor or nurse). Your healthcare professional will listen to you, understand your needs, and make notes about:

- Who you are and what matters to you
- Your preferences or wishes for your care in the future
- What support you need and who is best placed to provide this
- Information about others who may be involved in your care, such as relatives
- Your health conditions including any treatments you do or don't want

Your healthcare professional will put this information into your UCP. The plan can be updated at any time if your needs or wishes change.

You can view your UCP and see when it was last updated in your NHS App.

For more information about viewing your UCP in the NHS App, visit: <https://ucp.onelondon.online/wp-content/uploads/2025/07/UCP-NHS-App-patient-flyer-final-1.2-July-2025.pdf>

Your voice, your choice.

The information in the plan helps your voice to be heard, even in emergency situations when it may not be easy to speak for yourself. This helps your health and care team to understand your needs and provide care in line with your wishes.

The plan can change as your needs change.

You can make sure your care reflects what matters to you. The plan is a tool that can be updated if your wishes change.

It's available to all your health and care teams in London. Everyone involved in your care has access to the same information, including the London Ambulance Service.

For more information

Hear how the UCP can support you:

<https://vimeo.com/1072535438/abdb82a494?fl=pl&fe=sh>

Hear how the UCP can support carers:

<https://vimeo.com/1073172087?fl=pl&fe=sh>

You can ask your health and care professionals, such as your GP, nurse, physiotherapist or clinician at your local memory service to start a UCP for you.

Learn more about the Universal Care Plan:

<https://ucp.onelondon.online/patients/>

Social Prescribing Link Workers

In Wandsworth, Social Prescribing Link Workers based in local GP practices can give you time to talk about what matters to you. They can help connect you with practical, social and emotional support, such as community groups and activity programmes.

This service is available to adults of any age and can be especially helpful if you feel lonely or have complex social needs.

You can ask your GP for a Social Prescribing referral. Link Workers are part of the local NHS team and can work alongside your Dementia Adviser.

Website: <https://enablec.org/socialprescribing>

Annual health checks for people with dementia

People living with dementia should have a regular health check at least once a year. These checks help your GP or healthcare team to:

- Review medications and make sure they are working well
- Check physical health, including heart, blood pressure, and weight
- Discuss memory and thinking changes
- Identify any new health issues early
- Offer advice and support for carers

You can ask your GP about scheduling an annual dementia review.

Regular checks are important to help you stay as healthy and independent as possible.

Support for people living with dementia

Gwynneth Morgan Day Centre

Age UK Wandsworth is commissioned by Wandsworth Council to deliver a specialist day care service for older people, adults with disabilities and adults with dementia from the Gwynneth Morgan Day Centre.

Website: <https://www.ageuk.org.uk/wandsworth/our-services/gwynneth-morgan-day-centre-320e6572-fd8c-ed11-97b0-0003ff334c1a/>

A social worker will need to carry out an assessment to ensure the individual meets service eligibility criteria to attend. If eligible, a free taster day will be offered. The prospective service user can see if the facilities offered suit and then support would be arranged for any ongoing attendance.

If a prospective service user or their carer is interested in this service or for more information, please contact:

Wandsworth Adult Social Care Access Team via their website: <https://wandsworth.gov.uk/contact-adult-social-care/>

Age UK Wandsworth

Age UK Wandsworth provides a wide array of services including our information and advice service where you can get access free and confidential information and advice on benefits, money, social care and housing and local services for people over 60 and their carers. Appointments are held in person in our office, over the phone or by email, as well as home visits.

You can also find out more about our other services including a monthly foot clinic, digital assistance, a growing schedule of regular day-time social activities along with handyperson, befriending, online shopping and hospital discharge services.

Call: **020 8877 8940**

Email: **info@ageukwandsworth.org.uk**

Website: **www.ageuk.org.uk/wandsworth**

Community Engagement

Would you like to attend or help at any of our regular groups and activities in Wandsworth? Whether seated exercise a weekly coffee morning to our Friday Lunch Club. Please get in touch to see if there is something for you to get involved in.

Call: **020 8877 8947**

Email: **outreach@ageukwandsworth.org.uk**

Website: **www.ageuk.org.uk/wandsworth/activities-and-events/regular-activities/**

Memory Lane

Age UK Wandsworth runs a 24-week group programme specifically for people living with mild to moderate dementia.

This group is suitable for those who:

- live in Wandsworth
- have a diagnosis of mild to moderate dementia
- have ideally completed a course of Cognitive Stimulation Therapy (CST)
- can commit to attending weekly sessions. Please note this is not a drop-in group

For more information:

Call: **020 8877 8947**

Email: daycentre@ageukwandsworth.org.uk

Website: [https://www.ageuk.org.uk/wandsworth/our-services/maintenance-cognitive-stimulation-therapy-\(mcst\)-f9affb97-f48c-ed11-97b0-0003ff334c1a/](https://www.ageuk.org.uk/wandsworth/our-services/maintenance-cognitive-stimulation-therapy-(mcst)-f9affb97-f48c-ed11-97b0-0003ff334c1a/)

Forget-Me-Not Group

A friendly meeting place for people with memory problems and their friends and family. Chat and share experiences and information in a safe, friendly and supportive environment. Join in activities like games, singing, music and art.

Held every Thursday from **11:00am – 1:00pm**

Balham Library, 16 Ramsden Road, Balham, SW12 8QY

Call: **020 8673 1129**

Email: balham.library@gll.org

Heritage Boxes for Dementia

As part of London Borough of Culture, Wandsworth Council has created 7 Memory Boxes for Dementia from its Heritage Collection. These bespoke interactive time capsules - filled with sensory objects, archive materials, and recordings - can be used to spark connection, trigger memories, and support wellbeing for people living with dementia.

For more information and to book a memory box:

Website: <https://welcometowandsworth.com/discover/culture-in-wandsworth/creative-health-wellbeing/heritage-boxes-for-dementia-call-for-community-partners/>

Email: heritagecollection@wandsworth.gov.uk

Froglife's Leaping Forward for Dementia in London Project

Supported by the National Lottery Community Fund, the project empowers people living with dementia and their support network to safely access the benefits of nature and the outdoors.

They offer weekly Wild Times sessions in and around the Lambeth area which include wildlife gardening, nature walks & talks, nature-inspired creative activities and opportunities to share memories and socialise with others. Wild Times welcomes the whole community, but sessions are particularly suitable for people living with dementia, their support network, and people looking to improve their health, wellbeing and confidence.

Held every Monday **2:00pm – 3:30pm**

Bandstand Beds Community Garden, Clapham Common, Windmill Drive, SW4 9DE

Held every Thursday **10:00am – 12:00pm**

The Rookery Gardens, Streatham Common

Call: **0737 7970 844**

Email: rose.williams@froglife.org

Website: <https://www.froglife.org/leaping-forward-for-dementia-in-london/>

Thrive

Thrive offers *Garden Thyme*, a free therapeutic gardening programme held every Wednesday at our garden in Battersea Park for people living with dementia or memory loss. These activities include gentle gardening, crafts, and sensory experiences to help people with memory loss stay active and social. More information can be found here:

<https://www.thrive.org.uk/how-we-help/regional-centres-and-programmes/london/garden-thyme-programme>

Participants can attend for a half day or full day (10am to 3pm.) Those interested are welcome to arrange an informal visit to find out more and see the garden. A taster session can also be organised to see whether the programme is suitable. Participants may attend independently or with a carer if required.

Held every Wednesday, **half day or full day, 10:00am – 3:00pm**

Thrive Main Garden, Battersea Park, SW11 4NJ

Website: www.thrive.org.uk/london

Call: **0207 720 2212**

Email: battersea@thrive.org.uk

Rare Dementia Support

Rare Dementia Support runs specialist support group services for individuals living with, or affected by, one of seven rare dementia diagnoses: frontotemporal dementia (FTD), posterior cortical atrophy (PCA), primary progressive aphasia (PPA), familial Alzheimer's disease (FAD) and familial frontotemporal dementia (FFTD), young onset Alzheimer's disease (YOAD) as well as dementia with Lewy bodies (LBD). The vision is for all individuals with or at risk of one of these rarer forms of dementia to have access to specialist information, support and contact with others affected by similar conditions.

The Rare Dementia Support Centre is due to open in Spring 2026.

Call: **020 3318 0243**

Email: contact@raredementiasupport.org

Website: <http://www.raredementiasupport.org>

Dementia Friendly Walks by Enable

Join Enable for a free, dementia-friendly walk in Battersea Park every Wednesday at 10:30am. No sign-up needed—just come along and enjoy a relaxed stroll in good company. A walk leader is usually present, and the walk goes ahead every week, rain or shine.

Enable also runs a variety of Active Lifestyle classes across the borough for anyone wanting to stay active and connected.

Held every Wednesday from **10:30am – 11:15am**

Battersea Park, Inside the Large Albert Bridge Gate, 85 Albert Bridge Rd, London, SW11 4PF

Email: Activecommunities@enablelc.org

Website: <https://enablelc.org/activelifestyles>

60+ Café

Roehampton Methodist Church is pleased to host the 60+ Café on Thursdays from 11am-2pm. They serve tea/coffee, light lunches including sandwiches, toasties, rolls, soup, jacket potatoes, ploughman's lunch and cake. Please note those who are suffering from dementia need to be accompanied with a carer/chaperone. Or just pop along and have a chat with one of the ladies. Everyone is warmly welcomed.

Held every Thursday **11:00am – 2:00pm**

Roehampton Methodist Church, Minstead Gardens, Roehampton, London, SW15 4EB

Call: Jean Vincett on **020 8397 8622** or Roehampton Methodist Church on **020 8487 8285**

Website:

<https://www.roehamptonmethodist.org.uk/welcome.htm>

The Sunflower Café and Singing for the Brain – Home Instead

A free and friendly informal group for over 65's and their carers to enjoy tea, cakes and social activities. Attendees need to register ahead of time as there is currently a waiting list for this group. Singing for the Brain takes place every 3rd Wednesday of each month.

Held every Wednesday from **2:00pm – 4:00pm**

Community Lounge, Balham Baptist Church, 21 Ramsden Road, Balham, SW12 8QX

Call: **079 4987 4838**

Email: **kemi.browne@homeinstead.co.uk**

Hestia's Age Activity Centre

Hestia's Age Activity Centre (AAC) is an Open Access Day centre for older people (60+) living in Wandsworth.

The AAC is designed for Wandsworth residents aged 60 and over, who want to socialise, make new friends, learn new skills (i.e. IT), engage in activities that help with health and wellbeing, falls prevention, contribute to the local community, and stay well and healthy for as long as possible.

The AAC runs fun, social activities and occasional day trips to promote a sense of community and reduce social isolation. The AAC works to help older people to stay independent for longer, and to keep healthy and active.

Activities at the centre include art and crafts classes, choir, yoga, tai chi, dance classes, IT classes, dominoes, and quizzes, a lunch club and breakfast club. A host of other workshops and volunteering opportunities are also offered, as well as special events like Christmas and Easter. The AAC also provides advice and information, and signposting to other services, support to carers, and support with falls prevention.

The AAC is open Mondays, Tuesdays, Wednesdays and Fridays, from **10:00am - 4:00pm**. It is closed on Bank Holidays and weekends.

Hestia, Age Activity Centre, 966 Garrett Lane, London, SW17 0NDB

Call: **020 8767 8426**

Email: AgeActivity.Centre@hestia.org

Arts for Dementia

A UK charity that uses creative activities to help people living with dementia feel connected, confident and joyful. Their sessions are free and open to people with early-stage dementia and their carers.

You can take part in visual arts, drama, dance, music and storytelling, both in-person and online, including weekly 'Art Wednesday' Zoom sessions. These activities help people stay creative, learn new skills, meet others and have fun in a relaxed, welcoming environment.

The charity believes that creativity and community improve wellbeing and quality of life after a diagnosis.

Call: **020 3633 9954**

Email: **info@artsfordementia.org**

Website: **<http://www.artsfordementia.org>**

Forget-me-not Chorus Online Choir

Are you looking for a group to support you as you face the challenges of dementia? The choir meets online and sings together via Zoom. So you can join in wherever you are.

Held on alternate **Thursdays 11:00am – 11:45am**, each session lasts 45 minutes and is guaranteed to get you energised, with the leader muting everyone's microphones before the start. The sessions are run on Zoom, which works with nearly all devices, but you can always check with the service if you're unsure and to get a link.

Call: Rachel **07515 889523**

Email: **community@forgetmenotchorus.com** or
rachel@forgetmenotchorus.com

Website: **<http://forgetmenotchorus.com>**

Virtual Musical Memories Choir

Musical Memories Choir is designed to bring people with dementia and carers together through singing. Singing together offers many health and wellbeing benefits.

The choir runs a weekly virtual session every **Friday from 11:00am to 12:00pm**. Sessions can be watched live on Facebook or at any time on YouTube or the Musical Memories Choir website.

Call: **01792 403777**

Email: **helen@redcommunityproject.org.uk**

Website: **<http://www.musicalmemorieschoir.co.uk>**

Sing for Better Health Online

Our weekly singing groups are for older people in general, or those any age with long-term health problems (e.g. breathing difficulties, Parkinson's, Depression, Alzheimer's, MS, Stroke, Heart conditions, Cancer, mental health problems etc.)

Improve your health and wellbeing, using a combination of specific relaxation/ posture/ breathing exercises, and having fun singing songs together. You don't have to be able to sing to join us! Singing profoundly benefits health and wellbeing.

Sing For Better Health Zoom groups are **weekly on Tuesdays, Fridays, Saturdays and most Thursdays**. Contact Uditia for the Zoom link.

Email: **uditamusic@protonmail.com**

Website: **<http://www.singforbetterhealth.co.uk>**

Reading Well for dementia

Recommends helpful reading and digital resources for people living with dementia. There are also books for family, friends and carers. The booklist provides reliable information, advice and support as well as personal stories and age-appropriate books for children.

The booklist is targeted at people living with dementia, carers and family members including younger children to help them understand more about dementia.

Look for the Reading Well for dementia books in your local library – they're free to borrow.

Many titles are also available to borrow as e-books and audiobooks. Find out how to join the library and access books, e-books and audiobooks via your local library website, visit:

<https://readingagency.org.uk/get-reading/find-your-library/>

Website: <https://readingagency.org.uk/get-reading/our-programmes-and-campaigns/reading-well/reading-well-for-dementia/>

Mushkil Aasaan Care Agency

Provides a range of support services including befriending, advice and advocacy. While not a specialist provider for complex dementia care, they can offer helpful community based support and guidance.

Languages other than English spoken by Staff or Volunteers include Urdu, Gujarati, Hindi, Punjabi, Bengali, Arabic, Somali, Kutchi, Portuguese, Italian & Tamil.

Telephone: **020 8672 6581**

Email: mushkil@mushkilaasaan.com

Support for people with dementia living independently

Many people with dementia continue to live independently with the right support in place.

What can help

- Alzheimer's Society Dementia Advisers
- Home care
- Befriending services (in person or telephone)
- Peer support groups
- Memory cafés and social groups
- Smart home technology
- Community health support
- Social prescribing link workers

These services can help reduce isolation, support wellbeing and make independent living easier for people living with dementia in the community.



Local Alzheimer's Society services

Dementia Advisers can help you find out how to get information, support and advice after your diagnosis. They work closely with the Memory Assessment Team.

Alzheimer's Society offers information, advice and practical guidance to individuals impacted by Dementia alongside campaigns and research. Main topics include information/advice on daily living, getting care, independence and legal/financial topics.

Call: **020 7423 7380**

Email: **wandsworth@alzheimers.org.uk**

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

The Dementia Advisers offer tailored, ongoing information as well as practical and emotional support to people with dementia and their carers.

The advisers will listen to you and help you understand the diagnosis. They will also help you plan for the journey ahead. The adviser will support and help you liaise with other local services, will visit you at home and will provide you with advice and information over the phone.

Referrals

Referrals can be made through the online Professionals Referral Form: <https://www.alzheimers.org.uk/dementia-professionals/make-a-referral>

Note: Alzheimer's Society closes cases after outcomes are met for an individual, meaning that if someone has been referred in the past that does not necessarily mean they are actively known to/registered with the service and thus may need to be re-referred

Befriending Side by Side service helps you keep doing the things you love most, whether that's going to the football, enjoying a trip to the cinema or jogging around the park. Our Side-by-Side volunteers are here to empower you to enjoy your life to the full and even try new things. By regularly meeting up, you can share the things you love doing together and make a big difference to each other's lives.

For details or to refer contact Andrea.Owen@alzheimers.org.uk

Call: **07703 471517**

Email: wandsworth@alzheimers.org.uk

Office opening times: Monday - Friday, 9:00am – 5:00pm

Dementia Support Line is here if you're affected by dementia, worried about a diagnosis, or care for someone with dementia. Trained staff are ready to give you the support you need.

Call: **0333 150 3456**

Opening times: Monday – Wednesday, 9:00am – 8:00pm, Thursday – Friday, 9:00am – 5:00pm, Saturday – Sunday, 10:00am – 4:00pm

Website: <https://www.alzheimers.org.uk/about-us/contact-us>

If you are in an emergency, please call 999.

For non-emergencies, please call 111.

Companion calls provide regular (usually weekly), friendly phone conversations with a dedicated volunteer, offering warmth, support and simple companionship. Individuals can be referred through Alzheimer's Society, as this is a nationwide service, the waiting list can be a bit longer.

Website: <https://www.alzheimers.org.uk/get-support/companion-calls>



Online support forum is a safe community to share experiences, ask questions and connect with others affected by dementia.

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

Singing for the Brain

Structured musical activities accessing deep memories and abilities through familiar songs and encouraging the enjoyment of creativity and fun. For people with dementia and carers.

Held every Tuesday from **3:00pm - 4:00pm**. (ongoing, term-time and holidays)

Battersea Park Library, 309 Battersea Park Road, SW11 4NF

Call: **020 7720 4122**

Email: batterseapark.library@gll.org

Held every Wednesday from **3:00pm – 4:00pm**

Putney Library, 5-7 Disraeli Road, Putney SW15 2DR

Call: **020 8780 3085**

Email: putney.library@gll.org



Alzheimer's Society National Dementia Helpline

If you have questions or concerns about dementia, Alzheimer's Society's National Dementia Helpline provides expert information and support – 7 days a week. Call a trained adviser.

Call: **0300 222 1122**

Email: **helpline@alzheimers.org.uk**

Helpline opening hours:

Monday to Wednesday 9:00am – 8:00pm

Thursday and Friday 9:00am – 5:00pm

Saturday and Sunday 10:00am – 4:00pm

Website: **www.alzheimers.org.uk**

Enter your postcode on **<https://www.alzheimers.org.uk/find-support-near-you#!/search%C2%A0>** to find local services. Factsheets are available online or from your dementia adviser.

An electronic copy of the National Dementia Guide can be found on their website: **<https://www.alzheimers.org.uk/get-support/publications-factsheets/the-dementia-guide>**

Alzheimer's Society support and contact details

Alzheimer's Society provides dementia awareness information and Dementia Friends sessions to help the public and health professionals better understand dementia and support people to live well with it.

Alzheimer's Society provides home visits.

Call: **020 8687 0922**

Email: **wandsworth@alzheimers.org.uk**

Website: **www.alzheimers.org.uk**

Support for carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support

A carer may provide practical or emotional support, they may reside with the person they care for, or they may not. Not everyone thinks of themselves as a carer, but they may well be and may be able to get financial or practical help.

Supporting someone who is experiencing emotional distress can be rewarding, but it can sometimes also be challenging or lonely especially if you are juggling other responsibilities or have health needs of your own. It is important you are able to receive support in your caring role to prevent your own physical and mental health deteriorating. Having good information at the right time and knowing where to get help and support can make all the difference.

Please find the information outlined about how to access support and guidance regarding your caring role.

NHS websites:

- <https://www.nhs.uk/social-care-and-support/support-and-benefits-for-carers/>
- <https://www.nhs.uk/mental-health/social-care-and-your-rights/help-for-carers/>

Local NHS Trust websites:

- <https://swlstg.nhs.uk/support-for-carers>
- <https://swlstg.nhs.uk/support-for-younger-carers>

South West London and St George's Mental Health Trust

At our Trust we have several initiatives that are specifically aimed at supporting and hearing the voices of carers, friends and families of people accessing Trust services.

Some options include:

- **Register as a Lived Experience Network Member.** Many carers have told us that joining the register has supported them in their own recovery journey. We have carer representatives who work alongside staff and people accessing services across a range of service improvements and developments, in Trust governance groups and supporting recruitment of our staff teams. Being involved can provide opportunities to influence services, have your voice heard, meet with people in a similar position to your own, as well as learning about how the Trust works. Once registered you will receive a quarterly newsletter providing news about Trust developments and information that is relevant to your caring role.
Website: <https://swlstg.nhs.uk/get-involved>
- **Attend a course at our Recovery College.** The College offers a variety of both face-to-face and online courses that carers of people who have accessed services in the previous year can attend including a 'Wellbeing Skills for Carers, Friends and families' with five standalone sessions. To enrol please ring **0203 513 5818** or email recoverycollege@swlstg.nhs.uk
Website: <https://swlstg.nhs.uk/recovery-college>
- **Join the Carers, Friends and Families Reference Group.** This long-standing group meets every eight weeks, on a Thursday evening, to consider quality, safety and patient and carer experience.

Individual members of the group live in the five boroughs we cover, and the group is fortunate to have representation from organisations that support carers within the Boroughs including the five Carers Centres. They consider the same reports on quality used in our internal governance, receive reports in person from various teams, and provide feedback on recent and current issues affecting people who have contact with our services. To find out more about how to become involved please email involvement@swlstg.nhs.uk

- **Attend one of the Trust run Peer Support Groups for Carers.** We run regular and one-off opportunities both virtually and face-to-face for people who support for somebody accessing our services to meet with a trained peer with lived experience of caring for someone with mental health difficulties and other carers for mutual support. Please email involvement@swlstg.nhs.uk for further information around how to participate in these groups.
- **Attend an annual Carers Week activity.** Each year during National Carers Week we deliver a week-long timetable of events alongside our partner organisations, that aim to identify, recognise and acknowledge the contribution of unpaid carers. There are also organisations, both nationally and locally who can provide support, advice and guidance for carers, friends and families.
- **Self-refer to your local Carers Centres** or other carer focused organisations who offer a host of expert practical and emotional support specifically for carers. They can support you around your rights as a carer, as well as advise around your entitlements to benefits, allowances and grants to support you financially.

Wandsworth Carers' Centre

Wandsworth Carers' Centre supports unpaid carers in the borough. It offers information and advice, one-to-one specialist support, peer support groups, training and helping carers access services and benefits. The centre also runs activities aimed at improving carers' health and wellbeing and provides support tailored to different caring situations including dementia and mental health. You can contact them by phone, email or via their website.

Call: **020 8877 1200**

Email: **info@wandsworthcarers.org.uk**

Website: **www.carerswandsworth.org.uk**

General Information and Advice

Get general advice by phone from **9:30am - 5:30pm**.

The Wandsworth office is also open to drop-in

Monday to Thursday 10:00am - 5:00pm.

181 Wandsworth High Street, Wandsworth SW18 4JE

Dementia Carers' Support and Development Coordinator

Carers who require more support can be referred to the **Dementia Carers' Support and Development Coordinator** who can provide one-to-one and listening support, internal and external referrals, and advocacy - all tailored to individual needs.

Evening Carers Dementia Peer support group is a monthly gathering where dementia carers meet in a friendly and confidential environment to support each other, make friendships and share information.

Takes place on the third Thursday of each month from **6:00pm - 7:30pm**. Both in-person and via Zoom.

Ground Floor meeting room, Bluebird Office, 6 College Mews, off St Ann's Hill, Wandsworth SW18 2SJ

Call: **020 8877 1200**

Email: **info@wandsworthcarers.org.uk**

Website:

<https://carerswandsworth.org.uk/specialist-support/dementia/>

Dementia Cafés

Wandsworth Carers' Centre run two dementia cafés a month.

The Sunflower Café and The Iris Café

The cafés are an opportunity for carers of people living with dementia, with or without the person they care for, to meet in a fun and welcoming environment. The carers can share experiences, access information and enjoy spending time together, while enjoying a cup of tea and entertainment.

During each café, all carers are invited to attend a carers' peer support group, while the person they care for takes part in organised activities. Any carer who requires ongoing support, will be offered one-to-one support by the Dementia Support Officer.

Transport is also available for carers and the person they care upon request. Please do not hesitate to pop in to join the activities or for more information and support.

The Sunflower Café

Takes place on the first Saturday of each month **1:30pm – 4:00pm.**

Mount Court, 16 Weimar Street, Putney, SW15 1SJ

The Iris Café

Takes place on the third Saturday of each month
from **2:00pm - 4:30pm.**

St Luke's Community Hall, 194 Ramsden Road, Balham, SW12 8RQ

Contact details for both cafés

Call: **020 8877 1200**

Email: ava.monro@wandsworthcarers.org.uk

Website:

<https://carerswandsworth.org.uk/specialist-support/dementia/>

The Transition Project

The Transition Support Project supports carers who care for someone with dementia, where future housing options are being considered for the person, they look after.

The service provides support based on individual situations. Carers will be supported in identifying clear short term and long-term goals to take the necessary steps to achieve a safe and positive move to alternative accommodation.

For more information

Call: **020 8675 0811**

Carers' Respite in Wandsworth

This service is designed to enable carers to take short breaks away from their caring role by providing respite during care hours. Carers who are eligible can access up to a maximum of 52 hours of planned respite care in a nine-month period. Carers may choose to use the 52 hours flexibly within the nine-month period and this will be negotiated in advance between the carer and care provider.

For more information about the Carers Respite

Call: **020 8877 1200**

Carers Events

There is a programme of activities for unpaid carers such as Walk & Talk, yoga, Writers Group and Coffee Club.

To see the full calendar, visit their website:

<https://carerswandsworth.org.uk/events/>

Training and Workshops

Training includes dementia awareness and workshops to help to support carers within their caring role and to develop personal skills and abilities outside of it.

For more information and advice please contact

Wandsworth Carers' Centre

Call: **020 8877 1200**

Email: info@wandsworthcarers.org.uk

Website: www.carerswandsworth.org.uk

Digital Inclusion Programme

It is primarily for unpaid carers aged 60+ and who are new to technology. Through their training programme you will gain skills to make better use of the devices you already have, connect to WIFI and be able to access grants to purchase digital devices.

To be part of this digital inclusion programme carers must be registered with the Wandsworth Carers' Centre.

If you are not already registered, you can register online:

<https://carerswandsworth.org.uk/register-with-wandsworth-carers-centre/>

Once registered and following a conversation regarding your digital needs, you will be and allocated a one-to-one support worker.

For more information and advice please contact Wandsworth Carers' Centre

Call: **020 8877 1200**

Email: info@wandsworthcarers.org.uk or
support@wandsworthcarers.org.uk

Website: www.carerswandsworth.org.uk



Further support for carers

Dementia Carers Count

This charity supports, advocates and campaigns for dementia carers so no one feels isolated, invisible, or alone.

The Carers Support Service delivers:

- One-to-one confidential advice
- Guidance on practical, emotional and financial issues
- Advocacy and casework on behalf of carers counselling

All support is free and delivered through a range of specialists including clinical psychologists, counsellors, dementia nurse specialists and benefits advisors.

For more information and advice please contact Dementia Carers Count:

Carer Support Line: **0800 652 1102 (Mon – Fri, 9am-5pm)**

Email: support@dementiacarers.org.uk

Website: dementiacarers.org.uk

Annual health checks for carers

If you are a carer over the age of 18, you are eligible to receive a 30-minute consultation with your GP practice. Ask your GP for your annual health check.

Carers Trust

A UK charity supporting unpaid carers, including those caring for people with dementia. They offer information, advice, and access to local support services. For more information: www.carers.org

Carers UK

Carers UK provides online support sessions and resources to help unpaid carers feel informed, connected and supported. Their factsheet offers useful information on Social Care Assessments in England and is recommended before a Council Needs or Carers Assessment.

Factsheet: https://www.carersuk.org/media/15zpdhgj/assessments-england_2025-26.pdf

Care for a Cuppa

It's easy to feel isolated when you're caring. Held on Zoom, our online Care for a Cuppa chats offer a space to meet other carers, share experiences and find mutual support. Sessions are held weekly, mostly on Monday afternoons, and a monthly evening session if you can't attend during the daytime. You can find all the upcoming sessions on their website: [Care for a Cuppa](#)

Share and Learn

Online sessions for carers where you can do something you enjoy, boost your wellbeing or find useful tips related to caring. Full details on upcoming sessions can be found on their website: [Share and Learn](#)

Looking after yourself

Looking after your own needs is so important when you have caring responsibilities. It's all too easy to become exhausted and burnt out with everything you're juggling. There is some guidance on how to look after yourself so that you can be stronger and more resilient for those you look after.

Visit their website for more information: [Your health and wellbeing guidance](#)

Furzedown Project carers group

Offers activities and services for older adults living within the local community. They aim to increase people's sense of wellbeing and reduce social isolation. The Furzedown Project Carer's Group meets weekly and any unpaid carer living in Wandsworth can attend. Meetings will be social gatherings with occasional speakers, massage & relaxation and activities.

Takes place every Tuesday from **10:00am – 12:00pm.**

The Furzedown Project, 91-93 Moyser Road, Furzedown, SW16 6SJ

Call: **020 8677 4283**

Email: **Services@Furzedownproject.org**

Website: **<https://www.furzedownproject.org/>**

Young carers (under 18s and 18–25)

Young carers can have their needs assessed and receive support that is designed for them. In Wandsworth, the Young Carers Project offers regular groups and activities. Young people can self-refer.

Website:

<https://fis.wandsworth.gov.uk/kb5/wandsworth/fsd/service.page?id=wz1cREYXZ-A>

Carers Dementia Guide

A free online resource designed to support people caring for someone living with dementia. It offers clear, practical advice to help you understand dementia and manage the everyday challenges it can bring. The guide covers common symptoms, changes in behaviour, eating and sleeping difficulties, and tips for creating a dementia friendly home. It also includes helpful checklists and practical tools to support appointments, medications and ongoing care.

This resource aims to provide straightforward, reliable information to help carers feel more confident and supported.

Website: <https://carers.co.uk/caring-guides/dementia/>

Mobilise

Mobilise is a free online support service for people who are caring for a family member or friend. It offers simple, practical support to help carers cope and feel more confident in their role. Support includes benefit checker tools, guides, weekly emails, courses, and a Mobilise app offering 24/7 peer support, live events and more.

You can also book a free 30 minute one-to-one phone or video call with a trained support coach. During the call you can talk about what matters most to you and get practical help, encouragement and ideas for dealing with caring challenges. All the support coaches have caring experience themselves. Calls are available at times that suit you, including evenings and weekends. To book, visit their website:

Email: carer.team@mobiliseonline.co.uk

Website: <http://www.mobiliseonline.co.uk/individual-support>

Respite breaks for carers

The Small Society offers short respite breaks for carers in two separate dwellings, each one accommodating up to two people sharing for a maximum of six nights. Both have bathroom facilities and a small kitchenette. The outdoor space is shared and there are plenty of places around site to relax and unwind. The accommodation is in the centre of Deal, Kent with the beach only a short walk away. The town centre is even nearer with lots of independent shops, coffee shops and restaurants. There is easy bus and train access to Margate, Broadstairs, Ramsgate, Dover, Folkestone and Canterbury.

Call: **07770 904156**

Email: **thesmallsocietycharity@gmail.com**

Website: **<http://thesmallsociety.org.uk>**

TIDE – Together in Dementia Everyday

TIDE is a UK charity that supports family carers of people living with dementia. They offer friendly, informal online peer support where carers can meet others, share experiences and feel understood.

TIDE runs a range of online groups and support, including carer coffee mornings, peer support for current and former carers, groups for male carers, and an online development programme to help carers build confidence, skills and wellbeing. All sessions are led or supported by people with lived experience of caring.

Support is flexible and easy to access online, and carers can join at a pace that suits them.

Call: **07786 979997**

Email: **carers@tidecarers.org.uk**

Website: **<http://www.tide.uk.net>**

Useful contacts for carers

Carers Assessment If you provide regular and substantial care, the assessment will give you the chance to talk about what will help you in your caring role as well as your own personal needs outside of caring.

Call: **020 8871 7707**

SMS Phone: **07860 0347227**

Email: **adultsocialcare@wandsworth.gov.uk**

Website: **www.wandsworth.gov.uk/looking-after-someone/**

Out of Hours Emergency: 020 8871 6000

Dementia UK

Carers can access Admiral Nurse support via our Helpline, Clinics and Nationwide project.

Website: **<https://www.dementiauk.org/information-and-support/how-we-can-support-you/book-a-virtual-appointment/>**

Admiral Nurses are specialist dementia nurses who give expert practical, clinical and emotional support to families living with dementia. We are registered nurses and have significant experience of working with people with dementia before becoming an Admiral Nurse. Our Admiral Nurse Helpline is here to provide you with specialist support, through our phone and email service.

Admiral Nurse Dementia Helpline is open:

Monday to Friday: 9.00 am to 9.00 pm, Saturday, Sunday, and Bank Holidays: 9.00 am to 5.00 pm (except 25th December).

Call: **0800 888 6678**

Email: **helpline@dementiauk.org**

Our helpline can get busy, so if you cannot get through immediately, there is an option to leave a voicemail and an Admiral Nurse will get back to you as soon as possible.

Alternatively, you may wish to book a virtual appointment with a Clinics Admiral Nurse at a time and date that suits you, using this website link: **<https://www.dementiauk.org/information-and-support/how-we-can-support-you/book-a-virtual-appointment/>**

‘Dementia: what next?’ online programme

Designed to give people the information and advice they need when they or someone close to them is diagnosed with the condition.

Over three sessions, hosted by our dementia specialist Admiral Nurses, we will cover:

- What is dementia?
- Financial and legal issues
- Planning for the future

These free sessions take place over Zoom from **10:00am-11:30am** on the first three Fridays of every month and **6:00pm-7:30pm** on the first three Tuesdays of every month.

To sign up go to **<https://www.dementiauk.org/information-and-support/how-we-can-support-you/dementia-what-next/>**

Social Care

If you need help from the Council's Department for Adult Social Services, call the Access Team:

Call: **020 8871 7707**

SMS Phone: **07860 0347227**

Email: **adultsocialcare@wandsworth.gov.uk** (only if you cannot use other contact methods)

Website: **<https://www.wandsworth.gov.uk/adult-social-care>**

Out of Hours Emergency: 020 8871 6000

Our team is available Monday to Friday, from 9am to 5pm.

Please contact us using our confidential and secure online enquiry form on our website.

Website: **www.wandsworth.gov.uk/health-and-social-care/adult-social-care/adult-social-care-referral/**

Adult social care can support you with daily living and help you maintain your independence. Care and support may include a piece of useful equipment, practical help with daily tasks, adaptations to your home or help with getting dressed or going out and about in the community.

Technology to support independence

The Adult Social Care team can also provide digital or smart devices and services that can support your independence, to help you better self-manage and monitor your own (or someone else's) health and wellbeing.

There is a range of care technologies to choose from, such as:

- Smart home technology, such as smart plugs, doorbells and home hubs
- Movement sensors and home monitoring systems
- Smartphones and wearables, such as activity trackers
- Video devices and tablets, such as iPad, Facebook Portal or Video Carephone

You can find information about social care and support on the Council's website at www.wandsworth.gov.uk/adult-social-care-information-and-advice/

If you do not have internet access, phone the Adult Social Care team (details above) and they can find the information and send you print outs of relevant material.



Additional help and advice

There are several advocacy services available in Wandsworth to support people to make informed decisions and secure the rights and services to which they are entitled. In addition, support is available for people who lack the capacity to make certain decisions or do not have the capacity to agree to the proposed arrangements through the Independent Mental Capacity Service (IMCA):

IMCA is provided by Voiceability Independent Mental Capacity Advocacy (IMCA)

Call: **0300 330 5499**

Email: **imca@voiceability.org**

Referral forms available at:

<https://www.voiceability.org/about-advocacy/advocacy-referral-forms>



The Wandsworth and Richmond Independent Advocacy Service

provides comprehensive advocacy support to people facing challenges, discrimination, or complex decisions about the care they receive.

Our expert team of advocates are skilled at helping individuals, who may find it difficult otherwise, to understand and retain relevant information about healthcare decisions that affect them, and help them communicate their views, wishes or feelings during the process.

Rethink Advocacy

Rethink Advocacy services offer support to a wide range of people including those with learning, physical and sensory disabilities as well as mental illness. An advocate is usually provided to people who have no one else to help them and need support with issues related to care and support needs.

For more information

<https://www.wandsworth.gov.uk/health-and-social-care/adult-social-care/adult-social-care-information-and-advice/who-adult-social-care-can-help/someone-to-speak-on-your-behalf-independent-advocacy/>

Telephone: **0300 7900 559**

Email: wandradvocacy@rethink.org;
advocacyreferralhub@rethink.org

Visit: <https://www.rethink.org/help-in-your-area/services/advocacy/rethink-advocacy-london-hub>

Translation & Interpretation services

NHS services can arrange professional interpreting and translation support, including British Sign Language (BSL) interpreters, to ensure everyone can access care safely and effectively. Please tell your GP practice or hospital team when booking your appointment if you need an interpreter, so they can arrange this in advance.

Website: <https://www.england.nhs.uk/interpreting/>

Wandsworth Care Alliance

A charity working for the wellbeing of the Wandsworth community. They connect people to opportunities for the health, happiness, and inclusion of all. They support many people and organisations from the arts, to sustainability, to sharing information, promoting inclusion in health services, and so much more. They look to find what support is available and help you find the next step you need.

What they offer: Free 1:1 coaching, Research and referrals, A place to advertise volunteers, Information, Networking, Grant programmes.

Website: <https://www.wandsworthcarealliance.org.uk/support-our-work/>

Wandsworth Council can provide information and advice on housing benefit and council tax reductions.

Call: **020 8871 8080**

Email: benefits@wandsworth.gov.uk

Website: www.wandsworth.gov.uk/benefits

Wandsworth Citizens Advice provides independent information and advice on a wide range of issues including welfare benefits, debt, housing and employment.

Call: **0808 278 7833 (Mon-Fri 10am to 4pm)**

Website: www.cawandsworth.org/get-advice

Citizens Advice Consumer Helpline

To report or to prevent scams. If you are suspicious that your relative or friend is being scammed you can call:

Call: **0808 223 1133 (Mon-Fri 9am to 5pm)**

Website: www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/

Report Fraud:

Call: **0300 123 2040 (Mon-Fri 8am to 8pm)**

Website: www.reportfraud.police.uk/reporting-a-fraud/

Disability and Social Care Advice Service (DASCAS) is part of Citizens Advice Wandsworth's specialist benefits service for people with disabilities and their relatives, providing independent advice on available benefits and support services.

Call: **0808 278 7833 (Mon-Fri 10am to 4pm)**

Email: info@dascas.org.uk

Website: www.cawandsworth.org/dascas

Attendance Allowance

Attendance Allowance is a UK benefit for people of State Pension age who have a disability or health condition, including dementia, and need help with personal care or supervision to stay safe. Payments can be up to £110.40 per week, depending on care needs, and eligibility does not depend on income or savings.

Find out more and apply: <https://www.gov.uk/attendance-allowance>

Befriending Service London

Befriending increases social engagement, improves mental wellbeing and reduces isolation.

The Befriending Service offers a blended approach of contact. People are matched with volunteers, who provide weekly telephone calls or in-person community or home visits, depending on the befriender's circumstances.

Our befriending volunteers are all carefully trained, and DBS checked by our team before they are matched with their befriender.

If you or someone you know could benefit from our befriending service, please contact our team.

Call: **020 7916 2222**

Email: community@londonirishcentre.org

Carer's Allowance

For people 16+ caring 35+ hours a week for someone with substantial care needs, including dementia. It helps with caring costs and has earnings limits.

Apply: www.gov.uk/carers-allowance

Mind

Provides information and advice on mental health issues, where to get help near you, treatment options and where to find advocacy services.

Call: **0300 123 3393**

Email: **info@mind.org.uk**

Website: **<http://www.mind.org.uk/information-support/helplines>**

Togetherall

Togetherall provides 24 hours a day, 7 days a week, 365 days a year anonymous online support, a welcoming and supportive community to share lived live experiences with others and access to trained mental health professionals – anytime, anywhere.

Website: **togetherall.com**

NHS Continuing Healthcare Information and Advice Service

Beacon can provide unlimited free Tier 1 information and up to 90 minutes of free specialist advice on any aspect of NHS Continuing Healthcare in England. They have helped thousands of people to understand the eligibility criteria, navigate the assessment process, understand the Decision Support Tool and your assessment, review a decision, or begin an appeal. They can also talk to you about funding policies and issues in your area.

Call: **0345 548 0300**

Email: **enquiries@beaconchc.co.uk**

Website: **<https://www.beaconchc.co.uk/how-we-can-help/free-information-and-advice-on-nhs-continuing-healthcare/>**

Queen Mary Legal Advice Centre

Queen Mary Legal Advice Centre is a student law centre which offers free legal advice services to members of the public in over 20 areas of law. Legal areas covered by the Centre include Community Care, Lasting Power of Attorney/Court of Protection, Mental Health Act, Family Law, Wills and Probate, Employment, Consumer Law, Contract Law, and others. Please see the website for more information and contact details. Please note that all appointments must be pre-booked and we are unable to accept walk-ins.

Call: **020 7882 3931**

Email: **lac@qmul.ac.uk**

Website: **<https://www.qmul.ac.uk/lac/>**

Samaritans

Samaritans are not only here for the moment of crisis, they are also taking action to prevent the crisis. They give people ways to cope and the skills to be there for others. Samaritans encourage, promote and celebrate those moments of connections between people that can save lives. Samaritans are here, day or night, 365 days a year.

Call: **116 123 (helpline)**

Email: **jo@samaritans.org**

Website: **<http://www.samaritans.org>**

Personal Independence Payment (PIP)

For people under 65 with Young Onset Dementia who have daily living or mobility difficulties. Awards are based on need, not income and can help whether working or not.

Apply: **www.gov.uk/pip**

Wandsworth Age UK Digital Inclusion Service

Age UK Wandsworth provide a borough-wide Digital Inclusion Support Service for adults aged 60+ or any age adults living with significant needs may also be eligible. This includes those with Dementia and unpaid adult carers living in Wandsworth. This service can help you to access information and support services online, such as online food shopping, managing finances, or booking health care appointments. You can also get help with using social media apps and joining online communities and activities.

Email: digital@ageukwandsworth.org.uk

Telephone: **020 8877 8940**

Association of Lifetime Lawyers

The Association of Lifetime Lawyers is a community of specialist legal professionals on a mission to support vulnerable and older people with the right legal advice. They are there to give legal advice and support to clients throughout the UK. Costs apply.

Call: **020 8234 6186**

Website: <https://www.lifetimelawyers.org/>

Supported days out and holidays

Are you ready to embark on a journey of joy, discovery, and shared adventure? Join us for serene summer walks, sports days, and peaceful kayaking trips, all designed to lift your spirits and create lasting memories. Companionship all year round. Costs apply.

Call: **01245 237548**

Email: adventures@dementiaadventure.co.uk

Website: <http://dementiaadventure.org>

Lasting Power of Attorney Digital Assistance

Help for people affected by dementia who do not have access to the internet or a computer or are not able to use the online form. We create a Lasting Power of Attorney by using the online tool created by the Office of the Public Guardian and support through to the registration.

Call: **0333 150 3456**

Office opening times: Monday to Friday 9:00am – 5:00pm

Email: **DementiaSupportLine@alzheimers.org.uk**

Website: **www.gov.uk/power-of-attorney**

Care Rights UK

Care Rights UK want people to know their rights and how to use them. They offer a free, confidential advice, information and support to empower older people using care services, and their relatives and friends. Contact our Helpline by telephone, email or book an appointment via our website.

Call: **020 7359 8136**

Email: **helpline@carerightsuk.org**

Website: **www.carerightsuk.org/helpline**

Befriending services by Omega

Letterbox is a free pen pal befriending service for socially isolated and lonely people. Clients are carefully matched to volunteer befrienders, with whom they exchange friendly letters and share stories.

Email: **letterbox@omega.uk.net**

Chatterbox is a free telephone befriending service. Clients are carefully matched to DBS-checked volunteer befrienders, with whom they exchange support, friendly phone calls. They chat about their lives, families and interests.

Email: chatterbox@omega.uk.net

Pupil Pals - Omega is working with primary school to deliver pupil pals; a free befriending service in which socially isolated and lonely clients receive regular cards and pictures made by creative children.

Email: schools@omega.uk.net

Further contact details

Call: **01743 245088**

Website: <http://www.omega.uk.net>

Telephone Friendship Service

Age UK's Telephone Friendship Service is a national telephone friendship service where you will be matched with a trained volunteer to have a friendly weekly chat. It is an easy, safe and fun way to get chatting to someone new, all from the comfort of your own home.

Call: **0800 434 6105**

Email: friendshipservices@ageuk.org.uk

Website: <http://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending>

Support groups and other resources for LGBTQ+ people affected by dementia

Website: <https://www.alzheimers.org.uk/get-support/publications-and-factsheets/dementia-together/support-groups-lgbtq-dementia>

Pet and Companion Support

The Cinnamon Trust is the only national charity helping older people and those terminally ill care for their pets; while also helping any worried owner plan for their pet's lifelong care, always in a loving home, never in kennels or catteries. With the help of over 20,000 compassionate volunteers nationwide, the Cinnamon Trust provides: practical help (such as dog walking, cat grooming, and taking pets to the vet); emergency fostering (temporary, home-from-home care for pets while their owners are in hospital or recovering); lifelong pet care (caring for pets when their owners can no longer be there by finding them loving forever homes with thoughtfully chosen fosterers or in one of the charity's sanctuaries).

Call: **01736 757900**

Email: **hello@cinnamon.org.uk**

Website: **<http://www.cinnamon.org.uk>**

Support for people nearing the end of their life and those close to them

The Anne Robson Trust enables honest and open conversations about death and dying and the ways in which families can prepare for it, with the help of their online resources and My Wishes Checklist. They also deliver Simple Wisdom workshops to individuals, care home staff, carers organisations, corporate groups, HR teams and many more.

Call: **01438 873257**

Email: **info@annerobsontrust.org.uk**

Website: **<http://www.annerobsontrust.org.uk>**

Tax help for older people

The TaxAid charity supports people who need help to understand their tax and to untangle the tax problems that threaten their financial security. Through the helpline, they will listen, understand and provide a solution tailored to your circumstances. They will help with issues like tax returns, appeals, tax debt and unexpected letters from HMRC. No matter how big or small the issues are, the approach is the same for everyone. They are tax experts and they are in your corner. They help people who are unable to access professional tax advice elsewhere.

Call: **0345 120 3779**

Email: **help@taxaid.org.uk**

Website: **<http://www.taxaid.org.uk>**

Dementia Voices

Shares the experiences and stories of people living with dementia across the UK. Through the Dementia Engagement and Empowerment Project (DEEP) network, local groups support each other, raise awareness and influence change. Resources include diaries, creative projects, and practical tips all centred on lived experience. Visit **<https://www.dementivoices.org.uk/>**

Pension Credit

Extra financial support for people over State Pension age with a low income. It can also unlock other benefits such as free NHS dental care and housing support.

Apply and find out more: **www.gov.uk/pension-credit**

The Herbert Protocol

Every year, over 40,000 people living with dementia are reported missing for the first time. The Herbert Protocol is a national scheme that helps ensure people at risk of getting lost can be found and returned home safely. Police and emergency services across England and Wales use it as a proactive way to respond quickly when someone with dementia goes missing.

Complete a free Herbert Protocol Form:

<https://www.medicalert.org.uk/create-account-herbert/>

The form records key information, including:

- Physical description and a recent photograph
- Medical details and medications
- Significant places and daily routines
- Previous addresses or places they might visit
- Contact details for family and friends

Benefits for the person with dementia and their family:

- Peace of mind knowing there is a plan in place
- Less stress during an emergency
- Faster response and targeted searches
- Greater chance of being found quickly and safely

Benefits for emergency services and healthcare professionals:

- Vital information available immediately
- Resources used efficiently
- Consistent approach across agencies
- Better outcomes for missing people with dementia

Travel and mobility

Driving and dementia

Receiving a diagnosis of dementia does not automatically exclude you from driving. You **must** however inform the DVLA. After you inform them, the DVLA may ask for medical information from your doctor or they may arrange a driving assessment through an approved mobility centre. You should also tell your car insurance provider about your diagnosis.

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

Blue Badge Parking

People who have non-visible disabilities, including dementia, may qualify for a Blue Badge for parking. A Blue Badge is for the person, not the vehicle, so you don't need to own a car. Carry it with you and use it in any car.

You can apply at <https://www.gov.uk/apply-blue-badge>

Public Transport

Freedom Passes: Wandsworth residents can apply for a Disabled Person's Freedom Pass, which gives free travel on most London public transport services (buses, Tube, tram and some rail

services). For more information:

<https://fis.wandsworth.gov.uk/kb5/wandsworth/fsd/service.page?id=GjAJ-w-vmsM&>

Rail Travel: The Disabled Person's Railcard gives 1/3 off rail travel for you and a companion anywhere in the UK. Buy online via <https://www.railcard.co.uk>

Travel Assistance: If rail travel feels difficult, you can arrange assistance at stations in advance. Staff can help you on and off trains, with luggage, and between connections. Request this when booking your ticket or via the Passenger Assistance website or phone number.

Website: www.passengerassistance.com

Phone: **0345 605 0525**

Route Planning Help: Transport for London's Journey Planner can help you find step-by-step routes with lifts, step-free access, quiet paths and estimated walking times, making travel easier and less stressful. Visit: tfl.gov.uk/journey-planner

Ferry Travel: Some UK ferries offer discounts for Blue Badge holders. Check before you buy. Assistance is available - arrange this in advance and check before you buy tickets.

Guidance and advice for travel

The Alzheimer's Society provides a helpful guide with tips for travelling safely and confidently with dementia.

Website: <https://www.alzheimers.org.uk/get-support/living-with-dementia/transport-travelling-tips-dementia>

Tourism for All provides advice and resources for accessible travel and days out across the UK.

Website: www.tourismforall.co.uk

Royal Trinity Hospice

Royal Trinity Hospice is the local hospice providing free specialist palliative and end of life care. They provide a range of support in advance planning, counselling and skilled and compassionate end of life care and support to individuals and families.

You can view the list of services here:

<https://www.royaltrinityhospice.london/how-we-help>

For more information about Dementia services, you can view the

<https://www.royaltrinityhospice.london/Handlers/Download.ashx?IDMF=749df030-5a42-4074-b7f8-ae1ee155aaa1>

Carer and Family Support

Royal Trinity Hospice provides a variety of support services to patients and their families. These supports include assistance with advanced care planning, lasting power of attorney, etc. which are relevant in palliative and end of life care. For more details visit: <https://www.royaltrinityhospice.london/Pages/Category/planningforrthefuture>

Counselling support for patients and carers, offered via the bereavement support services. For Bereavement support visit:

<https://www.royaltrinityhospice.london/Listing/Category/bereavement-support>

Royal Trinity Hospice can provide respite for 2 weeks in a 12-month period for individuals with Dementia. This is an inpatient respite service.

For admission criteria and information contact their Admissions and Referrals Nurses.

Call: **020 7787 1062**

Compassionate Neighbours Befriending Service

Royal Trinity Hospice's Befriending service is now up and running for those who meet the referral criteria:

- They live within the RTH catchment area, or their GP is located in our catchment area
- They are in the later stages of life due to age or illness o They are lonely and/or isolated
- Currently taking referrals (self, family/friend, or professional referrals) via their website:

<https://www.royaltrinityhospice.london/compassionate-neighbours>

- Looking for new volunteers – anyone interested can get more information and apply here:

<https://www.royaltrinityhospice.london/compassionate-neighbours-volunteer>

- Referrals: <https://www.royaltrinityhospice.london/who-is-eligible> for further information about this process

Call: **020 7787 1000**

Email: enquiries@royaltrinityhospice.london

Website: <https://www.royaltrinityhospice.london/>

Training offers

Supporting unpaid carers e-learning

A free online resource to support the vital care that unpaid carers provide.

This e-learning aims to help you take care of yourself and carry out your day-to-day caring role.

For anyone who provides care and support to a family member or friend living with a disability, health condition, frailty, mental health problem or other health and care needs.

Website: <https://devweb.e-lfhtech.org.uk/programmes/supporting-unpaid-carers/>

Frailty e-learning

This e-learning programme aims to standardise training and knowledge of frailty as a complex, long term condition. Developed by the London Clinical Network for Frailty in collaboration with Imperial College Healthcare NHS Trust and Wessex Academic Health Science.

Tier 1 is designed for anyone in the general public. This module provides a clear introduction to frailty, helping learners understand:

- What frailty is and how it affects people
- How frailty can be identified
- Ways to support and manage frailty, including available resources

Website: <https://www.e-lfh.org.uk/programmes/frailty/>

Wandsworth Carers Centre training and workshops

Training includes dementia awareness and workshops to help to support carers within their caring role and to develop personal skills and abilities outside of it.

For more information and advice please contact

Wandsworth Carers' Centre

Call: **020 8877 1200**

Email: **info@wandsworthcarers.org.uk**

Website: **www.carerswandsworth.org.uk**

Wandsworth Carers Centre Digital Inclusion Programme

It is primarily for unpaid carers aged 60+ and who are new to technology. Through their training programme you will gain skills to make better use of the devices you already have, connect to WIFI and be able to access grants to purchase digital devices.

To be part of this digital inclusion programme carers must be registered with the Wandsworth Carers' Centre.

If you are not already registered, you can register online:

<https://carerswandsworth.org.uk/register-with-wandsworth-carers-centre/>

Once registered and following a conversation regarding your digital needs, you will be and allocated a one-to-one support worker.

For more information and advice please contact Wandsworth Carers' Centre

Call: **020 8877 1200**

Email: **info@wandsworthcarers.org.uk** or

support@wandsworthcarers.org.uk

Website: **www.carerswandsworth.org.uk**

Age UK Wandsworth Digital Inclusion Programme

Free, friendly support to help you get online safely and securely. Learn how to use your phone, tablet or laptop, access online services, and stay connected.

Sessions are held regularly at the Gwynneth Morgan Day Centre in Wandsworth and at local libraries across the borough. No booking required, though spaces may be limited. Please bring your own device. Information on upcoming sessions can be found on their website: <https://www.ageuk.org.uk/wandsworth/activities-and-events/regular-activities/digital-inclusion-programme/>

Call: **020 8877 8947**

Email: digital@ageukwandsworth.org.uk

Website: www.ageuk.org.uk/wandsworth

Free dementia training for family and friends with Dementia Adventure

‘Understanding Dementia Better’ and ‘Mood and Motivation’ are free, online training sessions for family and friends supporting someone with dementia at home. These informal sessions offer you a chance to meet others in a similar situation to you and will help you discover small and simple steps that can make a big difference. For more than a decade, they have worked closely with people with dementia and their families.





Call: **01245 237548**






Email: training@dementiaadventure.co.uk






Website: <http://www.dementiaadventure.org>





Useful apps

Apps can be used on smartphones, tablets or computers. They are downloaded from the device's app store, and you tap the app icon to open it. A carer or family member can help if needed.

<p>Audible</p> 	<p>Audible is best known for listening to audiobooks and podcasts. Particularly helpful for older adults who love reading but have experienced some level of vision loss. You can also access audio sleep aids or guided meditations through the app. Monthly subscription fee.</p>
<p>BrainHQ</p> 	<p>Brain training exercises to support memory, attention, and processing speed. Free daily exercise; full access via monthly or annual subscription.</p>
<p>Clear Dementia Care</p> 	<p>Designed to support carers and professionals in managing and understanding behaviours associated with dementia. It provides practical tools and strategies for addressing common challenges faced by people with dementia and their carers. Free with in-app purchases.</p>
<p>CogniFit</p> 	<p>Interactive games and tests with progress tracking to help maintain or improve cognitive skills. Free with in-app purchases.</p>

<p>Jigsaw Puzzles Crown</p> 	<p>Digital jigsaw puzzle app offering a wide variety of puzzles for users to enjoy. It is designed to provide a relaxing and enjoyable experience whilst also promoting cognitive engagement. Free with in-app purchases.</p>
<p>Lumosity</p> 	<p>A brain-training app designed to improve cognitive abilities through games and exercises that challenge memory, attention, problem-solving and critical thinking. It is popular among users of all ages who are looking to boost mental sharpness. Free with premium subscription option.</p>
<p>Memory Lane Games</p> 	<p>Reminiscence based games created for people living with Alzheimer's disease to stimulate memory and conversation. Monthly subscription fee.</p>
<p>MindMate</p> 	<p>Designed to support cognitive function and overall wellbeing, particularly for older adults or individuals experiencing memory issues, including those with dementia or Alzheimer's disease. Free.</p>
<p>Mind Pal</p> 	<p>A brain-training app designed to enhance cognitive abilities through a variety of mental exercises and games. It focuses on improving memory, attention, and problem-solving skills. Free basic version with paid Pro option.</p>

<p>My House of Memories</p> 	<p>Designed to support people with dementia and their carers by helping to trigger memories through interactive reminiscence activities. It was developed by National Museum Liverpool and is particularly focused on using objects from the past to stimulate memory recall. Free.</p>
<p>NeuroNation</p> 	<p>Short daily brain training exercises designed to strengthen memory and concentration. Free with optional paid extras.</p>
<p>Pal: Serious Illness Support</p> 	<p>Create a virtual care team, share updates, and track symptoms. Free.</p>
<p>Peak Brain Games & Training</p> 	<p>Games and daily workouts to support memory, attention and problem solving. Free basic version with paid Pro option.</p>
<p>Radio Player – Radio & Podcast</p> 	<p>A digital platform that allows users to listen to live radio broadcasts from a wide range of UK radio stations. Free.</p>

<p>Spaced Retrieval Therapy</p> 	<p>Spaced retrieval training to help people with dementia or memory loss to retain important information, with tracking tools. Monthly subscription fee.</p>
<p>Spotify</p> 	<p>A digital music streaming service that gives users access to millions of songs, podcasts and other audio content from artists around the world. Free with ads or paid subscription.</p>
<p>Visual Attention Therapy Lite</p> 	<p>Designed for stroke survivors and people with attention difficulties to strengthen scanning and memory skills. Free taster version. Full version paid</p>
<p>YouTube</p> 	<p>A free video sharing app and website that makes it easy to watch online videos. You can even create and upload your own videos to share with others. You'll find all kinds of videos on YouTube – adorable cats, quirky cooking demos, funny science lessons, quick fashion tips, 'how to' tutorials and more. Free with optional premium subscription.</p>

Quick contacts list

Emergency and crisis support

- **Emergency services (immediate danger): 999**
- **NHS 111** – For urgent medical help when it's not life-threatening.
- **Mental Health Crisis Line (24/7): 0800 028 8000** – South West London & St George's Mental Health NHS Trust.

Medical and dementia services

- **Your GP practice** – First point of contact for health concerns.
- **Wandsworth Memory Assessment Service:**
Phone: **020 3513 5000**
- **St George's Cognitive Neurology and Dementia Service:**
Phone: **020 8725 6851**
Email: **dementiaanddelirium@stgeorges.nhs.uk**

Carer support

- **Wandsworth Carers' Centre:**
Phone: **020 8877 1200**
Email: **info@wandsworthcarers.org.uk**
- **Alzheimer's Society Dementia Support Line:**
Phone: **0333 150 3456**
- **Admiral Nurse Dementia Helpline (Dementia UK):**
Phone: **0800 888 6678**

Social care

- **Adult Social Care Access Team:**
Phone: **020 8871 7707**
SMS: **07860 034727**
- **Out of Hours Emergency Social Care:**
Phone: **020 8871 6000**

Safeguarding concerns

If you are worried someone is at risk of harm, abuse, or neglect:

- **Adult Safeguarding Team:**
Phone: **020 8871 7707**

Local support & community services

- **Age UK Wandsworth:**
Phone: **020 8877 8940**
- **Enable Active Lifestyles:**
Email: activecommunities@enablelc.org
- **Wandsworth Libraries:** Contact your local branch for activities and support groups.

National helplines

- **Samaritans:**
Phone: **116 123**
- **Mind:**
Phone: **0300 123 3393**



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If you have questions about this leaflet or if you need it in an alternative format (e.g. large print or in other languages.)

Phone: **020 8812 6600**

Email: **getinvolvedSWL@swlondon.nhs.uk**

For further information visit:

<https://www.southwestlondonics.org.uk/contact/borough-engagement-teams/>