The Role of a Dementia Adviser

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Alzheimer’s Society Waltham Forest
Dementia Adviser Service at the Memory Clinic
Meet our team of Dementia Advisers:

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We provide guidance, information and can give you listening ear about:

- Memory problems and strategies to help
- Living with dementia
- Services available in Waltham Forest and how to access them if you need to
- Carers groups and other support for carers
- Dementia Café and other social activities held locally
Intro

- Waltham Forest Alzheimer’s Society Office
- 4 Dementia Advisers
- An Information Worker
- A Café Coordinator who organises our dementia café
- Worked for many years in the health service
- Last 2 years as a Dementia Adviser
- Draw upon my personal experience to give you an insight into the service
Background

- National Dementia Strategy 2009
- Previous traditional support directed at carers
- People with dementia’s call for a service for them
- Timely, accurate, relevant, personalised information, advice and signposting
- Access to local services, planning for the future
**Service Aims**

- Provide accurate, accessible information to help people with dementia make informed decisions
- Offer a point of contact for information and advice during process of getting a diagnosis and post diagnosis
- To be a named contact throughout the person’s journey
- Signpost to other services to ensure access to the right help for them at the right time and are able to make the most of their abilities
Service Aims

Specifically the Dementia Adviser service is expected to deliver the following outcomes:

- People feel they have been listened to and treated with respect
- People receive a service at a place that is convenient for them
- People feel they have been able to discuss information, care & support needs
- People receive accurate, relevant and useful information
- People feel they have been provided with information that is easy to understand or have been helped to understand the information provided, if required
- People have been signposted to other support and services where appropriate
- People have been able to access other useful support and services, if required
- People know where to go for information and signposting in future
Eligibility

- People who have recently received a diagnosis or who are getting one
- People who are willing and able to talk about their diagnosis and able to engage with the service
- If this does not apply then they will be referred to a Dementia Support Worker for more intensive support. If there is not a DSW available then a DA will go through the process with the person and their carer
Referral and Access

- Referrals accepted from all sectors of the community
  GPs, Memory services, social services, voluntary orgs etc.

- Close working with Memory Service
  MDT meetings, Business meetings, clinic attendance, office sharing

- Feedback to referrers
  acceptance/decline of service
Service Delivery

Providing support to people with dementia and their carers in helping them to maintain their independence, improve their sense of well-being, and putting them in more control of their lives.

We assist people with dementia and their carers to identify their needs with information/support plans and to access relevant local services to achieve desired outcomes.

We provide help and information on all aspects such as health, medication, activities, relationships, driving, benefits and legal guidance, choices in care, safety at home, travel etc.

Support is given at service offices or at other locations, face to face, by phone, letter or email.

• Home visiting service - reviews
• Assessment and support plans with identified outcomes
Onward Referrals/Signposting

Wide range of services that we refer people onto - internal and external services.

- Health – Memory Service, Occupational Therapists, Psychologists, Incontinence Team, District Nurses, Alcohol support services
- Social Services – Community Care assessments, Carers Assessments
- Legal – OPG for LPA
- Benefits – Income Maximisation Teams for benefits entitlement checks, applications for Attendance Allowance, Carers Allowance, Council Tax Exemption
- Travel – Taxicard, Blue Badge, Dial-a-ride
- Safety – Telecare, MedicAlert, Helpcards, DVLC for driving
- Activities – Day Centres; photography, computer, art, & exercise classes; ballroom dancing; walking & culturally specific community groups; museums; holidays
- Housing – sheltered housing schemes, care homes
Onward Referrals/Signposting

As many services that we refer or signpost to, we are constantly building our working relationships across the borough, raising awareness, providing access to mainstream services for people with dementia.

Dementia Connect – directory of local services offering concise information in a consistent format
Alzheimer’s Society Waltham Forest

If you or someone you care for has been diagnosed with dementia we also offer **home visits** and **telephone support** to talk through your needs and plan together how to meet these needs.

Our address and contact details:

**Alzheimer’s Society Waltham Forest**  
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