



# A guide for people in County Durham who have problems with their memory

Details of people and services you can contact if you need help with your memory or if you or a loved one have a diagnosis of dementia.

## **My key contact is:**

This is your guide to keep - you can put the name and number of somebody such as your doctor, community psychiatric nurse (CPN) or dementia advisor in this box.

# I want to speak to someone for advice and support

## County Durham Dementia Advisor Service

### County Durham Dementia Advisor Service

- Can give you information about what to do when you have a diagnosis of dementia
- Help you plan for the future
- Help you find out how to carry on doing the things you love
- Can tell you more about memory loss and dementia

You can call them on 0191 389 0400 or send an email to

[durhamandchester@alzheimers.org.uk](mailto:durhamandchester@alzheimers.org.uk)

### Social Care Direct

- Can help you with social care support
- Can help you in an emergency

Call them on 03000 267 979 or visit

[www.durham.gov.uk/socialcaredirect](http://www.durham.gov.uk/socialcaredirect)

or [www.durhamlocate.org.uk](http://www.durhamlocate.org.uk)

### NHS Choices

Gives information about memory loss and dementia

Visit the website at [www.nhs.uk](http://www.nhs.uk)

# Durham County Carers Support

Can help you plan for the future

Call them on 0300 005 1213 or send an email to [admin@dccarers.org](mailto:admin@dccarers.org)

## The person who gave you the diagnosis

- Can give you information about what to do next
- Can help you find out how to carry on doing the things you love

## Your GP

- Can give you information about what to do after getting a diagnosis
- Tell you about memory loss and dementia
- Help you find out how to carry on doing the things you love



# I want to live safely and with the right support

Durham and Darlington Fire and Rescue Service offer **free Safe and Wellbeing checks** to see how safe your home is.

To request a visit call 0845 223 421 or go to [www.ddfire.gov.uk/free-safe-and-wellbeing-visit](http://www.ddfire.gov.uk/free-safe-and-wellbeing-visit)

The **Herbert Protocol** is an easy to complete form that contains vital information about a person at risk. It can be passed to the police if someone is ever reported missing.

To sign up to the Herbert Protocol call 101 or send an email to

[herbertprotocol@durham.pnn.policeuk](mailto:herbertprotocol@durham.pnn.policeuk) or visit [www.durham.police.uk](http://www.durham.police.uk)

Durham County Council's **Social Care Direct** service provides information to help people live as independently as they can.

Call them on 03000 267 979 or visit

[www.durham.gov.uk/socialcaredirect](http://www.durham.gov.uk/socialcaredirect)

or

[www.durhamlocate.org.uk](http://www.durhamlocate.org.uk)

# I want to know what to do in a crisis

## 111

- Call 111 for urgent health advice

## 999

- Call 999 for Fire and Police emergencies, or if you need an ambulance

## Durham County Council Social Care Direct

- Call 03000 267 979 (24 hour)
- Visit: [www.durham.gov.uk/socialcaredirect](http://www.durham.gov.uk/socialcaredirect)
- Visit [www.durhamlocate.org.uk](http://www.durhamlocate.org.uk)

## Dementia Connect (Alzheimer's Society)

- Call 0333 150 3456
- Monday to Wednesday 9am – 8pm
- Thursday and Friday 9am – 5pm
- Saturday and Sunday 10am – 4pm

## Care Connect

Register for the Council's alarm service:

- Call 03000 262 195
- Email [care.connect@durham.gov.uk](mailto:care.connect@durham.gov.uk)
- Visit: [www.durham.gov.uk/careconnect](http://www.durham.gov.uk/careconnect)

# Where can I go for more information?

This guide is a starting point but if you want more information you can contact:

## **Durham Dementia Advisor Service**

- Call 0191 389 0400

## **Durham County Carers Support**

- Call 0300 0051213

## **Dementia Connect**

Call the Alzheimer's Society's support line to ask questions, get advice or just for someone to talk to

- Call 0333 150 3456
- Monday to Wednesday 9am – 8pm
- Thursday and Friday 9am – 5pm
- Saturday and Sunday 10am – 4pm

## **Admiral Nurse Dementia Helpline**

A free helpline, staffed by specialist nurses

- Call 0800 888 6678
- Monday to Friday 9am – 9pm
- Saturday and Sunday 9am – 5pm

This leaflet was last updated on: March 2022

The latest version can always be found at

[www.durham.gov.uk/dementia](http://www.durham.gov.uk/dementia)

Please send any feedback on this leaflet to  
[AHS.Commissioning@durham.gov.uk](mailto:AHS.Commissioning@durham.gov.uk)