

## **Dementia Support Guide**

From diagnosis to the more challenging days and beyond, ADSS is by your side, providing expert dementia support, personalised care and meaningful connection. This step-by-step guide shows how we work.

### **1. Requesting ADSS support**

If you think we can help you or a loved one with dementia, call our Dementia Coordinator Line on **0800 035 2221**. The call is free and will be answered by a **Dementia Coordinator**, an experienced, compassionate specialist with deep understanding of dementia care. They will explain the services that are available and offer advice on what to do next. Alternatively, you can complete a **referral form** or simply contact your GP surgery or memory clinic and ask them to refer you directly to us.

### **2. Meeting and understanding**

When a person with dementia is referred to ADSS Dementia Support, they will be supported by an expert Dementia Coordinator which is aligned within your PCN (Primary Care Network). A Dementia Coordinator will always be available to support. If required, the Coordinator will then arrange a home visit, within the comfort of your own home, which will typically be a home visit. This is an important part of getting to know the person, understanding their unique needs and determining the right support, all in the reassuring surroundings of home.

The visit usually lasts up to an hour-and-a-half and includes a holistic assessment. This is to establish what needs are present and for future guidance. It's a relaxed conversation in which the Coordinator takes time to understand the situation fully, covering a range of areas, including:

- The life history, needs and values of the individual we are assessing.
- The dementia diagnosis/ and or pathway to a diagnosis and its impact on everyday life

- Communication, health, mobility and nutrition
- Social engagement, hobbies and interests
- Financial concerns and wellbeing
- Housing, accommodation and future planning
- Cultural or spiritual beliefs
- Support systems and carer needs

### **3. Creating a personalised support plan**

Following the assessment, the Coordinator will create and share a personalised support plan that captures everything discussed in the home visit, including any agreed outcomes or next steps. This might include practical advice and referrals to services and information on local support groups, including ADSS **Dementia Wellbeing** services, **Support at Home Care** and **Beacon Day Care**. The plan will also be shared with the person's GP, to ensure coordinated support and treatment.

### **4. Ongoing support and follow-up**

A few weeks after the home visit, the Coordinator will check in to review any progress or changes. After that, they will continue to stay in touch every three to six months by phone or email or as needed, if you need support between calls, we are only a phone call away, throughout the dementia journey. Of course, if needs change or new concerns emerge, the Coordinator can be contacted at any time for advice, support or a review. We also have specialist **Darent Valley Hospital Dementia Coordinators** who can offer additional support if at any stage the person with dementia needs to go into Darent Valley Hospital.

At ADSS, we're here for the long haul. Our Dementia Coordinators are a consistent point of contact that you can rely on, ready to offer guidance, compassion and support whenever it's needed.