**Dementia Support in Warwickshire:**

**who to contact for support and if things get too much**

There are a range of services available across Warwickshire that are available to support you if you are living with dementia or caring for a person with dementia. Please do not hesitate to contact any of the services below. They are all available to support you and no query is too small. To find the best service to help, you can either have a look at the table below or use the questions to try to guide you. However, all services will be able to help you to find the best service to support you, so please just pick up the phone or send an email to get in touch.

If you are struggling to cope with caring for your loved one with dementia and need a break contact: **Carer Wellbeing Service**

If someone with dementia is displaying behaviours that are becoming risky or hard to manage contact **NHS Mental Health Access Hub**

If there’s an emergency and you think someone with dementia is at immediate risk contact **NHS Dementia Service Duty Worker (if the person with dementia is already being supported by Coventry and Warwickshire Partnership Trust. This service is available Monday to Friday 9am-5pm only). NHS Mental Health Access Hub for everyone else, or if times are outside of 9am-5pm.**

If there’s a problem with the treatment or deterioration of a person with dementia contact**NHS Dementia Service Duty Worker (if the person with dementia is already being supported by Coventry and Warwickshire Partnership Trust). NHS Mental Health Access Hub for everyone else or if times are outside of 9am-5pm.**

If you require general information about dementia and local support services, contact **Dementia Connect in Warwickshire**

If you would like to know more about practical support (such as understanding more about how dementia affects you or your loved ones, small changes you can make at home to help someone with dementia, equipment that can help with daily tasks and maintaining independence or information about COVID) contact: **Dementia Connect in Warwickshire**

If you need to talk to someone for emotional support as a person with dementia or a carer contact **Dementia Connect in Warwickshire**

**Available to everyone with dementia and / or carers**

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| **Service and (provider)** | **Who can call** | **What they do** | **When is the service open** | **How to contact** |
| Dementia Connect in Warwickshire (Alzheimer’s Society) | The service can support anyone living with dementia or caring for someone with dementia who lives in Warwickshire. | Provide free personalised advice and practical and emotional support, helping you and your loved ones at all stages of dementia.  Dementia Connect in Warwickshire is available online and advisors are available over the phone for a chat and to answer any questions or talk through any difficulties you may have regarding Dementia, this can include:  • Understand more about how dementia affects you or your loved ones  • Small changes you can make at home to help someone with dementia  • Equipment that can help with daily tasks and maintaining independence  • Support to look after your physical and mental health  • Advice on latest Government Covid 19 guidance  • Connecting with others through technology and take part in online activities from the comfort of your own home  • Other services and support available locally | Monday to Wednesday: 9.00am to 8.00pm  Thursday and Friday  9.00am to 5.00pm  Saturday and Sunday  10.00am to 4.00pm | Telephone: 0333 150 3456  Email: [dementia.connect@alzheimers.org.uk](mailto:dementia.connect@alzheimers.org.uk)  Website: [www.alzheimers.org.uk/dementiaconnect](https://www.alzheimers.org.uk/dementiaconnect)  You can also use [Dementia Talking Point:](http://www.alzheimers.org.uk/get-support/dementia-talking-point-our-online-community) Alzheimer’s Society 24/7 online community where people affected by dementia can receive support from people in similar situations.  www.alzheimers.org.uk/get-support/dementia-talking-point-our-online-community |
| Admiral Nurse Dementia Helpline  (Dementia UK) | Anyone with a question or concern about dementia, including families, friends, people with a diagnosis of dementia those worried about their memory or the memory of a loved one, and professionals working in dementia care. | Admiral Nurses work alongside people with dementia, and their families: giving them one-to-one support, expert guidance and practical solutions. Admiral Nurses can help families to live more positively with dementia in the present, and to face the challenges of tomorrow with more confidence and less fear. This includes providing emotional and practical support to carers affected by the coronavirus (COVID-19). | Monday to Friday:  9.00am to 9.00pm  Saturday and Sunday:  9.00am to 5.00pm | Telephone: 0800 888 6678  Email: [helpline@dementiauk.org](mailto:helpline@dementiauk.org)  Website: [www.dementiauk.org/get-support/dementia-helpline-alzheimers-helpline/](http://www.dementiauk.org/get-support/dementia-helpline-alzheimers-helpline/) |
| NHS Mental Health Access Hub  (includes people with dementia)  (Coventry and Warwickshire Partnership Trust) CWPT | The NHS Mental Health Access Hub is available to anyone who is going through a crisis and can support people living with dementia and family members or friends of a person living with dementia.  If you or the person you care for is being supported by Coventry and Warwickshire Partnership Trust services, please call the NHS Dementia Service Duty Worker number below if you need support between Monday and Friday 9-5pm. Otherwise, please call this number. | The crisis home treatment service provides support for people who are going through a crisis due to their mental health problems. When you or those involved in your care contact us, we will explore the nature of your crisis and assess you if required at your home/place of residence based on the urgency of the situation.  Referrals are assessed and sent to the appropriate clinician who can help you. If the issue requires an urgent response someone from the ‘crisis team’ will be in touch, if the issue is less urgent but needs specialist care you will be referred to the Dementia Service.  This service is operated by a range of experienced NHS staff and clinicians and aims to support you in the community with the aim to avoid the need for hospital admissions where appropriate. | 24 hours a day, seven days a week | Telephone: 0300 200 0011 |
| Mental Health Helpline  (Mental Health Matters) | Residents registered with a GP in Coventry or Warwickshire. | The helpline can offer support if you are struggling with your mental health, feeling low, anxious or stressed, caring for someone and finding it difficult to cope, socially isolated, needing advice about accessing more support with an issue affecting mental wellbeing. | 24 hours a day, 7 days per week | Telephone: 0800 616 171  Free phone number for mobiles to call: 0300 330 5487  Online web chat: [www.mhm.org.uk/helpline-webchat](http://www.mhm.org.uk/helpline-webchat) |
| Carer Wellbeing Service  (Carer’s Trust Heart of England) | The service supports all carers, including those caring for a person with dementia. | The service provides emotional and practical support to help you if you care for someone and can help you to maintain your own health and wellbeing. | Monday to Friday:  9.00am to 8.00pm  Saturday:  9am to 1.00pm | Telephone: 02476 632972 (opt 2)  Email: [carerssupport@carerstrusthofe.org.uk](mailto:carerssupport@carerstrusthofe.org.uk)  Website: [www.carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service/](http://www.carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service/) |
| Carers Response Emergency Support Service (CRESS)  (Carer’s Trust Heart of England) | The service is available for all carers, including those caring for a person with dementia. | The Carer’s Response Emergency Support Service (CRESS) is a membership scheme that is free to register with and access, provided by the Carer’s Trust. Once you are registered with the service, they will provide carer cover for emergencies and significant events. A carer can pre-arrange to have their cared-for person looked after by a trained professional while they attend an appointment or important event. Similarly, they can set up an emergency support plan for any situation where they might not be able to get back to their cared-for person. If an emergency arises, the CRESS team will contact any named person in the emergency care plan, and if they are not available can provide up to 72 hours of emergency qualified care staff while the emergency is resolved, enabling social services to arrange any necessary ongoing support. | Telephone lines open:  Monday to Friday:  9.00am to 8.00pm  Saturday:  9am to 1.00pm  CRESS support can be offered at a range of times to suit your needs. | Telephone: 024 7625 8816 (opt 1) and The Carer’s Trust will arrange a home visit to complete an emergency support plan with you and the person you care for. They will provide you with their emergency number on a card once you have registered.  Or you can download a CRESS referral form by clicking the following link: <https://www.carerstrusthofe.org.uk/practical-support-overview/emergency-care-services/>. After downloading the form, you will need to fill it in and then send it back by email to [referral@carerstrusthofe.org.uk](mailto:referral@carerstrusthofe.org.uk) |
| Safe Haven – Coventry  (Mental Health Matters) | Anyone aged 18+ in the Coventry area - you don’t need a formal referral or appointment.  *Where possible, please contact the services first before attending for information regarding safely attending the service.* | Run by charity Mental Health Matters, the service offers out of hours mental health support to anyone aged 18+ in the Coventry area.  The Safe Haven is safe space to drop-in and access support for anyone experiencing distress when their usual services might be closed.  At the Safe Haven, we will be able to provide information and emotional support if you are in crisis or feel you are heading towards a crisis. | Monday to Sunday 6pm-11pm | Phone, email, and in-person -  **Telephone:**   * 07921 876 065 * 07850 901 146 * 07525 990 764 * 07483 991 763 * 07887 627 524   **Email:** [coventryhaven.mhm@nhs.net](mailto:coventryhaven.mhm@nhs.net)  **Address:** Broad Street Centre, Broad Street, Coventry, CV6 5AX |
| Safe Haven -Nuneaton  (Coventry and Warwickshire Mind) | Anyone aged 16+ in Warwickshire - you don’t need a formal referral or appointment. | The service offers out of hours mental health support to anyone aged 16+ in Nuneaton and across Warwickshire.  The Safe Haven is safe space to drop-in and access support for anyone experiencing distress when their usual services might be closed.  The Warwickshire Safe Haven Team will provide reassuring support to those finding life difficult.  Wellbeing practitioners will guide towards creating coping strategies which support the self-management of mental health and emotional wellbeing. | Monday to Sunday 6pm-11pm | Phone, text, email, and in-person  **Telephone:** 02477 714554  **Text:** 07970 042270  **Email:** [safehaven@cwmind.org.uk](mailto:safehaven@cwmind.org.uk)  **Address:** Nuneaton Wellbeing Hub, Newtown Chambers, Suite 3, Corporation Street, Nuneaton, Warwickshire, CV11 5XR  *Where possible, please contact the services first before attending for information regarding safely attending the service.* |
| **Services available to those who are being supported by, or are known to services provided by**  **Coventry and Warwickshire Partnership Trust** | | | | |
| **Service and provider** | **Who can call** | **What they do** | **When is the service open** | **How to contact** |
| NHS Dementia Service Duty Worker (Coventry and Warwickshire Partnership Trust) | Those who are being supported by Coventry and Warwickshire Partnership Trust services and their carers. | The duty worker’s job is to take calls from concerned service users and try to problem solve any issues, possibly contacting your care co-ordinator or any other services that might be needed.  A receptionist will connect you with the duty worker. If they are not available, they will take your number and details of the problem for the duty worker to call you back. | Monday to Friday from 9am-5pm | Telephone: **North Warwickshire** (Rural North Warwickshire and Nuneaton and Bedworth): 0300 200 2008  **Rugby**: 01788 513700  **South Warwickshire:** (Warwick and Stratford-on-Avon): 01926 450660  **Coventry**: 024 7670 7968. |
| Warwickshire Specialist Mental Health Carers Service  (Warwickshire County Council (WCC) and Coventry and Warwickshire Partnership Trust (CWPT) | The service is available to those who are providing care for a person with dementia and who is being supported by CWPT services. This may include a partner, family member or friend who is providing care or support. | Specialist Carer Workers employed by WCC but based within Coventry and Warwickshire Partnership Trust (CWPT). They offer assessments to carers of individuals with complex needs; arrange services which may be required; provide advice guidance and direct support to carers.  Their role is to focus on the needs, health and wellbeing of carers to ensure they are supported with caring. | Monday to Friday from 9am to 5pm | Telephone: 0845 155 17917  Website: [www.warwickshire.gov.uk/health-wellbeing/mental-health-carers-service/1](http://www.warwickshire.gov.uk/health-wellbeing/mental-health-carers-service/1) |
| **Warwickshire County Council adult social care support**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Service and provider** | **Who can call** | **What do they do** | **When is the service open** | **How to contact** | | Warwickshire County Council (WCC)  Customer Services and Adult Social Care | Anyone who feels they need care and support. | You will speak to a Customer Service Advisor and if you appear to have care and support needs, a Social Care Practitioner will contact you to continue the conversation. You may be assessed; we call this an Assessment.  Please visit WCC adult social care webpages for more information: https://www.warwickshire.gov.uk/adults-social-care | Monday to Thursday 8.00am to 5.00pm Friday 8.00am to 4.30pm | Telephone: 01926 410410  Out-of-office hours, an emergency duty social worker is available from the time at which the offices close (5.00pm Monday to Thursday, and 4.30pm on Friday) until 8.30am on the next normal working day. Call us on 01926 886922 |   **In an emergency** | | | | |
| **Service and provider** | **Who can call** | **What they do** | **When is the service open** | **How to contact** |
| NHS 111/999 | Anyone | You should call NHS 111 if:   * You need medical help fast but it’s not a life-threatening emergency * You think you need to go to A&E or another NHS urgent care service but are not sure which one is most appropriate or closest * You require health or medication advice, or reassurance about what to do. | 24 hours a day, 7 days a week | If your situation is as described, call 111.If you believe that your health or safety, or that of someone that you are caring for, is at immediate risk, such as in the case of chest pain, risk of violence or heavy bleeding, please do not hesitate to call 999. |