

## **Top tips for managing money and preventing financial abuse**

### **Planning for the future after a diagnosis of dementia**

#### **1. Discuss money management with your family**

Money can be a difficult subject to talk about, but it is important you plan how you want your finances to be managed if you become unable to look after them yourself.

#### **2. Set up a Lasting Power of Attorney (LPA)**

This enables you to choose someone you trust to make decisions on your behalf about things such as paying bills and collecting income if you become unable to take those decisions.

#### **3. Speak to the local bank manager**

Speak to your bank manager as soon after your diagnosis as possible. The discussion can look at extra support that may be available and ways of managing money, for example, using a signature card instead of a PIN.

#### **4. Stop junk mail and unwanted telephone calls**

There are a number of ways to do this such as signing up to the Mailing Preference Service at [www.mpsonline.org.uk](http://www.mpsonline.org.uk) and joining the Telephone Preference Service register.

#### **5. Put a 'no cold callers' sign on the door**

These can be obtained from the local trading standards department. Six of the major energy suppliers will not knock on doors that have a 'no door to door salesmen' sign on them.

### **Recognise the signs – how to spot the signs of financial abuse in a person with dementia**

#### **1. Monitor bills and check bank statements**

If bills are left unpaid or large sums of money have come out of a person's account, this could be an indication that they are not managing financially or have been scammed.

#### **2. Be aware of unusual or seemingly unneeded purchases in the home**

These items could have been miss-sold by unscrupulous cold callers or telesales companies.

#### **3. Look out for unexpected changes to the person's house**

This could include incomplete renovations, missing valuables or workmen visiting to carry out unnecessary work.

#### **4. Be aware of sudden new friends or acquaintances**

In particular, be aware of those who the person says are inquiring about moving in, taking trips together or making joint financial commitments.

#### **5. Check that large amounts of cash are not being kept in the home**

This could be a sign that the person with dementia is withdrawing large amounts of cash which will put them at unnecessary risk of theft.

## **Where go to further help and advice**

### **Planning your finances**

Office of the Public Guardian

[www.justice.gov.uk/about/opg.htm](http://www.justice.gov.uk/about/opg.htm)

### **General money management advice**

Citizens Advice

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

Consumer Direct

[www.direct.gov.uk/en/Governmentcitizensandrights/Consumerrights/index.htm](http://www.direct.gov.uk/en/Governmentcitizensandrights/Consumerrights/index.htm)

### **Stop unwanted calls and junk mail**

Telephone Preference Service

[www.mpsonline.org.uk/tps](http://www.mpsonline.org.uk/tps)

Mail Preference Service

[www.mpsonline.org.uk/mpsr](http://www.mpsonline.org.uk/mpsr)

### **Avoid scams**

Scambusters

[www.scambusters.org](http://www.scambusters.org)

Junkbuster

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

## **Who to call to report abuse**

### **If a crime is committed call:**

#### **1. The police:**

- in an emergency (if someone is in danger of immediate harm or a crime is being committed) – 999 or
- other times – 101.

#### **2. The local adult social services (adult safeguarding team).**

### **In residential care, nursing care or domiciliary care or other services, in addition to those listed above, also contact:**

Care Quality Commission  
Telephone: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

### **For matters relating to Enduring Power of Attorney or Lasting Power of Attorney (or Deputy), in addition to those listed above, also contact:**

Compliance Unit of the Office of the Public Guardian (OPG)  
Dedicated phone line for reporting concerns: 0115 934 2777

The OPG can investigate the actions of a Deputy or Attorney and can refer concerns to other relevant agencies. When it makes a referral, the OPG will make sure that the relevant agency keeps it informed of the action it takes. The OPG can also make an application to the court if it needs to take possible action against the attorney or deputy.

### **Other useful telephone numbers:**

Elder Abuse Response  
Telephone: 080 8808 8141