



Dementia Connect FAQs

Dementia Connect is Alzheimer's Society's comprehensive and easy-to-use online services directory for anyone affected by dementia in England, Wales and Northern Ireland.

The Dementia Connect lists care and community support services suitable for people affected by dementia.

Who can list services?

- Statutory and public organisations
- Charities
- Voluntary bodies
- Community interest companies
- Non-profit organisations
- Structured community groups (groups with a structure and rules about how the group is organised, for example, a constitution or governing document)

Who cannot list services?

- Private organisations (not offering publically funded services)
- Individuals

What types of services can I list on Dementia Connect?

- Activities and social groups (such as Memory or Dementia Cafes, singing groups, etc.)
- Advocacy
- Day care
- Information and advice
- Information programmes
- Support in the community (such as one-to-one support, respite, gardening or handy person services)
- Transport

- Online support*

*Online services will be assessed for suitability for the directory on a case-by-case basis.

Are there services I can't list?

- Registered residential and home care services in England, Wales and Northern Ireland*
- Pre-diagnostic services
- Services only available via an assessment or referral by health and social care professionals
- Dementia awareness events or sessions
- One-off events
- Services provided by individuals
- Services not publically available (such as a housing association offering a service that is only offered to association residents)
- Services selling products
- Dementia Friendly venues (such as a Dementia Friendly arts venue)
- Dementia Friendly services (such as a Dementia Friendly dentist or barber)
- Generic services and websites without a clear offer of a service for people affected by dementia.

*Dementia Connect already includes residential care homes, nursing homes and home care services with a specialism in dementia that are registered with the Care Quality Commission in England and the Regulation and Quality Improvement Authority in Northern Ireland, therefore we do not accept individual requests for registered and non-registered care services. We are currently unable to list registered residential and home care services in Wales.

If you are unsure about whether you can list your service, please contact the Dementia Connect team enquiries.DementiaConnect@alzheimers.org.uk