



The dementia guide



Alzheimer's
Society

It will take a society to beat dementia

My support

This is your space to note down the contact details of the key people and groups that support you.



My GP



My dementia adviser



My memory service



My local dementia group



Dementia Support Line
0333 150 3456

About this guide

This guide is for you if you've had a recent diagnosis of dementia. It covers a wide range of topics connected with living with dementia. It will answer queries you may have and gives information on support available to help you.

Throughout the guide, you will find helpful tips from people with dementia, alongside expert advice on:

- practical ideas to help you manage day to day
- emotional feelings
- medical and non-medical treatments and support
- legal and financial matters.

If you have a question that isn't in this guide, please call our Dementia Support Line on **0330 150 3456** or visit **[alzheimers.org.uk](https://www.alzheimers.org.uk)**

How to use this guide

This guide focuses on common questions many people have after diagnosis. These are listed on pages 6–7. You'll find the answers on the relevant page numbers.

You may have some of these questions already. You may not be ready to think about others just yet.

You don't need to read through the guide all at once. Too much information can be overwhelming. Refer back to the list as you have further questions.

You'll also see icons throughout the guide. These indicate the following ways to help you:



Tips from others diagnosed with dementia.



Space for you to make a note of things to remember.



Signposts to other information or organisations that can support you.

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Your identity and personality

Your identity is how you see and value yourself. It may be influenced by many factors, including your:

- ethnicity and culture
- spiritual, religious or ethical beliefs
- sexuality and gender
- social choices.

Your personality is also made of different aspects. These include traits you're born with and life events.

A dementia diagnosis will change aspects of your life. As much as you can, keep doing the things that are important to you and make you happy. This will help your wellbeing.

It's understandable to worry about how dementia might challenge your identity. You might also worry that others will only see you as someone who has dementia - and not the rest of who you are.

These worries are all natural. But with the right support, you can continue to express your identity and personality as dementia progresses.

In this guide, you will find topics to help you decide what is right for you.

Common questions following a dementia diagnosis

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Understanding your diagnosis

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Reader tip

'Don't be afraid to ask lots of questions. We all have different needs and worries. Getting answers early will help you feel supported and more in control.'

Understanding your diagnosis

1



What does this diagnosis mean?

Dementia is not a normal part of ageing. It is caused by disease in the brain and it affects everyone differently.

Everyday tasks that used to be simple can become more difficult. Examples of this are cooking, reading and finding your way around. This is because your brain is struggling to work properly. Having dementia can be confusing, exhausting and frustrating.

For most people, dementia causes problems with memory and thinking. It can also be harder to take in and process new information.

Dementia is a progressive condition. This means it starts off with mild symptoms, but these get worse over time. Dementia increasingly affects your physical health too. Eventually, you will need a lot of support with everyday tasks.

A diagnosis of dementia is life-changing but it's not the end. Many people have active and fulfilling lives for years after their diagnosis.



How much will dementia change me?

It depends what type of dementia you have as each one has different symptoms.

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The most common type of dementia is Alzheimer's disease. This mostly causes problems with memory and thinking. Other types of dementia start with different symptoms, such as:

- needing more time to think things through
- finding it hard to focus or follow a conversation
- getting stuck when doing everyday tasks
- difficulty using words or communicating
- being less able to make sense of what you see or hear
- changes in mood, behaviour or personality.

Everyone experiences dementia in their own way. However, some of the more common symptoms are listed on pages 11-12.

Not all of these symptoms will be relevant for you. But you might recognise some of your own experiences.





Memory problems:

- forgetting recent events
- repeating yourself, such as asking the same question over and over
- missing important appointments or birthdays
- being unable to remember the way home.



Getting muddled easily:

- finding it hard to make decisions, solve problems or plan ahead
- struggling to stay focused
- getting stuck on everyday tasks, such as making a snack
- believing things that aren't true, known as delusions.



Problems with communication:

- having difficulty finding the right word
- finding it harder to say words or put them in the right order
- struggling to follow a conversation.



Being confused about time or place:

- losing track of what time, date or season it is
- not knowing where you are, even in a familiar place.





Struggling to make sense of what you see:

- misjudging distances, such as when going up the stairs or driving
- struggling to pick out objects in a cluttered room
- mistaking patterns or reflections for other things
- seeing things that aren't there, known as hallucinations.

1



Mood changes or difficulties with emotions:

- becoming more anxious, sad, fearful, irritable or easily upset
- losing interest in things you used to enjoy
- becoming withdrawn and losing confidence
- acting differently around other people.



For more information on dementia symptoms, see factsheet 400 **What is dementia?**



If you have young-onset dementia, see booklet 688
Understanding young-onset dementia.

If you have dementia and a learning disability, see Easy
Read booklets ER2 **Finding out you have dementia** and
ER3 **What does having dementia feel like?**

1



How will I cope with my diagnosis?

People react differently to a diagnosis of dementia. There is no right or wrong way to respond.

1

For some people, a diagnosis can feel upsetting and frightening. For others, it can feel like a relief to know there is a medical reason for why they have been struggling.

Other common reactions are sadness, worry, anger, denial and grief. Some people feel powerless, and others feel the need to take control.

However you are feeling, know that you are not alone, and support is here for you. It's very important that you do what feels right for you and what matters to you most, both now and later.

Go at your own pace. Give yourself time to process the diagnosis and what it might mean for you. When you feel ready, it may help you to:

- talk things over with your friends and family
- speak to a health or social care professional, such as your GP or social worker if you have one
- see what local dementia support is available (see page 31)
- join an online dementia community to speak to others with a diagnosis, such as our Dementia Support Forum (go to **forum.alzheimers.org.uk**)



- if you have a faith, speak to your place of worship about any support they have
- find a support group where you can talk to other people living with dementia (see 'How can I find other people with dementia?' on pages 75-76).



Reader tip

'Do make an effort to go to a group even if you don't want to at first. You will make friends there who will understand how you are feeling. They are in the same position as you and that's how you will learn to cope with your diagnosis.'



Things I would like to try to help me cope



Call our Dementia Support Line on **0333 150 3456**

Feeling anxious or depressed?

If you feel very anxious or depressed following your diagnosis and are having trouble coping, tell your GP. They can give general advice and talk to you about how you are feeling. They may also offer you medication, talking therapy, or both.

1

If you need to speak to someone urgently because you are feeling very low and overwhelmed, you can contact the Samaritans at any time of the day or night. Call **116 123** or, for other contact options, visit **[samaritans.org/how-we-can-help/contact-samaritans](https://www.samaritans.org/how-we-can-help/contact-samaritans)**

“

It took a lot of time to absorb so I initially felt quite depressed but as I processed the information, things improved. ”

Person diagnosed with dementia



What can I expect in the future?

Dementia is progressive. This means most of your symptoms will get worse over time. People tend to die earlier than they would have done without dementia.

How quickly dementia progresses varies from person to person. Some people may need a lot of support soon after their diagnosis. Others may need less.

For many, support involves help with everyday tasks like preparing meals, shopping and staying organised. Later, you'll start to need more help with personal care and keeping well.

You may also find it more difficult to stay active and get good quality sleep. Eventually, dementia will make it much harder to stay well.

Some people find that, in the later stage of dementia, they are less troubled by their symptoms. It isn't the same for everyone, but some become less anxious or depressed.

However dementia affects you, there are ways to live better with the condition. It can help if you and the people around you understand it as well as you can, and get the right support when you need it. This guide has lots of tips and advice that may help you.



**Reader tip**

‘Life will be different, but you will be able to adjust. This isn’t the end, it’s the start of learning to do things differently.’

1

Can medicines help?

There is no known cure for dementia yet. But there are medicines that can help with the symptoms of some types of dementia. There are also some therapies that can help.

Medical treatments

Four medicines have been developed to treat the symptoms of Alzheimer's disease. These are donepezil, rivastigmine, galantamine and memantine.

You may also be given one of these if you have been diagnosed with Lewy body dementia or mixed dementia.

If you have vascular dementia or frontotemporal dementia, these medicines aren't suitable. Instead, you may be given other medicines that help with certain symptoms, such as antidepressants.

A specialist in dementia or older people will prescribe medicines in the first place. This could be your GP, a nurse prescriber, a psychiatrist, a mental health clinician or a specialist doctor.

After this, your GP will generally prescribe most of the medicines you need. This should be reviewed at least once a year with your GP or clinical pharmacist.



How these medicines can help

You might find medicines help with your symptoms for a while. The benefits can include improved memory and concentration, and feeling less anxious. They may also help with motivation.

1

Most people who take medicines find they have small but worthwhile benefits that make daily living a little easier. Some people find they make a really big difference. Others find they don't help at all.

You don't have to take medicines for dementia if you feel they are not working for you. If, after several weeks, you feel the medicines you are taking are not improving your symptoms, tell the doctor or nurse who prescribed them.

Unfortunately, these medicines gradually become less effective as your dementia gets worse. If you have Alzheimer's and aren't already taking memantine, your doctor may use it later on to help your existing dementia medication work better.

Researchers are working on new medicines that may help slow down Alzheimer's disease. Some have been approved to be used privately, but they are not yet available on the NHS.

For the latest information on these new medicines, visit our website alzheimers.org.uk or call our Dementia Support Line on **0333 150 3456**.

For more information on existing medicines, see factsheet **407 Medicines to help memory and thinking**.





Questions to ask your doctor or pharmacist about medicines

It can be useful to prepare any questions you have about medicines in advance.

- Can I take any medicines for my dementia?
If not, why not?
- Why are you offering me this medicine?
- What are the pros and cons of taking this medicine?
How will it help with my symptoms?
- How do I take it?
- What happens if I miss a dose?
- Is there anything that can help me to remember to take it every day?
- Can I still take my other medicines?
- What if I struggle to take tablets?
- Can I drink alcohol?
- What should I do if I experience any side effects?
- What changes should I tell you about?
- Have you got any information I could take away?

1





Questions for my doctor

1



Can non-medical treatments help?

Medicines aren't the only way to manage the symptoms of dementia. There are also many therapies and activities that may help.

Accessing some of these can depend on where you live. Ask your GP if the following are available in your area:

1



Social prescribing

This connects you with activities, groups, and local services to help improve your overall wellbeing.



Cognitive stimulation therapy

This aims to improve your mental abilities by keeping your brain active. This can be done one-to-one or in a group. The sessions vary. In one, you might do word puzzles or talk about the news. In another, you could do something creative like playing a musical instrument.



Cognitive rehabilitation

A psychologist or occupational therapist will work with you to achieve a specific goal. This could be learning to use a smartphone or relearning a skill, such as cooking. Cognitive rehabilitation focuses on your skills, abilities and knowledge. It can also help with memory and attention.



Call our Dementia Support Line on **0333 150 3456**



Life story and reminiscence

Life story work is where you put together a record of important events, people and values in your life. You can use a scrapbook, photo album or an app. You can do this on your own or with someone else.

Reminiscence involves talking about things from your past. It can help you to recall life experiences and achievements. It can also help to improve your confidence, sense of identity and wellbeing.

1



Creative therapies

These are creative sessions, such as making music, singing, dancing, painting or doing drama. This can be good to interact with others and give you a new way to express your emotions.

Alzheimer's Society's Singing for the Brain[®] groups are an example of these sessions.

To find music and creative therapy groups in your area, search **[alzheimers.org.uk/find-support-near-you](https://www.alzheimers.org.uk/find-support-near-you)**. For more activity ideas and ways to keep doing the things you enjoy, see booklet 1506 **Keeping active and involved**.





Complementary therapies

These are a range of treatments outside of conventional medicine.

There is evidence that the following therapies have possible benefits for people with dementia:

- aromatherapy massage
- bright light therapy (sitting in front of a light box).

If you are interested in trying any of these, you should first discuss this with your GP. Make sure the person offering the therapy is properly qualified.

1



Talking therapies

Talking therapies, such as those described below, can be a great source of support after a diagnosis:



Counselling

A counsellor can help you cope with things you're finding difficult. They can help by suggesting ways to manage worries and feelings of depression. You can discuss ways of dealing with your diagnosis that help you to feel more hopeful.



Cognitive behavioural therapy (CBT)

This is to do with the way we think, and how this affects how we feel and act. The therapist can help you identify unhelpful thoughts and actions. These can be replaced with more positive thoughts, new skills and techniques.

Talking therapies involve regular sessions with a qualified psychological therapist or counsellor. It is important to find a therapist or counsellor you get on with.

Ask your GP for a list of local therapists. Or visit the British Association for Counselling and Psychotherapy (BACP) website for a list of qualified therapists near you (bacp.co.uk/search/therapists).





Treatments I would like to try

1



Reader tip

'Join a support group. One that is face-to-face if you can. Sharing your journey with others is great therapy. There are lots of wonderful people to talk to at groups.'



Call our Dementia Support Line on **0333 150 3456**

What about my other health conditions?

Many people with dementia live with other long-term health conditions, such as diabetes, or heart or breathing problems.

1

It's important to try to manage other conditions you have. If they aren't looked after, they can sometimes make your dementia symptoms worse. Unfortunately, dementia can also make it harder to stay on top of them.

Here are some tips that can help:

- **Attend regular check-ups and appointments.** As a patient with dementia, ask for a longer appointment or to see the same health professional each time.
- **Follow the advice set out in your care plan.** It will include information about your medication and support you need to stay well. Ask your GP for a copy and for it to be reviewed regularly – at least once a year.
- **Tell health professionals that you have dementia** when you first meet them. They may not always know or have been told.
- **Use technology to help you.** This includes reminders for appointments and taking medication. This is usually done by setting alarms on devices at home.



Who will help me after diagnosis?

Once you've been diagnosed with dementia, the next step is to help you adjust to living with the condition. This is where it's important to get help and support from people who really know about dementia.

To start with, the memory service will help you to adjust to your diagnosis. This usually happens over a few weeks or months, and might involve:

- getting your medicines right, if you've been prescribed them
- a course of cognitive stimulation therapy (CST), which helps to build your skills and understanding of dementia
- mental health support if you're struggling to cope with your diagnosis, normally provided by a clinical psychologist.

After the memory service, your GP will then be your main contact to help with any health problems. This includes those related to dementia.

GPs mostly help to diagnose and manage any changes to your health, including prescribing medicines.



Other people at the GP surgery who can support you include:

Clinical pharmacist. They can help with medicines, including how to take them safely and more easily.

Care coordinator. They can be a familiar face at the GP surgery, as they can get to know you and your condition. This means you won't have to keep explaining yourself each time. Often, they have more time than GPs to listen and learn what matters to you most. They can put you in touch with local services and groups that can help you.

Online registers like MedicAlert® allow emergency services to know your medical history. Ask your community nurse, local pharmacist or dementia adviser (if you have one) about these.



Reader tip

‘Ask your GP what support they can give you – everyone is different, so tell them what YOU feel you need.’



As your condition progresses, you may need more help with everyday tasks – particularly if you are living alone. See ‘Can I get help with social care?’ on page 52 and ‘What dementia services can support me?’ on page 77.



For more information visit alzheimers.org.uk

Local dementia support

For help with everyday difficulties and staying active and involved, you may be able to access local support. Local dementia teams can help get you involved in groups and social activities. They can also provide information about accessing benefits. These can help with the cost of living with dementia and other practical issues.

You can ask your GP if you have a local dementia team. You can also call Alzheimer's Society's Dementia Support Line on **0333 150 3456** to speak to one of our dementia advisers.



Call our Dementia Support Line on **0333 150 3456**

How do I talk to my family, friends or partner about dementia?

1

You may want to tell people about your diagnosis as soon as possible. Or you may want to take some time for yourself first.

How you talk to people about your diagnosis will depend on your relationships. It will also depend on what makes you feel most comfortable. You will find your own way to have these conversations, but here are some tips that may help you:

- **Choose a comfortable time and place.** This may be somewhere that will help you to talk easily, with no distractions.
- **Prepare what to say.** Some people prefer to say they have dementia straight away. Others prefer to prepare the other person first. Think about how you would like to have the conversation with each person.
- **Be open and honest about how you feel.** Talking about how you feel can help other people to understand what you're going through.
- **Talk about ways they can help.** Let those around you know how they can help, especially if they are finding your diagnosis difficult too. You can use this guide to discuss different topics, such as driving and planning for the future.



- **Discuss the term ‘carer’.** This usually refers to the main person who will be supporting you. A family member, friend or partner may not like being referred to as your ‘carer’. But it may help both you and them to get the right support.
- **Talk to a professional together.** Talking to a specialist, such as a counsellor or dementia adviser, can help you both come to terms with changes to your relationship.
- **Give them information on dementia.** As a starting point, you both may find it useful to read factsheet 400 **What is dementia?** This gives a broad overview of dementia and how it can affect you.



Reader tip

‘Share your diagnosis with people – educate them. People are often scared of what to say to someone with dementia. Being open will help you and others feel at ease, and connect.’



Practical and day-to-day arrangements

2



What can I put in place for the future?

As dementia progresses, it will become harder for you to make decisions about certain things. This can include finances, medical treatment, the care you receive and your living arrangements.

Things you can do now to help you later include:

- setting up a Lasting or Enduring power of attorney
- thinking about your future care and medical treatment
- making a will, if you don't already have one.

Lasting or Enduring power of attorney

This is a legal way to give someone else the power to make decisions for you, if you can no longer make them yourself.

Who you choose as an attorney is up to you, but make sure it is a person you trust. They are often family members or close friends, who must make decisions that are best for you.

You need to have the mental capacity to set this up. This is the ability to make a decision yourself. That is why it is important to do this as soon as possible, as you may struggle to make this decision later.

To find out more about 'mental capacity', see factsheet 460 Mental Capacity Act 2005.



If you live in England and Wales:

Here it is called a Lasting power of attorney (LPA).
There are two types of LPA:

- **Health and welfare LPA** – this will allow the person you choose to make decisions about your care, medical treatment and where you live.
- **Property and financial affairs LPA** – this will allow the person to do things such as pay your bills, collect your income and benefits, access your bank accounts and sell your house if needed.

If you live in Northern Ireland:

Here it is called an Enduring power of attorney (EPA).
This is like an LPA, but it only covers property and financial affairs, not health and welfare decisions.



For more information, see factsheets 472 **Lasting power of attorney** (England and Wales) or NI472 **Enduring power of attorney and controllership** (Northern Ireland).



If you don't make an LPA or EPA, someone wishing to act on your behalf will have to apply to become a 'deputy' (England and Wales) or a 'controller' (Northern Ireland).

This can be a long and expensive process. You can't choose who your deputy is, as you will have lost the mental capacity to make this decision. For more information, see factsheet 530 **Deputyship** or NI472 **Enduring power of attorney and controllership** (Northern Ireland).

2



Who I would like to talk to about an LPA or EPA



Reader tip

'It's really worth doing these forms as soon as you can. It is such a weight off your mind when you have got them done, and you can focus on your life now.'



Call our Dementia Support Line on **0333 150 3456**

Plan your future care and medical treatment

Thinking about the future can feel very strange and difficult. But it can mean when the time comes, your care and support is based on your wishes and preferences.

Planning for your future care and medical treatment is often called 'Advance care planning'.

An example of this is an **advance decision to refuse treatment**. This allows you to refuse, in advance, specific medical treatments or procedures you would not want.

This might include whether to be resuscitated if your heart stops. An advance decision is legally binding if correctly made. Talk to your GP if you want to do this.

You could also make an **advance statement** with your wishes for future care. This includes where you want to receive it. An advance statement isn't legally binding. But it can help when you cannot decide these things for yourself.

You can make an advance statement by:

- verbally telling those close to you, or professionals, what your wishes are
- making a video or audio recording
- writing your wishes down, if you can, or have someone else write them down for you.

It is best to have something in writing if you can. If written or recorded, keep your advance statement somewhere safe. Tell people you trust where to find it.



Another option is to make an **advance care plan** jointly with a medical professional. This involves completing a form which sets out your preferences for the future. You may be asked if you want to do this, or you can ask about it yourself.

These forms have different names and some hospitals have their own versions. The 'ReSPECT' form (Recommended Summary Plan for Emergency Care and Treatment) is becoming more common for use in an emergency. It has a section about whether CPR (cardiopulmonary resuscitation) should be tried in an emergency. This form is completed by you and a doctor together.

2

Make a will

Everyone should have a will. It allows you to choose who inherits your money and your possessions. Making a will is particularly important if you have a partner who you want to inherit from you but you are not married or in a civil partnership.

You will still be able to make or change your will if you choose to, as long as you have mental capacity to do that.

Find a solicitor to help you, or you can use Alzheimer's Society's Will to Remember scheme. Visit **alzheimers.org.uk/will**

For more information, see booklet 1510 **Planning ahead** and factsheet 463 **Advance decisions and advance statements**.



Can I still have a bank account and make payments?

Many people with dementia continue to manage their own money for a while. However, you may find this harder as your condition progresses.

2

There is likely to come a time when you will need some support with your finances, or for someone to manage them on your behalf. See 'Lasting or Enduring power of attorney' on page 35.

There are ways to make things easier for you while you can still manage on your own:

Easier payments

If you are worried about forgetting your bank card PIN number, paying too much or paying bills on time, think about:

- setting up direct debits for regular payments
- using contactless payments (bank cards or smartphones)
- asking your bank for a chip and signature card
- putting limits on your debit or credit cards
- paying cash.

Talk to your bank about what extra help they can offer.

For more information, see booklet **1501 Managing your money**.



Keeping your own bank account

You might have your own bank account, or you might have a joint account with someone else.

A joint account with someone you trust can give you extra support with managing your money. However, having your own bank account might help you to keep track of your own money more easily.

There are still ways you can get extra support if you have your own bank account, such as:

- giving someone you trust a ‘third party mandate’ to make payments for you and keep an eye on your account
- having a ‘carer’s card’ or ‘trusted person’s card’ to give someone you trust limited access to your money for things like shopping.

Ask your bank about whether they offer these options. They can only be used while you have the mental capacity to manage the account yourself.

Bank account ‘freeze’

Some banks may stop or ‘freeze’ your bank account (even if it is a joint account) if they think you have lost mental capacity to manage it. They should not do this straight after your diagnosis. If they do freeze your account, direct debits for household bills should continue. Speak to your bank if this happens, and they will advise you.

The bank should unfreeze the account if there is an LPA attorney or deputy who can manage it for you.



Can I still drive?

Having a diagnosis of dementia doesn't always mean you have to stop driving straightaway. But as your dementia progresses, there will come a time when you have to stop driving.

2 Legally, when you receive your diagnosis, you need to inform the DVLA (in England and Wales) or DVA (in Northern Ireland). You must also tell your car insurance company.

How to contact the DVLA or DVA

Contact the driving agency for your country:

- **England or Wales:**
Driver and Vehicle Licensing Agency (DVLA)
Call **0300 790 6806** or visit **[gov.uk/dementia-and-driving](https://www.gov.uk/dementia-and-driving)**
- **Northern Ireland:**
Driver & Vehicle Agency (DVA)
Call **0300 200 7861** or visit **nidirect.gov.uk/articles/how-tell-dva-about-medical-condition**



What happens next?

With your permission, DVLA or DVA will ask your doctor about your condition. They might also ask you to take a driving assessment.

DVLA or DVA will then make a decision about whether you can still drive.

Many people with dementia choose to stop driving voluntarily. It's best to stop if you feel less confident or get lost even on familiar routes.

Having to stop driving can be difficult to adjust to, but there can be some benefits to it. These include feeling less stressed and saving money on insurance and fuel.

Taking advantage of alternative travel options, such as getting a free bus pass and using taxis or 'dial a ride' services, can help you adapt to the change. Family and friends may want to help too.



For more information, see booklet **1504 Driving**.



Call our Dementia Support Line on **0333 150 3456**



Reader tip

‘Apply for a Blue Badge so that you can park closer to your destination. And take a photo of where you’ve parked the car to help you find it.’

To check if you are eligible for a Blue Badge for disabled parking, visit [gov.uk/apply-blue-badge](https://www.gov.uk/apply-blue-badge)

2



Can I carry on or stop working?

If you are still working, you may not have to stop. The law offers some protections for people with dementia who are working. These might help you stay in work for longer, if you choose to do so.

Some people diagnosed with dementia want to keep working for as long as possible to stay active and sociable. Others don't feel comfortable and would prefer to explore other interests.

Deciding whether to carry on working or stop depends on your own needs and feelings.

You may feel you need to keep working for financial reasons, particularly if you have young-onset dementia. If you do need to stop work, it is important to find out about the support you can get.

Staying in work

If you decide to keep working, it's a good idea to tell your employer. If they know about your diagnosis, they have a legal duty to make 'reasonable adjustments' to help you. What counts as a reasonable adjustment depends on the situation.

2



Legally, you may have to tell your employer of your diagnosis in some circumstances. This includes if you work with machinery, if your job affects the health and safety of others, or if you drive for work.

You may be worried about telling your employer about having dementia. But it may be a relief for you if things have been challenging. You can discuss what could help you manage, such as changes to your routine, equipment you use and even your role.

2

If you work for yourself, you could consider if there is any technology that could help you, such as memory aids. You might find that you work better at different times of the day. If you have business insurance, you may need to tell your insurance company about your diagnosis.

Leaving work

If you decide to stop work now, or things become too difficult for you to continue later on, this can be hard to accept. If you want to stay active and involved, there are many activities and volunteering roles that you may want to pursue instead. See 'Ideas for activities' on page 72.

It's also important to seek advice about your pension rights and any benefits you might be entitled to when leaving work. See 'Can I get any financial help?' on page 47.



For more information, including your legal rights and where to get help, see booklet 1509 **Work and dementia**.



For more information visit [alzheimers.org.uk](https://www.alzheimers.org.uk)

Can I get any financial help?

With a diagnosis of dementia, you may be entitled to a range of benefits. These can help with daily living costs.

There are people and services who can give you free advice and help you to complete the forms. Visit **[advicelocal.uk/](https://www.advicelocal.uk/)** **find-an-adviser**

Some benefits are 'means-tested'. This means that whether you get them will depend on the income and savings of you and your partner, if you have one. It does not include the value of the home you live in.

Other benefits depend on your National insurance record or how you manage with different activities, such as preparing food or communicating.

2



Benefits for people of working age with dementia

If you are under State pension age, you might be able to claim a range of 'working age' benefits.

Statutory sick pay

This is the minimum that an employer must pay you by law. Some employers have an occupational sick pay scheme that is more generous. Ask your employer about claiming.

'New style' Employment and support allowance (ESA)

This is for anyone unable to work due to ill health. Eligibility is based on your National insurance contributions record for the last 2–3 years. If you aren't eligible for ESA, you may be able to claim means-tested Universal credit instead.

Universal credit

Universal credit is designed to meet living costs. It can include extra amounts if you have a disability, caring duties, dependent children or you rent your home. Universal credit may be used to top up ESA.

Personal independence payment (PIP)

This benefit, in two parts, can help with additional costs of having a disability. One part is for if you need help with daily living (for example, managing money). The other is for if you need help with mobility (for example, the ability to plan and follow a route). PIP can be claimed at the same time as Universal credit or ESA, and regardless of whether you continue working or not.



Benefits for people over State pension age

If you're over State pension age, you may be eligible for other benefits.

Pension credit

This can help with living costs. Eligibility depends on the difference between your income and the amount you're seen as needing. If there is a shortfall, you will be topped up by that amount.

Even if you only get a small amount from Pension credit, claiming it makes you eligible for other help. This may include full housing and council tax benefit, and free dental treatment.

Housing benefit

You may be able to claim means-tested Housing benefit if you are renting and on a low income.

Attendance allowance

This is a non-means tested benefit to help with the additional costs of having a disability. It supports people who may have difficulty with daily activities, such as taking medication or preparing meals.



Reader tip

'Apply for attendance allowance. Your local age-related charity can help with completing the forms, as some of the questions can seem difficult to answer.'



Call our Dementia Support Line on **0333 150 3456**

Other benefits for you and those who help you

Council tax support

Regardless of their income or age, many people with dementia, or their carer, will qualify for reductions on their Council tax bill. Your local authority can advise further.

For more information for England and Wales, see factsheet 414 **Council tax**. To find out if you may be eligible for a reduction in your rates in Northern Ireland, contact Make the Call. See 'Other useful organisations' on pages 90–95.



For more information, see factsheet 413 **Benefits for people affected by dementia**.



Carer's allowance

This is for someone who looks after you for at least 35 hours a week. They will only be able to claim if you get certain disability benefits, including Attendance allowance or the daily living component of PIP.

Carer's credit

This protects a person's right to a State pension if they are caring for at least 20 hours a week. They won't receive any money.

2

Ways to find out more about financial support:

- Search **[advicelocal.uk/find-an-adviser](https://www.advicelocal.uk/find-an-adviser)**
- Citizens Advice **[citizensadvice.org.uk](https://www.citizensadvice.org.uk)**
- Alzheimer's Society Dementia Support Line
0333 150 3456
- Make the call (Northern Ireland) **0800 232 1271**
- Benefits calculator **[gov.uk/benefits-calculators](https://www.gov.uk/benefits-calculators)**
- Your local council **[gov.uk/find-local-council](https://www.gov.uk/find-local-council)**



My notes and contact details for financial support



Call our Dementia Support Line on **0333 150 3456**

Can I get help with social care?

Asking for support with tasks you struggle with can help you to stay healthy and improve your wellbeing.

Your local authority or trust's social services department can help you to work out what you may need.

2

Asking for a 'care assessment'

The first step is to ask for a care assessment. This aims to identify what you may need help with, what is important to you and how you would like to be supported.

To arrange an assessment, contact your local social services. Their contact details will be on your local council website. If this isn't easy for you, ask someone to find out their number for you to call, or they can make the call for you. You can write the number down in the space for notes on the next page.

The assessment and most information and advice are free. There can be long waiting times for assessments so get in touch as soon as you can if you need some support.



Reader tip

'You might be entitled to more help than you think you are. The forms might feel overwhelming but people can help you do them. Don't be afraid to ask for help.'



For more information visit [alzheimers.org.uk](https://www.alzheimers.org.uk)



Phone number for local social services



Assessing your needs

Once the local authority has assessed your needs, they will decide if you qualify for help. They will also assess your finances to determine whether you are eligible for any funding.

If you do qualify, they will talk with you and agree how to meet your needs. This will go into a 'care and support plan' for you.

2

Next steps

Social services might provide some of the services you need. Or they may arrange for you to have services from another organisation, like a private care company. Social care is means-tested. This means you may or may not qualify for funding.

If you do qualify, you may still need to pay towards the cost of your care. This will depend on your financial situation, such as your income, savings and other assets (but not the value of your home if you are living there). You may be able to arrange your own care through direct payments from the local authority or trust.

If you don't qualify but still want help, you can pay for care yourself using private care companies. See 'Home care and personal assistants' on pages 78-79.





For more information, see:

Assessment for care and support factsheets 418 (England), NI418 (Northern Ireland) and W418 (Wales)

Paying for care and support factsheets 532 (England), NI532 (Northern Ireland) and W532 (Wales).

2



Things I need help with



Call our Dementia Support Line on **0333 150 3456**

Keeping safe and well



How can I make things easier at home?

There is a lot you can do to make things easier at home, and to help you stay independent and safe.



Keep floors clear

Remove any trip hazards (such as loose rugs or cables) and get rid of clutter and unused items.



Use colour and contrast

Place coloured items next to plain ones to help them stand out for you. Examples include a coloured plate on a white tablecloth or a coloured toilet seat in a plain bathroom.



Smoke alarms and detectors

Install smoke alarms and a carbon monoxide detector if you don't already have them. Ask your local fire service about a free home safety visit.

You can find your local fire service at

www.fireengland.uk (England),

www.nifrs.org/home/about-us/your-area

(Northern Ireland) or **www.gov.wales/find-your-local-fire-and-rescue-service** (Wales).



Improve lighting

Make sure there is enough light in your home.

Consider using automatic sensor lights, which you can buy online or in DIY shops. At night, leaving a light on can help you get around and find things, for example, if you need to go to the toilet.



Call our Dementia Support Line on **0333 150 3456**



Emergency numbers

Keep a list of emergency numbers in a visible place. These can be people to call for help if needed, or for others to call on your behalf.



Get help in emergencies

Sign up to the Priority Services Register. You can receive extra support and emergency help if you're ever without gas, water or electricity. Visit **[thepsr.co.uk](https://www.thepsr.co.uk)** for more information.



Ask for an occupational therapist

Ask your GP if an occupational therapist can visit your home to see what equipment can help your mobility and safety.

3



Local services that can help

There are local services you can use that can help make things easier for you at home. Examples of how they can support you include:

- **Using equipment and adaptations** – these are items that help make your home safer, and life a bit easier. Examples include handrails, a shower seat and a carbon monoxide detector.
- **Getting meals delivered** – these are usually provided by local private companies, but you may be able to get them for free. See if you are eligible at www.gov.uk/meals-home. Otherwise, you can search for private meal delivery services near you.

Ask your local authority if they have a list of safe tradespeople and services to contact.



For more information, see booklet 819 **Keeping safe and independent at home**.



Is there technology that can help me at home?

Technology can make your home a more supportive place. These can be simple items like clocks or more high-tech items like virtual assistants.



Calendar clocks

These show the time, date and the day of the week. Keeping the clock next to a weekly planner can help you to keep track of appointments and dates.



Medicine reminders

See if your pharmacist is able to provide a blister pack of your medicines. This is organised into days/times. You can also buy an automatic pill dispenser that will alert you and open when it is time to take your medicine.



Easy telephones

There are phones with bigger buttons or pictures on the buttons to make them easier to use. You can also get easy-to-use mobile phones, with fewer buttons and a simpler design.



Shut-off devices

You can have devices installed that turn off the gas, a cooker or a tap if they've been left on.





Smartphones, tablets and laptop computers

Keep in touch with others using social media and online communities (such as our Dementia Support Forum – **forum.alzheimers.org.uk**). Never share any personal information online for your safety. Keep a list of your log-in passwords in a safe place or share with someone you trust.



Handy apps

If you have a smartphone or tablet, there are a range of apps that you might find useful. These include calendars and reminders, as well as apps for life story work, relaxation and video calls.



Smart devices and virtual assistants

These allow you to give voice commands or ask questions, which they then carry out or answer. They can also play reminders for certain things, like taking medication or a GP appointment.



Video doorbell

This will allow you to see who is at the door before answering. Many of these products record movement and doorbell presses too.

It is a good idea to speak to a professional to find out what will suit your needs. Contact your local social services team or independent or assisted living centre. The Living Made Easy website can also help you. Visit **livingmadeeasy.org.uk**

For more information, see factsheet **437 Using technology to help with everyday life.**



Call our Dementia Support Line on **0333 150 3456**



Alzheimer's Society Shop

Assistive products

You can find a wide range of helpful products in our online shop. Many are tried and tested by people with dementia, and include:

- reminder clocks
- easy-to-use phones and music players
- eating and drinking aids
- easy-dress clothing and footwear
- products to help around the home
- fun games and activities.

Go to **shop.alzheimers.org.uk** or call **0333 366 0035** (Monday to Friday 8.30am–5.30pm).

Every purchase you make helps fund the work we do at Alzheimer's Society.



How can I cope with living on my own?

If you live by yourself, you may feel worried about coping with dementia on your own.

Living alone can make it harder to keep active and in touch with people, and stay safe at home. However, there are things that can help.



Build your support network

Ask family, friends or neighbours for support when you need it. Talk to people about what they can do to help – as they may want to but don't know how.



Use helpful local services

If you find it difficult to do certain things, such as cooking or carrying out other daily tasks, a range of local services can help you. See 'What dementia services can support me?' on page 77.



Join a dementia group to meet others

You could try joining a local activity group for people with dementia or going to a dementia cafe. Find out what's in your local area by searching on **[alzheimers.org.uk/find-support-near-you](https://www.alzheimers.org.uk/find-support-near-you)**



Use technology to help you

See 'Is there technology that can help me at home?' on page 60.



Call our Dementia Support Line on **0333 150 3456**

“

I found living alone a big worry at first but connecting with others with dementia and sharing coping tips and feelings really helped me.

”

Person with a dementia diagnosis

3



You might find the following tips helpful if you live alone:

- **Have a regular routine** – doing certain tasks at the same time each day or week can make them easier to remember.
- **Take things one step at a time** – and break each task down into smaller steps. Go at a slower pace if you feel you need to.
- **Prepare what you'll need** – put out the things you need before starting an activity so that you have a visual prompt. These could be tools for gardening or ingredients for cooking.
- **Try to reduce any distractions** – reduce background noise if you are trying to read or turn off the television if you need to speak to someone.
- **Don't be too hard on yourself** – it's common with dementia to find some things more difficult than before.
- **Continue doing the things you enjoy** – if a hobby or activity feels more difficult now, perhaps consider an easier version of it.



Reader tip

'Use sticky labels to help you find things. If you enjoy cooking, work on two different coloured mats – one for the tasks you've already done, and the other for tasks you still have to do.'



Call our Dementia Support Line on **0333 150 3456**

How can I make things easier when out and about?

Going out following your diagnosis can help you to keep doing the things you enjoy.

You might like getting out to visit people, attend hair or beauty appointments, or do activities. If you're finding this more difficult or you're feeling less confident, there are some adaptations that may help.

3

Carry identification

Take identification, or the name and phone number of someone who can be contacted if you need help. You could consider using a MedicAlert® bracelet. Visit **[medicalert.org.uk](https://www.medicalert.org.uk)**

Helpcards

These can be used to show other people what you may need help with, such as in a supermarket or on a bus. We provide free helpcards. Go to **[alzheimers.org.uk/helpcards](https://www.alzheimers.org.uk/helpcards)**

A sunflower lanyard can show others you may need extra support. Consider whether this is something you want people to know.

Locator devices

These can help you find items you might often misplace, such as your house keys. You put a small electronic tag on the item. If you mislay it, you can click a button on the locator device to make the tag beep.



Door sensors

These play a prerecorded message when you approach the door of your home. It can remind you to take your keys, bag or wallet with you before you leave the house.

Going with someone

If it helps you, you could ask a friend or family member to accompany you. This may be useful for shopping trips or appointments. This can be reassuring for you, as well as being a more sociable experience.

3



GPS devices

If you are worried about not being able to find your way, consider using a GPS device. This would allow specific people, who you choose, to be able to find you on an app or on their computer if you need support. Some of these devices also have panic buttons for you to press if you need help.

Take your mobile phone when you go out

Having a mobile phone means you can contact anyone you need at any time. There are a number of apps that can help when you are outside the home too, such as automated maps.



Reader tip

‘Leave the keys by the door with a sign saying ‘Take your keys with you.’



How can I stay healthy and active?

It's important to look after your health to stay as well as possible following your diagnosis, and as the condition develops.

Having dementia doesn't mean you have to stop doing the things you enjoy. Being active can help you to stay independent and in touch with other people. And it can improve your quality of life.

Other illnesses and infections can make your dementia symptoms worse. See your GP if you're feeling unwell or concerned about an aspect of your health.

Adapting activities

You might find some activities take you longer than they did before. You might also find some become more difficult for you as the condition progresses.

Adjustments and support can help you to continue doing the activities you enjoy for as long as possible.

3





Ways to stay healthy

- eat balanced meals
- drink plenty of fluids
- keep physically and mentally active (see 'Ideas for activities' on page 72)
- reduce alcohol intake (your GP can advise you)
- if you smoke, try to stop (your GP can advise you)
- keep warm in cold weather and cool in hot weather
- get enough sleep to help maintain a healthy immune system, think more clearly and feel better
- have your hearing checked regularly – if you need a hearing aid, make sure that you wear it, check the batteries and keep it clean
- have regular eye tests – check you are wearing the correct glasses and keep them clean
- visit the dentist regularly to be able to eat, drink and speak without discomfort
- pay attention to foot care, and make sure your shoes and slippers fit well to help avoid foot pain and falls
- ask your GP about vaccines, such as for flu, RSV, pneumonia and shingles
- tell your GP if you feel overwhelmed or depressed. There are treatments that may help you. See 'How will I cope with my diagnosis?' on page 14.





Reader tip

'Make a wish list to do things you've always wanted to do and ask someone to join you!'

3





Ideas for activities

- regular exercise or movement, like swimming, walking, cycling or seated exercises
- gardening
- creating a scrapbook or photo album
- playing games or cards
- doing word, number or jigsaw puzzles
- reading books, newspapers or magazines
- listening to audiobooks, the radio, podcasts or music
- doing creative activities – for example, knitting, painting, singing, dancing, writing and poetry
- visiting the theatre or a museum
- going on day trips or holidays
- seeing friends and family
- studying – for example, with u3a, the University of the Third Age (visit www.u3a.org.uk)
- spending time with a pet
- volunteering as a way to keep active and sociable. See ‘Get involved with Alzheimer’s Society’ on page 88.





Reader tip

‘Get out into nature. Nature can rejuvenate you and help you feel in the moment. Take someone with you, look around and chat about what you see. It will give you a boost.’



Activities I would like to try

3



For more information, see booklet 1506 **Keeping active and involved**.



Call our Dementia Support Line on **0333 150 3456**

Support and involvement



How can I find other people with dementia?

Many people find it very supportive to meet others with dementia. Groups often take place in venues such as local community centres or places of worship.

You may want to talk about your own experience or you may just want to join in activities and not talk. It's entirely up to you.

Types of groups that may be of interest:



Dementia support groups – these are usually monthly meetings. There is a group leader, and people with dementia and their carers are both welcome.



Dementia cafés – a local meeting place for people with dementia to discuss their diagnosis with others and local healthcare professionals.



Activity groups – meet people in a similar situation to you, while doing what you enjoy or trying something new. This may be arts, crafts, games, gardening, fitness, dancing, sports and singing. Many people enjoy our Singing for the Brain® groups.



Day centres – these tend to run weekly and support people with varying needs. Some have dedicated sessions for people with dementia. If you have a local centre, ask what they can offer.



Call our Dementia Support Line on **0333 150 3456**

If you live in a remote area, you may need to travel to the nearest group or centre. If this isn't possible, some dementia groups run meetings online so you can join from home.

To find a local dementia group or day centre, go to **alzheimers.org.uk/your-local-dementia-support-services** or type your postcode into our dementia directory (**alzheimers.org.uk/find-support-near-you**). You can also call our Dementia Support Line on **0333 150 3456**.

4



What dementia services can support me?

Asking for help isn't always easy, particularly if you're used to living independently. But help and support is there for you if you want it. It could help you to manage your symptoms, cope day to day, and socialise comfortably.



Health and wellbeing support

4

There are health and wellbeing services that support people diagnosed with dementia. Your GP may recommend them for you.

These may include an occupational therapist to support your mobility or a memory clinic for treatments. See 'Who will help me after diagnosis?' on page 29.

Your GP may also refer you to 'social prescribing'. This involves connecting you to local services which might be run by the council or a local charity. These include local dementia support groups and creative therapies. Ask your GP about this, if you feel it could help you.





Homecare and personal assistants

These can help you to stay independent and in your own home for as long as possible, if you want to.

They can help you with:

- tasks in and around the home, such as shopping, cooking and cleaning
- personal care, such as help with washing and dressing
- reminders to take your medicines
- mobility, such as getting into a car or out for a walk
- help with managing money, paying bills and dealing with paperwork
- driving or accompanying you to appointments, groups and activities you enjoy.

You may be eligible for support at home from your local authority if you meet certain criteria. To find out more, see 'Can I get help with social care?' on page 52.

If you are not eligible for social care, many private homecare agencies provide care and support services at home. It's important to ask the agency manager if staff are trained in dementia care.



For a list of registered agencies in your area, contact your local social services, the Homecare Association (**homecareassociation.org.uk**), or organisations that regulate and inspect the agencies.

These are the:

- Care Quality Commission (CQC) in England (**cqc.org.uk**)
- Regulation and Quality Improvement Authority (RQIA) in Northern Ireland (**rqia.org.uk**)
- Care Inspectorate in Wales (CIW) (**careinspectorate.wales**).





Charities and not-for-profit services

Charities can be a valuable source of support for you, as well as for your carer or family. They can provide:

- phone support lines
- local dementia advisers and dementia support workers
- specialist dementia nurses
- befriending
- advocacy services
- online discussion forums
- information to guide you.

4

To find contact details for charities that can support you both nationally and locally, see 'Other useful organisations' on pages 90-95.

At Alzheimer's Society, we provide a range of services that can support you with all aspects of dementia.

Visit **[alzheimers.org.uk/get-support](https://www.alzheimers.org.uk/get-support)**





Services for younger people with dementia

If you are under 65 with a diagnosis of dementia, you may have different interests and support needs. Your symptoms may also be different.

Services for younger people with dementia are still limited, but they are available. You may have to travel outside of your local area to access them. Ask your memory clinic, consultant, GP or social services about activities, support and services for younger people with dementia.

4



For more information, see booklet **688 Understanding young-onset dementia**.



How can Alzheimer's Society support me?

We are here to help with information, advice and services. Whether you prefer reading, listening or talking to someone, we're here for you.



Read our latest information and guidance

Our information covers many different aspects and common experiences of living with dementia. It is written by experts and regularly reviewed by people affected by dementia.

You can either:

- read, download or order our information on our website. Visit **alzheimers.org.uk/get-support**
- ask for guidance on our printed publications. Email **publications@alzheimers.org.uk** or call **0300 303 5933**
- access information in accessible formats, such as BSL, Easy Read, audio and in other languages. Visit **alzheimers.org.uk/accessible-resources**





Call our Dementia Support Line

If you prefer to talk to someone, you can speak to one of our dementia advisers on our Dementia Support Line:

- For English language support, call **0330 150 3456** (9am–8pm Monday–Wednesday, 9am–5pm Thursday and Friday, 10am–4pm Saturday and Sunday).
- For Welsh language support, call **03300 947 400** (9.15am–4pm Monday–Friday).
- For other languages, call **0333 150 3456** and say the English word for the language you would like to use. We will then arrange for an interpreter to call back.

Our dementia advisers are available to listen, give support and advice, and connect you to support in your local area. They can send out information that's right for you via email or post.

If you have speech or hearing difficulties and have a textphone or an adapted computer, you can use Text Relay to call our English-speaking Dementia Support Line on **18001 0333 150 3456**.

To use SignVideo and get access to a BSL interpreter, visit **[alzheimers.org.uk/get-support/dementia-support-line](https://www.alzheimers.org.uk/get-support/dementia-support-line)**





Our face-to-face services

Our local dementia advisers and volunteers can meet you to offer further support, advice and information. They can also connect you to other face-to-face services in your areas, such as support groups. To find your nearest dementia adviser, go to **alzheimers.org.uk/find-support-near-you**



Connect with others

We can help you to connect with others living with dementia, where you can read and share experiences that may help you to cope. You can connect with others via our:

- Companionship service - friendly volunteer-led phone calls, online groups and forums. Sign up at **alzheimers.org.uk/get-support/companionship**
- Dementia Support Forum at **forum.alzheimers.org.uk**
- Dementia together magazine. View online at **alzheimers.org.uk/magazine**. You can also order a free copy or subscribe by emailing **magazine@alzheimers.org.uk** or calling **0330 333 0804**.





Our Lasting power of attorney service

We offer a Lasting power of attorney (LPA) digital assistance service to help people living with dementia create LPAs online.

If you don't have access to the internet, we can help you to create an LPA through a series of telephone appointments. The service does not provide legal advice. Call us on **0333 150 3456**.

4



How do I find out more about research and involvement?

Research aims to improve our understanding of dementia diagnosis, treatment and care. It helps researchers answer the most important questions about dementia and how it affects people.

Research will beat dementia. It will bring breakthroughs in how we:

4

- understand the causes of dementia
- develop new ways of diagnosing dementia
- develop and test new treatments and their effectiveness
- improve care and support for people affected by dementia.

Take part in dementia research

Research is only possible thanks to the people who take part. Everyone has their own reasons for wanting to participate in research, from wanting to make a difference to having a sense of purpose and control.



Participating in research could involve:

- taking memory or thinking tests
- having brain scans in a hospital setting or clinic
- recording your symptoms
- giving blood samples
- taking new medicines
- staying overnight in a hospital for monitoring
- changing parts of your lifestyle, such as being more physically active
- trying out new foods or supplements
- filling in questionnaires or surveys
- participating in talking therapies
- testing new technology or wearable devices.

To find out more about dementia research and taking part, go to **[alzheimers.org.uk/research](https://www.alzheimers.org.uk/research)**

4



Get involved with Alzheimer's Society

You can support other people with dementia by sharing your views and experiences. This can help us make sure we are supporting people with dementia the best we can. You can also volunteer with activities.



Join our Involvement programme

Sign up to receive a monthly newsletter with lots of opportunities to give feedback and join groups to discuss specific dementia topics to help improve services nationally and locally to your area. Visit **alzheimers.org.uk/get-involved**



Review our dementia information

Join our panel of people affected by dementia and help shape our dementia information. You can give feedback on different dementia topics for our print and online content. Email **publications@alzheimers.org.uk**



Volunteer

You can help us raise awareness or get involved in fundraising. For more information, go to **alzheimers.org.uk/volunteer** or call **0300 222 5706**. If you have a dementia adviser, let them know you would like to get involved.





Reader tip

‘One call to Alzheimer’s Society opened up a whole new world to us. Our social life really improved as we found out about a lot of groups we could go to. We also got involved in lots of projects that were really good fun and interesting.’



I would like to get involved by

4



Other useful organisations

Advisory, Conciliation and Arbitration Service (Acas)

0300 123 1100 (helpline, 8am–6pm Monday–Friday)

www.acas.org.uk

Acas gives free and independent advice on workplace issues and employment law.

Age UK

0800 055 6112 (8am–7pm Monday–Friday)

www.ageuk.org.uk

Age Cymru

0300 303 44 98 (advice line, 9am–4pm Monday–Friday)

advice@agecymru.org.uk

www.agecymru.wales

Age NI

0808 808 7575 (advice service, 9am–5pm

Monday–Friday)

advice@ageni.org

www.ageni.org

Age UK, Age Cymru and Age NI aim to improve later life for everyone through information and advice, services, campaigns, products, training, and research.

British Association for Counselling and Psychotherapy (BACP)

01455 883300 (10am–4pm Monday–Friday)

bacp@bacp.co.uk

www.bacp.co.uk

BACP provides information about counselling and psychotherapy services in your local area.

Care Inspectorate Wales (CIW)

0300 7900 126 (9am–5pm Monday–Thursday,

9am–4.30pm Friday)

ciw@gov.wales

www.careinspectorate.wales

The CIW is the independent regulator of health and social care services in Wales.

Care Quality Commission (CQC)

03000 61 61 61 (8.30am–5.30pm Monday–Friday)

enquiries@cqc.org.uk

www.cqc.org.uk

The CQC is the independent regulator of health and social care services in England.

Citizens Advice

0800 144 8848 (Adviceline England, 9am–5pm Monday–Friday)

0800 702 2020 (Advicelink Wales, 8am–7pm Monday–Friday, 9am–1pm Saturday)

www.citizensadvice.org.uk

Citizens Advice offers free advice on debt, benefits, employment, housing and discrimination.

Dementia UK

0800 888 6678 (Admiral nurse helpline, 9am–9pm
Monday–Friday, 9am–5pm Saturday and Sunday)
helpline@dementiauk.org
www.dementiauk.org

Dementia UK provides Admiral nurses, who are mental health nurses specialising in dementia care.

Disability Service Centre

www.gov.uk/disability-service-centre

Attendance allowance (AA)

0800 731 0122 (8am–6pm Monday–Friday)

Personal independence payment (PIP)

0800 121 4433 (9am–5pm Monday–Friday)

The Disability Service Centre provides information and advice about Attendance allowance, Disability living allowance and Personal independence payment.

GOV.UK

www.gov.uk

GOV.UK provides online government services and information covering benefits, driving, housing, money and tax, working and pensions.

Living Made Easy

livingmadeeasy.org.uk

Living Made Easy (formerly Disabled Living Foundation) provides information and advice on equipment and technology that can help people with dementia to live more independently.

Make the Call Service

0800 232 1271 (9am–5pm Monday–Friday)

makethecall@dfcni.gov.uk

www.nidirect.gov.uk/contacts/make-call-service

The Make the Call Service (previously the Benefits Advice Line) provides advice on benefits to people in Northern Ireland.

NHS

www.nhs.uk

www.nhs.uk/service-search (for local services)

www.nhs.uk/conditions/clinical-trials (guidance on getting involved in health research)

The NHS website provides a wide-ranging health information service that aims to put people in control of their healthcare.

NI Direct

www.nidirect.gov.uk

NI Direct is the official government website for people in Northern Ireland. It provides information and services about benefits, driving, housing, money and tax, pensions, health and wellbeing.

Office of the Public Guardian (OPG)

0300 456 0300 (9am–5pm Monday, Tuesday, Thursday, Friday; 10am–5pm Wednesday)

customerservices@publicguardian.gov.uk

www.gov.uk/opg

The OPG is set up to protect people in England and Wales who lack the mental capacity to make certain decisions for themselves. It is responsible for registering Lasting and Enduring powers of attorney and dealing with complaints about how attorneys are acting.

Pension Service

0800 731 7898 (State pension claim line, 8am–6pm Monday–Friday)

0800 731 0469 (State pension information line, 8am–6pm Monday–Friday)

0800 99 1234 (Pension credit claim line, 8am–6pm Monday–Friday)

www.gov.uk/contact-pension-service

www.gov.uk/pension-credit/how-to-claim

The Pension Service helps with State pension eligibility, claims and payments, including Pension credit.

The Regulation and Quality Improvement Authority (RQIA)

028 9536 1990 (10am–4pm Monday–Friday)

info@rqia.org.uk

www.rqia.org.uk

The RQIA is the independent regulator of health and social care services in Northern Ireland.

The Association of Lifetime Lawyers

020 8234 6186 (9am–5pm Monday–Friday)

www.lifetimelawyers.org.uk

The Association of Lifetime Lawyers is an organisation of solicitors, barristers and legal executives who provide specialist legal advice for older and vulnerable people, their families and carers.

Turn2us

benefits-calculator.turn2us.org.uk (online benefits calculator)

www.turn2us.org.uk

Turn2us provide information on benefits, grants and other financial support. Their website includes an online benefits calculator.

u3a (University of the Third Age)

020 8466 6139 (9.30am–4.30pm Monday–Friday)

info@u3a.org.uk

www.u3a.org.uk

u3a is an organisation that provides courses, learning opportunities and activity groups for retired and semi-retired people at lots of centres in local communities, as well as online.

A special thanks

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- Dementia Voice participants in Essex
- Mid Sussex Dementia Forum
- Crawley Forward Thinking Group
- Nottinghamshire and Derby Dementia Voice Group
- Bath Dementia Group
- Colchester Local Voice Group
- Northumberland Dementia Voice Group
- Kent Dementia Voice Group
- Reading Dementia Voice Group
- Dementia Voice National Group
- South Asian Dementia Voice Group
- National Young Dementia Thematic Group
- Alzheimer's Society's Feedback Forum

This booklet can be downloaded from our website at **alzheimers.org.uk/dementiaguide**

To give feedback on this publication, or for a list of sources, please email **publications@alzheimers.org.uk**

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At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to everyone who needs it today, and hope for everyone in the future.

We have more information on **Adjusting to life with dementia**.

For advice and support on this, or any other aspect of dementia, call us on **0333 150 3456** or visit **alzheimers.org.uk**

Thanks to your donations, we're able to be a vital source of support and a powerful force for change for everyone living with dementia. Help us do even more, call **0330 333 0804** or visit **alzheimers.org.uk/donate**



**Alzheimer's
Society**

It will take a society to beat dementia

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