

# The Dementia Directory



2025

# Contents

<b>Welcome .....</b>	<b>6</b>
<b>Specialist Dementia Support and Services .....</b>	<b>7</b>
Age UK Berkshire Dementia Support .....	7
Age UK Berkshire Dementia Cafes .....	7
Alzheimer Café Camberley .....	8
Alzheimer's Dementia Support 'ADS' .....	8
Books on Prescription .....	8
Bracknell Memory Service .....	9
Community Mental Health Team (Older Adults) .....	9
Dementia Advisory Service .....	9
Dementia Friendly Film Screening .....	10
Dementia Support Newsletter .....	10
Triple A .....	10
YPWD Berkshire CIO .....	10
<b>Alzheimer's Society .....</b>	<b>11</b>
Singing for the Brain .....	11
Dementia Voice .....	12
Alzheimer's Society Dementia Support .....	12
National Dementia Support Helpline .....	12
Read dementia advice online .....	13
Publications .....	13
Companion Calls .....	13
Dementia Support Forum .....	13
Dementia Friends .....	13
Join Dementia Support .....	14
Volunteering .....	14
<b>Support for Carers .....</b>	<b>14</b>
Admiral Nurse .....	15
Signal for Bracknell Forest Carers .....	15
Carers' Assessments .....	15
Carers Support .....	16
Carers' Education Course .....	16
Carers UK .....	16
Carers' Emergency Plan .....	16
Cruse Bereavement .....	17
Talking Therapies .....	17
Youthline .....	17

<b>Meeting people and things to do .....</b>	<b>18</b>
Age Concern Bracknell Forest .....	18
Bracknell Forest Help Yourself.....	18
Bracknell Forest Public Health Social Prescribing .....	19
INVOLVE .....	19
Bracknell Forest Community Network.....	20
The Voluntary, Community and Faith Sector .....	20
<b>Housing and Residential Support .....</b>	<b>21</b>
Age UK Berkshire Handyperson Service .....	21
Handyperson Services.....	21
Care Homes .....	22
Retirement living schemes.....	22
<b>Meals .....</b>	<b>23</b>
Age UK Berkshire Easy Shop .....	23
Bracknell Foodbank.....	23
Meals at Home.....	23
<b>Getting Out and About .....</b>	<b>24</b>
Accessible taxis .....	24
Blue Badge .....	24
Bracknell Shopmobility .....	25
Concessionary Bus Pass.....	25
Bracknell Forest Access Guides.....	25
Keep Mobile .....	26
Railcard Subsidy.....	26
Travelling by Bus.....	26
Bracknell Forest Community Transport .....	27
Strive Mobility .....	27
<b>Day Support .....</b>	<b>28</b>
COATS (Crowthorne Old Age to Teen Society) .....	28
Age Concern Bracknell Forest Day Centre .....	29
Sandhurst Day Centre .....	29
Rainbow Daycare.....	30
The Ascot District Day Centre .....	30
Warm Welcome Tuesday .....	30

<b>Making life easier at home .....</b>	<b>31</b>
Assistive Technology .....	31
Help with technology at Bracknell Library .....	31
Disabled Facilities Grant .....	32
Dementia, Cognitive and Behavioural Conditions Grant .....	32
Home Care.....	33
Flexible Home Improvement Loan .....	33
Forestcare Telecare Services .....	33
Home Fire Safety Check .....	34
Keeping your Home Warm .....	34
Personal Assistants at Home.....	34
<b>Keeping safe and well .....</b>	<b>34</b>
Bracknell Forest Community Response .....	35
Healthmakers.....	35
Herbert Protocol .....	35
Keeping Safe From Harm .....	36
Message in a Bottle .....	36
Occupational Therapist .....	36
Sensory Needs Clinic .....	37
Recovering from illness at home .....	37
<b>Your Stay in Hospital.....</b>	<b>38</b>
<b>Support whilst in hospital .....</b>	<b>38</b>
Alzheimer's Society.....	39
Patient Advice and Liaison Service (PALS).....	39
<b>Discharge from Hospital .....</b>	<b>40</b>
Age UK Berkshire Easy Shop .....	40
Age UK Berkshire Help at Home .....	40
Berkshire Care Service Directory.....	40
Bracknell Forest Council Hospital Discharge Service .....	40
NHS Continuing Healthcare.....	41

<b>Information and Advice .....</b>	<b>42</b>
Age Concern Bracknell Forest .....	42
Age Concern Slough and Berkshire East .....	42
Age UK Berkshire Information & Advice Service .....	43
Advocacy .....	43
Benefits Advice .....	44
Council Tax Exemption .....	44
Healthwatch Bracknell Forest.....	44
Lasting Power of Attorney .....	45
CareSeekers .....	46
Patient Advice Liaison Service (PALS) .....	46
Paying For Your Own Care .....	47

# Welcome to the Dementia Directory

You or someone you care about may have recently been diagnosed with dementia. This can be a stressful time but many people live well with dementia - you are not alone. There are various services and groups offering support, and ways to meet people going through a similar experience to you.

This Directory provides information about support in Bracknell Forest, including information about getting out and about, benefits, health and social care services, advocacy and opportunities for carers to take a break.

**The Dementia Directory is regularly updated. For the most current version please visit: [www.bracknell-forest.gov.uk/health-and-social-care/dementia](http://www.bracknell-forest.gov.uk/health-and-social-care/dementia). Please contact us for additional directories or to suggest any updates or amendments.**

Community Mental Health Team for Older Adults  
51 - 52 Turing Drive  
Church Hill House  
Turing Drive  
Bracknell  
Berkshire  
RG12 7FR

**Telephone:** 0118 904 6900

**[dementia.adviser@bracknell-forest.gov.uk](mailto:dementia.adviser@bracknell-forest.gov.uk)**

## **Disclaimer:-**

Every care has been taken to compile accurate and up-to-date information, however it cannot be guaranteed to be correct or complete. The information provided in this publication does not constitute business, medical or other professional advice and is subject to change. The material is in no way intended to replace professional medical care or attention by a suitable practitioner.



## Specialist Support

### Age UK Berkshire Dementia Support

Age UK Berkshire provides weekly ongoing individual support for people living with dementia, in their own homes, and by accompanying them to places of interest. The team of trained workers offer a wide range of stimulating support tailored to each person living with dementia.

The service can be paid for by using private funds or a personal budget and is available for any number of hours per week on a regular basis.

**Telephone:** 0118 959 4242

**Email:** [www.ageukberkshire.org.uk](http://www.ageukberkshire.org.uk)

**Website:** [www.ageuk.org.uk/berkshire/our-services/dementia-support](http://www.ageuk.org.uk/berkshire/our-services/dementia-support)

### Age UK Berkshire Dementia Cafés

Age UK Berkshire hosts a number of different dementia cafes both virtually and face to face. The cafes are suitable for anyone living with dementia and their carers.

To find the nearest café to you and for information about running dates please go to:

[www.ageuk.org.uk/berkshire/activities-and-events/dementia-cafe/](http://www.ageuk.org.uk/berkshire/activities-and-events/dementia-cafe/)

**Telephone:** 0118 959 4242

**Email:** [www.ageukberkshire.org.uk](http://www.ageukberkshire.org.uk)

**Website:** [www.ageuk.org.uk/berkshire/activities-and-events/dementia-cafe/](http://www.ageuk.org.uk/berkshire/activities-and-events/dementia-cafe/)

## Alzheimer Café Camberley

The Alzheimer Café meets in Camberley once a month offering support, advice and socialising for people with dementia and their carers. We meet in a warm and friendly atmosphere with live music and refreshments. We share our experiences and learn more about Alzheimer's Disease/ Dementia. For further information:

**Telephone:** 01276 675266

**Email:** [camberley.alzheimercafe@aol.co.uk](mailto:camberley.alzheimercafe@aol.co.uk)

**Website:** [www.alzheimercafe.co.uk](http://www.alzheimercafe.co.uk)

## Alzheimer's Dementia Support 'ADS'

Alzheimer's Dementia Support 'ADS' is a charity which offers advice and a wide range of services to help people in the local community whose lives are directly or indirectly affected by dementia.

**Telephone:** 07516 165647

**Website:** [www.alzheimersdementiasupport.co.uk](http://www.alzheimersdementiasupport.co.uk)

## Books on Prescription

Reading Well Books on Prescription helps you to understand and manage your health and wellbeing using self-help reading. The scheme is endorsed by health professionals and supported by public libraries. Topics on dementia include: information and advice, living well with dementia, support for relatives and carers and personal stories.

**Telephone:** 01344 423149

**Website:** [www.reading-well.org.uk/books/books-on-prescription/dementia](http://www.reading-well.org.uk/books/books-on-prescription/dementia)



## Bracknell Memory Service

The Memory Service is a specialist assessment service. People can be referred to the Memory Service for an assessment of their difficulties.

The team is made up of specialist doctors, nurses and psychologists. The team assesses and diagnoses the nature of someone's memory difficulties, reports this to the family doctor and advises on further treatment or intervention; they may prescribe some medication.

The Memory Service nurse may refer people to other local services and support including support groups.

Community Mental Health Team for Older Adults  
Church Hill House, 51-52 Turing Drive  
Bracknell RG12 7FR

**Telephone:** 0118 904 6900

**Website:** [www.berkshirehealthcare.nhs.uk/our-services/mental-health-and-wellbeing/memory-service](http://www.berkshirehealthcare.nhs.uk/our-services/mental-health-and-wellbeing/memory-service)

**Opening hours:** Monday to Friday 9.00am - 5.00pm

## Community Mental Health Team (Older Adults)

The Community Mental Health Team for Older Adults (CMHT- OA) offers assessment, care planning, support and specialist intervention to older people with mental health problems.

The CMHT (OA) can be accessed through GP / local doctor referral, specialist mental health services and local authority teams.

Community Mental Health Team for Older Adults  
Church Hill House, 51-52 Turing Drive  
Bracknell RG12 7FR

**Telephone:** 0118 904 6900

**Opening hours:** Monday to Friday 9.00am - 5.00pm

## Dementia Advisory Service

The Dementia Advisory Service supports people with a diagnosis of dementia, and their carers, by offering information, advice and signposting to relevant services.

The Dementia Advisory Service will support an individual throughout the journey with dementia unless they are receiving more intensive support from other certain services within the Community Mental Health Team for Older Adults.

Dementia Adviser  
Church Hill House, 51-52 Turing Drive  
Bracknell, Berkshire RG12 7FR

**Telephone:** 0118 904 6900

**Email:** [Dementia.adviser@bracknell-forest.gov.uk](mailto:Dementia.adviser@bracknell-forest.gov.uk)

**Website:** [www.bracknell-forest.gov.uk/health-and-social-care/dementia](http://www.bracknell-forest.gov.uk/health-and-social-care/dementia)

## Dementia Friendly Film Screening

Bracknell Film Society are running dementia friendly screenings at South Hill Park Cinema. Specifically designed for people living with dementia and their carers, screenings will be in the afternoon on the second Monday of each month. Free refreshments will be provided after each film screening. Tickets available from South Hill Park box office.

**Telephone:** 01344 484123

**Website:** [www.southhillpark.org.uk](http://www.southhillpark.org.uk)

## Dementia Support Newsletter

This Newsletter is published every month and offers information on local support groups and activities for people with dementia and their carers.

**Telephone:** 0118 904 6900

**Website:** [www.bracknell-forest.gov.uk/health-and-social-care/dementia](http://www.bracknell-forest.gov.uk/health-and-social-care/dementia)

## Triple A

Triple A offers a range of activities such as trips, lunches, and other events as a way to provide respite for carers. With the integration of Age Concern Bracknell Forest, the reach and impact of Triple A's services will expand, bringing much-needed support and care to a wider community of individuals living with dementia and their carers.

Membership to Triple A is free but does require the completion of a short membership form. Each trip is individually priced and supported by our team. Most of our trips also offer a home collection and drop off service.

For further information please contact the Age Concern Bracknell Forest office on

**Telephone:** 01344 422048

**Email:** [info@ageconcernbracknell.org.uk](mailto:info@ageconcernbracknell.org.uk).

**Website:** [www.ageconcernbracknell.org.uk/community-groups](http://www.ageconcernbracknell.org.uk/community-groups)

## YPWD (Younger People with Dementia) Berkshire CIO

YPWD offers respite to Carers through the provision of meaningful workshops and/or 1:1 support for people that have had a diagnosis of dementia under the age of 65 throughout the working week. Our workshops enable people with dementia to learn new skills, maintain current ones, build confidence and self-esteem whilst meeting new people and most importantly having fun. Charity No. 1171720 (if needed)

**Telephone:** 0118 207 2880

**Email:** [contact@ypwd.info](mailto:contact@ypwd.info)

**Website:** [www.ypwd.info](http://www.ypwd.info)



## Alzheimer's Society

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We provide help - we support people affected by all types of dementia through some of the hardest and most frightening times. Whoever you are, whatever you're going through, you can turn to us for practical advice, emotional support, and guidance to the best next step.

We provide hope - we are, and we empower people affected by dementia to be, a leading force for change - using cutting edge research and influencing to push for breakthroughs that'll change the lives of people affected by dementia, now and in the future.

Contact us:

**Telephone:** 0333 150 3456

**Telephone:** 0118 959 6482

**Email:** [berkshire@alzheimers.org.uk](mailto:berkshire@alzheimers.org.uk)

### Bracknell Singing for the Brain®

This is a friendly, fun, and social environment for those affected by dementia and their carers. Based on the principles of music therapy, the stimulating sessions include vocal warm-ups and singing a wide variety of familiar and new songs.

When: 4th Thursday of the month.

Time: 11am – 12:30pm

Venue: The New Priestwood Community Centre, 19 Priestwood Ct Rd, Bracknell, RG42 1TU

Singing for the Brain® Virtual Group

Our friendly, fun, and social singing group delivered over Zoom, meaning you can join from the comfort of your own home. Internet access is required to join.

Weekly Mondays 11am

Contact

**Telephone:** 0118 959 6482

**Email:** [berkshire@alzheimers.org.uk](mailto:berkshire@alzheimers.org.uk)

## Dementia Voice

A chance for people living with dementia to come together and influence Alzheimer's Society's and local organisations' work.

The Dementia Voice Group in Bracknell is delivered in partnership with the Community Mental Health Team for Older Adults.

**When:** 2nd Thursday of the month

**Time:** 2pm – 3.30pm

**Venue:** Church Hill House, RG12 7FR

**Telephone:** 0118 959 6482

**Email:** berkshire@alzheimers.org.uk

Dementia Voice national database – a range of opportunities to influence our work, from media campaigns, recruitment, research and policy influencing.

**Email:** yoursay@alzheimers.org.uk

## Alzheimer's Society Dementia Support

Our Dementia Advisers offer information and practical guidance to help you understand dementia, cope with day-to-day challenges and prepare for the future. We can also connect you with other services in your area.

Dementia Advisers offer ongoing support to people affected by dementia face to face, over the phone or in writing.

**Telephone:** 0118 959 6482

**Email:** berkshire@alzheimers.org.uk

## National Dementia Support Helpline

If you need dementia support, we're here for you. We know dementia affects everyone differently. So whether you, a loved one, a friend or neighbor is affected by dementia, we're here to support you.

Alzheimer's Society's dementia support helpline is free, easy to access, and puts you in touch with the right support. Alzheimer's Society's dementia advisers can support you directly, as well as connect you to a range of local services.

**Telephone:** 0333 150 3456

Support line opening hours:

Mon to Weds: 9am – 8pm

Thurs and Fri: 9am – 5pm

Sat and Sun: 10am – 4pm

## Publications

We produce a wide range of publications and factsheets designed to support and inform anyone affected by dementia. You can also download our HYPERLINK "[www.alzheimers.org.uk/sites/default/files/migrate/downloads/alzheimers\\_society\\_publications\\_catalogue.pdf](http://www.alzheimers.org.uk/sites/default/files/migrate/downloads/alzheimers_society_publications_catalogue.pdf)" publications catalogue for full details of all our print publications, accessible resources and practical tools.

**Website:** [www.alzheimers.org.uk/get-support/publications-factsheets](http://www.alzheimers.org.uk/get-support/publications-factsheets)

Read dementia advice online

Online support is available round the clock through our website, where we have regularly updated advice on a wide range of topics. [www.alzheimers.org.uk/get-support](http://www.alzheimers.org.uk/get-support)

## Companion Calls

A Companion Call is a regular (usually weekly) telephone call made by a volunteer to someone affected by dementia to check in and have a friendly chat about anything the person they're calling would like to talk about. It could be their favourite TV show, the weather or simply to talk about how things are going.

**Email:** [CompanionCalls@alzheimers.org.uk](mailto:CompanionCalls@alzheimers.org.uk)

## Dementia Support Forum

Dementia Support Forum is a helpful online community where anyone who is affected by dementia can receive valuable support. It's free, open day or night, and can be accessed online.

**Website:** [forum.alzheimers.org.uk/](http://forum.alzheimers.org.uk/)

Local Support Services

Search our dementia directory where you can look for local support services.

**Website:** [www.alzheimers.org.uk/find-support-near-you](http://www.alzheimers.org.uk/find-support-near-you)

## Dementia Friends

Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition.

Whether you attend a face-to-face Information Session or watch the online video, Dementia Friends is about learning more about dementia and the small ways you can help. From telling friends about the Dementia Friends programme to visiting someone you know living with dementia, every action counts For further information see:

**Website:** [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk) and click on 'become a Dementia Friend'.

## Join Dementia Research

Join Dementia Research helps people with dementia, their carers, or anyone interested in dementia research to be matched to studies taking place in their area. Join Dementia Research represents an easy way to register your interest in taking part in a dementia research study. The studies that are listed on the service are a mixture of clinical trials of new drugs and other studies, including improving understanding of care practice or looking into links between lifestyle and dementia risk.

**Website:** [www.alzheimers.org.uk/research/take-part-research/join-dementia-research](http://www.alzheimers.org.uk/research/take-part-research/join-dementia-research)

## Volunteering

There are many different volunteering opportunities at Alzheimer's Society for you to choose from. No matter how much time you are able to give, or where you are based, there will be something to suit you.

Opportunities include: volunteering with Dementia Voice; at one of our local services; at an event such as Memory Walk and with our Fundraising Team.

**Email** [volunteers@alzheimers.org.uk](mailto:volunteers@alzheimers.org.uk)



## Support for Carers

### Admiral Nurse

The Admiral Nurse works with family carers of people who have been diagnosed with young onset dementia. The Admiral Nurse supports carers if things become difficult or challenging, giving them one-to-one support, expert guidance and practical solutions. For further information please contact:

**Telephone:** 0118 904 6900

**Website:** [www.dementiauk.org/get-support/admiral-nursing](http://www.dementiauk.org/get-support/admiral-nursing)

### Signal for Bracknell Forest Carers

On behalf of Bracknell Forest Council, Signal provides free information, advice, guidance and support for adult unpaid carers who care for adults in Bracknell Forest. It also provides peer support groups, activities and events, as well as offering local learning and training events. Bulletins and newsletters will be available, highlighting local and national items of interest. In partnership with the Dementia Advisory Service they provide a monthly carer drop-in and also other dementia focused activities and groups. Signal is provided by the charity The Ark Trust. For more information, please contact:

**Telephone:** 01344 266088

**Email:** [info@signal4carers.org.uk](mailto:info@signal4carers.org.uk)

**Website:** [www.signal4carers.org.uk](http://www.signal4carers.org.uk)

### Carers' Assessments

If you think you are a carer or are going to become a carer, you are entitled to an assessment of your needs to help you in your caring role and help you to maintain your health and wellbeing. If you are eligible for support from the council, you can be given a personal budget and a direct payment which you can spend on things that make caring easier. For example, to give yourself time out or practical support with doing every day activities. You can also get support from other carers, information and advice without having a Carers Assessment. Social Services can help by directing you to a range of services.

**Telephone:** 0118 904 6900

## Carers' Support

If you are caring for a person with dementia, you should have support within Health and Social Care. If you are unsure of who to contact please give the Community Mental Health Team for Older Adults a call

**Telephone:** 0118 904 6900

## Carers' Education Course

Berkshire Healthcare NHS Foundation Trust offer a course to carers, designed to raise awareness of various different aspects of dementia.

Topics include:

- Understanding dementia – different types, medical aspects, research.
- Memory and communication
- Understanding new behaviours
- Physical aspects, wellbeing and mobility issues
- Legal issues
- Continued support and care
- Information about local services, day facilities and various options relating to future long-term care

The course aims to provide practical support and advice, whilst enabling carers to meet and interact with others in similar situations.

Please contact the Bracknell Memory Clinic on:

**Telephone:** 0118 904 6900

**CARERS** UK  
the voice of carers

## Carers UK

Carers UK is a national charity which provides information, advice and support for carers.

**Website:** [www.carersuk.org/](http://www.carersuk.org/)

## Carer's Emergency Plan

Helps carers to consider backup plans for the person they care for so they won't be left without support in an emergency. This may include contact details of family/friends that can help out and an emergency card that a carer carries with them to let people know in an emergency that they are a carer. You can request a pack from SIGNAL 4 CARERS or Adult Social Care.

**Telephone:** 01344 266088

**Email:** [info@signal4carers.org.uk](mailto:info@signal4carers.org.uk)





## Cruse Bereavement

Cruse is committed to breaking the stigma around grief and ensuring that everyone, no matter how old or young, can access the highest quality support following a bereavement. Not only does Cruse provide a telephone helpline and useful information found on the website, but trained volunteers provide face-to-face support and practical advice.

**National Helpline:** 0808 808 1677

**Website:** [www.cruse.org.uk/](http://www.cruse.org.uk/)

## NHS Talking Therapies Berkshire

Free and confidential support for adults of all ages, including over 65s, who are feeling down, stressed or worrying too much.

Get help for the emotional impact of caring or living with a long-term condition such as cancer, diabetes, heart disease, COPD or arthritis.

There are a variety of treatment options including online therapy, video call, telephone and in-person.

Visit the Talking Therapies Berkshire website for more information or to refer yourself.

**Telephone:** 0300 365 2000 (option 2)

**Website:** [talkingtherapies.berkshirehealthcare.nhs.uk](http://talkingtherapies.berkshirehealthcare.nhs.uk)

## Youthline

Younger people may be affected knowing someone who has dementia and may benefit from talking to someone about how they are feeling. Youthline provides a free, confidential counselling service for young people attending secondary school, and young adults up to the age of 25. Youthline offer a safe and supportive environment with a team of counsellors. For more information please contact:

**Telephone:** 01344 311200

**Email:** [ask@youthlineuk.com](mailto:ask@youthlineuk.com) or [office@youthineuk.com](mailto:office@youthineuk.com)

**Website:** [www.youthlineuk.com](http://www.youthlineuk.com)



## Meeting people and things to do



CIO registered no. 1153607

### Age Concern Bracknell Forest

Age Concern Bracknell Forest is a local 50-year-old charity. Dedicated to supporting older people, offering services to end loneliness, and promote wellbeing. We offer a supportive day centre that is dementia-friendly and offers a safe and secure environment for older people. At our day centre we have a busy roster of entertainment filled to bursting with games, activities, crafts, quizzes, bingo, and even chair fitness. We have a new unique relaxed cinema room. Piping hot meals and decadent desserts served daily. The day centre is run by an experienced care team.

Age Concern Bracknell Forest is proud to run community groups that help reduce and combat isolation in the heart of communities.

For further information please contact the Age Concern Bracknell Forest office

**Telephone:** 01344 422048

**Email:** [info@ageconcernbracknell.org.uk](mailto:info@ageconcernbracknell.org.uk).

**Website:** [www.ageconcernbracknell.org.uk/about](http://www.ageconcernbracknell.org.uk/about)

### Bracknell Forest Help Yourself

A comprehensive online guide to help find organisations and groups in the community. Features include a community map so residents can find events and social groups available locally, a wellbeing planner to allow people to identify how they can improve their wellbeing and a search tool for those looking for a particular activity. Bracknell Forest Help Yourself also supports people with social care needs as information is available on agencies which provide support at home, businesses that can deliver meals and registered care homes for people who no longer feel able to live in their own home.

**Telephone:** 01344 351500

**Website:** [helpyourself.bracknell-forest.gov.uk/kb5/bracknell/asch/home.page](http://helpyourself.bracknell-forest.gov.uk/kb5/bracknell/asch/home.page)

## Bracknell Forest Public Health Social Prescribing

### Here to support you connect to your community

Social prescribing seeks to address people's needs in a holistic way.

Our Social Prescribers can support people who are vulnerable, feeling socially isolated, lonely, or just adjusting to staying at home. We support people by telephone, utilising therapeutic approaches be it actively listening and unpicking what their main worries may be and offering coping mechanisms. We help them stay connected, offer peer support, signpost to community assets and support with practical issues including access to online resources and to identify and explore home-based activities and goal setting.

The service is currently available to any Bracknell Forest resident, aged 18 or over.

**Email:** [social.prescription@bracknell-forest.gov.uk](mailto:social.prescription@bracknell-forest.gov.uk)

**Telephone:** 01344 352000

**Website:** [health.bracknell-forest.gov.uk/online-services/community-map/](http://health.bracknell-forest.gov.uk/online-services/community-map/)

## INVOLVE

INVOLVE provides support for voluntary and community groups in Bracknell Forest Borough as well as co-ordinating the recruitment of volunteers for a variety of groups.

INVOLVE

The Court House,  
Broadway,  
Bracknell  
RG12 1AE

**Telephone:** 01344 304404

**Email:** [reception@involve.community](mailto:reception@involve.community)

**Website:** [www.involve.community](http://www.involve.community)

## Bracknell Forest Community Network

The Bracknell Forest Community Network (BFCN) works collaboratively with partners in the mental health and wider health and care systems. Our aim is to support individuals who are 18 years and older living with a range of mental health conditions (including dementia) to remain socially included by better understanding their mental health and supporting them in preventing relapses. Our Recovery Facilitators work with individuals to develop their confidence, life skills and resilience by extending the pathways of mental health and wellbeing support and remove barriers to access so they can live as independently as possible. Our service offers a person-centred approach to mental health as recovery is about people staying in control of their life despite their mental health challenges.

For more information on our referral criteria and a referral form please contact us on:

**Telephone:** 01344 351715

**Email:** [BFCN@bracknell-forest.gov.uk](mailto:BFCN@bracknell-forest.gov.uk)

## The Voluntary, Community and Faith Sector

There are a lot of different groups and organisations that are often referred to as the voluntary, community and faith sector. These include: charities, religious groups and community groups. They provide a lot of support including information, advice and advocacy services. Also there are many groups providing social activities for all including social clubs, dancing, sport, keep fit, arts and crafts.

**Telephone:** 01344 304404

**Email:** [reception@involve.community](mailto:reception@involve.community)

**Website:** [www.involve.community](http://www.involve.community)



# Housing and Residential Support

## Age UK Berkshire Handyperson Service



This service is for anyone who needs someone to carry out small DIY jobs around the house. The service is carried out by skilled operatives with DBS check, references and many years experience.

Work undertaken includes:

- repairing door locks/door bells
- putting up shelves and cupboards
- fitting carpets
- adjusting doors
- installing hand rails
- replacing light bulbs and tubes
- fitting smoke alarms
- hanging picture frames
- decorating

If any small charges for materials or work are needed, these are agreed beforehand.

**Telephone:** 0118 959 4242

**Email:** [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk)

**Website:** [www.ageuk.org.uk/berkshire/our-services/handyperson/](http://www.ageuk.org.uk/berkshire/our-services/handyperson/)

## Care Homes

The Berkshire Care Services Directory is a comprehensive guide to choosing and paying for care, including residential care, in Berkshire. To obtain a hard copy, please call:

**Telephone:** 01223 207770

For more information and to download a copy, please go to:

**Website:** [www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-available](http://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-available)

## Retirement living schemes

Our independent living schemes are available for anyone over the age of 60 (55+ in some schemes), who needs low levels of support. Amenities and facilities offered at our retirement living schemes include:

- Meals
- Gardens
- Social events
- Wellbeing activities
- Hairdressers
- Laundry facilities
- Storage space for mobility scooters

Broadway House, Clement House and Liscombe House have all won EAC Housing with Care awards!

**Telephone:** 0300 123 1567

**Email:** [hello@abri.co.uk](mailto:hello@abri.co.uk)

**Website:** [www.abri.co.uk/](http://www.abri.co.uk/)





## Meals

### Age UK Berkshire Easy Shop

If you find it difficult to get to the shops, Age UK Berkshire may be able to help. They can place your order with the supermarket of your choice and arrange for them to deliver at a pre-arranged time. You can order weekly, fortnightly or monthly. There is a small charge for this service.

For more information please go to:

**Telephone:** 0118 959 4242

**Email:** [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk)

**Website:** [www.ageuk.org.uk/berkshire/our-services/easy-shop/](http://www.ageuk.org.uk/berkshire/our-services/easy-shop/)

### Bracknell Foodbank

The Foodbank provides nutritionally balanced emergency food for people in need in the Bracknell Forest area who are referred by a wide range of local agencies and organisations. Each food pack contains enough food for three days and the food is donated by local people and businesses.

**Telephone:** 01344 862699

**Email:** [foodbank@kerith.co.uk](mailto:foodbank@kerith.co.uk)

### Meals at Home

Bracknell Forest Council provides a wide-ranging list of organisations from across Bracknell Forest who can either deliver food or offer meals at their locations, this is called Community Meals. The aim is to provide choice and flexibility which should help someone to choose meals that can meet personal preferences and requirements.

**Telephone:** 01344 352000

**Website:** [www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-available/staying-your-own-home/community-meals](http://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-available/staying-your-own-home/community-meals)



## Getting Out and About

### Accessible taxis

Most taxis in Bracknell Forest are fully wheelchair accessible and have features to make travelling easier for people with disabilities, such as induction loops and intermediate steps. When you are booking a vehicle, make sure you let the operator know of any special requirements you have so they can send the appropriate vehicle and driver. A list of firms and drivers who have stated they are available for wheelchair booking can be found at:

**Website:** [www.bracknell-forest.gov.uk/roads-parking-and-transport/travel-and-public-transport/taxis](http://www.bracknell-forest.gov.uk/roads-parking-and-transport/travel-and-public-transport/taxis)

### Blue Badge



The Blue Badge scheme provides a national arrangement of parking concessions for people with disabilities who travel either as drivers or passengers.

The scheme applies to:

- People with severe walking difficulties
- People who drive a vehicle regularly, have a severe disability in both arms, and are unable to operate, or have considerable difficulty in operating, all or some types of parking meter;
- People who are registered blind
- People who receive a mobility allowance or the higher rate of the mobility component of the Disability Living Allowance or Personal Independence Payments
- People who are at risk due to mental impairment may also be eligible

The Blue Badge allows badge holders to park close to their destinations and in designated disabled parking bays. The council provides a number of disabled badge holder parking bays within the town centre.

**Telephone:** 01344 352000

**Website:** [www.bracknell-forest.gov.uk/health-and-social-care/blue-badge-scheme](http://www.bracknell-forest.gov.uk/health-and-social-care/blue-badge-scheme)



## Bracknell Shopmobility

Bracknell Shopmobility provides a mobility service to local residents and visitors who have difficulty walking. The service has a wide range of manual and powered wheelchairs and scooters to enable easier access to facilities and shops in the town centre. They are based on the ground floor of Princess Square.

People do not need to be registered disabled to use them but they do need to register to use the service for the first time. Please allow 15 minutes to complete the registration form and to receive instruction on the safe use of the vehicle. Please bring with you proof of identity confirming your name and address e.g. utility bill, driving licence, bank card. For more information please contact:

**Telephone:** 01344 861316

**Website:** [www.bracknellshopmobility.org/](http://www.bracknellshopmobility.org/)

## Concessionary Bus Pass

The Concessionary Bus Pass scheme allows holders to travel anywhere in England on local buses for free during off-peak times and at any time during weekends and bank holidays. All Bracknell Forest bus passes are now e+ cards, which is a wallet sized plastic card with an electronic chip. It can be used throughout the borough by residents and frequent visitors and can be used to get discounts in local shops and attractions. To apply or for more information please contact:

**Telephone:** 01344 352000

**Website:** [www.bracknell-forest.gov.uk/roads-parking-and-transport/travel-and-public-transport/older-persons-bus-pass](http://www.bracknell-forest.gov.uk/roads-parking-and-transport/travel-and-public-transport/older-persons-bus-pass)

## Bracknell Forest Access Guide

AccessAble have been working with Bracknell Forest Council to provide access information to over 550 places to go in the area, including cinemas, restaurants and shopping centres. Places are assessed by a trained surveyor, so you can get all the facts, knowing someone has actually been there to collect the details. The information sits alongside over 125,000 other places across the UK, making the website a great tool for planning a trip away, as well as visiting places locally.

**Telephone:** 01438 842710

**Website:** [www.accessable.co.uk/](http://www.accessable.co.uk/)

## Keep Mobile



Keep Mobile is a voluntary organisation that provides transport for older people and disabled people as well as organised day trips out.

Keep Mobile's mission is to help people in the Wokingham and Bracknell Forest Council areas who are unable to use ordinary transport, due to their disability and/or age, to get out and about and have as much of an independent life as is possible with regard to transport.

Keep Mobile operate a fleet of accessible mini-buses all of which have adaptable seating arrangements to suit varying needs and are equipped with passenger lifts.

Membership is open to anyone living in the areas covered by either Bracknell Forest or Wokingham Borough Councils, who is disabled (whatever age) and elderly people over the age of 70. Self-certification is all that is needed, there is normally no independent evidence required.

**Telephone:** 0845 544 0850

**Email:** [admin@keepmobile.org.uk](mailto:admin@keepmobile.org.uk)

## Railcard subsidy

Bracknell Forest Council offers a subsidised railcard as an alternative to a bus pass to the over 65s and disabled people. These railcards give holders a third off most standard and first-class rail fares across Great Britain for a whole year. To apply for a railcard or to renew an existing one please contact:

**Telephone:** 01344 352000

**Website:** [www.bracknell-forest.gov.uk/roads-parking-and-transport/travel-and-public-transport/trains](http://www.bracknell-forest.gov.uk/roads-parking-and-transport/travel-and-public-transport/trains)

## Travelling by bus

The Traveline website provides information about bus routes and timetables in Bracknell Forest.

**Telephone:** 0871 200 2233

**Website:** [www.traveline.info](http://www.traveline.info)

## Bracknell Forest Community Transport

Door to door volunteer transport service for people who live in Bracknell Forest. For people with reduced mobility or a disability that have no car, friends/family available or public transport links that need help getting to GP, social groups, visit friends, shopping, classes and more...

This is not a taxi service or a replacement to patient transport.

There is a charge for using this service and you must book in advance. There is no guarantee of availability.

### Enquiries and booking please contact

The Ark Trust office, Monday to Friday 10am to 4pm

**Telephone:** 01344 266911

**Email:** [community@theark.org.uk](mailto:community@theark.org.uk)

## Strive Mobility

The simple way to rent mobility equipment (wheelchairs, hoists, mobility scooters etc) online

Whether you need to hire a wheelchair in Bracknell, rent a hoist in Glasgow or a mobility scooter in Manchester, you're at the right place.

Strive Mobility was created in order to make life just a little easier for our disabled users and their carers. We understand that for anyone with a disability, it's not always easy to get out and about; having to always think about the equipment that you might need in order to get somewhere and what mobility aids you might need once you're there, can be stressful. With Strive Mobility you no longer have to worry about this. You can now hire wheelchairs, mobility scooters, profile beds and other mobility equipment on a long or short term basis so that they're available for you to use at your destination.

- Rent Wheelchairs
- Mobility scooters for hire
- Profiling beds for rent
- Hire Portable Hoists
- Crutches, slings, commodes and other mobility aids available for hire from [www.StriveMobility.com](http://www.StriveMobility.com)

### Who to contact

**Contact Name:** Mobility Equipment Rentals

**Email:** [info@strivemobility.com](mailto:info@strivemobility.com)

**Website:** [www.strivemobility.com](http://www.strivemobility.com)



## Day Support at Day Centres

There are a number of locations around Bracknell Forest where daytime activities for older people take place, and where they can attend during the daytime. Some locations provide a daily service, whilst others are open more or less often, although they all offer the opportunity to socialise. These centres may have an eligibility criteria ensuring that their services are provided for people who most need them. They provide the opportunity to meet others socially, to engage in activities, have refreshments and/or a meal. Below is a list of these centres with a very brief description of each:

### COATS (Crowthorne Old Age to Teen Society)

COATS is a charity whose objective is to promote the welfare of older people within Crowthorne and surrounding area. It runs a centre at:



Pinewood Avenue  
Crowthorne  
Berkshire  
RG45 6RQ

It maintains good relationships with the likes of churches, Mothers' Union groups, the local doctors, nurses, care agencies, social services, and the police.

People can either make their own way to the centre or arrange to use the minibus owned by the Society; complete with tail lift, it can transport those who have difficulty walking or who need to travel in a wheelchair to and from the centre. The facilities are available on request for any older person who lives in the close environs of Crowthorne. For more information contact the centre manager on:

**Telephone:** 01344 773464

**Email:** [secretary@coatscrowthorne.org.uk](mailto:secretary@coatscrowthorne.org.uk)



## Age Concern Bracknell Forest Day Centre



A small personal independent day centre based in Forest Park. Age Concern Bracknell Forest sets out to inspire and support the elderly community. Established in 1979, we are an organisation driven by progressive care. We believe that nobody should be discriminated against and that carers deserve respite.

Our centre is open Monday - Friday, 9 am - 4 pm. We offer supportive care and stimulation to those who need it.

We are fully dementia-friendly, our centre lends itself to the condition along with our dedicated care team who have substantial experience in supporting those diagnosed.

We pack a lot into a day, with multiple group activities like games, crafts, quizzes, bingo, fitness, and more. We have films and music all worked into our entertainment schedules to keep everyone entertained. We encourage participation but don't insist on it. Our care team actively encourages relationship building and conversation.

All our members have individual support plans, key workers, and their behaviours as well as diet are monitored in a none intrusive way. This enables us to communicate and clearly measure any deterioration that carers, families, or representatives may need to be aware of. We hold formal reviews periodically to ensure we are as open and transparent as possible.

**Before you do anything, come and see us!**

For further information please contact the Age Concern Bracknell Forest office:

**Telephone:** 01344 422048

**Email:** [info@ageconcernbracknell.org.uk](mailto:info@ageconcernbracknell.org.uk)

We will be able to check what days /spaces we have available as well as arranging a time and date to suit you to come and visit, meet the team, and show you around!

**Website:** [www.ageconcernbracknell.org.uk/](http://www.ageconcernbracknell.org.uk/)

**Watch our YouTube video:** [www.youtube.com/@ageconcern3092](http://www.youtube.com/@ageconcern3092)

## Sandhurst Day Centre

Sandhurst Day Centre is a registered charity whose objective is to enable the older people in their community to have access to a facility which provides for their social needs and well being. The centre is located at:

Yorktown Road  
Sandhurst  
Berkshire  
GU47 9BJ

The centre provides social activities, hot meals and care facilities for older people including people with dementia. People can either make their own way to the centre or arrange to use the minibus owned by the centre.

Sandhurst Day centre now offers a drop-in service to support carers. For more information please contact:

**Telephone:** 01252 877601

**Email:** [manager@sandhurstdaycentre.org.uk](mailto:manager@sandhurstdaycentre.org.uk)

## Rainbow Daycare

This is a specialist dementia day care service delivered in a safe environment with full care and support for those who need it. We offer an amazing alternative to traditional residential based care, as we run in community settings, so for those who attend it feels more like a club. All of our day clubs run from 10am – 4pm in community locations. We provide refreshments and snacks throughout the day and a light lunch. The day is an opportunity for much needed respite for carers.

**Telephone:** 01344 944 676

**Email:** bracknellforest@therainbowcaregroup.com

**Website:** therainbowcaregroup.com

## The Ascot District Day Centre

The aim of the Ascot District Day Centre is to provide an environment in which older people can meet friends, enjoy a meal and have the opportunity to join in with various activities. The centre can be found at the top end of Sunninghill High Street, beyond the shops in Bagshot Road. The address is:

The Ascot District Day Centre  
Bagshot Road, Sunninghill  
Ascot SL5 9PD



People can either make their own way to the centre or transport is available from North and South Ascot, Sunninghill and Sunningdale by the centre's minibus. For more information please contact:

**Telephone:** 01344 624923

**Email:** ascotdaycentre@btconnect.com

## Warm Welcome Tuesdays

Our warm welcome is designed to support vulnerable and socially isolated people, as well as those on lower incomes; at a time when the cost of living is a significant challenge, everyone is welcome.

We offer a warm, friendly and inclusive place with access to light refreshments and snacks. You can use it as somewhere to socialise, take part in activities and if you wish to receive information on how to reduce bills, access financial support and stay healthy and well. We can help you to get online, troubleshoot technical issues and you can use our WI-FI for free with ours or your own equipment.

The activities and services available at our warm welcome are run by trained staff and volunteers from within the local area who are individuals who understand the needs of the local communities.

Tuesday's 10.30am - 12.30pm – at Trax, Mill Ride, North Ascot, SL5 8JW. (Behind the Parish Council Offices). Contact The Ark Trust:

**Telephone:** 01344 266899

**Email:** info@theark.org.uk



## Making life easier at home

### Assistive Technology

Technology has made a lot of advances in recent years with things such as televisions, computers and mobile phones. There are also a lot of different types of technology to help people with a wide-range of conditions live at home, while remaining independent and safe. It can provide peace of mind as well as freeing up the time of friends and family carers. This technology can range from equipment such as walking frames, bathing aids and grab rails to technology that makes use of automatic monitoring of things like: possible falls, unexpected opening of doors, alarms to alert when someone needs help and various types of sensors. There are a range of sensors, for instance, a bed sensor can be used to detect when a person gets out of bed at night and if they do not return within a certain period, an alarm would be raised, as they may have fallen. The bed sensor can be combined with a light sensor so that when the person gets out of bed the light turns on so they can see where they are going.

Examples of assistive technology include:

- standing frames
- text telephones
- accessible keyboards
- large print
- Braille and speech recognition software
- dropped curbs

These products can be bought or hired from many suppliers. For more information, please contact adult social care on:

**Telephone:** 01344 351500

### Help with technology at Bracknell Library

Join AbilityNet's friendly advisers to get help with technology such as:

- mobile phones
- laptops
- tablets
- smart watches
- fitness trackers
- headphones

This monthly drop-in session takes place on the second Friday of each month.  
Just drop in, there's no need to book.

Bracknell Library  
The Avenue  
Bracknell  
RG12 1BH

## Disabled Facilities Grant

People experiencing difficulties getting around their home, for example having trouble getting up the stairs, may be eligible for a Disabled Facilities Grant. This grant helps towards the cost of making changes that are reasonable and practical to meet someone's needs and enable them to continue to live in their home. To access the grant people need to ask for an assessment of their needs and finances.

People can claim this grant if they, or someone living in their property, are disabled and:

- they, or the person on whose behalf they are applying, either own or rent (including licensees) the property
- they can certify that they, or the person on whose behalf they are applying, intend to occupy the property as their only or main residence throughout the grant period - currently five years.

For more information, please contact Bracknell Forest Council on:

**Telephone:** 01344 351500

## Dementia, Cognitive and Behavioural Conditions Grant

This grant is available if you or someone you are responsible for is diagnosed with:

- dementia
- a cognitive impairment
- a sensory disability
- a recognised long term behavioural condition

For more information, please contact Bracknell Forest Council on:

**Telephone:** 01344 351500

The grant is intended to make homes friendly, help individuals live safely, manage their surroundings and be independent.

Works could include:

- making changes to lighting to improve brightness and visibility
- changing cupboard doors to glass ones to aid recognition of contents
- redecorating walls to make rooms feel calmer
- replacing floor coverings that cause confusion or safety issues
- replacing bathroom toilet seats and rails with coloured ones to improve visual perception
- installing signage for easier recognition
- making sure there is safe access to the property
- provision of a safe space
- carbon monoxide, cold and heat alarms
- digital assistive technology

This list is not exhaustive. We will consider each case with help and advice from the council's occupational therapy service.

The maximum grant award is £2,000.



## Conditions

There will be no means test and no charge will be placed against the property.

The individual must be a permanent resident of Bracknell Forest and the property must be their permanent address.

A maximum of one application for this grant will be considered in any 5 year period.

## Home Care

The Berkshire Care Services Directory is a comprehensive guide to choosing and paying for care, including care at home. To obtain a hard copy, please call:

**Telephone:** 01223 207770

For more information and to download a copy, please go to:

**Website:** [www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-available](http://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-available)

## Flexible Home Improvement Loan

The Flexible Home Improvement Loan is available for owner occupiers aged over 60 who would like to improve the warmth, safety and security of their home.

For more information about the Flexible Home Improvement Loan contact Bracknell Forest Council on:

**Telephone:** 01344 352000

## Forestcare Telecare Services

Bracknell Forest Council's 24-hour telecare response service, Forestcare installs and monitors a range of telecare equipment and services in people's homes.

A Forestcare lifeline alarm consists of a base unit connected to a person's phoneline and a pendant worn around the wrist or neck. The individual simply pushes the red button on the base unit or their pendant to connect a call to the control centre. When the call comes through to Forestcare, the user will be offered help and the necessary assistance in a timely manner.

If the customer does not have a working phoneline in the property, a lifeline alarm utilising a SIM card can be offered as an alternative option.

The lifeline alarm can be used in the home and garden.

### Other Services & Equipment

**Sensors** – A range of sensors can be attached to the lifeline alarm at additional cost and can be tailored to individual needs. These include smoke, carbon monoxide, flood and falls sensors.

**Pocket Pal** – The size of a key fob, The Pocket Pal is a mobile lifeline alarm which uses SIM card technology and can therefore be used both in the home and when out and about. The principal is the same as the standard lifeline alarm, simply press the button to activate a call through to Forestcare. The device also utilises GPS technology so Forestcare can track & locate the user if necessary.

**Key Safe** – Installed in a discrete location on the outside of the property. Family, friends, carers and emergency services can then use keys to gain access to the property in an emergency if individual is unable to get to the front door.

**Responder Service** – This service provides emergency home care 24 hours a day, for situations such as assistance when other agencies are unable to attend, help when unforeseen circumstances occur or when family members / friends are not available. The individual must have a lifeline alarm installed to receive this service.

**Care Calls** – This is where Forestcare will phone the individual. This could be for several reasons including, prompt to take medication, reminder to attend appointments or just to say ‘hello’ and have a chat. The individual must have a lifeline alarm installed to receive this service.

For more information or to have an initial discussion, please contact Forestcare:

**Telephone:** 01344 786599

**Email:** [Forestcare.enquiries@bracknell-forest.gov.uk](mailto:Forestcare.enquiries@bracknell-forest.gov.uk)

**Website:** [www.bracknell-forest.gov.uk/forestcare](http://www.bracknell-forest.gov.uk/forestcare)

## Home Fire Safety Check

A safe and well visit is where members of your local Fire and Rescue Service will visit your home, at a time convenient to yourself, and carry out an inspection of your home. Additionally, you may qualify for free smoke alarms to be fitted within your home. We will carry this out completely free of charge and can fit them in a matter of minutes, ensuring you are safer from the moment we leave.

**Telephone:** 0800 587 6679

**Website:** [www.rbfrs.co.uk/your-safety/safety-at-home/book-a-safe-and-well-visit/](http://www.rbfrs.co.uk/your-safety/safety-at-home/book-a-safe-and-well-visit/)

## Keeping your home warm

Energy used in homes is responsible for over a quarter of all UK emissions of carbon dioxide, the main greenhouse gas causing climate change. Making homes as energy efficient as possible will improve comfort, save money and is better for the environment and there are often grants available to help with this. People wanting advice on improving the energy efficiency of their home can contact Bracknell Forest Council:

**Telephone:** 01344 351500

## Personal Assistants at Home

Whether people get a direct payment from the council to pay for their support, or they buy services privately, Personal Assistants at Home aims to help everyone find Personal Assistants that they can trust from people and organisations that have been vetted and approved on grounds of quality, safety, and training.

**Telephone:** 03330117255

**Website:** [personalassistantsathome.com](http://personalassistantsathome.com)



## Keeping safe and well

### Bracknell Forest Community Response

Bracknell Forest Community Response is a network of local volunteers, managed by The Ark Trust. It provides short-term community support for people who live in Bracknell Forest, with no local support or professional help, who are experiencing an illness such as flu or covid. The network can help with non-medical information, advice and guidance and practical help and support with day to day tasks including prescription collections, click and collect orders, foodbank deliveries, dog walking, topping up utility keys, eye wear, hearing aids and lots more...

There is no additional charge for this service, but people pay for what they spend for example food shopping or prescription fees.

We aim to action requests within 1-2 working days. Open Monday to Friday 10am to 4pm.

**Telephone:** 01344 266911

**Email:** [community@theark.org.uk](mailto:community@theark.org.uk)

### Healthmakers

Do you have a long-term condition you want to learn to self-manage? Apply for a place on our free NHS self-management course.'

**Telephone:** 01344 415947

**Email:** [healthmakers@berkshire.nhs.uk](mailto:healthmakers@berkshire.nhs.uk)

**Website:** [www.berkshirehealthcare.nhs.uk/healthmakers](http://www.berkshirehealthcare.nhs.uk/healthmakers)

### Herbert Protocol

The Herbert Protocol is a national scheme introduced by the Search & Rescue teams of Thames Valley in partnership with Thames Valley Police and other agencies, which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing. Carers, family members and friends can complete the form in advance, and in the event of your family member or friend going missing, the form can be easily sent or handed to the Police or Search & Rescue to reduce the time taken in gathering this information.

**Telephone:** 0118 904 6900

**Website:** [dementia.berkshirerescue.org.uk/](http://dementia.berkshirerescue.org.uk/)

## Keeping safe from harm

Everyone has the right to live safely, to be free from violence, fear and any abuse, no matter who we are, our age, disability, race or health, whether we live on our own, at home with our families or in supported accommodation.

Abuse can be defined as 'a violation of an individual's human and civil rights by any other person or persons'.

If someone suspects that a person with dementia is being abused they should:

- Contact the Bracknell Forest Adult Social Care Team.  
**Telephone:** 01344 351500
- In an emergency outside normal office hours, contact the EMERGENCY DUTY TEAM.  
**Telephone:** 01344 351999
- Someone with concerns about abuse in relation to a care or nursing home or domiciliary care provider should contact the Care Quality Commission on.  
**Telephone:** 03000 616161
- If someone thinks a person may be in danger, they should call the emergency services on 999.

### What if you are the person being abused?

Call one of the numbers above or ask someone you trust to contact them for you.

## Message in a Bottle

Message in a Bottle is a simple idea which allows emergency information to be kept in a small plastic bottle which is easily and quickly found by the Emergency Services in an emergency.

**Telephone:** 01189 046 900

**Website:** [www.bracknellforestlions.org.uk/events/messageinabottle.html](http://www.bracknellforestlions.org.uk/events/messageinabottle.html)

## Occupational Therapist

Occupational therapy helps people to live as independently as possible and assists those with disabilities to carry out activities essential for daily living, with the aim of maintaining or improving independence. Occupation means any way in which people spend their time, from washing, dressing, toileting to paid or unpaid work, housework, education to sports, hobbies, and social activities.

Examples of essential activities for daily living include:

- Managing personal care, such as getting to the bathroom and getting on/off toilet
- Moving safely around the home, getting in/out of bed
- Managing steps and stairs
- Accessing property
- Ability to prepare meals
- Enabling an individual to take up or stay in paid or unpaid work.

Following an assessment, support may be offered from an Occupational Therapist. For more information contact adult social care on:

**Telephone:** 01344 351500

## Sensory Needs Clinic

Sight loss affects people of all ages, but just as with dementia, as people get older they are increasingly likely to experience sight and/or hearing loss.

The aims of the sensory needs service are to promote independence and safety as well as providing short term programmes of rehabilitation to allow someone to manage their day to day lives. The service is for people who have some form of eye-sight or hearing loss.

An assessment is made to look at how a person's particular eye-sight or hearing problem affects their day to day life. If eligible, items of equipment may be provided and/or help may be given to adapt the home, or the person may be provided with a direct payment to arrange their own support either in the home or when getting about.

For more information about attending the sensory needs service or clinic please contact adult social care on:

**Telephone:** 01344 351500

**Minicom:** 01344 352045

**Email:** [adult.services@bracknell-forest.gov.uk](mailto:adult.services@bracknell-forest.gov.uk)

## Recovering from illness at home

This service is provided by Bracknell Forest Council in partnership with the NHS. It allows people the chance of recovering at home from episodes of ill health or accidents by helping with recovery and rehabilitation. Following an assessment and goal setting, and depending on your needs, the Intermediate Care Service can provide this service free of charge for up to six weeks, or sooner if your goals have been achieved. As part of this you may also be offered aids and equipment to enable you to be independent. This service also helps to prevent you going into hospital unnecessarily. It may also help you regain some or all of your independence after a stay in hospital. Referrals for these services can be made by anyone.

**Telephone:** 01344 351500

**Email:** [adult.services@bracknell-forest.gov.uk](mailto:adult.services@bracknell-forest.gov.uk)



## Your Stay in Hospital

### Support Whilst in Hospital

There are a number of initiatives in our local hospitals to support people with dementia during their stay in hospital. For example the 'Forget Me Not' Scheme helps staff members identify people with dementia and offer appropriate support. Hospitals also have a range of activities for people with dementia and a lot of work has gone into improving the hospital environment to make it more 'Dementia Friendly'. For further information please contact:

**Frimley Park Hospital: 0300 614 5000**

Frimley Park Hospital, Portsmouth Road, Frimley, GU16 7UJ

**Wexham Park Hospital: 0300 614 5000**

Wexham Park Hospital, Wexham, Slough, SL2 4HL

**Heatherwood Hospital: 0300 614 5000**

Heatherwood Hospital, London Road, Ascot, SL5 8AA

**Royal Berkshire Hospital: 0118 322 5111**

Royal Berkshire Hospital, London Road Craven Road, Reading RG1 5AN



## Alzheimer's Society

### Dementia Support Workers

Alzheimer's Society Dementia Support Workers provide practical and emotional support for people with dementia and their families and carers during and following a stay in hospital. The Support Workers talk through any concerns that people with dementia and carers may have and provide tailored information and guidance on how to live well with dementia. They help patients and carers to understand the hospital process, for example which staff members they might be in contact with or the hospital discharge process, and provide details of local support services available in the community when patients leave hospital.

**Telephone:** 0118 959 6482

**Website:** [www.alzheimers.org.uk/get-support/help-dementia-care/going-into-hospital](http://www.alzheimers.org.uk/get-support/help-dementia-care/going-into-hospital)

### Alzheimer's Society 'This is Me' form

'This is Me' is a form that you can use to provide details about a person living with dementia. It provides an easy and practical way of recording who the person is. The form includes space to add details on the person's cultural and family background; events, people and places from their lives; preferences, routines and their personality. It is suitable for use in any setting – at home, in hospital, in respite/replacement care or a care home and provides a valuable way of letting medical and social care staff know more about the person who has dementia.

**Telephone:** 0118 959 6482

**Website:** [www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me](http://www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me)

## Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service offers help and guidance in addressing concerns and resolving issues by liaising with the relevant teams. The team can offer you support and advice during your stay if you have problems that are difficult to resolve. You can also contact them after you have left hospital.

### Frimley Park Hospital

**Telephone:** 0300 6136530

**Email:** [palsfrimleypark@fhft.nhs.uk](mailto:palsfrimleypark@fhft.nhs.uk)

Visit the office at Frimley Park Hospital, main entrance

### Heatherwood Hospital

**Telephone:** 01753 633365

**Email:** [palsheatherwood@fhft.nhs.uk](mailto:palsheatherwood@fhft.nhs.uk)

### Royal Berkshire Hospital

**Telephone:** 0118 322 8338

**Email:** [talktous@royalberkshire.nhs.uk](mailto:talktous@royalberkshire.nhs.uk)

Visit the Patient Relations office on Level 2 main

### Wexham Park Hospital

**Telephone:** 0300 6153365

**Email:** [palswexhampark@fhft.nhs.uk](mailto:palswexhampark@fhft.nhs.uk)

Visit Wexham Park Hospital, Blue Zone, opposite the chapel

## Discharge from Hospital

### Age UK Berkshire Easy Shop

If you find it difficult to get to the shops, Age UK Berkshire may be able to help. They can place your order with the supermarket of your choice and arrange for them to deliver at a pre-arranged time. You can order weekly, fortnightly or monthly. There is a small charge for this service.

For more information please go to:

**Telephone:** 0118 959 4242

**Email:** [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk)

**Website:** [www.ageuk.org.uk/berkshire/our-services/easy-shop/](http://www.ageuk.org.uk/berkshire/our-services/easy-shop/)

### Age UK Berkshire Help at Home

Age UK offers help if you find yourself less able to do things around the home. You can choose any number of hours to suit you, from a one-off clean, to an hour or two a month or a weekly service.

The Homehelp team are fully referenced and insured. The Homehelp Plus team do not offer personal care. There is an hourly charge for this service.

For more information please go to: [www.ageuk.org.uk/berkshire/our-services/homehelp-plus/](http://www.ageuk.org.uk/berkshire/our-services/homehelp-plus/)

**Telephone:** 0118 959 4242

**Email:** [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk)

### Berkshire Care Services Directory

The Berkshire Care Services Directory contains information on care in Berkshire, including funding social care and supporting carers. This guide can help you make informed decisions about your care. There is also a comprehensive list of social care services in Berkshire, including home care agencies and care homes that support people with dementia.

Call Care Choices for a free copy of the Berkshire Care Services Directory.

**Telephone:** 01223 207770

**Website:** [www.carechoices.co.uk/region/south-east/berkshire/](http://www.carechoices.co.uk/region/south-east/berkshire/)

### Bracknell Forest Council Hospital Discharge Service

The Hospital Discharge Worker provides advice and guidance to support your discharge from hospital. This may include assessing a person's needs and arranging any necessary services. For further information please contact the Community Mental Health Team for Older Adults.

**Telephone:** 01344 351500

**Email:** [adult.services@bracknell-forest.gov.uk](mailto:adult.services@bracknell-forest.gov.uk)



**Bracknell Forest Community Response** please see page 35

**Community Mental Health Team for Older Adults** please see page 9

**Dementia Advisory Service** please see page 9

**Forestcare Responder Service and Care Calls** please see page 33

**Recovering from illness at home** please see page 37

**CareSeekers** please see page 46

## **NHS Continuing Healthcare**

Some people with dementia are entitled to free NHS care once they have left hospital, known as 'NHS Continuing Healthcare'. This is available to people whose primary need is for healthcare, rather than social care. In most cases, only people with significant healthcare needs will be eligible.

**Telephone:** 01189 046 900

**Website:** [www.nhs.uk/conditions/social-care-and-support/nhs-continuing-care/](http://www.nhs.uk/conditions/social-care-and-support/nhs-continuing-care/)

**Personal Assistants at Home** please see page 34



## Information and Advice

### Age Concern Bracknell Forest

Age Concern Bracknell Forest is a local 50-year-old charity. We are focused on improving the lives of the local community. We are passionate about reducing isolation and loneliness in older people. We are independent, unique and caring. Our ethos is recognising individuality, seeing the person, not afflictions and championing the older community across Berkshire.

For further information please contact the Age Concern Bracknell Forest office on:

**Telephone:** 01344 422048

**Email:** [info@ageconcernbracknell.org.uk](mailto:info@ageconcernbracknell.org.uk) .

**Website:** [www.ageconcernbracknell.org.uk/about](http://www.ageconcernbracknell.org.uk/about)

### Age Concern Slough and Berkshire East

Age Concern Slough and Berkshire East is an independent local charity which offers information and advice as well as support for older people in Slough and Berkshire East. They have a wide range of support specially designed for the over 50s. For more information, please contact:

**Telephone:** 01753 822890

**Email:** [info@ageconcernsabe.org.uk](mailto:info@ageconcernsabe.org.uk)

**Website:** [www.ageconcernsabe.org.uk](http://www.ageconcernsabe.org.uk)



## Age UK Berkshire Information & Advice

As well as the more than 100 factsheet and guides available free of charge to anyone (of any age), Age UK Berkshire also offers specialist telephone and email support to anyone interested in knowing more about older people and the services available to them. Age UK Berkshire links closely to the Pensions Service and to other government bodies, but offers independent advice include advice around benefits.

For more information please go to: [www.ageukberkshire.org.uk](http://www.ageukberkshire.org.uk)

**Telephone:** 0118 959 4242

**Email:** [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk)

Outside of 'office hours' please call the national Age UK Helpline: 0800 169 65 65

### Advocacy

An advocate is an independent person trained to give people support to express their views, explore choices and options, defend their rights and wishes and to access information and services. for further information please contact:

**Telephone:** 0330 440 9000

**Website:** [www.theadvocacypeople.org.uk](http://www.theadvocacypeople.org.uk)

## Benefits Advice

People who have been assessed as eligible for social care support from Bracknell Forest Council can receive advice from the financial assessment team about whether they are entitled to any benefits and how to go about claiming these. The team can help people to complete benefit claim forms and will provide support through the application process.

For residents who do not receive social care support from the council, there are a number of agencies which help with benefits advice and claim forms. These include:

### **Citizens Advice Bureau**

**Telephone:** 0808 278 7914

**website:** [www.caeb.org.uk](http://www.caeb.org.uk)

### **The Pension Service**

**Telephone:** 0800 731 7898

### **Attendance Allowance**

**Telephone:** 0800 731 0122

**website:** [www.gov.uk/attendance-allowance/overview](http://www.gov.uk/attendance-allowance/overview)

### **Personal Independent Payments (PIP)**

**Telephone:** 0800 731 0122 0800 121 4433

### **Carers Allowance**

**website:** [www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)

## Council Tax Exemption

Some people with a disability or 'mental impairment' may be exempt from paying council tax. If another person lives with them, that person's council tax bill may be reduced.

For more information, please contact the Revenue Services at Bracknell Forest Council on:

**Telephone:** 01344 352011

## Healthwatch Bracknell Forest

Healthwatch Bracknell Forest is the independent consumer champion gathering and representing the views of local people. Healthwatch provides information, advice and guidance on health and social care matters, signposts people to support if they want to make a complaint about services. They also report concerns about the quality of health care to Healthwatch England, which can then recommend that the Care Quality Commission takes action.

**Telephone:** 0300 0120184

**Email:** [info@healthwatchbracknellforest.co.uk](mailto:info@healthwatchbracknellforest.co.uk)

**Website:** [www.healthwatchbracknellforest.co.uk](http://www.healthwatchbracknellforest.co.uk)

## Lasting Power of Attorney

It is well known that people should write a will to make sure their loved ones are provided for when they die, but what happens if someone is left unable to make decisions because of the development of dementia, accident or illness?

A Lasting Power of Attorney lets a person appoint someone to make decisions on their behalf. It's normally used when someone is unable to make their own decisions but can be set up at any time.

There are 2 types:

1. Health and Welfare
2. Property and Financial Affairs

People can choose to make one type of Lasting Power of Attorney or both.

### **1. Health and Welfare Lasting Power of Attorney**

This allows someone to choose one person or more to make decisions about things like:

- their daily routine (e.g. eating and what to wear)
- medical care
- moving into a care home
- refusing life-sustaining treatment

This Lasting Power of Attorney can only be used once someone is unable to make their own decisions.

### **2. Property and Financial Affairs Lasting Power of Attorney**

This lets someone choose one person or more to make decisions about money and property for them, e.g.:

- paying bills
- collecting benefits
- selling their home

People can appoint someone to look after their property and financial affairs at any time.

### **Who can be an attorney?**

An attorney can be anyone 18 or over, e.g.:

- a relative
- a friend
- a professional (like a solicitor)
- a person's husband, wife or partner

For more information and to start the process, please contact:

Office of the Public Guardian

PO Box 16185

Birmingham

B2 2WH

**Telephone:** 0300 456 0300

**Email:** [customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)

**Textphone:** 0115 934 2778

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

## CareSeekers

CareSeekers is a team of Care Consultants who quickly find vacancies in appropriate care homes or availability of live-in or visiting care at home for people who are funding their own care.

They provide support throughout the whole process of finding care. By working closely with hospital, family and care providers CareSeekers ensure that each patient is quickly provided with the most appropriate care options.

**Telephone:** 01483 203636

**Website:** [www.careseekers.co.uk/](http://www.careseekers.co.uk/)

## Patient Advice Liaison Service (PALS)

PALS is a free, informal and confidential patient advice service providing support and guidance across Berkshire NHS Foundation Trust services. It also assists carers and relatives and recognises their essential role. PALS improve services by listening to people's concerns, suggestions and experiences and ensure that people who design and manage services are aware of the issues they raise. PALS can offer support in the following ways:

- Offer confidential advice and support to patients, families and carers
- Provide information on the NHS and health related matters
- Listen to concerns and queries and help solve problems as promptly as possible
- Liaise with other organisations and professionals
- Refer people to other services outside the Trust
- Assist with formal complaints about Trust services or any other matter

You can contact our PALS team for support from 9am to 4pm, Monday to Friday, excluding Bank Holidays. If you contact us outside of this time and leave a message with us, we will get back to you within 5 working days. PALS can show you how you can get more involved in your own healthcare.

Visit the office at:

Building 1  
Room 1.1.11  
Prospect Park Hospital  
Honey End Lane  
Reading RG30 4EJ

**Telephone:** 0118 960 5027

**Email:** [pals@berkshire.nhs.uk](mailto:pals@berkshire.nhs.uk)

**Freepost address:**

Freepost RLYE-TKEY-UYKS  
Berkshire Healthcare NHS Foundation Trust  
PALS - Prospect Park Hospital  
Honey End Lane  
Reading RG30 4EJ

## **Paying For Your Own Care**

People with capital and/or savings of more than £23,250 are likely to be expected to pay the full cost of their residential care until their savings drop below this level.

Funding Your Own Care is an information booklet produced by Bracknell Forest Council and the information contained in this booklet is intended to make people aware of some of the complex financial issues that arise when they decide to live in residential or nursing care. The council strongly recommends that people take time to consider all support and financial options before making a decision. For more information or to request a copy of this booklet please contact:

**Telephone:** 01344 351500

**Website:** [www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/paying-care](http://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/paying-care)

If you need this in an alternative format please contact the Community Mental Health Team for Older Adults on 01189 046 900.