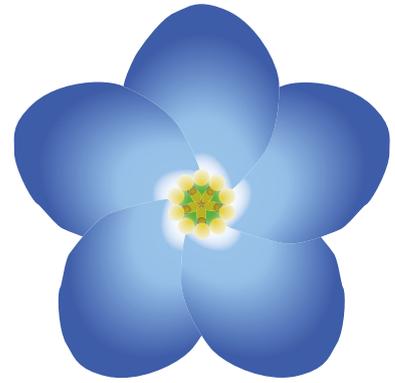


The Dementia Directory



2026

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. Please contact us for additional directories or to suggest any updates of amendments.

Community Mental Health Team for Older Adults
Church Hill House
51 - 52 Turing Drive
Turing Drive
Bracknell
Berkshire
RG12 7FR
Telephone: 0118 904 6900
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.



Berkshire Healthcare
NHS Foundation Trust

Bracknell Community Mental Health Team for Older Adults

(including Bracknell Memory Clinic and the Dementia Advisory Service)

Tel: 0118 904 6900

www.bracknell-forest.gov.uk/dementia

Office hours are Monday to Friday, 9am - 5pm (excluding bank holidays).

Bracknell Forest Social Services:
01344 351500
(Out of hours emergency: 01344 351999)



Alzheimer's Society: 0333 150 3456
www.alzheimers.org.uk



NHS Urgent Care: 111
For out of hours mental health support:
Crisis Resolution and Home Treatment Team (CRHTT): 0800 129 9999



Signal for Bracknell Forest Carers:
01344 266088
www.signal4carers.org.uk



Dementia friendly events and activities

Below are events specifically for people with dementia and their family members/carers. There are many other activities suitable for people with dementia and their family members/carers in Bracknell Forest. For a full list of social activities, please contact the Community Mental Health Team for Older Adults on 0118 904 6900.

Monday			
Camberley Alzheimer's Café	3rd Monday of every month (except August) 6.30pm - 8.30pm	St. Martin's Church, Camberley, GU15 4HE	maureenhume01@gmail.com 01276 675 266
Carers Evening information session	Last Monday of the month (excluding bank holidays) 5.30pm - 7pm	Church Hill House, Bracknell, RG127FR	dementia.adviser@bracknell-forest.gov.uk 01189 046 900
Dementia Friendly Cinema	Second Monday of the month 1.30pm for 2pm start	South Hill Park, Bracknell, RG12 7PA	sales@southhillpark.org.uk 01344 484 123
Social Get-together	Every Monday 10.30am – 12noon (excluding bank holidays)	The Admiral Cunningham, Bracknell, RG42 1TU	dementia.adviser@bracknell-forest.gov.uk 01189 046 900
Tuesday			
Carers Drop-in	First Tuesday of the month 10am - 12noon	Forget-me-knot, Bracknell, RG12 7SJ	sharon@signal4carers.org.uk 01344 266 088
Community Dementia Friendly Café	Second Tuesday of the month 11am - 12.30pm	The Royal Foresters, Ascot, SL5 8DR	info@ageukberkshire.org.uk 07585793069
Wednesday			
Age Concern Triple A Outings	Available throughout the year	All outings include a central collection pick up service.	For more information see Bracknell Age Concern website. 01344 422 048
The Ascot Memory Morning	Third Wednesday of the month 11am - 12.30pm	St Michael's Church Hall, Church Lane, Ascot, SL55 7DD	info@ageukberkshire.org.uk 07585793069
Friendship and Footsteps	First Wednesday of the month	Location will vary within Bracknell Forest	07778 911565 info@ageconcernbracknell.org.uk
Singing for the Brain	Launching 1st October continuing bi-weekly 1.30 - 3pm	Clement House, Bracknell, RG12 2GU	No booking required For more information: Call 01276 903106
Mindful mile at Royal Ascot	Held on the Last Wednesday of every month. 10am arrival at the club house. 10.30am set off.	Royal Ascot Golf Club SL5 7LJ	This is a community walking group. info@ageukberkshire.org.uk 07585793069
Thursday			
Seated Exercises	Every Thursday 1.30pm - 2.45pm	King Edwards Hall, Ascot, SL5 8PD	terrie.hall@alzheimersdementiasupport.co.uk 07516 165 647
Singing for the Brain	Last Thursday of the Month 11am – 12:30pm	New Priestwood Community Centre, Bracknell, RG42 1TU	annabell.kirby@alzheimers.org.uk 0118 959 6482
The Lavender Lounge	Second Thursday of every month 10.30am -12pm	The Foxes Den, Benetfeld Road, Binfield RG42 4EW	No booking required For more information please call 01276 903106
Friday			
Dementia Forum	Last Friday of April and October 11am - 2pm		dementia.advisers@bracknell-forest.gov.uk 0118 904 6900
Singing for Pleasure	Every Friday 10.30am - 12noon	King Edwards Hall, Ascot, SL5 8PD	terrie.hall@alzheimersdementiasupport.co.uk 07516 165647

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Top 10 practical things to do after a dementia diagnosis guide

This guide was co-produced with carers and is intended for individuals recently diagnosed with dementia and their family members. For more detailed information, please speak with a member of the Community Mental Health Team for Older Adults (CMHTOA).

1. Benefits (see page 21)

Enquire whether you may be entitled to a range of benefits

2. Cognitive Stimulation Therapy (CST) (see page 4)

Check with CMHTOA to see if you are eligible to attend CST course at the Memory Clinic. These are themed activity sessions held one morning a week.

3. Community Mental Health Team for Older Adults (CMHTOA) (see page 9)

Explore services available through CMHTOA, including the Dementia Advisory Service.

4. Driving

If you are driving with a dementia diagnosis, you must inform: The Driver and Vehicle Licensing Agency (DVLA) and your motor insurance company.

5. Financial Planning (see page 21)

It is important to consider at an early stage of dementia diagnosis setting up a Lasting Power of Attorney for Finance and another for Health and Welfare.

6. SIGNAL – Our Carer Organisation (see page 41)

SIGNAL offers free information, advice, and support to adult carers in Bracknell Forest. They can also assist with form filling. Contact Signal for Carers on: 01344 266088

7. Support Groups and Events (see page 4)

Joining a support group can improve well-being, reduce isolation, and connect you with others in similar situations. Experienced carer volunteers are often available to offer reassurance and guidance.

8. Training Course (see page 4)

Family carers are encouraged to attend our 'Understanding Dementia' training course. To sign up, please call the Bracknell Memory Clinic on 0118 904 6900.

9. Website and Newsletter

If you are able, visit our Bracknell Forest Council dementia webpages for 'further' helpful information and support and sign up to receive our Dementia Support e-Newsletter.

Website: www.bracknell-forest.gov.uk/health-and-social-care/dementia

10. Create Moments to Remember

Spend quality time with loved ones through meaningful activities that foster connection and emotional well-being. Capturing these moments with photos, videos, or written reflections can bring comfort and joy.



Community Mental Health Team for Older Adults

Our Community Mental Health Team for Older Adults (CMHT OA) offers support for people with dementia as well as those people over the age of 75 experiencing complex mental health problems or people over the age of 70 with mental disorder and significant physical illness or frailty.

We also provide support to their carers/family/friends, involving them in decision making around care and treatment.

CMHT OA work closely with other Health and Social Care teams and Voluntary organisations to provide support after a Mental Health diagnosis.

Referrals to CMHT OA are made through your GP or other health / social care practitioners. For some services, including the Dementia Advisory Service, people can contact directly without a referral.

We are jointly funded through Bracknell Forest Council and Berkshire Healthcare NHS Foundation Trust.

Contact us

Monday to Friday 9am to 5pm

Community Mental Health Team
Church Hill House
51-52 Turing Drive
Bracknell
Berkshire, RG12 7FR
0118 904 6900

Bracknellcmhtoadmin@berkshire.nhs.uk

We are on Bus Routes 171/172 from Bracknell Bus Station

Support Levels

Low Level Support

Memory Service: The Memory Service will complete an assessment with you to understand the difficulties you may be experiencing. We'll discuss options with you, which may include medication, or a referral for further support / services. Bracknell Memory Service is accredited by the Memory Services National Accreditation Programme (MSNAP).

Dementia Advisory Service: The Dementia Advisory Service provides information, advice and support to people with dementia and their carers. The service is available to anyone with a diagnosis of dementia who is not already being supported by Social Care or the CPN Team.

Telephone: 0118 904 6900

Email: Dementia.adviser@bracknell-forest.gov.uk

Website: www.bracknell-forest.gov.uk/health-and-social-care/dementia

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.

Website: www.bracknell-forest.gov.uk/health-and-social-care/dementia

Carer Understanding Dementia Training: A course for carers designed to raise awareness of various aspects of dementia.

Cognitive Stimulation Therapy: This course is available where appropriate, to actively stimulate and engage people with dementia whilst providing an optimal learning environment and the benefits of a group.

Carer Support Groups and Drop-Ins: Monthly Carers Forum offering a welcoming space for carers to connect with one another, share experiences, and access advice. Weekly Carers Drop-In sessions offering support, conversation, and signposting to helpful services.

Moderate Level Support

One to One Therapy: Talking to a therapist to help you either learn strategies to manage your difficulties differently or understand your emotional response to events whilst working towards agreed goals. (Carers can access similar support through the Talking Therapies service if they are not eligible for the OPMH service).

Occupational Therapist: Assess the impact of mental health and/or dementia on day to day function. Support includes alternative techniques and supportive equipment.

Social Care Practitioner: Assess, plan, co-ordinate and advise on care and support needs including assessing for packages of care and completing carers assessments.

Community Psychiatric Nurse (CPN): Supports people with complex needs. They provide advice, treatment and support for people with mental health problems and their carers.

Speech and Language Therapist (SLT): The speech therapy service is available to all service users across Bracknell Memory Clinic and the Community Mental Health Team Older Adult service. The SLT offers support with both communication and swallowing difficulties experienced by our service users.

High Level Support

Social Care Practitioner: Supports with high level social care needs. This may include arranging emergency packages of care, or safeguarding people from abuse.

Home Treatment Team (HTT): Aims to provide safe, intensive and effective home-based assessment and treatment offering an alternative to inpatient care. HTTs provide high quality, needs-led services to older people who are experiencing an acute mental health problem/crisis or who require intensive specialist support.

Other accessible services

Second opinion

Should you wish to obtain a second opinion regarding your care, please speak to your allocated worker or clinician who will be happy to assist in approaching an appropriate colleague.

Research

Research helps us develop new treatments, understand and prevent illnesses, and improve our patient's quality of life. Research at Berkshire Healthcare spans a wide range of studies—from testing new medicines and treatments to surveys that explore your thoughts and experiences. Each study plays a vital role in advancing knowledge and improving healthcare.

Email: research@berkshire.nhs.uk

You may also be interested in <https://www.joindementiaresearch.nihr.ac.uk>

Interpreting services

DA Languages offer language and translation services in 450 languages via telephone or face to face. They also provide written translation services, if necessary, we also offer British Sign Language interpretation through Remark. If you require language or sign language interpreting services, please inform the CMHT OA Admin Team as soon as possible, contact details are on the previous page.

Accessing your records

You may be able to view your GP clinical record including medications and test results using the NHS app or other online patient apps. Please speak to your GP for more information. For information regarding your care and treatment with the CMHT OA, please speak to your allocated worker or clinician regarding a Data Subject Access Request (DSAR).

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.

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.

Telephone: 0118 960 5027

Email: pals@berkshire.nhs.uk



Alzheimer's Society

Together we are help & hope
for everyone living with dementia

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

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

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.

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. Further information:

Telephone: 0118 959 6482

Email: berkshire@alzheimers.org.uk

Website: <https://www.alzheimers.org.uk/>

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

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:

Website: www.dementiafriends.org.uk and click on 'become a Dementia Friend'.

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/ Local Support Services

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

Website: www.alzheimers.org.uk/find-support-near-you

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.

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

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

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. Online support is available round the clock through our website, where we have regularly updated advice on a wide range of topics.

Website: www.alzheimers.org.uk/get-support/publications-factsheets

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.



Care Services in your Home

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:

Telephone: 0118 959 4242

Email: info@ageukberkshire.org.uk

Website: 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 contact:

Telephone: 0118 959 4242

Email: info@ageukberkshire.org.uk

Website: <https://www.ageuk.org.uk/berkshire/our-services/homehelp-plus/>

Age UK Berkshire Befriending Service

Age UK Berkshire offer free befriending for older people who would like a friendly chat and a bit of company. The team of dedicated and caring volunteers can either visit clients in their own homes, or speak to them on the phone (Berkshire-wide) to provide companionship and friendly conversation.

Telephone: 0118 959 422

Email: www.ageukberkshire.org.uk

Website: www.ageuk.org.uk/berkshire/our-services/befriending/

Assessing your care needs through Bracknell Forest Council

If you have care and support needs, you are entitled to a needs assessment. Care and support is the term used to describe the help some adults need to live as well as possible with any illness or disability they may have. It can include help with things like:

- getting out of bed
- washing
- dressing
- getting to work
- cooking meals
- eating
- seeing friends
- caring for families
- being part of the community

The assessment will see what care and support you may need. It will also look at how this will be provided and how it will be paid for.

Telephone: 01344 351500

Email: adult.socialcare@bracknell-forest.gov.uk

Webpage: <https://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-bracknell-forest/assessing-your-support-needs>

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/publication/berkshire-care-services-directory/

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

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: 01483203636 **Website:** www.careseekers.co.uk/

Home Care

Bracknell Forest Council can offer advice and guidance on planning and arranging care at home. To obtain a hard copy, please call:

Telephone: 01344 351500

Website: www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-available

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

Email: adult.socialcare@bracknell-forest.gov.uk

Website: personalassistantsathome.com



Day Centres/Community Support Services

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

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

Telephone: 01344 422048

Email: info@ageconcernbracknell.org.uk

Website: www.ageconcernbracknell.org.uk/

Watch our YouTube video: www.youtube.com/@ageconcern3092



AGE
Concern

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. The Centre provides companionship, healthy lunches, teas, stimulating activities, entertainment and services for older people in the local community in addition to providing respite



for their carers. 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

Website: <https://www.coatscrowthorne.org.uk/>

Mental Health Recovery Network

The Mental Health Recovery Network 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: mhrn@bracknell-forest.gov.uk

Website: www.bracknell-forest.gov.uk/health-and-social-care/mental-health-and-wellbeing/mental-health-recovery-network

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

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 wellbeing. 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

Website: <https://www.sandhurstdaycentre.co.uk/>

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.

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

Website: <https://www.ascotdaycentre.org/>



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.

Website: www.ageconcernbracknell.org.uk/community-groups



Financial Matters

Benefits Advice

The Pension Service. Telephone: 0800 731 7898

Website: <https://www.gov.uk/contact-pension-service>

Attendance Allowance. Telephone: 0800 731 0122

Website: www.gov.uk/attendance-allowance/overview

Personal Independent Payments (PIP). Telephone: 0800 917 2222

Website: <https://www.gov.uk/pip>

Carers Allowance. Telephone: 0800 731 0297

Website: www.gov.uk/carers-allowance

Benefits Calculator

Age UK's benefits calculator can help you find out which benefits you could be entitled to. It's free and simple to use and the details you provide are kept anonymous. You can also have a benefit check completed over the telephone and your results will be sent to you. To enquire about this service contact:

Telephone: 08006781602 lines are open 8am-7pm, 365 days a year.

Website: <https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/benefits-calculator/>

Council Tax Exemption

Some people with dementia (severe 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

Website: <https://www.bracknell-forest.gov.uk/council-tax/exemptions-council-tax>

Lasting Power of Attorney

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.

Telephone: 0300 456 0300

Email: customerservices@publicguardian.gsi.gov.uk

Textphone: 0115 934 2778

Website: www.justice.gov.uk/about/opg

NHS Continuing Healthcare

Some people with dementia are entitled to free NHS care, 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/

Paying For Your Own Care

If you have eligible care and support needs, you may be referred for a financial assessment through Bracknell Forest Council. Your eligibility may be identified through a care needs assessment. The financial assessment will look at your income and any assets you own, like a house. They will then calculate how much you can afford to contribute toward your care and support costs.

Telephone: 01344 351500

Website: <https://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-bracknell-forest/paying-care>

SOLLA (Society of Later Life Advisers)

SOLLA helps people and their families in finding trusted accredited financial advisers who understand financial needs in later life. A well-qualified financial adviser who is also somebody who understands the plans you need to make for your retirement years.

Telephone: 0333 2020 454

Email: admin@societyoflaterlifeadvisers.co.uk

Website: <https://societyoflaterlifeadvisers.co.uk/>

Bracknell Forest Council is not responsible for, and accepts no liability for, any advice, recommendations, information, or services provided by the independent financial advice agency or any third party. Residents are solely responsible for any decisions they make in reliance on such advice or information.

Residents should seek their own independent verification of any advice received and should consider obtaining advice from a suitably qualified and regulated adviser before taking any action. Bracknell Forest Council does not warrant the accuracy, completeness, or suitability of any advice or information provided by the agency and will not be liable for any loss, damage, or cost arising from reliance on it.

If you have concerns about the quality or suitability of advice received, you should raise these directly with the agency and, where appropriate, the relevant regulatory or ombudsman service.



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

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

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/

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

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.

For more information please contact:

Telephone: 01344 861316

Website: 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.

Companion Bus Pass

A companion bus pass is a disabled bus pass marked with a 'C' symbol. This pass lets a disabled user and a companion travel for free. It is not a separate bus pass for the companion. Both you and your companion must get on and off the bus at the same stop as each other.

Telephone: 01344 352000

Website: www.bracknell-forest.gov.uk/roads-parking-and-transport/travel-and-public-transport/older-persons-bus-pass

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 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.

Telephone: 0845 544 0850

Email: admin@keepmobile.org.uk

Website: www.keep-mobile.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

Strive Mobility

The simple way to rent mobility equipment. You can 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.

Contact Name: Mobility Equipment Rentals

Email: info@strivemobility.com

Website: www.strivemobility.com



Housing 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

Website: www.ageuk.org.uk/berkshire/our-services/handyperson/

Care Homes

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

Telephone: 0118 904 6900

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

Website: www.carechoices.co.uk/publication/berkshire-care-services-directory/

Housing Advice

Contact Bracknell Forest Council to get advice about:

- how to solve problems affecting your housing situation
- what to do if you have been asked to leave your property
- how you can find somewhere else to live
- how they can help you.

Telephone: 01344 352010

Email: housing.options@bracknell-forest.gov.uk

Website: <https://www.bracknell-forest.gov.uk/housing>

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

Website: www.abri.co.uk/



Information and Advice

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

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

Website: www.ageconcernbracknell.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.

Telephone: 0118 959 4242

Email: info@ageukberkshire.org.uk

Website: www.ageukberkshire.org.uk

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

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.

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

Telephone: 0118 904 6900

Email: Dementia.adviser@bracknell-forest.gov.uk

Website: www.bracknell-forest.gov.uk/health-and-social-care/dementia

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

Website: www.healthwatchbracknellforest.co.uk

Email: volunteers@alzheimers.org.uk

Rare Dementia Support

Rare Dementia Support offers specialist social, emotional and practical support services for individuals living with, or affected by, a rare dementia diagnosis. Their vision is for all individuals with, at risk of or supporting someone with one of these forms of dementia to have access to information, tailored support and guidance, and contact with others affected by similar conditions.

Telephone: 020 3318 0243

Email: contact@raredementiasupport.org

Website: <https://www.raredementiasupport.org/>



Getting Support During Unexpected Situations

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

Website: <https://theark.org.uk/services/response/>

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

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 kept in the fridge 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

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

Website: <https://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-bracknell-forest/intermediate-support-home>

The Cinnamon Trust

The Cinnamon Trust is a national charity dedicated to helping older people (state pension retirement age and over), the terminally ill, and their beloved pets. Their main goal is to keep people and their pets together by offering assistance with pet-related tasks like dog walking, pet care, and short-term fostering (when an owner needs to go to the hospital), as long as they have suitable volunteers available.

They also provide long-term care for pets whose owners have passed away or moved into residential care accommodation that doesn't allow pets. These arrangements are made well in advance, giving owners peace of mind knowing their cherished companions will have a safe and happy future. For further information:

Telephone: 01736 757900 (Monday to Friday, 10:00-16:00) and choose option 2.

Website: <https://cinnamon.org.uk/>



Making Life Easier at Home

Assistive Technology

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:

- 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

Website: <https://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-bracknell-forest>

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 up to £2,000. A maximum of one application for this grant will be considered in any 5 year period.

Telephone: 01344 351500

Website: <https://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-bracknell-forest>

Disabled Facilities Grant

People experiencing difficulties getting around their home, 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: 01344 351500

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 phonenumber 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. 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 discreet 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.

Telephone: 01344 786599

Email: Forestcare.enquiries@bracknell-forest.gov.uk

Website: 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/

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

Website: <https://www.bracknell-forest.gov.uk/housing/energy-home>

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

Website: <https://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-bracknell-forest/occupational-therapy>

Sensory Needs Support

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

Website: <https://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/care-services-bracknell-forest/sensory-needs-support>



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

Website: 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

Website: <https://www.kerith.church/foodbank>

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



Support for Carers

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

Website: www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/support-carers-bracknell-forest

Carers' Education Course

Bracknell Memory Clinic offer an Understanding Dementia Course for family members and carers. The course is designed to give you clear information about dementia, practical strategies for daily care, and support for your own wellbeing.

Please contact the Bracknell Memory Clinic on:

Telephone: 0118 904 6900

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

Carers UK

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

Website: www.carersuk.org/

CARERS UK
the voice of carers

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/

Cruse Bereavement
Support

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. Receive 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.

Telephone: 0300 365 2000 (option 2)

Website: talkingtherapies.berkshirehealthcare.nhs.uk

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

Website: www.signal4carers.org.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.

Telephone: 01344 311200

Email: ask@youthlineuk.com or office@youthineuk.com

Website: www.youthlineuk.com



Younger People with Dementia

Dementia that is diagnosed before the age of 65 is called young onset dementia. People who have young onset dementia are sometimes described as:

- younger people with dementia
- people with working age dementia

Young onset dementia is much less common than dementia in older people. It is estimated that there are more than 70,000 people living with young onset dementia in the UK. People diagnosed with young onset dementia may need to adjust to living with this long-term condition. They may be concerned about how their diagnosis will impact on them and their family.

Admiral Nurses

Admiral Nurses support family and carers of those with young onset dementia. They provide both emotional and practical help. The Admiral Nurse can provide advice and consultancy to fellow professionals and carers. They are also involved in education programmes for carers.

Telephone: 0118 904 6900

Email: dementia.adviser@bracknell-forest.gov.uk

Website: <https://ypwd.info/dementia-carer-support/admiral-nurses/>

Young Onset Dementia Adviser

Our dementia adviser provides expert advice for those with young onset dementia and their families. They can offer advice on various aspects of living with dementia including:

- planning for the future
- financial benefits
- activities and events
- signposting to more support

Telephone: 0118 904 6900

Email: dementia.adviser@bracknell-forest.gov.uk

Website: <https://www.bracknell-forest.gov.uk/health-and-social-care/dementia/young-onset-dementia>

Younger People with Dementia (YPWD) charity

YPWD work with colleagues across health and social care services to provide support for people with young onset dementia and their family and carers.

This includes activities and workshops which are risk positive and age appropriate. They also provide carer support groups, including for rare dementias, and provide social activities for families.

Telephone: 0118 207 2880

Email: contact@ypwd.info

Website: <https://ypwd.info/>

Understanding young onset dementia - course

We host regular education courses for people diagnosed with dementia and their family and friends. They provide people with an opportunity to learn more about dementia. They are also a way to meet up with others in a similar situation. To find out more about the course and to register, contact the Young Onset Dementia Adviser.



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, Brook Avenue, London Road, Ascot SL5 7GB

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

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

Bracknell Forest Council Hospital Discharge Service

The Hospital Discharge Team 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:

Telephone: 01344 351500

Email: adult.services@bracknell-forest.gov.uk

Home from Hospital Service

This FREE service offers practical support for you when you come home from hospital. The service is tailored to your specific needs, and can include help with things like:

- food shopping
- light household cleaning
- getting you to and from GP and hospital appointments
- ordering and collecting your medication
- information, support, advice and signposting to other services that can help you in the future once you have recovered

Our experienced and friendly staff will work with you for a number of weeks after you have been discharged from hospital, depending on your needs. They will check on you regularly to see how you are getting on, and provide you with support you as you recover.

Telephone: 0118 959 4242

Email: info@ageukberkshire.org.uk

Website: <https://www.ageuk.org.uk/berkshire/our-services/home-from-hospital-service/>

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

Visit the office at Frimley Park Hospital, main entrance

Heatherwood Hospital Telephone: 01753 633365

Email: palsheatherwood@fhft.nhs.uk

Royal Berkshire Hospital Telephone: 0118 322 8338

Email: talktous@royalberkshire.nhs.uk

Visit the Patient Relations office on Level 2 main

Wexham Park Hospital Telephone: 0300 6153365

Email: palswexhampark@fhft.nhs.uk

Visit Wexham Park Hospital, Blue Zone, opposite the chapel

Notes

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Evaluation and Feedback

To ensure the Bracknell Forest Dementia Directory continues to meet the needs of local residents, families, and professionals, we are committed to understanding its impact and value. Your feedback is essential.

By sharing your experience of using this directory—what has helped, what could be improved, and what difference it has made—we can:

- Identify the most useful resources and information
- Improve future editions
- Demonstrate the directory's benefits
- Strengthen the case for continued funding and development

We greatly appreciate any feedback, big or small. Thank you for helping us keep the directory relevant, accessible, and impactful.



Bracknell Forest Dementia Directory – Evaluation Form

(Please cut out and return by email/post)

Alternatively please provide feedback by telephone: 0118 904 6900

1. How did you use the Dementia Directory?

- For myself
- For a family member
- For someone I support professionally
- Other:

2. What information or sections did you find most helpful?

3. Is there anything missing, unclear, or needing improvement?

4. Has the directory made a difference to you or the person you support?

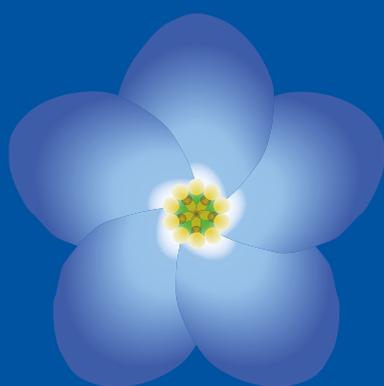
5. Any additional comments or suggestions?

Please return your completed slip to:

dementia.adviser@bracknell-forest.gov.uk
Community Mental Health Team for Older Adults
Church Hill House,
51 – 52 Turing Drive,
Bracknell,
Berkshire,
RG12 7FR.

Notes

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'If you need this Directory in an alternative format please contact the Community Mental Health Team for Older Adults on 0118 904 6900.