

Guide to Services

February
2019



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1. Bristol Dementia Wellbeing Service



Bristol Dementia Wellbeing Service

The Bristol Wellbeing Service provides support to people affected by dementia who are registered with a Bristol GP. The service brings together a whole range of professionals who work with GPs, other health professionals and other partners across Bristol to support people with dementia and their carers. We create personalised wellbeing plans with the person with dementia at its heart, providing support, guidance and help when, and where people want it, and in a way that suits them.

For more information please contact our Access Point

0117 904 5151

Monday to Friday, 8am to 6pm

Below are examples of what is provided by the Bristol Dementia Wellbeing Service:

Dementia Navigators

Dementia Navigators support the person with dementia and their family/carers, working to maintain independence and promote quality of life. Navigators will look at local groups and activities in the community as well as signposting to other agencies, providing information, guidance, practical and emotional support that is responsive to each individual.

Dementia Practitioners

Dementia Practitioners are qualified members of the service who work closely with the GP to support them in the diagnosis of dementia for people experiencing memory problems. For those diagnosed with dementia, Dementia Practitioners will assess their needs and start developing a Wellbeing Plan. Dementia Practitioners and Navigators work collaboratively to offer timely interventions at times of change.

Side by Side

Alzheimer's Society's Side by Side service provides opportunities to match people with dementia and volunteers to maintain or develop hobbies and interests.

Contact details: Alzheimer's Society 0117 961 0693

Memory Cafés

Anyone with concerns about their memory or that of another can attend. Sessions usually have a speaker as well as tea, biscuits, light activities and written information

Brislington Memory Café

St. Lukes Church Hall, Church Parade, Brislington, Bristol , BS4 4LS

2nd Wednesday of every Month: 2pm – 4pm

Fishponds Memory Café

Beechwood Club, Beechwood Road, Fishponds, Bristol, BS16 3TR

2nd Friday of every month: 2pm – 4pm

Withywood Memory Café

Withywood Centre, Queens Road, Withywood, Bristol, BS13 8QA

1st Tuesday of every month: 10am – 12noon

Contact: Peter Conway on **0117 961 0693**

Email: peter.conway@alzheimers.org.uk

Cost: No charge

Music and Memories

Linking people with dementia, their families, carers and volunteers with professional musicians. Each session is free and consists of a one-hour performance by a professional musician during which people are encouraged to use a range of percussion and props.

When: Third Monday of each month

Where: St Peter's Church Hall, Allison Road, Brislington, BS4 4NZ

When: Third Wednesday of each month

Where: The Salvation Army Community Hall, Hassel Drive, Lawrence Hill, Bristol, BS2 0AW

Contact: Fiona at 01823 323 752

Email: fiona@reminiscencelearning.co.uk

Cost: No charge, donations gladly received

St Anne's Social Group

A fortnightly social group for people with dementia and their carers. Includes teas & coffees, activities, information and a chat

When: 1.30pm to 3.30pm every 2nd and 4th Tuesday of the month

Where: St Anne's Boardmill Social Club, Avonvale Road, Redfield, BS5 9RN

Contact: Peter Conway on **0117 961 0693**

Email: peter.conway@alzheimers.org.uk

Cost: No Charge

Carers Support Groups

Bedminster Down Carers Support Group

When: Every 2nd Wednesday, 6.30pm – 8.00pm

Where: Bedminster Down Ex-Serviceman's Club, Winford Grove, Bedminster Down, Bristol, BS13 7DY

Contact: Bristol Dementia Wellbeing Service on 0117 947 3120

Cost: No charge

Bristol Community Links (Central) Carers Support Group

When: Every 4th Thursday of the month, 10am-12pm

Where: Bristol Community Links, Russell Town Avenue, St George, BS5 9LT

Contact: Dementia Wellbeing Service on 0117 904 5150

Cost: No charge

Other group information can be found in **Section 3. Local Support**

2. Around the time of diagnosis



Alzheimer's Society National Helpline

This service provides information and advice regarding dementia care, health and social care, and legal and welfare rights. Enquirers speak with staff who are trained in providing information on all aspects of dementia. All calls are dealt with confidentially.

Contact: 0300 222 11 22

Monday to Wednesday 9.00am-8.00pm

Thursday and Friday 9.00am-5pm

Saturday to Sunday 10.00am-4.00pm

Calls to this number are charged at the local rate from anywhere in the UK. www.alzheimers.org.uk



Care Direct (Bristol City Council Social Services)

The main way to contact adult care (social services). Care Direct can:

- Give you information and advice
- Tell you about other organisations that may be able to help

If appropriate, they will carry out an assessment which may be over the phone or face to face.

If you are a carer, you are entitled to a *Carer's Emergency Card*. This makes sure that in the event that you are taken ill or in an accident, the person you care for will still receive the necessary and appropriate support for up to 72 hours.

Contact details:

0117 922 2700 (8.30am – 5.00pm Monday to Friday).

There is an answerphone for outside office hours

Email: adult.care@bristol.gov.uk



Social Care Institute for Excellence - Gateway

The Social Care Institute for Excellence (SCIE) improves the lives of people who use care services by sharing knowledge about what works.



social care
institute for excellence

They are a leading improvement support agency and an independent charity working with adults', families' and children's care and support services across the UK. They also work closely with related services such as health care and housing.

www.scie.org.uk/dementia/after-diagnosis

Bristol Wellbeing Therapies

This service is part of the new Modernising Mental Health Service in Bristol. It is a partnership of 15 organisations all working together to deliver a range of Talking Therapies to support individuals experiencing a range of difficulties including:

- Depression
- Anxiety/panic
- Work related stress
- Obsessions and compulsions
- Post-traumatic stress
- Anger difficulties
- Relationship difficulties
- Loss/bereavement
- Long term physical health problems



Welcome to
Bristol
Wellbeing
Therapies

The Wellbeing Therapies service is open access which means that anyone can refer themselves or be referred by their or GP or other professional.

Contact: 0117 982 3209

Cost: Free of charge – Self referral

iapt-bristol.awp.nhs.uk

3. Local support



Activity Groups

Offer a range of arts and crafts, reminiscence or games in a friendly environment.

Movement & Memory (St Augustines Activity Group)

2 East Dundry Road, Whitchurch, Bristol, BS14 0LL

Every Monday (weekly except Bank Holidays): 10am – 12noon

Cost: Suggested donation £1 Per Person

Withywood Activity Group

Withywood Centre, Queens Road, Withywood, Bristol, BS13 8QA

3rd Tuesday every month: 10am – 12noon

Cost: Suggested donation £1 Per Person

Blaise Weston Court Art Group

Blaise Weston Court, Broadlands Drive, Bristol, BS11 0AF

1st Tuesday every month: 2pm – 4pm

Cost: Suggested donation £1 Per Person

Contact: Peter Conway on **0117 961 0693**

Email: peter.conway@alzheimers.org.uk



Age UK Bristol

Provides a range of support and services for older people, including:

Information & Advice Service

Contact: 0117 929 7537

Address: Canningford House, 38 Victoria Street, Bristol, BS1 6BY

www.ageuk.org.uk/bristol



British Red Cross – Home from Hospital Service

The 'Home from Hospital' service provides a weekly visit for up to six weeks after somebody is discharged from hospital. Support is provided through home visits aimed at promoting independence and companionship. Red Cross volunteers help with activities such as collecting prescriptions, shopping and light household work.

Contact: 0117 301 2619

Email: HfHBristolSouthGlos@redcross.org.uk

www.redcross.org.uk



Carers' Support Groups

Regular support groups for close family, friends and carers of people with dementia led by experienced facilitators. These groups are a place to share concerns and experiences.

Fishponds Carers' Support Group

Alzheimer's Society, Verona House, Suite A, Filwood Road, Fishponds, Bristol, BS16 3RY

3rd Wednesday every month: 7pm – 9pm

Cost: No charge

Westbury-on-Trym Carers' Support Group

Methodist Church, Westbury Hill, Westbury-on-Trym, Bristol, BS9 3AA

Last Monday of every month (except Bank Holidays): 2pm – 4pm

Cost: No charge – donations gladly received

Bedminster Down Carer's Support Group

Bedminster Down Ex-Service Club, Winford Grove, Bristol, BS9 3AA

2nd Wednesday of the month 6.30-8pm

Cost: No Charge, donations gladly received.

Contact: 0117 961 0693

Email: bristol@alzheimers.org.uk

Other group information can be found in **Section 1. Bristol Dementia Wellbeing Service**

Carers' Support Centre

Provide support, information and advice to families, friends and carers of any age. This includes:

- Carers Line (telephone support line)
- Carers Emergency Card (see Care Direct)
- One-to-one support and carers' groups
- Short breaks and carers' holidays
- Counselling service
- Support for young carers



Carers Support Centre
Bristol & South Gloucestershire

Contact: 0117 965 2200

Monday to Thursday 10.00am – 1.00pm and 2.00pm – 4.00pm.

Friday 10.00am – 1.00pm.

There is an answerphone for outside these hours.

Email: carersline@carerssupportcentre.org.uk

www.carerssupportcentre.org.uk

Bristol Crisis Service

Provides high-quality 24/7 support to people experiencing an extreme mental health or emotional crisis that requires help.

Contact: 0300 555 0334

www.bristolmentalhealth.org/services/crisis-service



LinkAge

Working with over 55s in the local communities around Bristol. Encouraging participation in social activities, reduce isolation and loneliness, and enable people to become active citizens in their community.

Contact: 0117 353 3042

www.linkagebristol.org.uk



Singing for the Brain®

Singing for the Brain® (SftB) is a service provided by Alzheimer's Society which uses singing to bring people together in a friendly and stimulating social environment. Singing is not only an enjoyable activity, it can also provide a way for people with dementia, along with their carers, to express themselves and socialise with others in a fun and supportive group.

Henleaze SftB

Trinity Henleaze United Reformed Church, Waterford Road, Henleaze, Bristol BS9 4BT

1st, 3rd & 5th Thursday of every month: 2.30pm – 3.45pm

Cost: £2.50 per person

Horfield SftB

Quaker Meeting Room, 300 Gloucester Road, Horfield, Bristol, BS7 8QA

Every Wednesday: 2pm – 3.45pm

Suggested contribution: £2 per person

Westbury on Trym SftB

St. Monica's Trust, Oatly House, Cote Lane, Westbury Hill, Westbury-on- Trym, Bristol, BS9 3TN

Every Wednesday (weekly): 10am – 11.45am

Suggested contribution: £2 per person

Filwood SftB

Filwood Community Centre, Barnstaple Road, Knowle, Bristol, BS4 1JP

Every Tuesday (weekly): 10am – 11:45am

Suggested contribution: £2 per person

Withywood SftB

Withywood Centre, Queens Road, Withywood, Bristol, BS13 8QA

Every Tuesday (weekly): 2pm – 3.45pm

Suggested contribution: £2 per person

Fishponds SftB

Beechwood Club, Beechwood Road, Fishponds, Bristol, BS16 3TR

Every Monday (weekly – Except for Bank Holidays): 11am – 12:45pm

Suggested contribution: £2 per person

Contact: Kate Thom on 0117 961 0693

Email: kate.thom@alzheimers.org.uk

RADAR Key

Toilets with extra room and easier access for the use of disabled people.
To obtain your own key contact **0117 955 9083**



Younger people with Dementia Network

A friendly and informal group for younger people with dementia (under 65). The group meets on the second Monday of each month 3pm - 5pm at Roll for the Soul Café

2nd Monday of the month, 2-4pm

Address: Bambalam, Podium Level, Colston Tower, Colston Avenue, Bristol, BS1 4XE

Cost: Free of Charge

Contact: Sonya Pratt 0117 9513410

Website: www.bristoldementiawellbeing.org

When They Get Older

Independent website offering generic advice and support for anyone with ageing and elderly family and friends

whentheygetolder.co.uk



Community Groups

Bristol & Avon Chinese Women's Group

Bristol & Avon Chinese Women's Group provides a range of services for Chinese women and their families including a sitting service, translation and interpretation, and a drop-in day centre.

Contact: 0117 935 1462

Address: St Agnes Church, Thomas Street, St Pauls, Bristol, BS2 9LL

Cost: Majority of services free of charge (charges apply for Care Support Service)



Chinese Lantern Project

This project offers a free telephone helpline service to the Chinese community in the South West region. The aim of this helpline is to identify and empower isolated and hidden members of the community.



Contact: 0808 802 0012

Monday to Friday, 10am to 4pm

Bristol Black Carers

Supports carers and those whom they care for to access mainstream care and health related public services. We provide regular support group meetings, organise trips and activities to give carers a break and can offer support, advice and information, either over the phone, at our offices or a home visit can be arranged.



Contact: 0117 379 0084

Address: The Clifford Drummond Office, St Paul's Settlement, 74 - 80 City Road, St. Pauls, Bristol, BS2 8UH

www.bristolblackcarers.org.uk

Dhek Bhal

A voluntary organisation promoting the health and social wellbeing of the South Asian community of Bristol & South Gloucestershire. Services include:

- Men's Day Centre Project
- Women's Day Centre Project
- Carers' Support Group
- Sitting Service



Contact: 0117 914 6671

Email: dhekbhal@yahoo.co.uk

www.dhekbhal.org.uk

4. Day Services in Bristol



Alzheimer's Society Day Support Service

Alzheimer's Society offers a specialist service for younger people with dementia (under 70 years) living in Bristol, South Gloucestershire and Bath & North East Somerset.

The Limes provides care and support during the day (8am - 6pm Monday to Friday) in a safe and comfortable environment. The care provided will be specific to the individual's assessed needs and requirements.

This will include:

- An opportunity to meet and mix with others
- Stimulation through social contact and meaningful activities
- An opportunity to pursue personal hobbies and social activities either at The Limes or in the community
- Refreshments and meals
- Support with personal care



Contact: 0117 961 3651

Address: The Limes, Kingswood Foundation Estate, Bristol, BS15 8DB

Cost: Charges may apply – contact for more information

Bristol Community Links

A city-wide day service for older people, adults with dementia, a learning difficulty or physical or sensory impairment. Provides day care for up to 5 days per week Monday to Friday. A two course meal and transport can be provided.

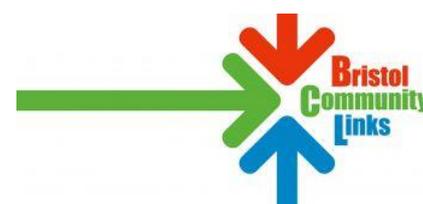
South contact: 0117 377 2720

North contact: 0117 903 8640

Central contact: 0117 903 0470

Email: bcl@bristol.gov.uk

Funded places – Referral via Social Services – Contact Care Direct for further information 01179222700



Brunelcare Day Services – Willows Day Centre

Willows Day Centre is located in Lawrence Weston and specialises in mild to moderate dementia.

Time For You allows the carer to have a regular break each week whilst a regular trained carer supports the person with dementia.



Contact: 0117 947 9900

Email: bristolandsouthglos.enquiries@brunelcare.org.uk

Funded places – Referral via Social Services – Contact Care Direct for further information 01179222700

Tyndale Circle Day Centre

Tyndale Circle Day Centre

A weekly day centre for those with memory loss who are not in full-time residential care. Meets every Thursday from 9.15am – 3.00pm



They also run a bi-monthly self-help group for families, friends and carers of people with dementia.

Contact: 0117 968 6065

Address: Tyndale Baptist Church, Whiteladies Road, Clifton, Bristol, BS8 2QG

Cost: £33.00 per day but self-funders receive a bursary from a charitable fund to reduce the charge to £15.00 per day.

Milestones Trust – Dementia day care

Humphry Repton House is a purpose-built day care centre providing:

- Reminiscence and life history sessions
- Snoezelen sessions for sensory stimulation
- Arts and crafts
- Music days
- Pool, darts and snooker
- Daily pet therapy
- Cooking and baking



- Hair and beauty.

Contact: 0117 970 9362

Email: referrals@milestonetrust.org.uk

Address: Humphry Repton House, Brentry Lane, Bristol, BS10 6NA

<http://www.milestonetrust.org.uk>

Funded places – Referral via Social Services – Contact Care Direct for further information 01179222700

Bristol Shared Lives

An approved carer shares their home and family life with a vulnerable person; this could be someone with learning difficulties, dementia, mental health issues or with another disability.

Carers come from a range of backgrounds and receive support and guidance from a Shared Lives Officer. Carers will provide care, support and accommodation within their own home.

Contact details: 0117 922 2700

Referral via Care Direct

www.bristol.gov.uk (search for 'Shared Lives')



5. Your social life, activities and leisure



Bristol Shares Reading

A trained facilitator will read aloud great stories and poems. You can relax, listen and join in the conversation about what they have read.

All reading material is provided, as are tea and biscuits.



Location: St Pauls Library
Where: Grosvenor Road, St Pauls, BS2 8XJ
When: Mondays, 2pm - 3.30pm
Cost: Free of Charge

Location: Bristol Central Library, Public Meeting Room on the first floor.
Where: College Green, Bristol BS1 5TL
When: Tuesdays, 2pm - 3.30pm
Cost: Free of Charge

Location: Redland Library
Where: Whiteladies Road, Bristol, BS8 2PY
When: Tuesdays 2pm – 3.30pm
Cost: Free of Charge

Location: Fishponds Library
Where: Robinson House, Hockeys Lane, BS16 3HL
When: Tuesdays 3pm – 4.30pm
Cost: Free of Charge

Location: Bishopston Library
Where: 100A Gloucester Road, BS7 8BN
When: Tuesdays 11.30-1pm
Cost: Free of Charge

Location: Hillfields Library
Where: Summerleaze, Speedwell, BS16 4HL6AS
When: Wednesdays 11am– 12.30pm
Cost: Free of Charge

Location: Southmead Library
Where: Greystoke Avenue, Southmead, BS10 6AS
When: Wednesdays 2pm– 3.30pm
Cost: Free of Charge

Location: Sea Mills Library

Where: Sylvan Way, Bristol BS9 2NA
When: 2nd and 4th Wednesday of the month 10.30am – 12pm
Cost: Free of Charge

Location: Westbury on Trym Library
Where: Falcondale Rd, Bristol BS9 3JZ
When: Thursdays 11.00am – 12.30pm
Cost: Free of Charge

Location: Clifton Library
Where: Princess Victoria Street, BS8 4BX
When: Thursdays, 2pm - 3.30pm
Cost: Free of Charge

Location: Filwood Library
Where: Filwood Broadway, Knowle, BS4 1JN
When: Fridays 11.30am - 1pm
Cost: Free of Charge

Location: Junction 3 Library
Where: Lower Ashley Rd, Bristol BS5 0FJ
When: Fridays 3.30pm – 5pm
Cost: Free of Charge

For further information: samanthaweaver@thereader.org.uk 07812 238 532

Dementia Adventure

Provide a range of high quality adventures ranging from short walks to international holidays and bespoke group breaks. These activities not only give a feeling of self-worth but also give a sense of belonging, encourage team work and provide an opportunity to make new friends

Contact: 01245 237 548
Email: info@dementiaadventure.co.uk
www.dementiaadventure.co.uk



Dementia Friendly Swimming: Living with dementia and an active lifestyle

Swimming sessions with experienced tutors who can offer swimming tuition, exercises or whatever support is needed.

Their accessible swimming sessions are in a safe, supportive environment with:

- staff specially trained by St Monica Trust
- improved signage
- larger, unisex changing booths
- constant temperatures of 27 to 30 degrees

Contact: 0117 937020

<https://www.bristol.gov.uk/museums-parks-sports-culture/dementia-friendly-swimming>

Forget Me Not Book

Innovation that allows family and friends to easily collect great stories and photographs together in an online memory or life story book. Involve others and contribute at any time wherever you are. It's free to create a book online and there is a small charge to get the book printed.

Contact: 01225 891 778

Email: support@forgetmenotbook.com

www.forgetmenotbook.com

Growing Support

Working alongside professionals, carers and volunteers to deliver social & therapeutic horticulture activity sessions. Providing people with dementia the opportunity to enjoy the garden, socialise, reminisce and carry out engaging activities.

Contact: Dale 07581 281 578

Email: dalec@growingsupport.co.uk

Cost: Free of charge

growingsupport.co.uk/get-involved/



Lighting Up

A group of artists working alongside people with dementia and their families/carers. Currently working at Alzheimer's Society Activity Groups at the Withywood Centre and Blaise Weston Court.

Where: Withywood Centre, Queens Road, Withywood, Bristol, BS13 8QA

When: 3rd Tuesday of every month 10am – 12noon

Cost: Suggested donation £1

Contact Alzheimer's Society: 0117 961 0693

Email: info@lightingup.org.uk
www.lightingup.org.uk



Leisure Centres

Your local leisure centre offers groups and activity programmes which accommodate all levels of ability.

Contact: 0117 922 2696 to locate your nearest leisure centre

www.everyoneactive.com/council/bristol-city-council



Libraries

Your local library also has information about services and support in your area.

Contact: 0117 903 7200 to locate your nearest library

www.bristol.gov.uk/libraryviewer



Music Space

A charity that provides music therapy for people of all ages in Bristol and the South West. Using music therapy to help people communicate and express themselves.

Contact: 0117 953 1731

Address: The Southville Centre, Beaufrey Road, Bristol, BS3 1QG



Cost: Charges apply – Contact Music Space to confirm

www.musicspace.org

Goldies Singing Group

Goldies (also known as Golden Oldies)

are fun and friendly, monthly singing groups that run in various locations

across Bristol. Please see the website or contact them for details of locations and times.

Phone: 01761 470006

Email: hiho@golden-oldies.org.uk

Website: www.golden-oldies.org.uk/where.html



Welcome to GOLDIES
The Sing and Smile Charity
Patron: Sir Cliff Richard, OBE

Sporting Memories

These weekly groups are a friendly place where people with dementia can talk about their favourite sporting memories. Working closely with Bristol City Community Trust Bristol, sessions take place at:

- Gloucestershire County Cricket Club
- Bristol Community Links South
- Bristol Community Links Central
- Southville Centre

Contact: John Collis on **07757 527354**

Email: admin@sportingmemoriesnetwork.com

www.sportingmemoriesnetwork.com



Staying Steady classes

Staying Steady is a programme of strength and balance classes to help build strength, walk steadily and lower your risk of falling.

A Staying Steady class could help you if you're feeling unsteady when moving around,

are worried about falling or are less mobile than you'd like to be.

The classes can help you:

- stay independent and carry on doing the things you enjoy
- improve your confidence and reduce the fear of falling
- to be mobile and healthy
- keep active and have fun

Locations:

The Greenway Centre

Contact: 0117 950 3335 (main reception); 0117 909 0027 (fitness office)

From April 2018

Brunel Fitness Centre

Contact: 0117 377 0098

Easton Leisure Centre

Contact: 0117 955 8840 or 07825 033 741

Hengrove Leisure Park

Contact: 0117 937 0200

The Park Centre

Contact: 0117 903 9770

Cost: £3:50 a session

For further information:

www.bristol.gov.uk/social-care-health/staying-steady-classes



Walking Football (Bristol Rovers)

Bristol Rovers Community Trust runs a walking football project after achieving funding from Sport England and Bristol City Council as part of the LOVIN' Sport project.



Both of the walking football sessions are for adults aged over 50.

Fishponds Walking Football

Where: Bristol Metropolitan Academy (indoor sports hall)

When: Tuesday evenings, 8pm-9pm

Cost: £3 per session

Brislington Walking Football

Where: Goals Soccer Centre (outdoor 3G rubber crumb pitch)

When: Thursdays 11am – 12 noon

Cost: £3 per session

Contact: Peter Aitken on **0117 9522581**

Email: peteraitken@bristolroverscommunity.org.uk

Walking Football (Bristol City)

Bristol City Community Trust works in partnership with LinkAge to deliver a slow-paced version of football, called Walking Football, which is aimed at the over 50s.



Where: South Bristol Sports Centre

When: Tuesdays, 10:30am to 11:30am

Cost: £4 per session

Contact: 0117 963 0636

E-mail mark.reynolds@bcfc.co.uk

6. Financial and Legal Advice



Age UK Bristol – Financial Information Service

Free, confidential and independent information advice and advocacy on a wide range of issues.



Contact: 0117 922 5353

Monday to Thursday 10.00 – 1.00pm

Age UK Bristol, Canningford House, 38 Victoria Street, Bristol, BS1 6BY

www.ageuk.org.uk/information-and-advice/

Avon & Bristol Law Centre

Provide free legal advice and advocacy for unwaged and low paid people, and people experiencing unlawful discrimination.



Contact: 0117 924 8662

Email: mail@ablc.org.uk

Address: 2 Moon Street, Stokes Croft, Bristol, BS2 8QE.

www.ablc.org.uk

Bristol Citizens Advice Bureau

An independent charity that provides free, impartial advice and information on a range of issues – e.g. housing, employment and debt.



Contact: 03444 111 444

10.00am – 1.00pm Monday to Friday.

www.bristolcab.org.uk

Council Tax Office

Information and enquiries about council tax.

Contact: 0117 922 2900 (24 hour automated service)

www.bristol.gov.uk/council-tax



East Bristol Advice

Provides supportive information, advice and signposting to vulnerable people and/or people in need of help for whatever reason in East Bristol.

Contact: 0117 965 5133

54 Staple Hill Road, Fishponds, Bristol, BS16 5BS

www.eastbristoladvice.org.uk

GOV.UK

Department of Work and Pensions enquiry line.

Contact: 0800 882 200 Free from a landline.

www.gov.uk



The Law Society

Help you to find a solicitor suitable to your circumstances.

Contact: 020 7320 5650

www.lawsociety.org.uk



North Bristol Advice Centre

Provide expert advice and information on a number of areas including:

- Welfare benefits and debt
- Basic housing issues
- Employment

Can also refer to other organisations for further information and support.

Contact: 0117 951 5751

Please refer to the website for details of opening hours.

www.northbristoladvice.org.uk



Paying for Care

An information and advice service helping people make informed choices about paying for their long-term care. It is also useful for family members and friends with Powers of Attorney.

Contact: 0808 208 9994.

Free from a landline

Monday to Friday 9.00am – 5.00pm

www.payingforcare.org



St Paul's Advice Centre

Provide free, independent, impartial and confidential legal advice services. Work with residents of East Bristol & Ashley wards, via outreach in Easton, Barton Hill & Fishponds.

Contact: 0117 955 2981

Address: 146 Grosvenor Road, St Paul's, Bristol, BS2 8YA Closed between 12.00pm – 2.00pm, plus Wednesday mornings and Friday afternoons.

www.stpaulsAdvice.org.uk



South Bristol Advice Service

Free, independent and confidential advice for people experiencing difficulties with debt and welfare benefits.

A range of drop-ins are available at various locations, please contact for details.

Contact: 0117 985 1122

www.southbristoladvice.org.uk



The Society of Later Life Advisors (SOLLA)

Assist consumers and their families in finding trusted accredited financial advisors who understand financial needs in later life.

Contact: 0845 303 2909

Calls cost from 1p – 11p per minute from a landline.

www.societyoflaterlifeadvisers.co.uk



Talking Money

Provides free, independent debt advice, energy advice and financial education.

Debt advice drop-in is available at various locations. Contact for further information.

Contact: 0117 954 3990

1 Hide Market, West Street, Bristol, BS2 0BH

www.talkingmoney.org.uk



7. Support at home



Community meals

Community meals (Meals on Wheels)

Provides meals to people who are unable to cater for themselves. They provide a choice of hot meals which are served between 11.00am – 2.00pm, or frozen meals, a more flexible service based on people heating their own meals as required.



You don't need a referral from social services or your doctor and can arrange this online. There is a cost for this service which is invoiced monthly.

Contact: 0117 922 2700

www.bristol.gov.uk/social-care-health

Oakhouse Foods

Ready meals and desserts delivered to your door weekly. The drivers can also put your meals into your freezer.

Contact: 0333 370 6700

Calls cost from 1p – 11p per minute from a landline.

www.oakhousefoods.co.uk



Wiltshire Farm Foods

Ready meals and desserts delivered to your door weekly. The drivers can also put your meals into your freezer. Meals can be arranged by phone, online or an order form.

Contact: Customer Helpline 24 hours/day: 0800 773 773

Local number: 01275 371 993

www.wiltshirefarmfoods.com



Assistive Technologies & Home Adaptations

Bristol Careline

A 24 hour Telecare and Assistive Technology Service run by Bristol City Council, offering a telephone response to personal alarm calls. The call centre will get appropriate help or call your nominated contacts in an emergency.

Contact: 0117 922 3269

www.bristol.gov.uk/social-care-health/bristol-careline



Telecare and alarms

Equipment that can help people maintain their independence. For information about technology to support people at home contact Care Direct.

Contact details: 0117 922 2700



West of England Care & Repair

Work carried out by multi-skilled tradespeople. They carry an ID card and their logo is clearly displayed on their van and uniform.

Contact: 0300 323 0700



The Silverlinks project is a free service where older people offer mutual support when decisions need to be made about housing repairs, adaptations or moving home.

Contact: 0300 323 0700

www.wecr.org.uk

Support My Life

Online catalogue of items that can help to make life easier, from simple memo-minders to movement detectors and pager-alarms.

Support My Life
the missing piece to make your life easier



Contact: 0300 323 0700.

Showroom at: 5 Hide Market, West Street, Bristol, BS2 0BH

www.supportmylife.org

8. Your voice



Bristol Dementia Action Alliance

Their objective is to enable Bristol to become *the* Dementia Friendly City of the UK.

They do this by using two main tools, “Dementia Friends” and “The Purple Angel Campaign” to increase Dementia Awareness across the city. They visit anybody, including businesses, schools, youth and children’s organisations, social clubs, community and other voluntary organisations; care agencies, other charities, faith groups, political groups, basically anyone prepared to listen and take part! These free sessions are generally an hour long.

They will also campaign on issues relevant to people with Dementia and their carers, e.g. closure of public toilets and closure of public libraries.

Contact: Tony Hall on 0117 968 1002

www.bristoldaa.co.uk

DAA Dementia
Action Alliance

Bristol Dementia Wellbeing Service – Service User & Carer Reference Groups

We run monthly groups for people with dementia and their carers to share their experiences and feedback on our service. We have one group for each locality; Each group takes place quarterly and the views we receive influence the development of the service.

Contact: Alzheimer’s Society on 0117 961 0693



Service User & Carer Council (SUCC)

Bristol Mental Health (BMH) facilitates the SUCC which comprises service users and carers from all of BMH services. Bristol Dementia Wellbeing Service has places for two representatives. The representatives liaise with both the user and carer reference groups and Dementia Wellbeing Service staff to ensure the voice of service users and carers are heard.

Contact: Lynne Newbury – Strategic Lead for Service Users and Carers (Chair) on 0117 3546200

Dementia Friends

Anyone can become a Dementia Friend. It’s about having more understanding about dementia and the small things you can do to help. Being a Dementia Friend isn’t about volunteering or fundraising (although you can do that if you’d like); it’s about turning understanding into action.



To become a Dementia Friend go to: www.dementiafriends.org.uk

Dementia Wellbeing Service Research

In the Bristol Dementia Wellbeing Service we are keen to ensure that everyone has the opportunity to be involved in research.



Research studies can take a number of forms and may investigate different aspects of dementia from clinical trials of new medicines to finding out which care treatments work best. Research can be beneficial in a number of ways, including the potential to improve one's own condition, wellbeing or quality of life, the ability to access treatments which may not be widely available and the possibility of helping other people with dementia in the future.

Examples of being involved in research can include talking to researchers about a particular subject, completing a questionnaire or attending a health centre for tests. Even if you sign-up to be involved in research, you are under no obligation to be part of any specific study, and you are always given full information about how you will be involved and what will happen - you can always change your mind at any time.

If you are interested in taking part in research, please get in touch with Shaun Popel, our Assistant Research Practitioner on 0117 904 5150 who will be happy to talk to you.

Join Dementia Research

Join dementia research is a national service which makes it easy for people to register their interest to take part in dementia research. You could participate in a clinical study or help shape the direction of services by taking part in research. You can get involved by:



- Attending discussion groups in your area
- Support a research project or advisory group as a member
- Become a champion for research
- Talk in groups with researchers to discuss their research proposal
- Write guidance for researchers on how to run patient and public involvement.

Contact: Alzheimer's Research UK on 0300 111 5111

Contact: Alzheimer's Society on 0300 222 1122

www.joindementiaresearch.nihr.ac.uk

9. Volunteering

Dementia HIT Volunteer Panel

The Bristol Health Partners' Dementia Health Integration Team (HIT) has set up a Volunteer Panel which is open to people with dementia, their carers and interested members of the public. You can join the panel if you would like to hear about patient & public involvement activities relevant to dementia.

Involvement activities might include:

- Taking part in a discussion group about a particular service
- Commenting on paperwork and forms to make them more user-friendly
- Providing ideas for future research
- or priorities for service improvement.

Contact: 0117 4148238

Email: dementiappi@bristolhealthpartners.org.uk

www.bristolhealthpartners.org.uk/health-integration-teams/dementia-hit/patient-and-public-involvement/

RSVP West

The Retired and Senior Volunteer Programme (RSVP) provides volunteering opportunities that allow older people over 50 to play an active role in their communities.

The logo for RSVP West features the text 'RSVP' in large, bold, green letters. To its right, the words 'West retire' are stacked above 'into action' in a smaller, pink font.

Contact: 0117 922 4392

RSVP West Region, The CREATE Centre, Smeaton Road, Bristol, BS1 6XN

rsvp-west.org.uk

10. Local healthcare contacts



Bristol Clinical Commissioning Group

Bristol CCG has created a handy service finder on its website enabling you to find your local health services. This contains a wide range of services relating to all elements of health. The service finder includes GPs, pharmacists, your nearest Walk-in Centres, Urgent Care Centres and Emergency departments. All you need to search is your postcode.

www.bristolccg.nhs.uk/your-health-local-services/health-services/find-local-health-services/

Continence (problems associated with toileting)

Bristol Community Health

Continence care is available for:

- People aged 19 years and over
- Those registered with a Bristol General Practitioner (GP)
- Those able to attend a clinic to be assessed
- Families or carers requiring advice and support for the continence needs of the person they care for
- Housebound patients who have bladder and bowel problems



Contact: 0117 373 7118

Continence Service, Avonmouth Medical Centre, Collins Street, Avonmouth, Bristol, BS11 9JJ

briscomhealth.org.uk/our-services/bladder-bowel-service/

Dentist (dental pain and oral health needs)

Community Dental Service

Provide dental care for people who are unable to access treatment from a general dentist practitioner because of special needs or disabilities. Home visits are available where

patients are housebound, or where the disability is such that the individual would find it too difficult to visit a clinic.

Contact: 0117 342 4383

The Dental Hospital, Lower Maudlin Street, Bristol, BS1 2LY

www.uhbristol.nhs.uk/patients-and-visitors/your-hospitals/university-of-bristol-dental-hospital/

Dieticians (advice about diet and nutrition)

There is a specialist team of Dieticians providing a community based service. They provide advice and support to adult patients and carers locally through one-to-one counselling, group education and teaching.

To obtain support from a dietician, please contact your GP

District / Community Nurse (meet short or long-term nursing needs through home visits)

Bristol Community Health

Community Nurses provide care for predominantly housebound patients. They promote and support independence and provide care at periods of time when patients are unable to support themselves.

To obtain support from a district/community nurse, please contact your GP

Emotional distress

The Sanctuary

The Sanctuary is a safe place to come at weekends when you feel that you cannot cope. We also work with family, friends and carers. We will:

- Listen to you
- Offer 1-2-1 support
- Provide a quiet space
- Offer a chance to be with people who have been through similar experiences
- Help you to relax and plan to stay safe

- Provide information about other services

Contact: 0117 954 2952

Email: awp.bmhsanctuary@nhs.net

Text: 07709 295 661

Staff will ring you back after 5pm on the days we are open (7pm - 2am Friday to Monday)

Occupational Therapist (activity, aids and adaptations)

Bristol Community Health

Help for older and disabled people to remain living independently at home. Assessments and visits are prioritised depending on people's needs.

Contact: 0117 919 0290

Monday to Friday 8.30am – 4.30pm

Knowle Clinic, Broadfield Road, Knowle, Bristol, BS4 2UH

Opticians (home eye care tests, dispensing of glasses and a comprehensive aftercare service)

Healthcall Optical Services (Specsavers)

Contact details:

0800 198 1132

Free from a landline

www.specsavers.co.uk/home-eye-tests

VisionCall

Contact: 01275 393 507

Suite 8-10, Aztec Centre, Aztec West, Bristol, BS34 4TD

www.vision-call.co.uk

Physiotherapists (mobility and exercise)

Bristol Community Health Physiotherapy

Deliver expert advice and support to patients. Physiotherapists use manual therapy and exercises to help restore and maintain physical function of the body's joints, muscles and ligaments.

To obtain support from a physiotherapist, please contact your GP

Podiatry (foot care)

Bristol Community Health

Provide podiatry services in community clinics and can also visit bed and chair bound patients at home.

Contact: 0117 919 0275

Podiatry Department, Knowle Clinic, Broadfield Road, Bristol, BS4 2UH

briscomhealth.org.uk/our-services/podiatry/

Speech and Language Therapists

Assessment and advice concerning swallowing, feeding and communication.

To obtain support from a speech and language therapist, please contact your GP for referral

11. Community Databases



VOSCUR directories

Online directory of Bristol's community voluntary groups and social enterprises.

Email: info@voscur.org

www.voscur.org



Well Aware

A free telephone and online health and wellbeing information directory. Well Aware has information on health, wellbeing and community groups, organisations, activities and services.

Contact: 0808 808 5252

Free from a landline

Email: info@wellaware.org.uk

www.wellaware.org.uk



Visit Bristol

Online listings of places, activities and events in Bristol.

www.visitbristol.co.uk



This is Bristol

Online listings by Bristol Post newspaper including sports, 'what's on' and local news.

www.bristolpost.co.uk

www.bristolpost.co.uk/whatson/entertainment



12. Community Transport



Bristol Dial a Ride

A charitable organisation that provides door-to-door accessible transport services for disabled and older people in Bristol, at the cost of a bus fare. Concessionary Travelcards can be used. Assistance is provided by the driver / escort and wheelchairs can be secured into minibus.

Contact: 0845 130 1875 (select option 1)

Monday to Friday 9.00am – 5.00pm

Calls cost from 1p – 11p per minute from a landline.

Email: info@socialaccess.org.uk

www.bristoldialaride.org.uk (this takes you to the Social Access website to make a booking)

North & West Area – Lawrence Weston Community Transport

Provides low cost transport to help people with mobility needs to travel around Bristol.

Contact: 0117 907 3074

Email: lwct.bristol@talk21.com

South Area – CATT Hartcliffe & Withywood Community Partnership

The service links less accessible areas in South Bristol with mainstream transport service routes and local places of activity.

Contact: the CATT team on 0117 377345

Email: catt@hwcp.org.uk

hwcp.org.uk/services/#catt



13. Care Homes



Alzheimer's Society - Guide to selecting a Care Home

Alzheimer's Society have produced a useful document to help individuals, carers and families advice when choosing the right care home for them.

www.alzheimers.org.uk



Age UK - Finding a Care Home

The Age UK website contains guidance on how to find the correct home for you or a loved one.



Care home checklist

Use our checklist to make sure that you're able to make informed choices.

Paying for residential care

Find out more about paying for residential care, the means test and care homes.

Choice of accommodation

Local authorities should provide a range of accommodation to meet identified needs at their 'usual cost'.

www.ageuk.org.uk/home-and-care/care-homes

Care Quality Commission (CQC)

View the latest report from the CQC on Care Homes in Bristol

www.cqc.org.uk



Well Aware – Care Home Finder

A free telephone and online health and wellbeing information directory. Well Aware has information on health, wellbeing and community groups, organisations, activities and services.

Bristol City Council commission Well Aware to maintain lists of Care Homes in Bristol. Use can use Well Aware's search function to look for homes or support in your local area.

Contact: 0808 808 5252

Calls to this service are free from a landline

Email address: info@wellaware.org.uk

www.wellaware.org.uk



Bristol Shared Lives

An approved carer shares their home and family life with a person; this could be someone with learning difficulties, dementia, mental health issues or with another disability.

Carers come from a range of backgrounds and receive support and guidance from a Shared Lives Officer. Carers will provide care, support and accommodation within their own home.

Contact details: 0117 922 2700

Referral via Care Direct

www.bristol.gov.uk (search for 'Shared Lives')

