

# Bristol Dementia Wellbeing Service Guide to Services (July 2021)



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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.

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## Side by Side

Alzheimer's Society's Side by Side service provides opportunities to match people with dementia and volunteers to help them maintain doing the things they love or to try something new. You can speak with your Dementia Navigator if you would like to be referred to this service or use the contact details directly below.

**Contact details: Alzheimer's Society 0117 961 0693**

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## Memory Cafés (Alzheimer's Society)

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

Our Memory Café provides information about living with dementia. We host regular talks by a variety of local services and organisations who promote safety and wellbeing.

### Virtual Memory Café: Thursday (weekly) 3.30pm - 4.30pm

Please contact Sophia Simlat, Group Coordinator, for more information or to join a group:

**Telephone:** 07872 866 501

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

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## Activity Group (Alzheimer's Society)

Our Activity Group gives people affected by dementia the opportunity to take part in structured activities. Run by a facilitator, who encourages and supports people to take part, the groups are also a chance to relax and socialise.

### Thursday (weekly) 11.45am - 12.45pm

Please contact Sophia Simlat, Group Coordinator, for more information or to join a group:

**Telephone:** 07872 866 501

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

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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](http://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](mailto:adult.care@bristol.gov.uk)**

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## Next Steps – Information when waiting for a Memory Assessment

The Next Steps website is for anyone waiting for a memory assessment appointment as well as carers, family members and organisations who support them. A link to this website could be given to people by their GP at the same time that a referral is made; or be included on an appointment letter. It is divided into four key steps:

- Step 1: What to expect from the memory assessment process
- Step 2: Taking care of your well-being
- Step 3: Exploring available support
- Step 4: Diagnosis

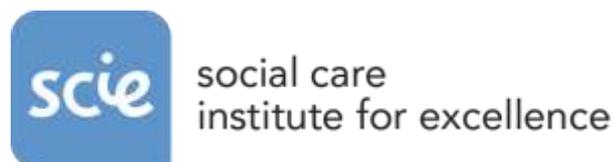


[www.nextsteps.org.uk](http://www.nextsteps.org.uk)

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## 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.



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](http://www.scie.org.uk/dementia/after-diagnosis)

## 3. Local support



### Activity Groups

Our Virtual Activity Group gives people affected by dementia the opportunity to take part in structured activities. Run by a facilitator, who encourages and supports people to take part, the groups are also a chance to relax and socialise.

**Thursday (weekly) 11.45am - 12.45pm**

Please contact Sophia Simlat, Group Coordinator, for more information or to join a group:

**Telephone:** 07872 866 501

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



### Age UK Bristol

Provides a range of support and services for older people, including their Information & Advice Service, which is available for people over 55 who live or work in Bristol. Your Dementia Navigator can make a referral to this service on your behalf if you would prefer. They also offer advice to family members who are supporting older relatives who are over 55 and live in Bristol.

They can offer advice and information on a wide range of issues, including:

- Benefits and allowances, including Pension Credit & Attendance Allowance
- Help completing forms
- Housing
- Council Tax
- Priority debts, such as rent & utility arrears
- Social care services and care homes
- Lasting Power of Attorney
- Wills



### Information & Advice Service

**Contact:** 0117 929 7537

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

[www.ageuk.org.uk/bristol](http://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](mailto:HfHBristolSouthGlos@redcross.org.uk)

[www.redcross.org.uk](http://www.redcross.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 Line:** 0117 965 2200

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

There is an answerphone for outside these hours.

Email: [carersline@carerssupportcentre.org.uk](mailto:carersline@carerssupportcentre.org.uk)

[www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)

## Young Dementia Network

A community of people living with young onset dementia, their family and friends, as well as professionals who work in the field of health and social care and voluntary sector

[www.youngdementianetwork.org](http://www.youngdementianetwork.org)



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## Bristol Crisis Service

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

Contact 24/7 Crisis Line: 0300 555 0334

[www.bristolmentalhealth.org/services/crisis-service](http://www.bristolmentalhealth.org/services/crisis-service)



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## LinkAge Network

LinkAge is part of the **Age UK Bristol** family, heading up Age UK Bristol's social activities and community services, including Active Together, Friends Ageing Better, Computer Courses and Healthy Together.

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.



Telephone Number: 0117 929 7537

Email: [linkage@ageukbristol.org.uk](mailto:linkage@ageukbristol.org.uk)

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## Singing for the Brain®

### Virtual Singing for the Brain:

Join our online singing group where you can meet new people in a friendly, fun and social environment. Singing can improve your brain activity, wellbeing and mood. You don't need to be a good singer to benefit. Join us for fun vocal warm-ups and sing a wide variety of familiar and new songs in a supported environment. The group is hosted by our skilled, compassionate and experienced group leaders.

Two groups available

**Monday (weekly, except bank holidays) 1.15pm - 2.15pm**

or

**Wednesday (weekly) 11.15am - 12.15pm**

**Contact:** Please contact to register for a place

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



## When They Get Older

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



[whentheygetolder.co.uk](http://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 Care Support Service, translation and interpretation, and a Casework Surgery (by appointment).



**Contact:** 0117 935 1462

**Email:** [helpline.bacwg@btconnect.com](mailto:helpline.bacwg@btconnect.com)

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

**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

[bacwg.org.uk/services/helpline/](http://bacwg.org.uk/services/helpline/)

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## 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

**Email:** [Admin@BristolBlackCarers.org.uk](mailto:Admin@BristolBlackCarers.org.uk)

[www.bristolblackcarers.org.uk](http://www.bristolblackcarers.org.uk)

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## Dhek Bhal

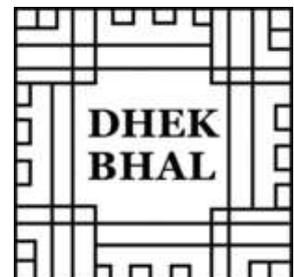
A voluntary organisation promoting the health and social wellbeing of the South Asian community of Bristol & South Gloucestershire. Services include:

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

**Contact:** 0117 914 6671

**Email:** [dhekbhal@yahoo.co.uk](mailto:dhekbhal@yahoo.co.uk)

[www.dhekbhal.org.uk](http://www.dhekbhal.org.uk)



## 4. Day Services in Bristol



### 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](mailto:bcl@bristol.gov.uk)

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

[www.bristol.gov.uk/social-care-health/day-centres-and-services](http://www.bristol.gov.uk/social-care-health/day-centres-and-services)



### 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](mailto:bristolandsouthglos.enquiries@brunelcare.org.uk)

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

[www.brunelcare.org.uk/locations/the-willows-day-centre/](http://www.brunelcare.org.uk/locations/the-willows-day-centre/)



## 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 9.30am – 2.45pm



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

### Stepping Forward South Glos

Stepping Forward South Glos is based at The Batch Community Centre in Warmley and meets every weekday. At this group, you can take part in all sorts of activities like swimming, Zumba, cooking, woodland projects and crafts (you'll even be able to sell your creations at local craft fairs as well).

### Stepping Forward Bristol

Stepping Forward Bristol is based at The Park in Knowle. It's a lively, well-equipped social hub that meets every weekday. Those who come along to this group can be sure of a busy and varied timetable of activities such as visits to local attractions like the theatre, museums and the seaside, bowling, gym sessions and bingo.

**Contact:** 0117 970 9362

**Email:** [referrals@milestonetrust.org.uk](mailto:referrals@milestonetrust.org.uk)

<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 903 6680

Referral via Care Direct

[www.bristol.gov.uk/social-care-health/care-for-adults-bristol-shared-lives](http://www.bristol.gov.uk/social-care-health/care-for-adults-bristol-shared-lives)

## 5. Your social life, activities and leisure



### Woodland Wellbeing (Forest of Avon Trust)

Run by Forest of Avon Trust and funded by Bristol Dementia Wellbeing Service, Woodland Wellbeing for People with Dementia operate seasonal sessions in both Kings Weston and Conham River Park.

This therapeutic and social engagement with nature has included leaf jigsaw puzzles, roasting sweet chestnuts on the fire and making bamboo windchimes, winter craft sessions and family days.

Please get in touch with your Dementia Navigator if you are interested in more information about this service and a potential referral into one of the groups.



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## The Reader

Experience the joy of reading aloud together in a Shared Reading group - for free and for everyone! These groups take place in a number of libraries across Bristol but have also been delivered online. Post COVID, as groups start to resume in person, The Reader will continue to offer Shared Reading on a 1:1 basis by phone and online.



Please call 0151 729 2250 or email [support@thereader.org.uk](mailto:support@thereader.org.uk) to arrange for a weekly call with one of our volunteers for yourself or someone who might benefit, or follow this link to find an online Shared Reading group.

[www.thereader.org.uk/what-we-do/shared-reading/](http://www.thereader.org.uk/what-we-do/shared-reading/)

**Cost:** Free of Charge

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## Dementia Adventure

**Supported Adventures:** 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

**Dementia Skills Sessions:** Free interactive webinars providing practical hints, tips and connection, to help in your supportive role.

**Contact:** 01245 237 548

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

[www.dementiaadventure.co.uk](http://www.dementiaadventure.co.uk)



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## 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](mailto:support@forgetmenotbook.com) / [www.forgetmenotbook.com](http://www.forgetmenotbook.com)

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## **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. If you've a carer, they can come for free. Participating pools include Henbury Leisure Centre, Horfield Leisure Centre, Easton Leisure Centre, Hengrove Park Leisure Centre, Bristol South Swimming Pool, Jubilee Swimming Pool,

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

[www.bristol.gov.uk/social-care-health/dementia-friendly-swimming](http://www.bristol.gov.uk/social-care-health/dementia-friendly-swimming)

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## **Community Gardening (Growing Support)**

The Lawrence Weston sessions are open to anyone living in the Lawrence Weston area that would like to get involved in a community gardening group.

They are suitable for all ages and abilities (although not under 18s) but as they are based at Blaise Weston Court the group will be predominantly older people. The Bristol Dementia Wellbeing Service commissions a dementia-specific group running from Alive Activities' new dementia-friendly allotment at Charlton Road Allotments in Brentry.



For any further information about Community Gardening, or to talk to Alive about running a community garden at your care setting, please contact our Community Gardening Team at [communitygardening@aliveactivities.org](mailto:communitygardening@aliveactivities.org) or call them on 07379 498764

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## Lighting Up

A group of artists working alongside people with dementia and their families/carers. All of the sessions are run with the help of the Bristol office of Alzheimer's Society. To inquire about joining one of the Lighting Up venues, please contact Alzheimer's Society by phoning them on 0117 961 0693.

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

**Telephone:** Jo Matthews on 0117 968 3510



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## 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](http://www.everyoneactive.com/council/bristol-city-council)



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## 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](http://www.bristol.gov.uk/libraryviewer)



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## 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, Beaulieu Road, Bristol, BS3 1QG

**Cost:** Charges apply – Contact Music Space to confirm

[www.musicspace.org](http://www.musicspace.org)



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## Goldies Singing Group

Goldies (also known as Golden Oldies) are fun and friendly singing groups that run online every Tuesday and Thursday at 11am. Join Rachel and Cheryl for our FUN, FREE Online Singalongs. You can watch either on YouTube or our Facebook Page,



**Just email:** [info@goldieslive.com](mailto:info@goldieslive.com)

**Website:** [www.golden-oldies.org.uk/where.html](http://www.golden-oldies.org.uk/where.html)

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## 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:

- **Downend Library**

Contact: Gillian Palmer [Gillian.palmer@southglos.gov.uk](mailto:Gillian.palmer@southglos.gov.uk)

- **Gloucester County Cricket Club**

Contact: John Collis [collisjohn@yahoo.co.uk](mailto:collisjohn@yahoo.co.uk)



- **Bristol Community Links Central**

Contact: Kevin Caffrey [kevin.caffrey@bristol.gov.uk](mailto:kevin.caffrey@bristol.gov.uk)

- **Southville Centre**

Contact: Ruth Green [ruth.green@bs3community.org.uk](mailto:ruth.green@bs3community.org.uk)

- Variety of Online Groups (National)

**Contact:** John Collis on **07757 527354**

**Email:** [admin@sportingmemoriesnetwork.com](mailto:admin@sportingmemoriesnetwork.com)

[www.sportingmemoriesnetwork.com](http://www.sportingmemoriesnetwork.com)

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## 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)

Email: [fitness@southmead.org](mailto:fitness@southmead.org)

#### Brunel Fitness Centre

Contact: 0117 377 0098

Email: [bristol@almsport.co.uk](mailto:bristol@almsport.co.uk)

#### Easton Leisure Centre

Contact: 0117 955 8840 or 07825 033 741

Email: [eh.eastonexercisereferral@nhs.net](mailto:eh.eastonexercisereferral@nhs.net)

#### Hengrove Park Leisure Centre

Contact: 0117 937 0200

Email: [hengrove.referral@parkwood-leisure.co.uk](mailto:hengrove.referral@parkwood-leisure.co.uk)

#### The Park Centre

Contact: 0117 903 9770

E-mail: [gym.instructors@theparkcentre.org.uk](mailto:gym.instructors@theparkcentre.org.uk)

**Cost: £3:50 a session / For further information:** [www.bristol.gov.uk/social-care-health/staying-steady-classes](http://www.bristol.gov.uk/social-care-health/staying-steady-classes)

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## Extra Time - Walking Football (Bristol Rovers)

Extra Time is a weekly group for anybody aged over 60. We pride ourselves on being a diverse group of people.



The two hours per week we spend together involves light physical activities and social opportunities; as well as sightseeing trips around the area.

We are always looking for new members who want to come and join us.

**Who:** Anybody aged over 60 who wants to come and have a bit of fun, exercise and a chat.

**When?** Tuesdays 10am - 12pm (School term time only)

**Where?** The Memorial Stadium, Filton Avenue, Horfield, Bristol, BS7 0BF

**How much?** £3.00 per session (including light refreshments)

**Contact:** For more information about Extra Time please email Matt Bennett via [info@bristolroverscommunity.org.uk](mailto:info@bristolroverscommunity.org.uk)

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## Walking Football (Bristol City)

Bristol City Robins Foundation's over 55's Walking Football sessions pride themselves on being inclusive, meaning football experience and ability is not important. The focus is purely on being active in a fun and friendly atmosphere with like-minded people. The Foundation currently deliver the following sessions:



Tuesday's at Imperial Sports Ground South Bristol, BS14 9EA. 10:30am - 11:30am. Cost: £4 (Outdoors)

Thursday's at Imperial Sports Ground South Bristol, BS14 9EA. 10:30am - 11:30am. Cost: £4 (Outdoors)

Should you require any additional information on these sessions, please contact the Robins Foundation on 0117 963 0636 or email: [lee.gillett@bcfc.co.uk](mailto:lee.gillett@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, including Lasting Power of Attorney (LPOA), Attendance Allowance, Blue Badges. You can also be referred by your Dementia Navigator.



**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/](http://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.



**Phone** 0117 924 8662, Monday-Friday 10am-12pm & 2pm-4pm

**Email:** [mail@ablc.org.uk](mailto:mail@ablc.org.uk)

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

[www.ablc.org.uk](http://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](http://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](http://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](http://www.eastbristoladvice.org.uk)

## GOV.UK

Department of Work and Pensions enquiry line.

**Contact:** 0800 882 200 Free from a landline.

[www.gov.uk](http://www.gov.uk)



## The Law Society

Help you to find a solicitor suitable to your circumstances.

**Contact:** 020 7320 5650

[www.lawsociety.org.uk](http://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](http://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](http://www.payingforcare.org)



## St Paul's Advice Centre

Provide free, independent, impartial and confidential legal advice services, including welfare benefits, debt and money, employment, immigration status and housing. 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

[www.stpaulsAdvice.org.uk](http://www.stpaulsAdvice.org.uk)



## South Bristol Advice Service

SBAS Provides Free, Professional, Confidential Advice and Information to Residents of South Bristol Seeking Help with Welfare Benefits and Debt.

Phone for Debt 0117 9038358

Phone for Welfare Benefits 0117 9851122 or 07957353427

You Can Post to SBAS The Withywood Centre Queens Road Bishopsworth Bristol BS13 8QA

**Contact:** 0117 985 1122

[www.southbristoladvice.co.uk/](http://www.southbristoladvice.co.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:** 0333 2020 454

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

[www.societyoflaterlifeadvisers.co.uk](http://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.

Please call 0117 954 3990 or 0800 121 4511, or email [mail@talkingmoney.org.uk](mailto:mail@talkingmoney.org.uk) if you need our help

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

[www.talkingmoney.org.uk](http://www.talkingmoney.org.uk)



## 7. Support at home



### Community meals

#### Bristol 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](http://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](http://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: 0808 239 6003

**Local number:** 01275 371 993

[www.wiltshirefarmfoods.com](http://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

**Email:** [bristolcareline@bristol.gov.uk](mailto:bristolcareline@bristol.gov.uk)

[www.bristol.gov.uk/social-care-health/bristol-careline](http://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. Service include Handyperson service, bathroom installations, home adaptations and renovations, major housing repairs including roofing, advice and support, occupational therapy, housing options and a hoarding support service.

**Contact:** 0300 323 0700

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

[www.wecr.org.uk](http://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.

**Contact:** 0300 323 0700.

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

[www.supportmylife.org](http://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](http://www.bristoldaa.co.uk)



### **Bristol Dementia Wellbeing Service – Focus on Dementia Network Groups**

We run monthly groups for people with dementia and their carers to share their experiences and feedback on our service. We have continued to run these groups virtually during the pandemic but hope for a combination of face-to-face and virtual groups in the future.

These groups help inform the work of the Bristol Dementia Wellbeing Service, and a forum to share your concerns, and seek peer support from other people affected by dementia.

**Contact:** Alzheimer’s Society on 0117 961 0693

## 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](http://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 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.

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](http://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](mailto:dementiappi@bristolhealthpartners.org.uk)

[www.bristolhealthpartners.org.uk/health-integration-teams/dementia-hit/patient-and-public-involvement/](http://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.

**Contact:** 0117 922 4392

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

[rsvp-west.org.uk](http://rsvp-west.org.uk)

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

## 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.

[bnssgccg.nhs.uk/health-services/find-health-service/](https://bnssgccg.nhs.uk/health-services/find-health-service/)

**If you need help now, and you're not sure what to do**

**Go to [111.nhs.uk](https://111.nhs.uk) or call 111**

**Continence (problems associated with toileting)**

**Bladder & Bowel Service (Sirona Care & Health)**

### **What we do**

The Bladder and Bowel Service offers assessment, support and advice to people who have continence needs. The service works to promote healthy bladders and bowels, providing care and advice for people with continence needs and promoting dignity, independence and quality of life for those with bladder or bowel problems. Their specialist nurses are trained to support you with whatever bladder or bowel health needs you may face. They work very closely with the Community Healthcare Teams, GPs and other professionals providing expertise, training and support. The service runs various clinics across Bristol near individuals' homes, and we support people within nursing and care homes.

**How do I access this service?** This service can be accessed via a self-referral, which can be made by you, your family or your carer.

To make a referral to the Bladder or Bowel Service, please call the service on 0117 456 9933. Monday – Friday, 8.30am – 4:30pm

[www.sirona-cic.org.uk/nhsservices/services/bladder-and-bowel/](https://www.sirona-cic.org.uk/nhsservices/services/bladder-and-bowel/)

## Dentist (dental pain and oral health needs)

### Community Dental Service

The Community Dental Service (CDS) provides dental care for people who are unable to access treatment from a general dental practitioner (GDP) because of special needs, or disabilities. This includes, for example, those individuals with mobility problems, learning difficulties or complex medical histories, and those who are housebound. The Service is provided across Bristol, Bath, Weston and Yate and your GP or other Health professional can refer you. 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, but this is at the discretion of the Service. Each referral must be accompanied by current proof of exemption where applicable, otherwise full NHS charges will be applied.

**The Dental Access Centre (DAC)** provides treatment for patients who have experienced difficulty in being accepted by an NHS GDP. The Service gives priority to the relief of pain, but a partial or full course of treatment may be available where clinic capacity permits. Where possible, patients will then be referred to local GDPs for continuing care. The Service is available from the Dental Department, Riverside Health Centre in Bath.

**The Dental Out of Hours Emergency Service (OOH)** operates from clinics at Easton in Bristol (Charlotte Keel), Bath City Centre (Riverside) and Weston General Hospital. The Service provides emergency treatment to all patients whether you are NHS, private, do not have access to regular dental care, or are just visiting the area.

**To access the DAC or OOH Service please telephone 111.**

## Dieticians (advice about diet and nutrition)

### Sirona Care & Health

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**

#### **Who is this service for?**

The service is available to housebound individuals and temporarily housebound aged 18 and over who are registered with a GP surgery in Bristol. This includes people who live at home, in supported housing or in a residential home. Individuals who live in nursing homes are not eligible because their nursing care is already provided.

Community nursing teams provide a wide range of care and support to housebound and temporarily housebound individuals who are over 18. This includes:

- Coordinating care for individuals with long-term conditions or complex health needs
- Administering medication and supporting self-administration
- Dressing and managing wounds
- Providing Catheter Care in Clinics and within the individuals home
- Providing Wound Care for housebound individuals after surgery
- Supporting issues around continence
- Caring at end of life

The team consists of healthcare professionals, including district nurses, community nurses, healthcare assistants, assistant practitioners, administrators and advanced clinical practitioners. They also work with individuals and their families and carers, to equip them with the skills and knowledge to manage their conditions independently at home.

The Community Nursing service is provided seven days a week and care in the evenings and overnight is provided by the Out of Hours nurses who provide care between 8pm and 8am.

#### **How do I access this service?**

To access this service you can be referred by your GP or another healthcare professional. For people who have been discharged from the service, they can self-re-refer or call for clinical advice by calling the Single Point of Access Team (SPA)

**Individuals or carer please call Single Point of Access Team (SPA) on 0300 125 6789**

## Emotional distress

### The Sanctuary

The Sanctuary is a safe place to come 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

Anyone can refer to the service using the contact details below

**Phone:** 07709 295 661

**Email:** [awp.bmhsanctuary@nhs.net](mailto:awp.bmhsanctuary@nhs.net)

To access a same day session at the Sanctuary, phone us on 07709 295 661. Our phone lines will be open from 4pm, Thursdays to Mondays. Our staff will carry out a triage over the phone and allocate the most appropriate support for the individual. We will call you back shortly after the initial triage to confirm whether space is available.

## Occupational Therapist (activity, aids and adaptations)

**The Community Therapy Teams** service is mainly accessed by people who require assistance in managing the effect of their long term conditions, but can extend to any adult who would be unable to attend an outpatient appointment for health reasons. For example:

- People who are having difficulty walking
- People who are having difficulty completing their activities of daily living (such as washing and dressing).

The Community Therapy service is split into the Community Therapy Teams, and the Community Therapy Rehabilitation Beds team.

**You must be referred by a health professional to access this service**

[www.sirona-cic.org.uk/nhsservices/services/community-therapy/](http://www.sirona-cic.org.uk/nhsservices/services/community-therapy/)

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

### Healthcall Optical Services (Specsavers)

#### Contact details:

Call 0800 198 1132 to request your home visit

Free from a landline

[www.specsavers.co.uk/home-eye-tests](http://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](http://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)

### Sirona Healthcare Podiatry Service (Bristol)

*Who it is for:* People of any age registered with a Bristol GP that have a foot problem combined with an underlying medical condition that is affecting the circulation and/or sensation in the lower leg or foot which may put them at risk of hospitalisation.

*How do I access this service:* They can only accept referrals from health care professional including GPs, health visitors, community nurses, practice nurses and Allied Health Professional's (AHPs). You cannot refer yourself to the Podiatry Service.

**Contact:** 0117 919 0275

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

[www.sirona-cic.org.uk/nhsservices/services/podiatry-service/](http://www.sirona-cic.org.uk/nhsservices/services/podiatry-service/)

## Speech and Language Therapists (SLT)

If you have a communication problem and would like to speak to a Speech and Language Therapist, you or a family member or carer can contact us directly to discuss if a referral would be appropriate for you. If so, you can either ask your GP to refer you to Speech and Language Therapy or you can refer yourself. **If your difficulty is with swallowing, please contact your GP for referral**

### **Southmead SLT Admin Office**

Telephone: 0117 4144011 / Fax: 0117 414 9467

### **Cossham SLT Admin Office**

Telephone: 0117 3408525 / Fax: 0117 3408526

## 11. Community Databases



### VOSCUR directories

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

Email: [info@voscur.org](mailto:info@voscur.org)

[www.voscur.org](http://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](mailto:info@wellaware.org.uk)

[www.wellaware.org.uk](http://www.wellaware.org.uk)



### Visit Bristol

Online listings of places, activities and events in Bristol.

[www.visitbristol.co.uk](http://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](http://www.bristolpost.co.uk)

[www.bristolpost.co.uk/whatson/entertainment](http://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](mailto:info@socialaccess.org.uk)

[www.bristoldialaride.org.uk](http://www.bristoldialaride.org.uk) (this takes you to the Social Access website to make a booking)

### **North & West Area – Lawrence Weston Community Transport**

Lawrence Weston Community Transport (LWCT) operates a wheelchair friendly bus service for the community through the week from Lawrence Weston to a number of locations.

Join by calling 0117 329 4647

**Email:** [lwct.bristol@talk21.com](mailto:lwct.bristol@talk21.com)

### **South Area – CATT Hartcliffe & Withywood Community Transport**

The CATT community bus is a fully accessible transport service for its members based in South Bristol. The service offers trips to Local Shops, Health and Community Centres, Dentists and Leisure Complex.

**Contact:** the CATT team on 0117 3773451

**Email:** [catt@hwcp.org.uk](mailto:catt@hwcp.org.uk)

[hwcp.org.uk/catt-community-transport/](http://hwcp.org.uk/catt-community-transport/)



## 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.

<https://www.alzheimers.org.uk/get-support/publications-and-factsheets/selecting-moving-care-home>



### **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](http://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. Use the Search function to review the latest CQC report for each Care Home.

[www.cqc.org.uk](http://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 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](mailto:info@wellaware.org.uk)

[www.wellaware.org.uk](http://www.wellaware.org.uk)



## 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 903 6680

Referral via Care Direct

[www.bristol.gov.uk/social-care-health/care-for-adults-bristol-shared-lives](http://www.bristol.gov.uk/social-care-health/care-for-adults-bristol-shared-lives)

