

How can I give feedback about the service?

We want everyone to receive the highest level of service. If you feel we have not achieved this, please speak to a member of staff who will try to resolve the matter straight away.

Of course we welcome all feedback so please let us know if you have any compliments that you would like to pass on too.

If you do not feel we have resolved your issue and you wish to make a formal complaint, please contact:

Customer Services Department

Livewell Southwest
First Floor
Windsor House
Tavistock Road
Plymouth
PL6 5FU
Tel: 01752 435201

Email: customerservicespch@nhs.net
www.livewellsouthwest.co.uk

Trust Smoking Policy

Livewell Southwest has a No Smoking Policy. Smoking is not permitted in our buildings or grounds. For the protection of our staff, we request that you provide a smoke free room when receiving a visit from an NHS staff member in your place of residence.

Accessing the Dementia Advisor Service

- Referral to our service can be by an individual, their families, carers or any health or social care professional.
- A referral can be made by telephone or referral form which can be requested from the Dementia Advisor Service on: 01752 435358.

If you require this leaflet in a different format or languages please inform us on tel: 01752 435365

Contact details

Dementia Advisor Service

Top Floor, Local Care Centre,
Mount Gould Hospital, Plymouth,
PL4 7QD

Tel: 01752 435358

Email: Livewell.dementiaadvisorservice@nhs.net

www.livewellsouthwest.co.uk



Livewell Southwest with Dementia



Providing advice and information to those with a diagnosis of dementia, mild cognitive impairment and individuals concerned about their memory.

What will we do?

The **Dementia Advisor Service** is here to provide support, information and guidance to people with dementia or cognitive impairment, and their carers /supporters.

Our service helps people to maintain their independence, improve their sense of wellbeing and provide ongoing support following a diagnosis.

How will we do this?

Following diagnosis, support and education programmes will be available for those with a diagnosis and their carers / supporters.

Dementia Advisors will provide ongoing information regarding services and available support.

The service will be inclusive to all people worried about their memory or with a dementia diagnosis.

Will everything I say be kept private?

In accordance with the General Data Protection Regulation (GDPR) we will keep the information you provide in a safe place and will not share this with anyone else, unless you give consent for us to do so.

5 week Livewell with Dementia course

Following a diagnosis of dementia people will be automatically referred to post diagnostic sessions which will take place at various locations across Plymouth. The two and a half hour sessions will run weekly over five weeks and cover the following key issues:

- My dementia
- Staying me
- My wellbeing
- My future
- About me - creating my support plan

Our sessions will be run by Dementia Advisors who will provide assistance with the creation of an individualised support plan which focuses on enhancing people's wellbeing and current needs as well as forward planning around their dementia.

Review appointments will be offered to meet the needs of the individual and carer.

Stand alone sessions

In addition to the five week courses, the service will provide a range of one off sessions designed to meet the presenting needs and concerns of people using the service.

Mild cognitive impairment

Following a diagnosis of mild cognitive impairment people will be automatically referred to a five week **Memory Strategy Group** course where they will be able to learn about how memory works, in a group of people who also experience memory difficulties.

The group will also explore different aspects of memory, what factors affect our memory and learn coping strategies in an informal setting.

More information

If you need further information you can contact us on:

Tel: 01752 435358

Hours: We can be contacted from 9am - 5pm on weekdays

Email: livewell.dementiaadvisorservice@nhs.net

Community Memory Pathway

The Dementia Advisor Service works in partnership with the Community Memory Pathway team which provides health based assessment, treatment and interventions for people of Plymouth who are experiencing memory difficulties that may indicate they have a dementia. They also provide ongoing support, where appropriate, for people throughout the course of their dementia.