

Resource pack for supporting people living with dementia



Illustration of a forget me not
flower

Drawn by busbus artist

Westminster City Council
Royal Borough of Kensington and Chelsea

July 2020

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Note:

As services continue to adapt and re-open this guide will be updated periodically

Commissioned by Westminster City Council and Royal Borough of Kensington and Chelsea Adult Social Care and Health department

Any questions, comments, suggestions email:
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Helplines

Local

Royal Borough of Kensington and Chelsea COVID-19 Hub

Tel.: 0207 361 4326

Email: C19Hub@rbkc.gov.uk

Website: <https://www.rbkc.gov.uk/coronavirus-covid-19/covid-19-hub-and-support-residents/covid-19-hub-and-support-vulnerable>

Westminster Connects- Coronavirus help

Tel.: 0207 641 1222

Email: westminsterconnects@westminster.gov.uk

Website: <https://www.westminster.gov.uk/coronavirus-advice-vulnerable-residents#ask-for-help>

Age UK Kensington and Chelsea: 020 8969 9105

Age UK Westminster: 0203 004 5610

Westminster Dementia Adviser: 07540 502379



National

Age UK: 0800 678 1174

Silver Line: 0800 470 8090

Alzheimer's Society: 0300 222 1122

Admiral Nurses: 0800 888 6678

Independent Age: 0800 319 6789

CNWL Single Point of Access- in case of mental health crisis - call anytime:
0800 0234 650

Samaritans: 116 123

No Panic - for panic attack sufferers: 0844 967 4848

SANEline: 0300 304 7000

Cruse Bereavement: 0808 808 1677

Alzheimer's Society Talking Point: <https://www.alzheimers.org.uk/get-support/dementia-talking-point-our-online-community>



Westminster and RBKC Councils' Training Offer

Westminster City Council is offering free e-learning modules and webinars which are accessible and bookable via the registration process below.

Register for training here: <https://learningzone.rbkc.gov.uk/tri-borough/learning/user/portal.do?siteID=TKWH%5fExternals&landingPage=login>

Take note of your USER ID (you will need this next time you log in);
Registration Code: **TRIKWH**

Additional Information:

Organisation ID: **RBKCWL**, Customer Number: **1242680**, Organisation Name:
Westminster City Council, Job Title: **Volunteer**

SUBMIT - you may need to wait 1 hour for your learning zone to activate.

Webinars:

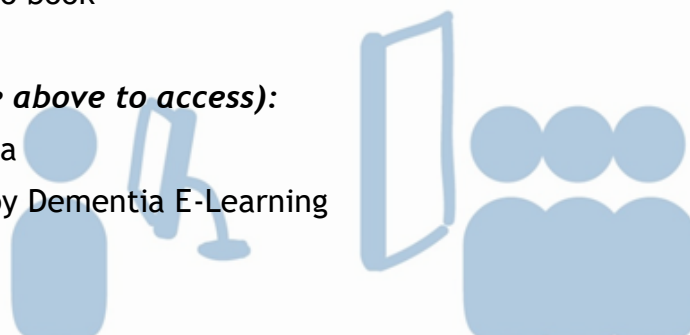
Dementia Friends Information Session (40 minutes)
Every Thursday at 12pm

Dementia Awareness Training (half day)
Next date: 31st August 2020 at 11am

Email mhudiova@westminster.gov.uk to book

E-learning (need to register with the above to access):

Supporting People Living with Dementia
Practice Guidance for those affected by Dementia E-Learning



Medical and Social Care

NHS- non-emergency support

Tel.: 111

Medical Emergencies

Tel.: 999

NHS- extremely vulnerable persons

Tel.: 0800 028 8327

Website: <https://www.gov.uk/coronavirus-extremely-vulnerable>

Royal Borough of Kensington and Chelsea Adult Social Care

Tel: 0207 361 3013, out of hours 020 7373 2227

Westminster Council Adult Social Care

Tel.: 0207 641 1175, out of hours 0207 641 2388

Email: adultsocialcare@westminster.gov.uk

Dementia Clinic

Phone appointments with Admiral Nurses offered on Thursday 30th of July to help support people living with dementia and their carers.

Call: 020 8036 5417

Email: clinics@dementiauk.org

Carers Support

The Carers Network

Tel.: 020 8960 3033

Admiral Nurses helpline

Tel.: 0800 888 6678

Email: helpline@dementiauk.org

Info: Monday to Friday: 9am to 9pm, and Saturday to Sunday 9am to 5pm

Carers Direct

Helpline: 0300 123 1053

Counselling

Kokoro

Free counselling for people for BAME communities

Website: <https://www.kokorotherapy.co.uk/covid-19-support>

Westminster Talking Therapies (IAPT)

Tel.: 030 3333 0000

Email: westminster.iapt@nhs.net

Community Living Well

Counselling for RBKC residents

Tel: 020 3317 4200

[Self-referral form](#)

Third Age Counselling

Tel.: 07913 610 734

Email: enquiries@thirdagecounselling.com

Website: <https://thirdagecounselling.com/locations/>

Forums

BME Health Forum

Tel.: 07958 479 217

Email: nafsika.thalassis@bmehf.org.uk

Website: <http://www.bmehf.org.uk/index.php/about/what-we-offer/>

Pharmacies

Pharmacy2U

Tel.: 0113 265 0222

Website: www.pharmacy2u.co.uk

Echo Service (Lloyd Pharmacies)

Tel.: 020 8068 8067

Email: help@echo.co.uk

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

Culture

Featured Activity this month

Aloud in a Cloud

Delivered by our Bi-borough Library Team-. Opportunity to discover people, books, stories, a chance to listen and to be listened to. Every Thursday at 2.00pm. Book here:

<https://www.eventbrite.co.uk/e/aloud-in-the-cloud-tickets-111124981812>

Music and dance

Music 4 Dementia Radio

Online radio playing music from specific decades

<https://m4dradio.com/>

Singing for the Brain- Alzheimer's Society

Online choir in your community

Website: <https://www.alzheimers.org.uk/get-support/your-support-services/singing-for-the-brain>

Wigmore Hall

Recorded classical music performances and live streams

Website: <https://wigmore-hall.org.uk/wigmore-hall-live/past-live-streams>

Clifftop Projects

Free online dance videos for people living with dementia

<https://clifftopprojects.co.uk/digital-dance-for-olderpeople>

Arts and history

Golden Carers

Free resources and advice- activities such as creating sensory pouches to advise on activities for isolated residents

<https://www.goldencarers.com/10-more-activities-for-residents-in-isolation-in-august/6471/>

Resonate Arts

Monthly newsletters about cultural activities locally and nationally including activities which are able to complete at home

Arts 4 Dementia

Arts programmes and lists local arts events including chatty Wednesday's- opportunity for people with early-stage dementia and carers to socialise, engage creatively, share experiences and ideas

<https://arts4dementia.org.uk/join-chatty-wednesdays/>

Art by Post- Southbank Centre

Art by Post brings free poetry and visual arts activities to the people who are most isolated by the current social distancing measure. Refer someone you know here: <https://www.southbankcentre.co.uk/about/get-involved/arts-wellbeing/art-by-post>

Westminster Home Library Service

Tel.: 020 7641 5405

Email: homelibraryservice@westminster.gov.uk

Fitness

[British Lung Foundation exercise handbook](#)

[Age UK Westminster chair yoga](#)

Virtual tours of museums

Natural History Museum: <https://artsandculture.google.com/partner/natural-history-museum>

The British Museum: <https://www.google.co.uk/maps/@51.5192048,-0.1274951,2a,75y,322.34h,85.25t/data=!3m6!1e1!3m4!1sFyBuFtvu6FeVvVVC5--uiw!2e0!7i13312!8i6656?hl=en>

Voluntary Sector

Age UK RBKC

Variety of activities timetable from fitness to reading to art via Zoom. How to use Zoom is included. Full timetable: <https://www.ageuk.org.uk/kensingtonandchelsea/activities-and-events/>

Email to book: event@aukc.org.uk

Age UK Westminster

Afternoon chats, yoga exercises and workshops: <https://www.ageuk.org.uk/westminster/activities-and-events/>

Email: stephen.spavin@ageukwestminster

Tel: 07969 302517

Open Age

Various online activities and support

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

Yourneighbour.org

National Call Centre connecting people to local churches for food shopping deliveries, pharmacy visits etc. Specialist support with counselling, benefit advice safeguarding and more.

Tel.: 0300 323 9952

Alzheimer's Society

Alzheimer's Society's dementia advisers support with welfare check in phone calls, as well as connecting callers to a range of local services

Dementia Connect: 0333 150 341

Help the Elderly

Support and guidance to care for the elderly

Tel.: 020 7097 5871

Email: helptheelderlyuk@gmail.com

In-Deep

In-Deep is a local charity that supports isolated older people living in South Westminster (SW1 area)

Tel.: 07761 263 105

Email: emma.champan@in-deep.org.uk

Westminster Mutual Aid

Group of volunteers supporting the local community

Email: pimlicomutualaid@gmail.com

Website/ Social: <https://www.westminstermutualaid.co.uk/> <https://www.facebook.com/groups/224869025307530/>

Bayswater Covid19 Support

In Bayswater area, support group organised by local councilors

Tel.: 0789 929 9856

Email: EmilyP4yne@gmail.com, BayswaterShopping@outlook.com

Here to Help London

From food delivery and laundry services to online courses and someone to talk to

Tel.: 0203 972 1717

Email: contact@heretohelp london.com

Website: <http://heretohelp london.com>

The Abbey Centre

Activities including cooking, exercise, IT support, music and dance to complete at home online or offline, and useful information

Tel.: 020 7222 0303

Website: <https://community.theabbeycentre.org.uk/abbey-centre-shutdown-updates/#abbey-centre-activities>

Jewish Care

Tel.: 020 8922 2222

Email: helpline@jcare.org

Advice and support for Jewish residents <https://www.jewishcare.org/>

Re-engage (Formerly Contact the Elderly)

Re-engage exists to support people who are over-75, live alone

Tel.: 0800 716 543 or 020 7240 0630

Email: info@reengage.org.uk

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

Independent Age Friendship Services

Financial, emotional and practical advice on supporting people living with dementia

Tel.: 0800 319 6789

Website: <https://www.independentage.org/information/support-care/support-for-carers/caring-for-someone-living-dementia>



Food banks and access to food

[RBKC Council support with food and other essentials](#)

[Westminster Council's support with food and other services](#)

Kensington and Chelsea Foodbank

Tel.: 020 3728 9003

Email: info@kensingtonchelsea.foodbank.org.uk

Westminster Foodbank

Tel.: 020 7834 1731, ext. 224

Address: Westminster Chapel, Buckingham Gate, London, SW1E 6BS

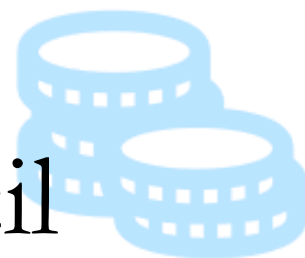
North Paddington Food Bank

Tel.: 0207 266 3347

Email: info@npfoodbank.org.uk

Address: Selbourne House, WECH Community Centre, Avenue, London W9 3AZ, Ground Fl, 36A Elgin

Funding and Council Support



People First

RBKC and Westminster's support on health, care, financial and legal support and more

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

[Westminster Housing Benefit and Council Tax Reduction Form](#)

[RBKC Housing Benefit and Council Tax Reduction application](#)

Debt Advice

Website: <https://www.rbkc.gov.uk/housing/housing-advice-support/more-advice-and-support/debt-advice>

Personal Budget Helpline

Tel: 0330 995 0404

Website: <https://www.disabilityrightsuk.org/how-we-can-help/helplines/independent-living-advice-line>

Carer's Allowance

Website: <https://carers-network.org.uk/welfare-and-benefits/>


Attendance Allowance

Website to apply: <https://www.gov.uk/attendance-allowance>

Disability Premium for over 65's

Website to apply: <https://www.gov.uk/disability-premiums/eligibility>

General information and government guidance



[Guidance on shielding & protecting extremely vulnerable persons from COVID-19](#)

[Useful tips on ways to respond to difficult questions or conversations relating to the COVID-19 pandemic](#)

[Managing breathless at home during COVID-19](#)

[COVID-19 Dementia and Cognitive Impairment](#)

[Covid-19-suspension-of-care-act-obligations](#)

[NHS information on Delirium](#)

[Managing delirium in confirmed and suspected cases](#)

Delirium videos:

[What is delirium?](#)

[Managing Delirium](#)

[Delirium in context of COVID-19](#)