

# Support and Information



[Alzheimer Scotland](#)'s specialist dementia services provide personalised support designed around each individual, including 1:1 support and day services. Their local Dementia Advisors and 24 hour Dementia Helpline are always there for advice and information. Their branches and community activities, from dementia cafés to football memories, are a great way to meet other people and benefit from mutual support.

24 hour Dementia Helpline: Freephone 0808 808 3000

New Dementia Resources available. NHS Health Scotland in partnership with Alzheimer Scotland have published a range of free [resources](#) to support people with dementia, their carers and people working in the field.

getting to know me

This information will help staff to support you. It will help us get to know you, understand who and what is important to you, and how you like things to be.

We invite you, your family, friends and carers to complete this information with as much detail as you want to share with us.

Please ask a member of staff if you need any help to complete this information.

my name: my full name & the name I prefer to be called

the person who knows me best:

If the person you care for is admitted to an acute hospital setting, you can ask a member of staff for a '[Getting to Know Me](#)' form. This allows you to record personal information about their likes and dislikes, names of family and friends, and what may be worrying them while they are in hospital.

The information, which will be kept at the bedside, helps staff to build a fuller understanding of your loved one's life story, preferred routines and specific pieces of information which may be helpful during a hospital stay or attending outpatient services such as what helps them to rest or relax.

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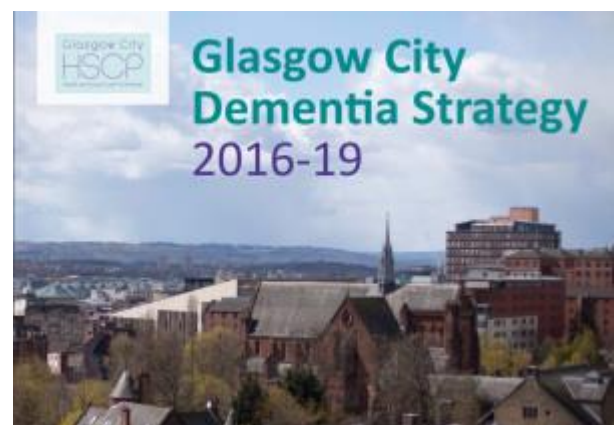


[The Charter of Rights for People with Dementia and their Carers in Scotland](#) sets out the rights of people with dementia and those who support them, aiming to empower them and the community as a whole to ensure these are recognised and respected.

[The Standards of Care for Dementia in Scotland](#) are designed to inform and empower people with dementia and their families and carers on the level and quality of care they should expect from all dementia services and in all care settings. The standards also tell people what they can do if they think the standard of care to which they are entitled is not being met.



The emerging Health and Social Care Partnership in Glasgow is working alongside Alzheimer Scotland to develop a [Glasgow City Dementia Strategy](#) which will be published early 2016. This strategy will provide a framework to support high quality dementia services and help create a Dementia Friendly Glasgow.



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The Carers Scotland edition of '[Looking after someone: Information and support for carers](#)' is a guide for anyone caring for family or friends. The guide outlines your rights as a carer and gives an overview of the practical and financial support available.



[Care Inspectorate](#) regulates the quality of social work and registered care services. It can investigate complaints against registered care providers.

Contact: Compass House, 11 Riverside Drive, Dundee, DD1 4NY.  
Tel: 0845 600 9527 Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)



**Self Directed Support**  
My Support My Choice

The [Self-directed Support Act](#) provides local authorities with a power to support carers in their caring role. Where such support is provided, local authorities have a duty to offer the carer the same options for their support as are provided to service users. The Self-directed Support statutory guidance reinforces this message and sets out how support to carers can prevent crisis.

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[Scottish Public Service Ombudsman \(SPSO\)](#) considers complaints about organisations providing public services in Scotland, normally only once you have been through the complaint procedure of the organisation involved.

Contact: 4 Melville Street, Edinburgh, EH3 7NS.  
Tel: 0800 377 7330 Email: [ask@spsso.org.uk](mailto:ask@spsso.org.uk)



[Equal Partners in Care \(EPIc\)](#) is a joint project between NHS Education for Scotland (NES) and the Scottish Social Services Council (SSSC). They aim to support workers from health, social services and other sectors to work in partnership with carers and young carers, and to achieve better outcomes for all involved in the caring relationship.

[MindMate](#) is the ultimate platform for people with dementia, their families and caregivers. The award-winning MindMate App engages people with Alzheimer's and helps them stay independent. Together with MindMate+ this gives caregivers and family members peace of mind by providing remote access and useful tools to offer a helping hand regardless of their location.

Download the free iPhone and iPad [App](#)



Video blogs and interviews featuring Dementia Carer Voices are available below:

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[Tommy Whitelaw about MindMate](#)

[After a diagnosis, Tommy Whitelaw Video Blog](#)

[Who was Tommy Whitelaw before he became a Caregiver for his mum](#)

[Things he liked about being a Caregiver video blog with Tommy Whitelaw](#)

[I really needed help video post with Tommy Whitelaw](#)

[What can be done to help with loneliness video blog post with Tommy Whitelaw](#)

[Dealing with angry behavior Tommy Whitelaw video blog](#)



[Healthcare Improvement Scotland](#) is the national healthcare improvement organisation for Scotland and part of NHS Scotland. They work with people who use supports and services, carers, communities, staff who provide care in hospitals, GP practices, clinics, NHS boards and the public. They promote 5 key “[Must Do with Me](#)” areas which aims to ensure that people are at the heart of their health care and support plans.

[The Health Innovation Network](#) have put together a Dementia Peer Resource Pack, which brings together evidence based resources to help community groups and funders set up and run peer support groups, as well as guidance on how to make older people groups more dementia friendly. It includes films, case studies, policy and research related to the benefits of peer support, as well as resources on funding, staff training and evaluation of groups. It was developed in England and whilst the policy landscape is different, it is a valuable learning resource.



[Coping with dementia: A practical guide for carers](#)

This book contains information and advice for people who care for someone in the middle to late stages of dementia (moderate to severe dementia). It aims to: – help you feel less alone – give you practical advice on coping – help you to find caring

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more rewarding and less stressful – show you where to go for help and for more information.

## [Understanding dementia: A guide for young people](#)

This booklet is for you if you're a young person, and someone you're close to has dementia. Maybe it's your mother or father, one of your grandparents, another relative or a family friend. This booklet will help you to understand what dementia is, and what's happening to the person with dementia, cope with the effect the person's illness has on you, and find help and support if you need it.

## [Worried About Your Memory?](#)

This resource is designed to help you understand more about memory loss, so if you are worried – either about your own or someone else's memory – you can seek advice and, if necessary, get treatment.

## [Living Well with Dementia \(previously Facing Dementia\)](#)

A booklet for those who are either worried about dementia or who have been diagnosed. It provides reassurance and suggests practical steps to improve or maintain dignity and the quality of life as far as possible.

## [Younger people with dementia: living well with your diagnosis](#)

Produced by NHS Health Scotland in partnership with Alzheimer Scotland and the Scottish Dementia Working Group, 'Younger people with dementia: living well with your diagnosis' DVD is designed for the person who has just been diagnosed with younger onset dementia (dementia under the age of 65) and for the family and friends of the person diagnosed.



[The Royal National Institute for the Blind](#) together with Alzheimer's Scotland have produced an information [booklet](#) on Sight Loss and Dementia. They have also produced Top Tip Cards on how to support Older Person with Sensory Loss, in particular, [communication](#) and [environment](#)

For further support, please call the RNIB Helpline on 0303 123 9999