

Young Onset Dementia Carers Zoom Forum

8th December 2020



1	<p>Present</p> <p>Carers 3</p> <p>Carers in Herts Sally Stratford – Involvement and Development Worker Dementia and Older people</p> <p>Guest Speaker Jelf Ngambu - Team Leader, Hertfordshire Carers Support Service, Turning Point</p>
2	<p>Welcome</p> <p>All carers were welcomed to the session, introductions were completed. Carers were encouraged to ask questions as it was a very informal session.</p>
3	<p>Jelf Ngambu - Team Leader, Hertfordshire Carers Support Service, Turning Point</p> <p>Jelf introduced himself and discussed the Carers Support Service that Turning Point now offer. The information below is taken from the leaflet that he shared after the session:</p> <p><i>Turning Point is a social enterprise and registered charity that has been providing services to support people with mental health issues and learning disabilities for over 25 years.</i></p> <p><i>We specialise in innovative and inclusive approaches that maximise the independence of the people we support.</i></p> <p><i>Hertfordshire Carers Support Service</i></p> <p><i>Our carers support service aims to improve the emotional wellbeing of unpaid carers and their loved ones. Our service provides a wide range of practical and emotional support tailored to the individuals needs including benefit applications, health appointments, sit in service and more. We will provide a free short-term service of 18 hours of carers breaks, either in your home or by taking the person you care for out for the day. The 18 hours of support will be flexible to your needs and requirements. With your agreement an onward referral to the local authority for a statutory carer’s assessment will take place to identify if you need additional support and Hertfordshire Carers Support Service will support you through this process. We will also signpost you to longer term support from other companies or groups that may be beneficial to you dependent on your needs.</i></p> <p><i>The service is here for any adult aged 18+ who identifies as a caregiver for an adult with:</i></p> <ul style="list-style-type: none"> <i>• a learning disability</i> <i>• mental health needs</i> <i>• dementia</i> <i>• sensory impairment</i> <i>• palliative care</i> <i>• physical health problems</i> <p><i>The team are available between 8am and 8pm Mondays to Fridays. We are available between 8am and 8pm Mondays to Fridays. You can also contact us outside of working hours on 01 438 211185 (leave a voice message) and we will get back in touch as soon as possible. We aim to assess individuals within two weeks of initial contact.</i></p>

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Contact us for referral or for more information
Call Us: 01438 211185
Email Us: HCSSinfo@turning-point.co.uk
Find Us: The Hive, Bell Lane, Stevenage, Herts SG1 3HW

4 Carers questions/discussions

- **What staff do you use?** Recovery Workers, like the staff they use at Crossroads just with a different name.
- **Are they based locally?** Staff are based all over the county and we try and allocate staff to clients in their locality to reduce travel time.
- **Is there a waiting list?** No, not currently.
- **Sunflower lanyards – do people know what these are for? Are they recognised by emergency services?** Sally agreed to raise this with commissioners and enquire what is the best thing to use for a person with Dementia. On discussion carers thought that a county recognised scheme making communities friendly would be best.
- Carers expressed how difficult and confusing it was having multiple organisations offering similar services. They expressed that most of them are 'Herts' something; they do not know who provides what. Sally informed the carers that she will be organising an information session in the new year with commissioners to look at this issue. This work falls under the Dementia Strategy for Hertfordshire and carers will be sent an invitation to join the session.

Help in the middle of the night, where do we get this? It is easy to call and get support during the day but where do we go at night? Carers were informed about Hertfordshire Partnership NHS Foundation Trust (HPFT) Single Point of Access (SPA). Further information is below:

<https://www.hpft.nhs.uk/get-help/>

Call our Single Point of Access (SPA) Freephone number: **0800 6444 101** which is open 24/7 or alternatively call NHS 111, selecting option 2 for mental health services.

In the case of **serious illness or injury, dial 999** for emergency services

Email: hpft.spa@nhs.net for non-urgent enquiries

For a range of self-help information please click [here](#).

Live webchat service

If you would prefer to speak online, click on the SPA red button [here](#). This service is available Monday-Friday, 7am-7pm.

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Other support is available but not 24/7:

National Admiral Nurse Helpline:

Dementia Helpline - 0800 888 6678.

Open Monday – Friday 9am -9pm, Saturday and Sunday 9am-5pm

Or click the link below to find out more information

<https://www.dementiauk.org/get-support/dementia-helpline-alzheimers-helpline/#:~:text=Call%20our%20Dementia%20Helpline%20for,about%20dementia%2C%20including%20Alzheimer's%20disease>

Alzheimer's society national helpline:

Dementia Connect Support Line – 0333 150 3456

Open Monday - Wednesday 9am-8pm, Thursday and Friday 9am-5pm, Saturday and Sunday 10am-4pm.

Calls are charged at local rates.

5 Closing comments and information

Carers were thanked for attending. Forums for next year will be send out in January once dates and speakers are confirmed.

Please call the office for any support needed on 01992 58 69 69

Sally Stratford
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