

“Forget me not”



DEMENTIA

is everybody's business

**SOUTHEND, CASTLE POINT & ROCHFORD
Dementia Services 2019**

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**This pack can be provided in alternative formats such as Braille, audio or large print.
Translations of this pack in other languages are also available
For a copy of this pack in another format please call 01702 534772
Or email: dementiacommunitysupport@southend.gov.uk**

Section 1

Services covering Southend Castle Point & Rochford

Southend University Hospital

Southend University Hospital 
NHS Foundation Trust

Southend University Hospital
NHS Foundation Trust, Prittlewell Chase,
Westcliff-on-Sea, Essex, SS0 0RY Telephone No: 01702 435555

NHS Memory Services



The Memory Assessment Service aims to provide early assessment and diagnosis, so that treatment and support can be initiated quickly. Services are located at Southend Hospital, Sydevelt Centre and Harland Centre. Memory Assessment Service carries out tests and specialist investigations to determine whether a diagnosis of dementia is appropriate. Specialist services are also provided for people with a learning disability who are diagnosed with dementia and their carers.

For Harland Centre and Sydevelt Centre MAS teams Tel No: 01268 739116

Community Dementia Nurses & Dementia Intensive Support Team

Community Dementia Nurse Tel No: 01702 226190
Providing post-diagnostic review and advice to individuals and carers in community.
Dementia Intensive Support Team Tel No: 01268 739183

Providing a rapid response to community based and care home patients to avoid admission to acute services through A&E. Southend Hospital. For individual with or suspected to have Dementia.

Memory Services provided by Essex Partnership NHS Foundation Trust (EPUT) and Southend University Hospital Foundation Trust (SUHFT)

Dementia Community Support Team



Our Team is available to support you and your family throughout the dementia experience, whether you have a diagnosis or are in the process of getting a diagnosis, through to end of life care.

We offer information, practical advice and support to help you understand dementia and the day to day challenges it may bring enabling you to maintain independence and have choice and control over your life. Our services offer support and guidance through every step of your dementia experience, including hospital inpatient stays and residential care. We are also your crucial link to all health, social care and community support in your area.

Our aim is to help people living with dementia and those who care for them to live well by promoting health, happiness and wellbeing through a variety of ways such as:

- Promote understanding of dementia and the ways in which people can be affected, through information and education.
- Support community services to include people living with dementia in all aspects of community life by creating better access to social opportunities

- Work with all our community partners to build peer led social opportunities which are age appropriate and reflect individual interests and hobbies.
- Encourage all businesses, health, social care, voluntary and private organisations to sign up to the Southend, Castle Point and Rochford District Dementia Action Alliance to continue to grow our Dementia Friendly Communities
- Provide Dementia Friends information sessions and other learning opportunities for professionals and the public

If you would like any further information on the service or would like to contact any member of our team please call 01702 534772 weekdays or email: dementiacommunitysupport@southend.gov.uk.

Southend Castle Point & Rochford Dementia Action Alliance



DAA Southend Castle Point
& Rochford
Dementia Action Alliance

Southend Dementia Action Alliance is a partnership of organisations, individuals, businesses and community groups working together to transform the quality of life for people affected by dementia, Southend-on-Sea is a Dementia Friendly Community.

For further information and how to join (this is free, but everyone makes a pledge) contact:

Cassie Searle – Dementia Action Alliance Co-ordinator, Southend-on-Sea Borough Council
Tel: 01702 215827
Email cassiesearle@southend.gov.uk

SWIFT

SWIFT is an admission avoidance service which provides specialist, nurse-led care in the community during an acute episode of ill health.

SWIFT will provide necessary assessments, including urgent observations and bloods, and nursing interventions aimed at stabilising immediate health needs to avoid hospital admission. The SWIFT team provide an urgent response within 2 hours of referral, and will provide short term support for an average of 5-7 days. If at any point the patient deteriorates and can no longer be safely managed at home, the SWIFT team will coordinate safe transfer to the hospital for an inpatient admission.

Examples of conditions seen by the team include patients with chest infection, urinary tract infection, exacerbation of long term conditions, cellulitis, frailty, fall with no injury, anaemia and dehydration.

How to access the service

Please ask your GP or Healthcare Professional to make a referral to our SWIFT Coordinator. Referrals are also received from Paramedics. The service is available 08:00-22:00 7 days a week.

Where are we based: Willow Ward Rochford Hospital Union Lane Rochford Essex SS4 1RB

Solicitors and legal advice

Please contact Solicitors for the Elderly or the Law Society who can find you a local solicitor.

Website: www.solicitorsfortheelderly.com Website: www.lawsociety.org.uk

Essex County Fire and Rescue Service

Free home safety checks, including making an escape plan, advice on action to be taken in the event of a fire and fitting smoke alarms.

Telephone: 0300 303 0088 Website: www.essex-fire.gov.uk



TrustLinks

Trust Links is a local independent charity for wellbeing and mental health based in South East Essex. We offer therapeutic gardening, recovery classes, social activities, employment training and support to people living with mental health conditions and unpaid carers. We are also committed to building stronger communities and promoting sustainable living.

Please email: info@southendcarers.co.uk or call 01702 393933 to find out more about how to register for our counselling and listening support services.



Mind

We formed on the 1st April 2012 following the merger of Southend and District Mental Health Association founded in 1966 and Chelmsford and District Mind Centre (1985) Ltd (Chelmsford Mind) in December 2011. Together we have a track record of over 50 years of delivering quality mental health services to people in need.

Services include:

- Peer support groups
- Supporting ethnic minority groups and individuals to access information and services
- Helping to arrange interpreter services
- Assisting service providers to appreciate cultural differences

South East and Central Essex Mind, 112a Southchurch Road, Southend on Sea, Essex SS1 2LX

Tel: 01702 601123 Email: reason@southendmind.org.uk

Website: www.southendmind.org.uk



Carers Choices

Supporting older people and those living with Dementia

The White House, Kiln Road, Benfleet, Essex, SS7 1BU
01268 881130 Website: www.carerschoices.org

If you care for someone who has dementia, an activity led Day Care Centre can provide you with the chance to do something that makes both of you happier. We offer such centres in Southend, Castle Point and in Basildon. We are CQC registered and also offer respite care in the home (sitting service) in all three areas. If you have any questions about the centre and our facilities or services, please do contact:

Angela Allum on 01268 881136

Email: angela.allum@carerschoices.org

Carers Choices
peace of mind



Tel:

Silver Birch Centre

Age UK Essex

Age UK Essex is an independent local charity. We've been working in the local community to help older people for 30 years. We have 60 dedicated staff and over 300 volunteers helping us to deliver services and support for older people in Essex.



Services provided include:

- Information and Advice
- Toenail Cutting Service
- Befriending Service
- Home Help Service
- Outdoor Activity Support
- Sitting Service
- Food Preparation Service

Tel No: 01245 346 106 Email: info@ageukessex.org.uk

Hospice at Home

Fair Havens Hospice at Home provide trained and experienced care workers who can support and provide respite for those caring for people at the end of their life. The service is free and available to those caring for someone at end of life who lives in Castle Point, Rochford, or Southend.



Referral via Community/District Nurse or self-referral.

Contact Hospice at Home on [01702 220350](tel:01702220350)

Age Concern Southend

A 'befriending' service is available to residents of Southend, Castle Point and Rochford.

Age Concern Southend
134 Hamlet Court Road
Westcliff-on-Sea, Essex SS0 7LN

Tel: [01702 345373](tel:01702345373)

Email: enquires@acsos.co.uk



The War Pensioner's Welfare Service (WPWS)

If you are a war pensioner who needs medical treatment or care because you were disabled whilst serving in the Armed Forces during a war, The Service Personnel and Veterans Agency may be able to help you with costs. The War Pensioner's Welfare Service (WPWS) can give you advice on:

Tel: [0800 1692277](tel:08001692277) 8.15am – 5.15pm Monday to Thursday and 8.15am – 4.30pm on Fridays.

SSAFA

The Armed Forces Charity

SSAFA provides lifelong support to anyone who is currently serving or has ever served in the Royal Navy, the Royal Marines, the British Army or the Royal Air Force.

We're ready to help you and your family, whenever and wherever you need us.

To become a club member and attend the club each week or to enquire further for a relative, friend or member of your community, please contact Michele at the local SSAFA team on 01702 463 113 or email: southend.ssafa@btinternet.com to register your interest.

Hippo Cabs

We offer a top notch non-emergency patient & medical staff transportation service in the UK



Hippo Cabs – UK's First Branded disability transportation services. Call: 08008606727

The Silver Line

The Silver Line is a free and confidential helpline which provides information, friendship and advice to older people. Open 24 hours throughout the year.

Telephone: 0800 470 8090 Website: www.thesilverline.org.uk

Specsavers Healthcall

Specsavers Healthcall provides eye care services at home to those who cannot visit a high street optician unaccompanied due to physical or mental disability.

Telephone: 0800 198 1132

Website: www.specsavers.co.uk/home-eye-tests

Visioncall

Visioncall provides home eye care to those unable to attend a high street optician unaccompanied due to physical or mental disability.

Telephone: 0845 050 1831

Website: www.vision-call.co.uk

Action on Hearing Loss

Products include listening devices, telephones, amplifiers, hearing loops and text phones. The information line offers advice on a range of subjects such as hearing loss, deafness and tinnitus.

Helpline: 0808 808 0123

For Products: 03330 144525

Website: www.actiononhearingloss.org.uk

Healthwatch Essex



Please contact Healthwatch with regards to their “Dementia Handbook for carers” which signposts to various helpful organisations e.g. national organisations, specialist holiday providers, ex service personnel help, financial support, assistive technology, care quality and safety, etc.

Tel No: 01376 572829

Information Line: 0300 500 1895

Email: enquires@healthwatchessex.org.uk Website: <https://www.healthwatchessex.org.uk/>

SCie Dementia Gateway – online training

Free web-based module training on various aspects of dementia care.

Website: www.scie.org.uk/dementia

Dementia Research

‘Join dementia research’

The National Institute for Health Research (NIHR) in partnership with Alzheimer Scotland, Alzheimer's Research UK and Alzheimer's Society have developed 'Join dementia research', a new service which allows people to register their interest in participating in dementia research and be matched to suitable studies. The service delivers new opportunities for people to play their part in beating dementia by connecting researchers with people who want to participate in studies.

Telephone: Alzheimer's Research UK: 0300 111 5 111 Alzheimer's Society: 0300 222 1122

Website: www.joindementiaresearch.nihr.ac.uk

Section 2

Southend Services

Southend-on-Sea Borough Council



Adult Social Care Service

The role of Adult Social Care is to help people maintain or regain their independence regardless of age, disability or personal circumstances in ways that allow people choice and control over how they live their lives.

Southend Social Services Tel: [01702 215008](tel:01702215008)

Website: www.southend.gov.uk

Safeguarding – Ask SAL

Safeguarding applies to adults/carers 18+ with needs for care and support (regardless of the level of need and whether or not the local authority is already meeting any of those needs)



- Is experiencing, or is at risk of abuse or neglect, and
- As a result of those needs, is unable to protect themselves against the abuse or neglect or the risk of it.

Do you know an adult who is being treated badly, taken advantage of, or injured? If so it is important to tell someone. Do this as soon as you can using one of the contact numbers below.

Southend Police Station: [01702 431212](tel:01702431212)

AskSAL – safeguarding adults helpline: [08452 666663](tel:08452666663)

Healthwatch Southend



A local Healthwatch has been set up for every area of the country. Each local Healthwatch is an organisation that is independent of the NHS and councils. Healthwatch Southend exists to give a voice to the people of Southend on Sea, both adults and children who:

- need information about health or social care services
- want to see services improve
- need help to make a complaint or raise a concern about an NHS service or worker

Everything we do is free to people who live in the Southend on Sea area.

Address: Healthwatch Centre Place, 15 Prospect Close, Southend on Sea, SS12JB.

Tel No: [01702 416320](tel:01702416320)

Email: healthwatchesouthend@family-action.org.uk

Essex Partnership NHS Foundation Trust (EPUT)



Essex Partnership University
NHS Foundation Trust

Southend Care Co-ordination Service

A care co-ordination service has been launched in Southend offering early support and a co-ordination of care for people with complex needs. The Complex Care Coordination Service is led by a team from the South Essex Partnership University NHS Foundation Trust (SEPT) and aims to identify and support patients to maintain personal independence, delay disease progression and improve overall outcomes.

Ashingdon House, Rochford Hospital, Union Lane, Rochford Essex SS4 1RB
Tel No: 01702 372060/ 01702 372061

Metal



Metal and Southend Borough Council Public Health Team have come together to create an innovative project based at Metal Art School working with NetPark, the world's first digital art park in Chalkwell Park. The NetPark Wellbeing Project bring the arts and the outdoors together to foster a greater sense of wellbeing for people living with mental health concerns or dementia.

For more information about how to get involved, please contact Emma Mills

Tel. No: 01702 470700
Email: emma.mills@metalculture.com

Age Concern Southend



AGE Concern Southend delivers a number of services to the older people of Southend, Castlepoint and Rochford areas. These services include Befriending, both face to face and telephone; a volunteer drivers service; advice and information; a handyman service and local directory of services and newsletter. Age Concern Southend offers comfort, friendship and practical help to residents who feel isolated or who need regular or occasional support in maintaining the life they wished to lead. Advice, support and information is also given to families, friends and carers of older adults.

Transportation support can also be provided for Southend residents.

Age Concern Southend, 134 Hamlet Court Road, Westcliff-on-Sea, Essex SS0 7LN
Tel: [01702 345373](tel:01702345373)
Email: enquires@acsos.co.uk

Southend Health Information Point directory (SHIP)

Local health information contacts for Adults, Children and Families

Website: www.southendinfopoint.org



Southend Advocacy Hub

A consortium of charities led by South Essex Advocacy Services (formerly SEEAFOF) provide one-to-one, crisis and short term, outcome focused advocacy and where appropriate longer term statutory and community advocacy to all adults living in Southend. They can help you express your wishes in a range of areas including support for care assessments financial and/or social difficulties, prevention of financial abuse and access to benefits and services. Types of advocacy available include:



- Community Advocacy
- Independent Mental Capacity Advocacy (IMCA) including Deprivation of Liberty Safeguards (DoLS)
- Independent Mental Health Advocacy (IMHA)
- Independent Advocacy under the Care Act
- Citizen Advocacy
- Prevention of financial abuse

Address: Unit 2, 225 West Road, Westcliff-on-Sea SS0 9DE

Tel: 01702 340566 Email: advocacy@southessexadvocacy.org Website: www.sosadvocacyhub.org

The Hub Project

The Hub is a new community space where residents can get support with;

Victoria Hub

Victoria shopping centre, **324-325 Chartwell Square, Southend-on-Sea, SS2 5SP**



- Understanding Universal Credit and other benefits with the **Citizen Advice Bureau (CAB)**.
- Learning how to use computers and getting online, setting up emails, with the **Digital Housing Hub**.
- South Essex Homes **tenancy advice**.
- **Healthwatch Southend** for information and support relating to health and social care issues. **Peabody (Family Mosaic)**

Shoeburyness Hub

151 West Road, Shoeburyness, SS3 9EF

- Understanding Universal Credit and other benefits with the **Citizen Advice Bureau (CAB)**.
- Learning how to use computers and getting online, setting up emails with the **Digital Housing Hub**.
- **South Essex Homes** tenancy advice.
- **Peabody Family Mosaic** will be operating a drop in clinic to give support, guidance for residents with housing related issues to reduce the risk of homelessness and to help with independent living.

For details of when partner organisations are available please call.

Phone: 01702 611199 Email: info@hubproject.co.uk

Southend Carers Hub

Free services for carers such as:

Information and advice

Helpline Tel: **01702 393933** (including 24 hour answerphone)

Free advocacy and counselling for carers

Young Carers advice and information

Support groups for Carers

Drop in Centre: Monday- Friday (10am – 2pm)

Tel: **01702 393933** Email: info@southendcarers.co.uk

Website: www.southendcarers.co.uk

Facebook/southendcarers.co.uk twitter.com/SouthendCarers



Carers Emergency Respite Scheme (CERS)

CERS is to help carers plan for situations when an emergency stops them from being able to carry out their caring role.

This FREE service is available to anyone in Southend that provides care on a regular basis. Under the scheme the person cared for will receive support to manage at home safely over a period of 48 hours.

Tel: **01702 343789** Email: info@ashleycare.com



SAVS

SAVS Centre,
29-31 Alexandra Street
Southend on Sea
Essex
SS1 1BW

Tel No: 01702 356000

Fax: 01702 356011

Email: admin@savs-southend.co.uk

SAVS is an independent charity known as a council for voluntary services (CVS). This means we work behind the scenes to help local charities and community groups achieve their full potential, and we've been doing this in Southend for more than 30 years.

Turning Tides encourages involvement in social activities, volunteering, training and environmental projects. All Turning Tides staff are Community Safety Accredited by Essex Police.

OLDER PEOPLE —Folk Like Us provides support and advice to people over the age of 65, living in the borough of Southend who are experiencing loneliness and isolation. These people are supported by Turning Tides Team Leaders and if required will be signposted to services who can assist them further. Folk Like Us has 'The Hub' meeting area on the ground floor of SAVS, which gives a welcoming and comfortable environment for older people who 'drop-in' asking for help and information. The Hub opens Monday to Friday 10am-2pm.

Dial-a-Ride

Dial a ride is a door to door transport service for people with disabilities who are unable to use public transport.

To use Dial a ride you must:

- Be a member of Dial a Ride
- Live within Southend
- Have difficulty using public transport because of disability or qualify under one of the following criteria:
 - Be in receipt of Higher Rate Mobility Component of Disability Living Allowance.
 - Be registered blind
 - Be in receipt of Higher Rate Attendance Allowance (for women aged over 60 and men aged over 65)
 - Be in receipt of Mobility Supplement or War Pension

Membership costs £12.50 and lasts for 12 months and we will contact you when it's time to renew your membership. You apply for membership online on the Southend Borough Council website.

Section 3

Castle Point & Rochford Services

Essex County Council Adult Social Care & Health



If you are finding it difficult to look after yourself and manage everyday tasks, you can contact Essex County Council to discuss your care and support needs. The discussion will identify:

- if you need care and support
- the level of care and support you need
- how these could be met

If you are assessed to have eligible needs for social care and support, an adult social care worker will agree a care and support plan with you. The plan gives details of:

- how your support will be provided
- how much it costs
- who will be paying for it

If you are not eligible for support, Essex County Council will tell you about organisations that can help you.

Adult social care assessment

To have a discussion about your care and support needs, contact Essex County Council Adult Social Care:

Carer's assessment

If you look after someone who is ill or disabled, we may be able to offer you some help and support.

Telephone: 0345 603 7630

Text phone: 0345 758 5592

Collaborative Care Team EPUT

The Collaborative Care Team are a community based rehabilitation service, providing short term, goal based rehabilitation to patients in their own home to prevent admission or facilitate early discharge from hospital. The team also provide a crisis intervention service for patients with sudden low level medical/nursing needs caused by a short term medical problem that may need additional support for up to one week to prevent hospital admission.



Essex Partnership University
NHS Foundation Trust

How to access the service

Please ask your GP or Health Professional to make a referral through the Single Point of Referral (SPOR)

Where service is based

Castle Point and Rochford

Rayleigh Clinic, Eastwood Road, Rayleigh, SS6 7JP.

Provide

Our vision is to provide a range of outstanding services that care, nurture and empower individuals and communities to live better lives.



We provide a broad range of community services across Essex, Cambridgeshire and Peterborough, as well as the London boroughs of Waltham Forest and Redbridge. We are regulated by the Care Quality Commission (CQC).

Provide is a Community Interest Company (social enterprise). We deliver a broad range of health and social care services in the community, and are committed to making sure that they are safe, responsive and of high quality. We work from a variety of community settings, such as three community hospitals, community clinics, schools, nursing homes and primary care settings, as well as within peoples' homes to provide more than 40 services to children, families and adults. We also offer some online services.

Service offers free and confidential support with: stopping smoking, healthy eating, increasing physical activity, long term condition management.

Tel: 0300 303 9951/52 Email: provide.customerservice@nhs.net

Rayleigh Rochford and District Association for Voluntary Service



Civic Suite, 2 Hockley Road, Rayleigh, Essex, SS6 8EB Tel: 01268 772796 Email: rravs@rravs.org.uk

RRAVS work closely with local charities and community groups in the Rochford District, supporting them to achieve their full potential.

Services available include:

- Knit to Nurture
- Computer Café
- New Steps Friendship Bereavement Group.
- Workshops helping to keep residents fit and healthy

Castle Point Association of Voluntary Services (CAVS)

was formed in 1994 to provide support and guidance to voluntary and community organisations within Castle Point. Operating a Volunteer Centre helping to match organisations and potential volunteers.



Current Services include:

- Befriending
- Ways to Wellness linking you to social opportunities
- Keep Safe a community partnership scheme that supports vulnerable people when they are out and about in town centres or high streets in Essex
- Community Events.

The Tyrells Centre, 39 Seamore Avenue, SS7 4EX.

Tel: 0800 840 4714 or 01268 638416 Email: office@castlepointavs.org.uk

Community Agents Essex



Community Agents Essex is a countrywide network of agents and volunteers who support older people and informal carers to find and develop independent living solutions from within their local community.

A Community Agent will visit you at home to discuss and help with:

- Mobility issues
- Practical living skills
- Social inclusion
- Healthy living
- Caring for someone
- Individual resilience

To arrange a free visit call or email us: Call Free on 0800 9775858
Or email: enquiries@caeessex.org.uk

Carers First



Established in 1991, Carers FIRST is a charity who supports people who look after a relative or friend who could not manage without their help. We work across Lincolnshire, South and North West Kent, Medway, Essex and the London Boroughs of Waltham Forest and Haringey.

It is estimated there are over 145,000 people in Essex providing care for a relative or friend. Carers do an amazing job, and have the right to be supported. You do not have to wait until you are struggling or there is a crisis before you ask for support. The earlier you get help, the more difference it can make.

Find out what support we provide in Essex by visiting our Services pages or contact us to talk about your caring situation.

Tel: 0300 303 1555

Email: hello@CarersFIRST.org.uk

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

This is me

'This is me' is a simple form for anyone receiving professional care who is living with dementia or is experiencing delirium or other communication difficulties.

A support tool to enable person-centred care

'This is me' is a form that you can use to provide details about a person living with dementia. It provides an easy and practical way of recording who the person is. The form includes space to include details on the person's cultural and family background; events, people and places from their lives; preferences, routines and their personality.

It is suitable for use in any setting – at home, in hospital, in respite care or a care home and provides a valuable way of letting medical and social care staff know more about the person who has dementia.

It lets health and social care professionals see the person as an individual and deliver person-centred care that is tailored specifically to the person's needs.

It can therefore help to reduce distress for the person with dementia and their carer. It can also help to overcome problems with communication, and prevent more serious conditions such as malnutrition and dehydration.

The 'This is me form' can be downloaded from the link below. If you do not have access to a computer or printer please request a form from the **Dementia Community Support Team 01702 534772**.

Link: <https://www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me>

Herbert Protocol

The Herbert Protocol is a national scheme which is being introduced in Essex by Essex Police, in partnership with other agencies, including Southend Borough Council. The scheme encourages carers to complete a form compiled of useful information, which could be used in the event of a vulnerable person with dementia going missing.

The form contains questions for carers, family members or friends to complete in advance, recording all vital details, including medication required, mobile numbers, places previously located or attended, a photograph, associates, daily routine etc. In the event of a person with dementia going missing, the form can be easily handed to the police to reduce the time taken in gathering the relevant information, and assist with a quick time focussed response to the missing person.

The Herbert Protocol initiative is named after George Herbert, a war veteran of the Normandy landings, who lived with dementia.

The completed [form](#) will be the responsibility of the family or carer to keep it regularly updated with any new, relevant information, such as a change in medication.

The Adult at Risk profile form can be downloaded from the following link:

<https://www.essex.police.uk/advice/herbert-protocol/>, but if you do not have access to a computer or printer please request a form from the Dementia Community Support Team 01702 534772.





Safe and Well Visits

Our Safe and Well Officers can fit smoke detectors,
and specialist sensory alarms if required.

We risk assess each home we visit, ensuring that the right alarms
are fitted in the most appropriate places
On every visit we'll discuss...

Fire Safety

As you would expect, we'll talk about fire safety, and give advice and guidance on how the resident can live more safely at home.

We'll talk about the importance of having working smoke alarms, situated in the best places in the home.

We'll ensure they have an escape route planned, that everyone who lives at the property knows about.

We'll talk about the little things someone can do to protect themselves and their property from fire, such as shutting internal doors at night or replacing box plugs.

And we'll talk about the most dangerous room in their home – the kitchen.

Home Security

All of our Safe and Well Officers are trained basic **Home Security Advisors**.

That means they can offer information, advice and guidance about how the resident could make their home less vulnerable to burglars and fraudsters.

We'll discuss the security of their doors and windows, and where they keep their keys.

We'll look at the perimeter of the property and may be able to suggest ways of making it less vulnerable to burglars.

We'll make sure they know our key personal safety messages, especially in relation to doorstep fraud.

If someone needs it, we can also offer help with...

Mobility

If a resident can't easily move around the house, they may find it more difficult to leave the property in a fire.

All of our Safe and Well Officers are fully trained, **Trusted Assessors** and can offer advice and guidance if an individual is concerned about their mobility or slipping, tripping or falling.

We can also order a range of equipment, such as grab rails to help at home.

Most items can be ordered and fitted within five working days, free of charge.

Health and Wellbeing

Often, there are other health and wellbeing related factors that can increase an individual's vulnerability to fire or burglary at home.

If they need extra support or guidance related to their health, wellbeing or lifestyle, and we aren't the expert, chances are we know who is.

During a Safe and Well Visit, we can help people to find the support they need, and refer them directly to appropriate services and organisations.

We're always willing to listen, and help where we can.

To arrange your home safety visit, or if you know anyone who would benefit from a visit, please contact us: 0300 303 0088