

Mental Health

**Support available for people
experiencing memory difficulties or
dementia in Sunderland**

Issue 2 – Published August 2026



The information in this booklet has been taken from 'Support available for people experiencing memory difficulties or dementia in Sunderland' which has information on a range of subjects which you may also find useful.

Find the full document at: www.healthwatchsunderland.com

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latest edition
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The information in this booklet is a section that has been taken from the full booklet titled, 'Support available for people experiencing memory difficulties or dementia in Sunderland'. The full booklet has information on a range of subjects which you may also find useful.

Healthwatch Sunderland regularly updates these booklets. The copy you have may not be the latest version. For the most current copies of all the associated booklets, please visit: www.healthwatchsunderland.com or call us on 0191 514 7145.

If you have information to add or notice anything outdated in the booklets, please contact us and these will be considered.

About Healthwatch Sunderland

Healthwatch Sunderland is your local health and social care champion.

We make sure NHS leaders and social care decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

It is our vision to live in a world where we can all get the health and care we need.

It is our mission to make sure people's experiences help make health and care better.

Our values are to:

- **Listen** to people and making sure their voices are heard.
- **Include** everyone in the conversation – especially those who don't always have their voice heard.
- **Analyse** different people's experiences to learn how to improve care.
- **Act** on feedback and driving change.
- **Partner** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Why we did this work

During our engagement with the Essence Service, which supports people in the early stages of dementia and their carers, we heard from local carers about some of their experiences. They expressed concerns about the lack of information available on local support services following their family members' diagnoses. Many felt unsure about where to go for help and were not aware of the available resources. This feedback was also recognised by the Essence Service during their feedback sessions held in Dementia Action Week 2023.

In response to this need, we collaborated with the Essence Service, carers and other local partners to create a booklet named 'Support available for people experiencing memory difficulties or dementia in Sunderland'. This document offers key support information on a range of subjects. This may be useful for people experiencing memory difficulties and those living with dementia. The information in this booklet, 'Mental health', has been taken from the full booklet.

Please be aware that some of the services mentioned, are only available to people with a dementia diagnosis.

Mental health

Mental health crisis support

In a time of crisis, it is so important to get the right help at the right time. Who you contact will depend on how severe the situation is.



There is no step-by-step guide to accessing crisis support. Each person and situation is unique. The severity of the impact upon the person will determine which organisation or service you contact:

- Where there is danger to life – Visit your local hospital's emergency department or call 999.
- If you urgently need specialist advice the Initial Response Service offer 24/7 support and information on freephone: 0800 652 2867.
- NHS 111 (extension 2) can discuss concerns and signpost to appropriate support.
- Has the GP been made aware of the situation? Contact the surgery and speak to someone.

24-hour support is available when you need to talk

Silverline

Free helpline available all day, every day, for people aged 55+.

Call: 0800 470 8090

The Samaritans

Whatever you're going through, a Samaritans 24-hour will face it with you. Available 24 hours a day, 365 days a year.

Call free on: 116 123

Together in a Crisis

Support people who are in a mental health crisis caused by practical situations that are impacting your life. This could be:

- Debt or financial worries caused by the cost-of-living crisis
 - Housing issues
- Relationship difficulties
- Problems with drugs or alcohol.

Call: 0300 131 0333

Essence Service support workers

If the person is registered with Age UK Sunderland's dementia hub, the Essence Service, you can contact their named support worker from 9am – 5pm Monday to Friday for support on: 0191 522 1310

GOING THROUGH A STORM OR JUST BEEN THROUGH ONE?

ANDYSMANCLUB are talking groups for men to **HELP YOU** through those storms.

FIND OUT MORE info@andysmanclub.co.uk
www.andysmanclub.co.uk #ITSOKAYTALK

Mental health



Sunderland Mind

Sunderland Mind provide confidential, high-quality services for individuals, carers and families experiencing emotional or mental health problems.

They aim to provide advice, information and counselling in a safe, caring and non-judgemental environment.

Call: 0191 565 7218

Email: admin@sunderlandmind.co.uk

Website: www.sunderlandmind.co.uk

Washington Mind

Washington Mind work with the people who use their services to support them in achieving their goals and engaging in their communities.

Their goal is to try to help people experiencing emotional or mental distress to regain their full potential in life and work.

Call: 0191 417 8043

Email: info@washingtonmind.org.uk

Website: www.washingtonmind.org.uk

Community hubs

The new community hubs bring together primary, secondary and voluntary sector organisations.

Based in the heart of local communities the hubs provide a comfortable local space for patients and service users to attend appointments, access groups, courses and activities, and explore opportunities to improve their wellbeing and health.

The hubs work in partnership with their host sites, healthcare sector and the community to make sure the services available meet the needs of the local community.

The hubs are based at:

Hope4All, the Next Door Project,
Pennywell, SR4 9BD.

Building Blocks Day Centre, Washington,
NE37 2SS.

Thank you to our partners

This work would not have been possible without the support from our partners and local carers with lived experience of living and supporting a loved one with a dementia diagnosis. Thank you on behalf of all at Healthwatch Sunderland for your time, your passion and your commitment to producing this booklet. It is hoped it will support and improve the lives of people experiencing memory difficulties, dementia and their carers across the City of Sunderland.

Thank you to:

Local carers





Website: healthwatchsunderland.com

Call: 0191 5147145

Email: healthwatchsunderland@pcp.uk.net

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