

Social Care

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

Issue 1 – Published April 2025



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If you have information to add or notice anything outdated in the booklets, please contact us and these will be considered.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

Social care

Supporting people to stay safe, well, and independent with the right support in place.



Adult social care

Adult social care aims to help people stay independent, safe and well. Enabling them to live the life they want. Teams offer information and advice to residents, their carers and families, on many care and support services.

If you need care and support, there are a number of organisations that may be able to help you.

The Links for Life website: www.linksforlifesunderland.co.uk provides information about services and activities.

**Sunderland
City Council**



Adult social care funds various dementia friendly services. Some of these are support at home, day services, extra care and residential services.

If you think you need help with daily living, you can find out by completing a self assessment form or by making a referral for an assessment.

Complete an adult social care self assessment form on the following website: www.adultsportal.sunderland.gov.uk (click on 'self assessment').

If you are unable to complete the assessment, you can make a referral online: [Referral for an assessment – Sunderland City Council](#)

For those without online access, please call: 0191 5205552

If you need support in your role as a carer, you can request this by contacting the Sunderland Carers Centre.

Call: 0191 5493768

Email: contactus@sunderlandcarers.co.uk

Website: www.sunderlandcarers.co.uk

Advocacy support

If you do not have any family or friends who can help you during your involvement with Adult Social Care, you may be able to get support from a formal advocate, contact Voiceability.

Call: 0300 303 1660

Email: helpline@voiceability.org

Website: www.voiceability.org (search 'Sunderland').

Social care



Assistive technology

Assistive technology is being used in Sunderland to manage different parts of people's care, safety, health and wellbeing. This can include things like Google, Alexa and Siri. As well as smart lightbulbs and heating, home sensors and trackers.

They have many extra benefits, in addition to what they were designed for. These can support people to live well and independently. They can also support people who have a caring role for someone.

Contact Sunderland City Council to find out how this equipment can help you: **Sunderland City Council**

Call: 0191 5205552

Website: www.sunderland.gov.uk (search 'assistive technology').

Telecare

Telecare service is a 24 hour a day, every day of the year service. It helps people to stay independent and living safely at home. A button is placed on the wrist or around the neck of the person. If they have a fall or need the emergency help, the person activates the button and support will arrive to their home. It gives peace of mind to the person and their family.

Telecare offer many kinds of equipment, which is linked to Sunderland City Council's highly trained staff. They help people when they are in difficulty and send a worker to their home if needed.

If you would like more information about the telecare service, get in touch with Sunderland City Council:

Call: 0191 520 5000

Website: www.sunderlandcareandsupport.co.uk (click on 'services' then 'telecare')

Social care



Specialist equipment

Sunderland Care and Support, community equipment service supplies and fits equipment and minor adaptations to a person's home. This can help people to live safely and independently at home.

Equipment is free and provided on a long-term loan basis. This is following an assessment from a nurse, occupational therapist, or physiotherapist.

If you want advice about buying your own equipment, the service can put you in touch with an occupational therapist who can help.

You can find out what equipment would make your life easier by using a website: 'AskSARA'.

For more information contact Sunderland Care and Support:

**Sunderland
City Council**

Call: 0191 5205000

Email: info@sunderlandcareandsupport.co.uk

Website: www.sunderlandcareandsupport.co.uk (search 'community equipment').

To discuss equipment, you would like to buy yourself call: 0191 561 4333

If you already have been provided with equipment from the community equipment service and this equipment has broken, or you need to return your equipment call: 0191 520 5552.

The community therapy service

The community therapy service helps people live a more enjoyable and independent life.

There are a number of teams who work with people who have disabilities, including dementia. They help them to find ways of living independently by learning new skills, adapting their home environment, or finding specialist equipment to keep people safe, well and fulfilled.

The team can support people living in their own homes or in care homes. They can provide rehabilitation including occupational therapy, physiotherapy and falls management. They can support to people who need rehousing as a result of their disability or long-term health condition.

An assessment from the community therapy service may facilitate access to specialist equipment, assistive technology and adaptations to your home.

To make a referral online click the follow link: [Referral for an assessment – Sunderland City Council](#)

For those without online access, please call: 0191 5205552

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

 **@HWSunderland**

 **Facebook.com/HWSunderland**

 **Instagram.com/healthwatchsunderland**