

Useful phone numbers, links and reading

**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If you have information to add or notice anything outdated in the booklets, please contact us and these will be considered.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, 'Useful phone numbers, links and reading', 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.

Useful phone numbers and links

As well as local services, there are also organisations across the country who offer support, information and guidance to people with dementia and their friends and family.

Admiral Nurse Helpline and virtual clinic

Provided by Dementia UK, the Admiral Nurse Dementia Helpline provides information, advice and support with any aspect of dementia.

Call: 0800 888 6678

Email: helpline@dementiauk.org

Website: www.dementiauk.org

Age UK Sunderland

Age UK Sunderland aims to promote the well-being of all older people throughout the City of Sunderland, improve their quality of life and help them maintain independence.

Call: 0191 514 1131

Email:

enquiries@ageuksunderland.org.uk

Website: www.ageuk.org.uk/sunderland

Alzheimer's Society

Information and advice for people with dementia and their carers.

They also offer companion calls, which are a series of regular, friendly telephone calls, typically scheduled weekly.

They also offer an online support forum, covering a wide range of subjects.

Call: 0333 150 3456

Website: www.alzheimers.org.uk

Carers Direct

Carers support and information online. Advice on respite breaks, carers allowance, carers' assessments, community care assessments and practical support.

Call: 0300 123 1053

Email: carersdirect@nhschoices.nhs.uk

Website: www.nhs.uk/carersdirect

Carers UK

Carers UK provides information on your rights and how to get help.

Call: : 0808 808 777E

Email: advice@carersuk.org

Website: www.carersuk.org

Chatterbox Action Against Loneliness Programme

A free telephone befriending service supporting lonely and isolated caregivers, former carers, the bereaved and people with a life-limiting illness or who are near end of life.

Call: 01743 245088

Email: chatterbox@omega.uk.net

Website: www.omega.uk.net

Citizens Advice Sunderland

Offer FREE confidential advice online, over the phone, and in person.

Call: 0808 278 7950

Email:

enquiries@citizensadvicesunderland.co.uk

Cruse Bereavement Care

Give support after the death of someone close. They can offer one to one counselling and further support for adults, children and adolescents.

Call their helpline: 0808 808 1677

Website: www.cruse.org.uk

Useful phone numbers and links

Dementia UK

Specialist dementia nursing charity that is here for the whole family. Their nurses, known as admiral nurses, provide free, life-changing support and advice to anyone affected by dementia.

Dementia helpline: 0800 888 6678

Website: www.dementiauk.org

Dementia Support Forum

Available 24/7 via the telephone, home visits or online.

For people with dementia and their carers, family and friends this online support community is for people with dementia, carers, family and friends to discuss all aspects of dementia.

Provided by the Alzheimer's Society. Please contact for details of any costs.

Email:

dementiasupportforum@alzheimers.org.uk

Website: www.forum.alzheimers.org.uk

Essence Service

Age UK Sunderland dementia hub, the Essence Service, offers a wide range of personalized support services for the person with dementia and their carers.

Call: 0191 522 1310

Email:

essenceservice@ageuksunderland.org.uk

Website: www.essenceservice.org.uk

Independent Age

The national charity focused on improving the lives of people facing financial hardship in later life.

Their helpline and expert advisers offer free, practical support to older people without enough money to live on.

Call: 0800 319 6789

Website: www.independentage.org

North East Befriending Service

A high level support service which offers:

- Transport
- Smooth discharge from hospital to home
- Cleaning service
- Grocery shopping
- Handyman
- Exercise + nutrition advice

There are costs for these services.

Call: 07909 006 554

Email: judith@nebs.org.uk

Website: www.nebs.org.uk

Rare Dementia Support

Have a dedicated direct support team who provide free information, advice and support for members; helping from pre-diagnosis navigation through to post-bereavement support.

Find out more about their direct support team.

Call: 020 3318 0243 (leave a voicemail, someone will get back to you)

Email: contact@raredementiasupport.org

Website: www.raredementiasupport.org

SSAFA Forceline

From SSAFA the armed forces charity and for those in genuine need and with a service connection in a number of ways, such as financial, practical or emotional support. Live chat available.

Call: 0800 731 4880

Email: supporter@ssafa.org.uk

Website: www.SSAFA.org.uk

SSAFA Tyne and Wear Branch:

Call: 0191 222 0803

Website: www.SSAFA.org.uk/tyne-wear

Useful phone numbers and links

Shelter

Offer information and advice on housing issues.

Call: 0808 800 4444

Website: www.shelter.org.uk

Silverline

Confidential, free helpline for older people across the UK. Open 24/7 all year round.

Call: 0800 470 8090

Website: www.thesilverline.org.uk

Sunderland Carers Centre

Whether you are caring for young children, parents, grandparents, extended family members or friends, they adopt a "whole family" approach.

Call: 0191 549 3768

Email: contactus@sunderlandcarers.co.uk

Website: www.sunderlandcarers.co.uk

Talking Point

Talking Point is an online community where people with dementia, as well as anyone affected by the condition, are there for each other.

The online community, Talking Point, is there for anyone affected by dementia, including people with a diagnosis themselves.

Website: www.forum.alzheimers.org.uk

The Lewy Body Society

The only charity in the UK, and the first in Europe, dedicated exclusively to Lewy body dementia.

Call: 01942 914000

Email: info@lewybody.org

Website: www.lewybody.org

Health

NHS

Always keep your GP surgery's telephone number by your telephone, just in case!

NHS 111

If you're worried about a symptom and not sure what help you need, NHS 111 can tell you what to do next.

Visit: www.111.nhs.uk

Call: 111

In an emergency

For a life-threatening emergency call 999.

Marie Curie

Support for people living with any terminal illness, and their families.

Call: 0800 090 2309

Website: www.mariecurie.org.uk

Useful phone numbers and links

Making a complaint

Advice and Complaints Service

Sunderland Royal Hospital, Sunderland Eye Infirmary and South Tyneside District Hospital are all part of South Tyneside and Sunderland NHS Foundation Trust (STSFT).

If you are unhappy about any aspect of the care you receive from any of the Trust's services, or you just have a question about your care, you can contact the Advice and Complaints Service.

Call: 0191 569 9855
or freephone 08005876513

Email:
stsft.adviceandcomplaints@nhs.net

Website: www.stsft.nhs.uk (search 'Advice and complaints').

Complaints about mental health services

If you have a complaint about any of the services which are part of Cumbria, Northumberland, Tyne and Wear (CNTW) their Patient Liaison Service (PALs) can offer confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

Call: : 0800 328 4397 or 0191 566 7074

Email: pals@cntw.nhs.uk

Website: www.cntw.nhs.uk (search 'Patient Advice and Liaison Service').

Care Quality Commission

The independent regulator of health and social care in England.

Call: 03000 61 61 61
Website: www.cqc.org.uk

VoiceAbility, Advocacy Service

NHS complaints advocates support people to complain about the treatment or care that they or a friend or family member have received from an NHS service. This support is available at every stage of the complaints process.

Call: 0300 303 1660

Email: helpline@voiceability.org

Website: www.voiceability.org
(search 'NHS complaints advocacy')

Social care complaints

If possible you should first raise your concerns with the person providing your service or their manager.

Sunderland City Council are pleased to hear from anyone who has comments or complaints about their services as these help them to plan and improve their services.

Call: 0191 561 2464 or 0782 708 4212
0191 520 5552 (if outside of normal office hours).

Email: complaints@sunderland.gov.uk

Website:
www.sunderland.gov.uk/complaints

Healthwatch Sunderland

If you wish to make a complaint about any health or care service and feel unsure about where to turn, please call and the team will signpost you to the right complaint pathway depending on the service involved.

Call: 0191 514 7145

Email: healthwatchsunderland@pcp.uk.net

Website:
www.healthwatchsunderland.com
(search 'complaint').

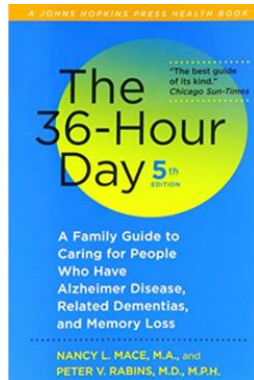
Useful reading

Here are a selection of books which you may find useful. Find them in your local library, book shop or online store.

The 36-Hour Day

A family guide to caring for people who have Alzheimer Disease and other dementias.

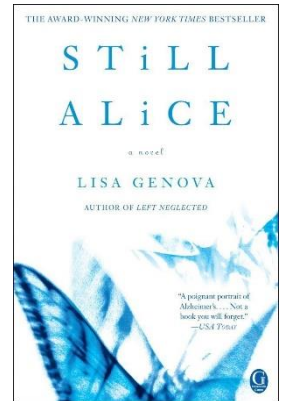
Authors: Nancy L. Mace and Peter V. Rabins



Still Alice

A linguistics professor and her family find their bonds tested when she is diagnosed with Alzheimer's Disease.

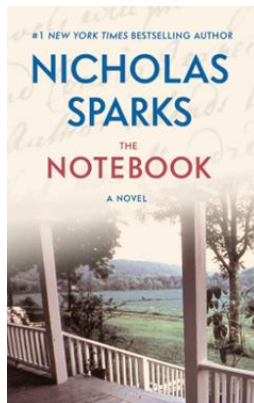
Author: Lisa Genova



The Notebook

A man reads a notebook to a woman with Alzheimer's, recounting their timeless love story.

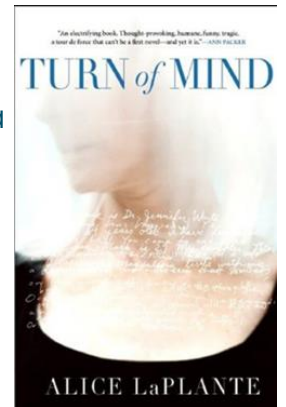
Author: Nichola Sparks



Turn of Mind

About a retired surgeon with dementia clings to bits of reality through anger, frustration, shame and unspeakable loss.

Author: Alice LaPlante



Elizabeth is missing

An elderly woman descending into dementia embarks on desperate quest to find the best friend she believes has disappeared, and her search for the truth will go back decades and have shattering consequences.

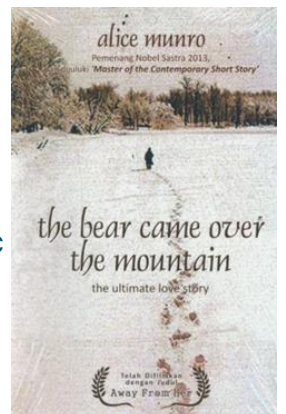
Author: Emma Healey



The bear came over the mountain

Fiona, moves into a home for individuals with dementia. There, Fiona starts a romantic relationship with another resident, Aubrey, and seems to forget her husband.

Author: Alice Munro



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



South Tyneside and Sunderland
NHS Foundation Trust



North East and
North Cumbria



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust





Website: healthwatchsunderland.com

Call: 0191 5147145

Email: healthwatchsunderland@pcp.uk.net

 **@HWSunderland**

 **Facebook.com/HWSunderland**

 **Instagram.com/healthwatchsunderland**