

## I WANT TO KNOW WHAT TO DO IN A CRISIS

### 111

- Call 111 for urgent health advice

### 999

- Call 999 for Fire and Police emergencies, or if you need an ambulance

### Durham County Council Social Care Direct

- Call 03000 267 979 (24 hour)
- Visit: [www.durham.gov.uk/socialcaredirect](http://www.durham.gov.uk/socialcaredirect)
- Visit [www.durhamlocate.org.uk](http://www.durhamlocate.org.uk)

### National Dementia Helpline

- Call 0300 222 1122
- Monday to Wednesday 9am – 8pm
- Thursday and Friday 9am – 5pm
- Saturday and Sunday 10am – 4pm

### Care Connect

Register for the Council's alarm service:

- Call 03000 262 195
- Email [care.connect@durham.gov.uk](mailto:care.connect@durham.gov.uk)
- Visit: [www.durham.gov.uk/careconnect](http://www.durham.gov.uk/careconnect)

## WHERE CAN I GO FOR MORE INFORMATION?

This guide is a starting point but if you want more information you can contact:

### Durham Dementia Advisor Service

- Call 0191 389 0400

### Durham County Carers Support

- Call 0300 0051213

### National Dementia Helpline

- Call 0300 222 1122
- Monday to Wednesday  
9am – 8pm
- Thursday and Friday  
9am – 5pm
- Saturday and Sunday  
10am – 4pm

### Admiral Nurse Dementia Helpline

- A free helpline, staffed by specialist nurses
  - Call 0800 888 6678
- Monday to Friday  
9am – 9pm
- Saturday and Sunday  
9am – 5pm

# A guide for people in County Durham who have problems with their memory

A short guide to people and services you can contact if you need help with your memory or if you or a loved one have a diagnosis of dementia

My key contact is:

This is your guide to keep - you can put the name and number of somebody such as your doctor, community psychiatric nurse (CPN) or dementia advisor in this box

This leaflet was last updated on: 28/01/2020

If you want to send us any feedback on this leaflet please email [dementia@bsg.ox.ac.uk](mailto:dementia@bsg.ox.ac.uk)

Version 4.0

## I WANT TO SPEAK TO SOMEONE FOR ADVICE AND SUPPORT

### County Durham Dementia Advisor Service

- Can give you information about what to do when you have a diagnosis of dementia
- Help you plan for the future
- Help you find out how to carry on doing the things you love
- Can tell you more about memory loss and dementia

You can call them on 0191 389 0400 or send an email to [durhamandchester@alzheimers.org.uk](mailto:durhamandchester@alzheimers.org.uk)

### Social Care Direct

- Can help you with social care support
- Can help you in an emergency

Call them on 03000 267 979 or visit [www.durham.gov.uk/socialcaredirect](http://www.durham.gov.uk/socialcaredirect) or [www.durhamlocate.org.uk](http://www.durhamlocate.org.uk)

### NHS Choices

- Gives information about memory loss and dementia

Visit the website at [www.nhs.uk](http://www.nhs.uk)

### Durham County Carers Support

- Can help you plan for the future

Call them on 0300 005 1213 or send an email to [admin@dccarers.org](mailto:admin@dccarers.org)

### The person who gave you the diagnosis

- Can give you information about what to do next
- Can help you find out how to carry on doing the things you love

### Your GP

- Can give you information about what to do after getting a diagnosis
- Tell you about memory loss and dementia
- Help you find out how to carry on doing the things you love

## I WANT TO LIVE SAFELY AND WITH THE RIGHT SUPPORT

Durham and Darlington Fire and Rescue Service offer **free Safe and Wellbeing checks** to see how safe your home is.

To request a visit call 0845 223 421 or go to [www.ddfire.gov.uk/free-safe-and-wellbeing-visit](http://www.ddfire.gov.uk/free-safe-and-wellbeing-visit)

The **Herbert Protocol** is an easy to complete form that contains vital information about a person at risk. It can be passed to the police if someone is ever reported missing

To sign up to the Herbert Protocol call 101 or send an email to [herbertprotocol@durham.pnn.policeuk](mailto:herbertprotocol@durham.pnn.policeuk) or visit [www.durham.police.uk](http://www.durham.police.uk)

Durham County Council's **Social Care Direct** service provides information to help people live as independently as they can

Call them on 03000 267 979 or visit [www.durham.gov.uk/socialcaredirect](http://www.durham.gov.uk/socialcaredirect) or [www.durhamlocate.org.uk](http://www.durhamlocate.org.uk)