



Dementia Toolkit – Stay connected

Who can I call?



Dementia Toolkit
Living your life with hope



Stay connected

Who can I call?

Many people we spoke to found that telephone check-in services really helped them during the COVID-19 lockdowns. In this booklet, we want to make you aware of telephone befriending or companion call services you could sign up to.

If you are looking for a support line or helpline, then please go to the 'Finding mental health support' resource on the Living with Dementia Toolkit. You can download a separate PDF there.



He has a befriender who calls him once a week.

A carer talking about their loved one with dementia



Alzheimer's Society offer a variety of ways for you to connect with others. The Dementia Advisers offer help to people with dementia and their families. You can ring up and they will offer practical advice and emotional support.

Ring the Dementia Connect support line on **0333 150 3456**

The support line's usual opening hours are

- Monday to Wednesday: 9am – 8pm
- Thursday and Friday: 9am – 5pm
- Saturday and Sunday: 10am – 4pm

These may vary with bank holidays. Calls are charged at standard local rates.

The Welsh-speaking support line (yn Gymraeg) is available on **03300 947 400**.

If you need another language, or have speech or hearing difficulties, visit

www.alzheimers.org.uk/dementia-connect-support-line

During the coronavirus crisis, Alzheimer's Society started Companion Calls as a temporary addition to the Dementia Connect service. These calls are a social chat, rather than offering dementia-specific guidance.

You could also offer to be a Companion Call Volunteer!

Visit **<https://www.alzheimers.org.uk/get-support/companion-calls>**

Age UK has two types of friendship services.

In partnership with The Silver Line, they offer free telephone friendship services for people over 60. You can sign up for regular calls, or use the helpline just when you feel the need.

Visit <https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/> to sign up for the regular telephone friendship service.

The Silver Line Helpline is a free, confidential telephone service for older people. The Silver Line provides friendship, conversation and support 24 hours a day, 7 days a week.

Ring the Silver Line on **0800 4 70 80 90** if you want to connect to someone right now.

Age UK point out that telephone friendship might not work for some people with dementia. However, they are happy to direct you to a local service.

Face-to-face befriending is available at many local Age UKs. The Age UK website has a search function so that you can look into what's available near you. Scroll down the page linked below to find the search function.

Alternatively, you can go to your nearest Age UK office or shop to ask about local services.

Visit <https://www.ageuk.org.uk/services/befriending-services/>

Age Cymru launched their Friend in Need telephone befriending services in response to the COVID-19 pandemic. Anyone over the age

of 70 living in Wales can register for free telephone friendship calls. There is also the option to volunteer as a telephone befriender.

Ring Age Cymru Advice on 0300 303 44 98 to find out more. Their phoneline is open 9:00am to 4:00pm Monday to Friday.

There are also local befriending projects and schemes available, as well as national ones. It is worth checking to see if there is one near you.

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I was part of the Side by Side Alzheimer's Society Befriending service, where I would do activities with a volunteer. This stopped due to COVID so now the volunteer calls me once a week to have a chat and see how I am.

A carer telling our researchers about their experiences during the COVID-19 pandemic

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This resource is on the internet. Scan the QR code below to visit the webpage.



Contact us

We would love to know what you think of the toolkit. We want to improve it based on your feedback.

Please get in touch with us by emailing
IDEAL@exeter.ac.uk

If you prefer to write to us, then please address your letter to:

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www.livingwithdementiatoolkit.org.uk