

Dementia

Guide

2025



What's out there for
people with dementia
and their carers in York?

Welcome!

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“Things I wish I’d known” – messages from people in York living with dementia

This guide seeks to provide an overview to the services and support available in York for anyone affected by dementia.

“You are not alone. Lots of people are in a similar position and there is help out there.”

“Support with finances is available. There are benefits and allowances you may be entitled to, it’s worth checking.”

“If anyone offers help, accept it. It is really important to look after yourself and take the opportunities to do that.”

“Short walks and exercise are helpful when the weather is nice.”

“Getting things done in the morning can be easier than the evenings, especially in the winter.”

“Activities to distract can really help – things like dominoes, word search, skittles, throwing and catching a beach ball and other things. If you like sport, watching sport on television can be helpful.”

“Being open about dementia really helps, it makes people friendlier and helpful.”

“Remember there is medication available and it could help you.”

“Staying in familiar surroundings and having a routine can help.”

“Enjoy life – it doesn’t bite!”

We’ve tried to include information and advice from people across the city living with dementia.

Everyone’s experiences are different, but here are some opening thoughts from the *Minds and Voices* group and the *Dementia Forward Brain Health Café*.

Pre-diagnosis

Everyone's journey with dementia is different, but visiting the GP is everyone's first step in getting a diagnosis.

When to visit your GP

You, and/or your friends and family might begin to think something has changed with your memory and/or mental functioning.

Explain your symptoms and ask if you require treatment for memory difficulties. The GP may give you a short memory test. However, dementia is often much more than memory loss. The tests done by the GP are called '**cognitive assessments**'.

There are several different tests that assess different mental abilities including:

- short- and long-term memory
- concentration and attention span
- language and communication skills
- awareness of time and place

These tests cannot diagnose dementia. But they may show that there are memory difficulties that need further investigation.

If the GP thinks that you may have dementia then they will refer you to the Memory Service in York for diagnosis and treatment.

The Memory Service is provided by **Tees, Esk and Wear Valleys NHS Foundation Trust**, known as **TEWV**, for diagnosis and treatment. However, there are many causes of memory loss which may not be dementia so your GP may not always refer you.

There are waiting lists for the Memory Service, so you may need to wait some time for your appointment.

Waiting for assessment results and referrals

You can get in touch with **Dementia Forward** for information and advice about dementia.

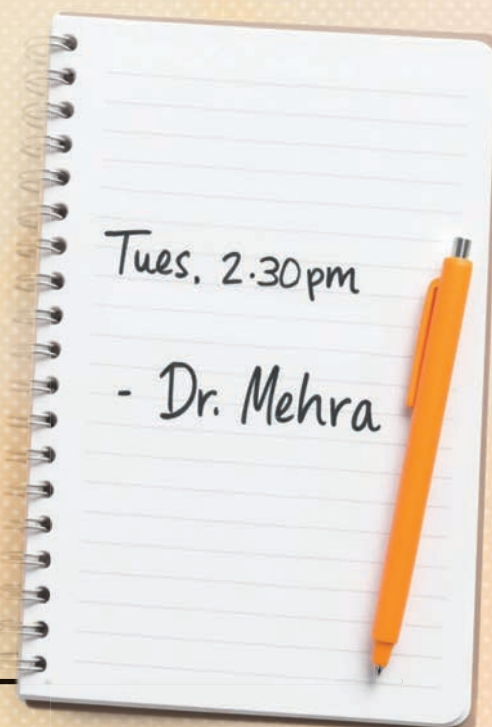
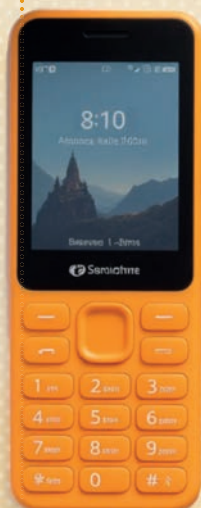
They can explain the support available. They can provide support and assistance throughout the process with hospitals and specialists.

It can take time to get a diagnosis. But you do not need a GP referral or a diagnosis to receive support from Dementia Forward.

▶ **See page 5 for details.**

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The **Next Steps** website provides information about help while waiting for an appointment. You can find out more about memory assessments, how to get support and how to take care of your wellbeing whilst waiting for your appointment:

 www.nextsteps.org.uk



Dementia Forward: Your local dementia support charity

Dementia Forward provides expert support, advice, and information to people experiencing memory problems, or living with a dementia diagnosis, and their carers, across York and North Yorkshire.

Dementia Forward helps people with dementia (and their carers and families) feel supported, informed and included. They help people to continue to live well in their local communities.

Dementia Forward encourages anyone in need of support to reach out directly to their services.

You will be allocated a local **Dementia Support Advisor**. This support advisor will arrange a home visit and offer free, confidential advice tailored to your needs.

Your Dementia Support Advisor will also introduce you to a range of local support services. This includes **Brain Health Cafés, Hub Clubs (respite day services), specialist young onset support**, and various social events and activities to promote wellbeing. They will also signpost you to other appropriate services, as needed.

Support is available pre- and post-diagnosis. The charity has a team of Memory Support Advisors, working to assist those awaiting assessment and to offer ongoing support. The team is led by a dementia specialist nurse.

Dementia Forward also provides dementia education for families, friends, community groups, and businesses. This makes sure everyone can build awareness and understanding.



Dementia Support Advisors can provide advice and information that will help you:

- Understand dementia and help you plan for the future
- Choose the types of services and support that best meet your needs
- Stay connected to your local community by taking part in a range of services provided by the charity and other local organisations
- Make informed decisions about your care, treatment, wellbeing and support needs

Call the local Helpline on:

0330 057 8592 Mon-Fri, 9am to 4pm
info@dementiaforward.org.uk
www.dementiaforward.org.uk

Your GP refers you to the Memory Service

The Memory Service works in partnership with Dementia Forward to provide you with support throughout this process. You can contact them even if you don't have a dementia diagnosis.

Diagnosis, memory assessment and treatment

When visiting the Memory Service, a nurse will complete an initial assessment of your memory.

There may be further appointments with other members of the team including a clinical psychologist and a doctor to help make a diagnosis and discuss treatment options.

Following diagnosis, it is likely that you will be transferred back to your GP and offered ongoing support from **Dementia Forward**.

📞 01904 556741

💻 ⚡ www.hwYork.link/MemoryService

⚡ ➡ See page 32 for the full link.



What's next?

After what might be a long period of being on a waiting list and then medical intervention and assessments, it is important to focus on living a good life with dementia.

There is a lot of support available locally and plenty of information to help you.

Where to start:

Dementia Forward offers a range of local support pre and post diagnosis.

➡ See page 5 for more information.

Dementia UK offers useful information, including a '**Next steps checklist**' on their website: www.dementiauk.org

This checklist covers advice on organising your medical care, talking to your family, finances and legal considerations, benefits, talking to your employer and notifying the DVLA.

They also run an online series '**Dementia: what next?**', which is designed to help you learn more about dementia and the next steps you could take.

It is hosted by specialist **Admiral Nurses** and provides expert information and advice on topics they are frequently asked about, to help you navigate the future with more confidence.

💻 ⚡ www.hwYork.link/WhatNext
⚡ ➡ See page 32 for the full link

These are the things you can expect after diagnosis

You should have your own named GP

Always ask to see your named GP for any appointment if possible.

There may be very little or no medical intervention needed or, if appropriate, your GP may prescribe drugs to lessen the symptoms. You should have regular reviews with your GP.

Every GP practice across York has Primary Care Link Workers, known as social prescribers, who can offer non-medical sources of support.

→ **See pages 10 and 11 for more information on what a social prescriber is, how they can help you and how you can get in contact with them.**

Non means-tested benefit

- If you are over pensionable age you may be entitled to Attendance Allowance (AA).
- If you are under pensionable age you may be entitled to Personal Independence Payments (PIP).

These are not means tested, it does not matter how much money you earn or savings you have.

Once you get AA or PIP, you will not have to pay council tax on the grounds of mental impairment.

→ **See page 20 for services that can support you with accessing benefits.**

An assessment of your needs

City of York Council Adult Social Care Team can carry out an assessment to identify any practical help and support you may need.

→ **See page 9 for more information.**

If you have a carer or someone who helps you...

- They should register with your GP as early as possible. This may help them get extra support.
- Carers can ask for a carer's assessment.
- More information is available from York Carers Centre.

→ **See page 9 for more information on support for carers.**



Who can help?

After you have been diagnosed, or while you are waiting for a diagnosis, there are lots of services that can help you.

Planning for your future

Planning for your future soon after your diagnosis is very important. This is so you can be involved with any decisions that need to be made.

This will help your family, friends and carers to know what you would like to do, in case you can no longer inform others of your wishes..

For example:

- Wills and Power of Attorney
- Benefit entitlement
- Next of kin
- Person(s) to contact in case of emergency for you and your family
- Further support
- End of life arrangements

Information and advice

Here are some organisations that can provide you, your family and carers with extra information and support post diagnosis.

You should still attend your GP for reviews as needed. They are the gateway to accessing health and care services.

Dementia Forward

Provides different avenues of support and information.

➔ **See page 5 for more information.**

 **Helpline: 0330 057 8592**
Monday - Friday, 9am to 4pm
 **info@dementiaforward.org.uk**
 **www.dementiaforward.org.uk**

Becoming Dementia Aware

Dementia Forward provides bespoke training for businesses and community groups. This allows you to understand the types and complexity of dementia. It introduces some coping strategies. Training can be delivered in person or online and is tailored to suit your needs.

Get in touch for more information.

 **0330 057 8592**





Alzheimer's Society

Offers advice and information about what support is available both nationally and locally. Provides support and activities and runs dementia advice clinics. Runs courses for carers to provide an understanding of dementia.

York groups include:

- ➔ Singing for the brain
- ➔ Dance Café
- ➔ Carers support
- ➔ Coffee morning
- ➔ Sharing stories

Contact the York team for information.

 **0333 150 3456 Dementia support line**
 **01904 929444 Local phone line**
 **yorks@alzheimers.org.uk**
 **www.alzheimers.org.uk**

Dementia Friends

(Alzheimer's Society programme)

Dementia awareness sessions, you can sign up for a public session or they can run them for organisations. These can be useful for family, friends and carers to gain a better understanding of what dementia is.

☎ 0300 222 5855

🌐 www.dementiafriends.org.uk

York Minds and Voices

Forum for people living with dementia

Contact **Damian Murphy** for information.

☎ 07927 405854

✉ dementiafriendly@outlook.com

Age UK York

Supports older people and their families and carers in York. They provide a wide range of services. They offer lots of information from advice about money and benefits to Lasting Powers of Attorney. They can help with most issues affecting older people.

☎ 01904 634061 **Info and advice line**

✉ firstcall@ageukyork.org.uk

🌐 www.ageuk.org.uk/york

Older Citizens Advocacy York (OKAY)

Free and independent advocacy service for York residents aged 50+.

☎ 01904 676200

✉ info@ocay.org.uk

🌐 oldercitizensadvocacyyork.org.uk

Citizens Advice York

Provides a range of support and information for the person living with dementia and their carers. Includes advice on benefits, money and paying for essential things such as heating.

☎ 0808 278 7895

🌐 www.citizensadviceyork.org.uk

If you start to think you may need some practical help and support:

Adult Social Care team

They can carry out an assessment to identify any practical help and support you may need.

The aim of these assessments is to enable you to live at home for as long as possible.

Carers who need some support are also offered an assessment. Ask the Adult Social Care Team about carer's assessments or get in touch with York Carers Centre.

➔ **See page 12 for more information on support for carers.**

☎ 01904 555111

☎ 01609 780780 **Out of office hours emergency team**

✉ adult.socialsupport@york.gov.uk

📍 **West Offices, Station Rise, York YO1 6GA**

Whether you are going through diagnosis or post diagnosis, **City of York Council Adult Social Care Team** is there for you when you need some practical support.

Be Independent

Help a person to live independently by bringing emergency care and specialist equipment to your home. Their services can play a key role in maintaining your independence.

☎ 01904 645000

✉ be.independent@york.gov.uk

🌐 york.gov.uk/BeIndependent

Support in the community



Social Prescribing

Social prescribers are based in GP surgeries across York. They are also known as Primary Care Link Workers. Social Prescribing links people to non-medical sources of support.

People often seek help from health services for things that are mostly social issues, e.g. loneliness, isolation, financial worries. Social prescribers help to address the root cause of these difficulties. They will work alongside you, get to know you, and help you improve your health and wellbeing.

Your Social Prescriber can contact you via phone, meet you in the surgery or in the community – whatever works best for you.

Your social prescriber is non-judgmental. They are there to help improve the quality of your life.

How to access this service

Anyone registered with a GP surgery in York is eligible for social prescribing.

 **01904 437911 or contact your GP
surgery to be referred**

Frailty & EDSS work

EDSS – Extra Discharge Support Service
The Extra Discharge Support Service provides support from a social prescriber working in York Hospital.

They support patients with their discharge home from hospital by making it as smooth as possible.

If you are 18 or over, live in York and are worried about how you or someone you care for is going to manage being discharged, then ask the ward for support from the EDSS project. They can refer you to the social prescriber at the hospital for support.

Frailty Hub

The Frailty Hub is a project to help avoid admission to hospital. It is designed to provide an urgent response, medical support and social prescribing.

It tries to prevent unnecessary hospital admissions by addressing patients' needs within the community, which can include the support of a social prescriber.

 **01904 928844**

Proactive Social Prescribing service

The Proactive Social Prescribing service (PSP) actively reaches out to a specific group of people.

The current project is supporting those who have long-term respiratory problems, aiming to connect them to services to improve their quality of life and to prevent hospital admissions.

The PSP has set up a new group called **Eazy-Breathe**. The group is a collaboration with York St John University and is an exercise and social group for those with respiratory health conditions.

This group takes place on a weekly basis, see the website for details:

 www.hwYork.link/PSP
 See page 32 for the full link.



“ Even just knowing there are things I can get involved with and someone there to support me to do this has given me a zest for life again and I’m excited for the first time in years. I felt like I was drowning and you came along and saved me. ”

Social Prescribing client

Local Area Coordinators – City of York Council

Local Area Coordinators (LACs) work with individuals and families of all ages and abilities. They take time to get to know you, your family, friends, carers and your community, so they can help you to build a strong support network.

LACs can help and support you in a range of ways and are happy to be contacted directly to discuss how they can help you live a good or better life.

LACs will support you to:

- Explore, think and plan for the future
- Access relevant information, advice and support from the appropriate services
- Meet new people and connect you to your local community
- Get your voice heard so that you are involved in your choices.

How to access this service

Visit the City of York Council website to see which areas of York have a LAC and how to access them:

 www.york.gov.uk/LACDirectory

Or, if your area isn’t covered by a Local Area Coordinator, you can get in touch with the LAC Community Facilitator:

 07833 049036

 Rebecca.elliott@york.gov.uk

local area
coordination
City of York

Support and information for carers, family and friends of someone with dementia

It is really important for carers to look after themselves as well as the person they are caring for, and for them to seek support when they need to.

York Carers Centre

Helps unpaid carers in York find the support they need. There are specific services for young carers (aged 5 to 18), young adult carers (18 to 25) and adult carers.

Offers a range of free support and advice to carers, tailored to the individual and their own caring situation, such as:

- 1 to 1 support and advice
- Groups, hubs and social events
- A Carers Emergency Card
- Carers Assessments of Need
- Discounts at businesses in York
- Regular newsletters
- Help filling in forms
- Benefits advice
- The opportunity for carers to have their voice heard by decision makers
- Information and advice service
- Carers counselling service.

To register for support contact York Carers Centre:

☎ **01904 715490**
✉ **enquiries@yorkcarerscentre.co.uk**
🌐 **www.yorkcarerscentre.co.uk**

Small Good Stuff

A directory of local micro carers. They link people who need care or support with local people who might help.

🌐 **www.smallgoodstuff.co.uk**

Adult Social Care team (City of York Council)

If you think you or someone you care for needs some extra support, contact them for an Adult Social Care Assessment.

☎ **01904 555111 Mon - Fri, 9am-5pm or if there is an emergency call the Out of Hours Emergency Duty Team**
☎ **01609 780780**
✉ **adult.socialsupport@york.gov.uk**






Finding residential support and care homes

You, or the person you are caring for, may start to feel as if living in your own home is getting too difficult. It may be time to look at care homes.

Adult Social Care team (City of York Council)





Can help you with making decisions, your eligibility and affordability.





 **01904 555111 Office hours**
 **01609 780780 Out of office hours**
 **adult.socialsupport@york.gov.uk**



Alzheimer's Society

Produces guides and information to help choose the right care home. See website for online copies and to order printed copies.

Guides available include:




Care homes – when is the right time?
  **www.hwYork.link/AS-CareTime**
  **See page 32 for the full link.**

Finding the right care home:
  **www.hwYork.link/AS-CareFind**
  **See page 32 for the full link.**

 **0333 150 3456**
 **www.alzheimers.org.uk**

Care Quality Commission (CQC)

The independent regulator of health and social care in England, making sure services provide safe, effective and high-quality care.

 **0300 061 6161**
 **enquiries@cqc.org.uk**
 **www.cqc.org.uk**

Dementia Forward

Provides different avenues of support and information.

 **See page 5 for more information**

 **Helpline: 0330 057 8592**
Monday – Friday, 9am to 4pm
 **info@dementiaforward.org.uk**
 **www.dementiaforward.org.uk**



Age UK

Has information on their website about arranging care and choosing the right care home. They provide a home care checklist to use when visiting care homes to help you find the best care for you.

  **www.hwYork.link/AgeUK-Care**
  **See page 32 for the full link.**

Independent Age

Produces guides and information resources on care homes and finding the right residential support for you. These guides are free to be printed and posted to you.

 **0800 319 6789 (helpline)**
  **www.hwYork.link/IndAge-Care**
  **See page 32 for the full link.**

Live Well York

Lots of information on residential care, paying for care and choosing the right care.

  **www.hwYork.link/LiveWell-Care**
  **See page 32 for the full link.**

Being in hospital with dementia

Being admitted into hospital can be difficult at the best of times. But it can be particularly challenging for a person living with dementia due to the unfamiliar surroundings, people and routines.

There is information available online for preparing both for a planned procedure and an emergency admission.

Alzheimer's Society provides information about how to prepare for a hospital stay, support during a hospital stay and during discharge from hospital. See their website:

 www.hwYork.link/AS-Hospital
  See page 32 for the full link.

The Dementia UK website offers comprehensive information about supporting someone during a hospital stay, and can be found here:

 www.hwYork.link/DemUK-Hospital
  See page 32 for the full link.



“ Thank you for your genuine kindness and care. I felt heard and seen and through the hardest chapter of my life I knew I could turn to you and your team, and you’d be there. ”



Support in York

Admiral Nurses: Specialist dementia nurses at York and Scarborough Hospital

York Hospital has a team of specialist dementia nurses who provide support for families affected by all forms of dementia, whilst family members are admitted to an inpatient ward.

The team, known as Admiral Nurses, are registered nurses from the charity Dementia UK, and employed by York and Scarborough Hospital Trust.

They have a specialist knowledge of dementia care and work alongside other leading dementia charities. They provide education and emotional support to help families and carers cope with challenging behaviours and hospital admission.

People can ask the ward to refer or self-refer:

 **07833 287356**

 **yhs-tr.admiralnurseteam@nhs.net**



Alzheimer's Society hospital advice clinics

Alzheimer's Society runs dementia advice clinics at York Hospital and Foss Park Hospital weekly.

→ **York Hospital: every Wednesday 2-4pm.** Drop-in clinic and individual appointments.

→ **Foss Park Hospital: for carers of people at Foss Park, every Thursday 2-4pm, by appointment.**

☎ **01904 929444**

✉ **yorkservices@alzheimers.org.uk**



EDSS – Extra Discharge Support Service

The Extra Discharge Support Service provides support from a social prescriber working in York Hospital.

They support patients with their discharge home from hospital by making it as smooth as possible.

If you are 18 or over, live in York and are worried about how you or someone you care for is going to manage being discharged, then ask the ward for some further support from the EDSS project. The ward can refer you to the social prescriber at the hospital for support.

John's Campaign

York Hospital has signed up to John's Campaign. The campaign is aimed at welcoming and supporting families to work in partnership with the hospital in meeting the care needs of vulnerable patients.

Carers are vital to help support the person they care for, to ensure that their voice is heard, to act as an advocate and to support with activities of daily living.

Carers will be recognised as '**care partners**' and will receive an identification card from the ward which will provide free car parking and allow them to visit outside standard visiting times.



Young onset dementia

Young onset dementia is typically defined as dementia that affects people under the age of 65. However, if symptoms begin before this age but a diagnosis is only made after 65, it should still be considered young onset dementia.

Younger people with dementia often experience different symptoms and challenges to older people, and the impact on their lives may also differ.

As it affects people of working age, it can have wide-reaching consequences for entire families, including young children. It may cause financial strain due to loss of employment and lack of access to a pension.

Additionally, loved ones and friends often face the challenge of balancing work with caring responsibilities. Many individuals affected by young onset dementia are physically active and keen to maintain their hobbies and lifestyles, making tailored support even more important.



Support and advice

Specialist support is crucial for those affected by young onset dementia. The following organisations offer guidance and support services:

Dementia Forward provides specialist support, designated groups and activities for younger people affected by dementia in York. They also offer young onset dementia education and can connect people affected with other individuals and families in a similar situation.

 **Helpline: 0330 057 8592**
 **info@dementiaforward.org.uk**

Dementia Forward has a campaign to raise awareness and champion specific support for young onset dementia.

 **www.youngonsetdementia.org.uk**

Rare Dementia Support is a national organisation offering specialist social, emotional and practical support services for individuals living with, or affected by, a rare dementia diagnosis.

 **0203 318 0243**
 **contact@raredementiasupport.org**
 **www.raredementiasupport.org**

The **Young Dementia Network** is an online community network for people living with young onset dementia and their families. It also provides information about research trials.

 **www.youngdementianetwork.org**

North Yorkshire Police – support for people at risk of going missing

Herbert Protocol

The Herbert Protocol form can be used by people with dementia who are at risk of going missing when they go out.

A person with dementia or their carers, family or friends, can fill in a **Herbert Protocol form** and provide information to help the police if the person goes missing. A completed form means that information is readily available if a person goes missing, it saves time and enables the police to start the search sooner.

The form can be filled in online or on paper, then kept somewhere safe until needed. It only needs to be given to the police if someone goes missing.

More information and a copy of the Herbert Protocol form is available on the North Yorkshire Police website:

 www.hwYork.link/HerbertProtocol
⚡ ➔ **See page 32 for the full link.**



We Care

We Care is a North Yorkshire Police scheme designed to support anyone who is vulnerable and needs some help and assistance wherever they are, this could be in their home or while out and about.

Members of the scheme carry a **'Help Me' card**. If they are out and become lost or confused, they can present the card to a police officer, or another person, such as in a shop, and request help. The card contains a brief explanation of the scheme and lists details of who to contact.

As part of the scheme, the police collect important information about the scheme member. This would be used to identify them if they should ever need to contact 999 or 101 and makes the police aware of any additional needs the caller has to help assist them appropriately.

Details of the scheme can be found on the North Yorkshire Police website:

 WeCare@northyorkshire.police.uk
 www.hwYork.link/WeCare
⚡ ➔ **See page 32 for the full link.**



Sundowning

The term 'sundowning' refers to a change in a person's behaviour that happens in the late afternoon or evening. It is common in people with dementia, who may experience a strong sense of confusion, agitation or anxiety.

Some people may experience a strong sense that they are in the wrong place. They may say that they need to go home, even if they are at home, or collect the children from school, even if the children are now adults. Other symptoms might include shouting or arguing, pacing or becoming confused about who people are or what is going on around them.

There are many reasons why sundowning may occur. For example, tiredness, being hungry or thirsty, being in physical pain, a lack of exercise or exposure to natural light during the day, medication side effects or environmental changes.

Dementia UK produce a leaflet with advice about supporting a person with sundowning, practical tips for preventing it, and sources of support. It is available on their website:

 www.hwyork.link/Sundowning
  **See page 32 for the full link.**

Useful links and resources

DEEP (The Dementia Engagement & Empowerment Project)

Network of voices. DEEP consists of around 80 groups of people across the UK with dementia who want to make a positive change for people living with dementia.

 www.dementiavoices.org.uk

They also put together resources and guides of useful information:

 www.dementiavoices.org.uk/deep-resources

Innovations in Dementia

Runs innovative projects, by providing a training and consultancy service and by influencing how others work with people with dementia.

 **01392 420076**
 ideas@myid.org.uk
 www.innovationsindementia.org.uk

Playlist for life

Playlist for Life is a music and dementia charity. They support people with dementia to create a unique, personalised playlist and help everyone who loves or cares for them to know how to use it.

Anyone wanting to know more or interested in becoming a community Help Point or volunteering can visit:

 www.playlistforlife.org.uk

Join Dementia Research

A place to register your interest in taking part in vital dementia research. This service connects registered volunteers with dementia researchers across the UK who are looking for people to join their studies. Sign up as a volunteer or as a representative for someone else.

 www.joindementiaresearch.nihr.ac.uk
 **Register your interest:** www.nihr.ac.uk

Directory of services

There are many charities and organisations in York which can help people with dementia, as well as their friends and families. They can help you lead a positive and fulfilled life for as long as possible.

Advocacy (and how to be heard)

What is meant by Advocacy? Advocacy can help you to:

- Make informed choices
- Challenge professional decisions which are being made about you
- Speak out on your own behalf or support you to have a strong voice
- Tell you about your rights
- Go to meetings and appointments with you
- Assist you to fill in forms
- Enable you to access specialist advice and support
- Promote independence and choice

York Advocacy Hub

A free, confidential and independent advocacy service for people across York.

The services included at the Hub are:

- General Advocacy
- NHS Advocacy
- Independent Mental Health Advocacy (IMHA)
- Care Act Advocacy
- Independent Mental Capacity Advocacy (IMCA)
- Relevant Person's Representatives

📞 01904 414357

✉️ office@yorkadvocacy.org.uk

🌐 www.yorkadvocacy.org.uk

Healthwatch York

- Provides information about local services to make sure you know how to access the help you need
- Signposts you to independent complaints advocacy if you need support to complain about a service you have received
- Listens to your views about local services and make sure these are taken into account when services are planned and delivered

Healthwatch York want to know what is working well and what is not working well in health and social care. ➡ **See the back page for our contact details.**

PALS (Patient Advice and Liaison Service)

Offers impartial advice and assistance to hospital patients, their relatives, friends and carers.

They can listen to feedback (positive or negative), help you get answers to your questions and liaise on your behalf to help resolve any concerns you or someone you care for has.

York Hospital PALS

Core hours: **Mon-Fri 8.30am-4.30pm**

📞 01904 726262 -

Monday-Friday: 9-11am and 1-3pm

✉️ yhs-tr.PatientExperienceTeam@nhs.net

🌐 ⚡ www.hwYork.link/YH-PALS

⚡ ➡ **See page 32 for the full link**

Advocacy (cont) →

Older Citizens Advocacy York (OCAY)

Works with anyone over the age of 50 in York providing a free, confidential and independent advocacy service. OCAY does not provide legal advice.

Team volunteers can support people with dementia with things such as:

- Powers of attorney
- Advanced statements
- Welfare benefits
- Pensions
- Accessing health and social care services
- Complaints

They can help challenge decisions and support people at meetings and appointments.

 **01904 676200**
 **info@ocay.org.uk**
 **oldercitizensadvocacyyork.org.uk**

Befriending services

York Neighbours

Supports people in York over the age of 65. Their volunteers offer befriending calls. You can refer yourself, or someone who you know would benefit from a regular chat.

 **01904 891627**
 **www.yorkneighbours.org.uk**

Tea and Coffee Club (University of York)

Student volunteers help to fight loneliness and bridge the gap between young and old by hosting regular tea and coffee clubs in York.

 **teaandcoffee@yusu.org**
 **Where: University of York campus**

Benefits advice

Age UK York – Money and benefits advice

Offers a free service, giving money and benefit advice to people living in York. This service is for people who are pension age and over.

 **01904 634061**
 **ageukyork@ageukyork.org.uk**
 **www.ageuk.org.uk/york/our-services**



Citizens Advice York

Free advice on a wide variety of issues including benefits, debt, money, employment, housing, relationships and other legal issues.

Drop in at: West Offices, Station Rise, York YO1 6GA, Mondays 10am–12 noon

Through the website you can:

- Request a call back or appointment
- Get advice by email
- Chat with an adviser online **Monday – Friday 9am–5pm (excluding Bank Holidays)**

 **Advice phone line: 0808 278 7895 – Monday to Thursday: 10am – 4pm**
 **www.citizensadviceyork.org.uk**

Benefits and Contributions Advisors (City of York Council)



Provides information and advice on welfare benefits and tax credits, what you're entitled to and can help with completing forms.

 **01904 552044**
 **incomeservices@york.gov.uk**
 **www.york.gov.uk/BenefitsAdvice**

Bereavement

Bereavement Support at St Leonard's




St Leonard's Hospice offer help to those who have had a relative or friend cared for by the Hospice. They also have a range of resources to help families support children with their grief.

 **01904 77760 to self-refer for ongoing bereavement support**
Open Monday to Friday: 8am – 4pm
 www.stleonardshospice.org.uk/grief

CRUSE Bereavement Care

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



A friendly safe place to meet others, chat and share concerns, feelings and offer peer support.

 **01904 481162**
 york@cruse.org.uk
 www.cruse.org.uk

Survivors of Bereavement by Suicide (SOBS)

Work to reduce the isolation of people who have lost someone to suicide. They have support groups (in person and online) run by facilitators who have also been bereaved by suicide.

York SOBS meet every third Wednesday of the month 7pm – 8.30pm.

 **Helpline: 0300 111 5065 – 9am–7pm everyday**
 **Local number for info on support groups in York: 07932 542 672**
 york@uksobs.org
 www.uksobs.com

Major Incident Response Team (MIRT)

A group of trained volunteers who offer their time to help with emotional and practical support to people affected by a range of traumatic incidents.

Incidents could include a road traffic accident, a suicide, community evacuations or witnessing or being caught up in larger emergencies.

 mirt@york.gov.uk
 www.york.gov.uk/MIRT

Continence services





Bladder & Bowel UK

Information and advice for everyone with bladder and bowel issues and for their families and carers.

 **Helpline: 0161 214 4591**
 bbuk@disabledliving.co.uk
 www.bbuk.org.uk

Continence Advisory Service: Selby and York

Team of nurses and physiotherapists who are specialists in the treatment and management of bladder and bowel conditions including urinary and bowel incontinence.

 **01904 721200 Mon – Fri 8.30am – 5.00pm (excluding public holidays)**
 www.hwYork.link/Continence
  **See page 32 for the full link**

Day centres & respite services

Age UK York – Day Clubs

Runs various day clubs in York for people aged 55 and over to get together and socialise.

Activities are tailored to the interests of the clients and can include quizzes, crafts, games, chair exercises, visiting speakers and entertainers.

Some of the day clubs are specifically for people living with dementia, others are open to everyone.

- Full day clubs for people with dementia run **from 9.45am – 2.15pm**
- A two-course hot lunch is provided at our full day groups
- Other groups run in the morning or afternoon
- The price is £12 for a dementia club place and £10 for a half day
- Transport may be available to the clubs (£12 return) with a £2 supplement if you live outside the outer ring road and attend a club within the inner ring road

- Cannot provide personal care.

Current (May 2025) weekly schedule of day clubs:

Monday:

- **Dementia Club:** St Hilda's Church, Tang Hall. **Full day**

Tuesday:

- **Social Club:** Lincoln Court, Acomb **9.45am-12pm**
- **Maintenance Cognitive Stimulation Therapy Group:** Lincoln Court, Acomb **1.30pm-4pm**

Wednesday:

- **Social Club:** Alex Lyon House, Tang Hall **9.45am-12pm**
- **Social Club:** Glen Lodge, Heworth **1.30pm – 4pm**

Thursday:

- **Dementia Club:** Acomb Methodist Church. **Full day**

For more details of day clubs:

 **01904 866071 Mon-Fri 9.30am-3pm**
 **dayclubs@ageukyork.org.uk**

Information and advice line:

 **01904 634 061 Mon-Fri 9.30am-3pm**
 **firstcall@ageukyork.org.uk**

Avalon group

Provides various types of person-centred care and support.

 **01423 530 053**
 **enquire@avalongroup.org.uk**
 **www.avalongroup.org.uk**

Beetle Bank Social Farm

A dementia friendly day centre using farming to provide health, wellbeing, and social benefits for people who enjoy being outside in nature.

Some examples of activities:

- Feeding the animals
- Mucking out the animals
- Growing fruit and vegetables and other horticulture
- Farm maintenance and D.I.Y.
- Socialising throughout the day

There is no pressure to join in with anything that you don't feel like doing.

Full days and half days available on Tuesdays or Wednesdays.

 **07932 420 726**
(call to discuss your interests)
 **beetlebanksocialfarm@gmail.com**
 **www.beetlebanksocialfarm.org**
 **Where:** Beetle Bank Farm, Moor Lane, Murton, York, YO19 5XD

Bronte House Respite

Bronte House's RNR – '**Rest, Nourish, Recharge**' programme offers flexible support bespoke to each individual. This can include personalised experiences in the community, meaningful activities, companionship visits and accompanying people to social events, including

The Bronte Club, through to overnight stays and home-from-hospital support.

 **01904 236838**

 **hello@brontehousegroup.co.uk**

 **www.brontehousegroup.co.uk**

Dementia Forward – Hub Clubs

Dementia Forward runs a day service for people living with dementia, offering a range of activities in a small group.

Current weekly day clubs include:

→ **Mondays:** Acomb Hub Club, Our Lady's Catholic Church, Acomb, **10am–3pm**

→ **Tuesdays:** Poppleton Methodist Church Hall, **10am–3pm**

→ **Thursdays:** Green Hammerton Hub, Green Hammerton Village Hall, **10am–3pm**

Information about the Hub Clubs:

 **0330 057 8592**

 **info@dementiaforward.org.uk**

 **www.dementiaforward.org.uk/ourdementia-hub**

Dementia Forward – young onset dementia services

Provides specific support for people living with young onset dementia. This includes the **Time Out Together** group, offering weekly days out in the community.

An assessment is needed to access this service. Please contact Dementia Forward to register your interest.

▶ **See page 5 for more information.**

Grimston Court Care Home

Offers overnight respite services and understands the importance of recreational activities.

 **01904 489343**

 **www.wellburncare.co.uk/our-homes/grimston-court**

Radfield Home Care

Runs a day centre **once a fortnight at Heslington Meeting Rooms, 10am–4pm.**

Includes a two-course hot meal at lunchtime. Details are on their website.

 **01904 530118**

 **york@radfieldhomecare.co.uk**

 **www.radfieldhomecare.co.uk/242/services/day-care**

Rainbow Care Group

Offers Dementia Day Clubs in community settings, staffed by fully qualified support workers.

Activities include day trips, reminiscence, memory bank, quizzes, balloon volleyball, reality orientation, painting, card making, seated exercise, sing alongs and theme days. All clubs **run 10am–4pm**. Free taster days available.

Current weekly day clubs include:

→ **Monday:** Acomb Sports Club

→ **Tuesday:** Osbaldwick Sports Club

→ **Wednesday:** Acomb Sports Club

→ **Thursday:** Osbaldwick Sports Club

→ **Friday:** Acomb Sports Club

 **01904 593571**

 **york@therainbowcaregroup.com**

 **www.therainbowcaregroup.com/dementia-daycare**

Day centres & respite services (cont) →

Rosevale Day Care, Wigginton

Offers respite services for the day.

 **01904 764242**

 www.wellburncare.co.uk/our-homes/rosevale

Strensall Day Centre

Friendly and fun day centre activities
Monday – Friday for over 50s.

 **01904 490461**

 care@strensalldaycarecentre.co.uk
 www.strensalldaycarecentre.co.uk

Debt and finances

Breathing Space

This is a Debt Respite Scheme, giving people 60 days of protection while they try and find a way to manage/pay off their debts. This can be accessed by seeking advice from a debt adviser.

▶ **Speak to Citizens Advice York for more information, see page 9.**

Christians Against Poverty (CAP) debt advice service

Provides debt advice. An appointment will be arranged to work out a realistic budget, as well as negotiating affordable payments with creditors. There are several churches in York which offer advice, see the website for details.

Contact CAP to be referred:

 **0800 328 0006**

 www.capuk.org

The Money Advice Service

Free, unbiased and independent, they help you manage your money.

- Advice and guides to help improve your finances

- Tools and calculators to help keep track and plan ahead
- Support over the phone and online

Visit their website for more information:

 www.moneyadviceservice.org.uk/en

National Debtline

Freephone number. Free and confidential debt advice service to assist you tackle your debts.


See their website for their online webchat.

 **0808 808 4000 Mon – Friday 9am – 8pm and Saturday 9.30am – 1pm**

 www.nationaldebtline.org

Step Change

Helps people in the UK deal with their debt problems and get their lives back on track.

 **Helpline: 0800 138 1111 Monday to Friday 8am–8pm and Saturday 9am–2pm**

 www.stepchange.org

Family Information Service

A free and impartial information service for parents and carers of children and young people aged 0 to 19 (or up to 25 for disabled children). They can help with anything around family life.

 **01904 554 444 Mon – Fri 10am–4pm**

 fis@york.gov.uk

 www.raiseyork.co.uk/york-family-information-service

The Society of Later Life (SOLLA)

Financial advice accessible for older people and their families.

Visit their website to find out about their local support:

 **0333 202 0454**

 admin@societyoflaterlifeadvisers.co.uk

 www.societyoflaterlifeadvisers.co.uk

Dementia cafés

Aroma Café Haxby

Hosts dementia friendly cafés and sessions for carers.

☎ 01904 750444

🌐 www.aromaofhaxby.uk

Café Nelli, New Earswick

Dementia friendly café.

☎ 01904 769621

🌐 newearswickfolkhall.com

Dementia Forward Brain Health Cafés

A friendly café for people with dementia, their carers, and anyone who has any concerns about their memory or wants to know more about how to keep their brain healthy. Advice, activities and guest talks.

The cafés are held at:

→ Our Ladys Catholic Church, Cornlands Road, Acomb, York, YO24 3DX. **Every Wednesday between 10am–12 noon.**

→ Wigginton Recreational Hall, Wigginton, York YO32 2PL. **Every Friday 1pm–3pm.**

☎ 0330 057 8592

✉ info@dementiaforward.org.uk

Lidgett Grove Community Café

Dementia friendly café to help tackle loneliness in the local area.

☎ 01904 792702

✉ admin@lidgettgrovemethodistchurch.org.uk

There are also many more accessible cafes across the city. You can always get in touch with a **Local Area Coordinator** for more information. ▶ See page 11.

Driving with a dementia diagnosis

DVLA driver's medical enquiries

If you have certain medical conditions and you have a driving licence, then you must inform DVLA.

Informing DVLA doesn't mean that you are going to lose your licence, it is just to make sure you are keeping you and others safe on the roads. Also, if you are over 70 you must renew your licence.

☎ 0300 790 6806

🌐 www.gov.uk/driving-medical-conditions

William Merritt Centre Leeds (assessments in York)

Offers professional assessment of driving ability with and without vehicle adaptations.

☎ 0113 350 8989

✉ info@wmdlc.org

🌐 www.wmdlc.org

Emotional support

Alzheimer's Society

Offers information to those worried about their memory and ongoing support to people affected by dementia.

▶ See page 8 for more information.

☎ 01904 929444

✉ yorks@alzheimers.org.uk

🌐 www.alzheimers.org.uk

Emotional support (cont) →

British Association for Counselling and Psychotherapy (BACP)

Directory of registered therapists and counsellors.

 www.bacp.co.uk

York Carers Centre

Helps unpaid carers in York find the support they need. Offers one-to-one support and advice, a carer's counselling service and telephone listening service.

▶ **For full list of services, see page 12.**

 **01904 715490**
 enquiries@yorkcarerscentre.co.uk
 www.yorkcarerscentre.co.uk

Dementia Forward

Dementia Forward's locally based advisors provide bespoke support and advice to people with dementia and/or their carers to enable them to live well with dementia.

▶ **For more information see page 5.**

 **0330 057 8592**
 www.dementiaforward.org.uk

Mental Health Crisis Line - NHS 111 option 2

Crisis support for all ages offering advice, support, and practical help for people in a mental health emergency.

Available 24hrs a day, 365 days a year.

 **111 option 2 for mental health support**
 www.tewv.nhs.uk/services/crisis-advice

York and Selby Talking Therapies

Being depressed or anxious is not a natural part of ageing. NHS Talking Therapies offer a range of treatments if you are experiencing common mental health problems.

You can refer yourself to this service or you can ask your GP to refer you.

Self-refer using an online form:

 www.yorkandselbytalkingtherapies.co.uk/online-referral-form

 **01904 556840**
 tewv.yorkselbytalkingtherapies@nhs.net
 www.yorkandselbytalkingtherapies.co.uk/older-people

The Silverline

Confidential, free helpline for older people across the UK. **Open 24/7.** Offers friendship, conversation and support.

 **Helpline: 0800 470 8090**
 www.thesilverline.org.uk

Samaritans

Offers emotional support to anyone experiencing suicidal thoughts.

 **116 123**

York Mind

Promotes recovery from mental ill-health and better emotional wellbeing and independent living. York Mind offers various services, including:

- Adult Coaching
- Advocacy
- Counselling
- Children and young people's services
- Mental health and wellbeing activities

 **01904 643364**
 office@yorkmind.org.uk
 www.yorkmind.org.uk/our-services

General wellbeing

Action for Elders

Provides a range of services focused on improving mobility, creating greater independence, reducing loneliness and social interaction.

There is a wide variety of services delivered weekly online for all older people in the city of York and surrounds.

 **0303 303 0132**

 **info@actionforelders.org.uk or referrals@actionforelders.org.uk**

 **www.actionforelders.org.uk/york**

Alzheimer's Society

Runs cafés, wellbeing activities and support services.

▶ **See page 8 for more information.**

Cinema – York City Screen

Hosts relaxed, dementia friendly cinema screenings. Lights are left on low, volume is reduced, and the audience is free to move around.

 **01904 612 940**

 **www.picturehouses.com**

Dementia Forward

Runs cafés, wellbeing activities and support services.

▶ **See page 5 for more information.**

Interactive Multi-Sensory Environment – IMUSE

One-to-one therapeutic multi-sensory experience. It provides a space where you can relax, forget the outside world and feel your anxiety and stress reduce.

 **07731 747154**

 **imuse@aamedia.org.uk**

 **www.hwYork.link/IMUSE**

 ▶ **See page 32 for the full link**

Live Well York

An information and advice website for adults and families. They signpost to various information and services across York, including for those aged 50+.

 **www.livewellyork.co.uk**

Moving Minds

Dementia friendly dance sessions to boost confidence and wellbeing, whilst developing creativity and self-expression. No prior dance experience needed. Sessions open to people with dementia and their family and friends. All levels of ability and can be done seated.

Sessions: **Friday afternoons, Clements Hall, Nunthorpe Road, York YO23 1BW.**

 **07881 922 343**

 **hello@movingmindsdance.co.uk**

 **hello@movingmindsdance.co.uk**

York Bike Belles

Enables people of all ages and abilities to walk and cycle around York, while improving wellbeing, community life, and tackling inequalities.

 **07493 692490**

 **yorkbikebelles@gmail.com**

 **www.yorkbikebelles.community**

York Explore Libraries

Various libraries around York. Home Library Service, where books are delivered to your door.

 **01904 552828**

 **contact@exploreYork.org.uk**

 **www.exploreYork.org.uk York**

General wellbeing (cont) →

Minds and Voices

Forum for people living with dementia to get together and socialise. Contact Damian Murphy for more information.

 **07927 405854**

 **dementiafriendly@outlook.com**

 **www.dementiavoices.org.uk/group/minds-and-voices-york**

New Earswick Folk Hall Café

A café in a community hub, with a York Explore library. **New Earswick Folk Hall**, Hawthorn Terrace, YO32 4AQ.

 **01904 769621**

 **folkhall@jrf.org.uk**

 **www.newearswickfolkhall.com**

Theatre (York Theatre Royal)

Relaxed dementia friendly performances.

 **01904 623568**

 **boxoffice@yorktheatreroyal.co.uk**

 **www.yorktheatreroyal.co.uk**

Home care services

Age UK York (Care at Home)

A paid-for service offering daily high quality personal care in the home for short and longer term support with a minimum of 30 minute call visits.

 **Care at Home team: 01904 866070**

 **careathome@ageukyork.org.uk**

 **www.ageuk.org.uk/york/our-services**

Bronte House

A bespoke home care service for older people, with a specialist focus on dementia care. Offers a wide range of personalised support. Includes companionship, attending social engagements and appointments, respite and short term care, home from hospital

packages and daily visits.

 **01904 236 838**

 **hello@brontehousegroup.co.uk**

 **www.brontehousegroup.co.uk**

Carefound Home Care

Provides flexible hourly home care, from 1 hour to longer or overnight care. They can also provide live-in care.

 **01904 215920**

 **www.carefound.co.uk/york**

Home Instead

Provides home care and live in care. Home care services combine home help, personal care and companionship to help people live at home for as long as they choose.

 **01904 690884**

 **www.homeinstead.co.uk/york**

Radfield Home Care

Offers live in care and care to people in their own homes, as well as a regular day centre. **See page 23 for details.** They can support people with a variety of medical conditions including dementia.

Care packages can range from small weekly companionship visits to multiple care visits throughout the day and night.

 **01904 530118**

 **york@radfieldhomecare.co.uk**

 **www.radfieldhomecare.co.uk/york**

Music wellbeing

Musical Connections

Runs music sessions and projects for older, isolated and vulnerable people in care and community settings across York. Provides free transport for people that need it.

 **01904 373011**

 **www.musicalconnections.org.uk**

National Centre for Early Music: Cuppa and a Chorus

A monthly gathering to sing as part of a relaxed choir and enjoy a cuppa with other choir members.

 education@ncem.co.uk
 www.ncem.co.uk/cuppa-chorus


Live Well York

Visit the Live Well York website to find out more information about local choirs and singing groups.

 www.livewellyork.co.uk

Singing for the Brain – (Alzheimer’s Society)

Relaxed singing group for people living with dementia, their carers, family and friends.

 **01904 929444**
 yorkservices@alzheimers.org.uk
 www.alzheimers.org.uk




Practical support

City of York Council (CYC) Adult Social Care information on accessing CYC ASC. ▶ See page 9.

Age UK (York)

Helps and supports people aged 50+ across York in various ways.

- Providing information and advice
- Money and benefits advice
- Enabling socialisation
- After hospital support
- Help at home
- Looking after your pet when you're ill

 **01904 634061**
 firstcall@ageukyork.org.uk
 www.ageuk.org.uk/york

Age UK (Feather duster cleaning service)

Cleaning service for older people who find it hard to do their own cleaning. Please note this is a paid for service, see website for costs.

 **01904 866142**
 www.ageuk.org.uk/york/our-services

Age UK Independent Living Service (formerly Home From Hospital)

Offers short-term support intended to reduce hospital admissions and enable people to remain active in their community. For example this might be to:

- Escort you home and settle you in following hospital discharge
- Do light house tasks
- Collect your prescriptions
- Liaise with health and social care professionals
- Provide help with shopping including on your day of discharge
- Take you to GP or hospital appointments
- Call in for a chat
- Ensure that you have the services and equipment you require
- Check that you are recovering well
- Take you for a short walk or to catch a bus
- Support you to get active in the community

 **01904 726191**
 www.ageuk.org.uk/york/our-services

Be Independent

A telecare and equipment loan service that helps people manage their lives and stay independent in their own homes.

 **01904 645000**
 be.independent@york.gov.uk
 www.york.gov.uk/BeIndependent

Practical support (cont) →

Falls Prevention Team – (City of York Council)

A service run by City of York Council, to assess homes and reduce the risk of falling.

☎ 01904 552300

✉ reducingfalls@york.gov.uk

🌐 www.york.gov.uk/ReducingFalls

Good Gym

Community of runners that combines getting fit with doing practical tasks for older, vulnerable or isolated York residents.

✉ vicky@goodgym.org

🌐 www.goodgym.org

Healthy Homes Handyperson Service – City of York Council

Help with simple repairs and tasks around your home if you're:

- a resident in our area
- aged 60 years and over
- disabled

☎ 01904 552 300

✉ healthyhomes@york.gov.uk

🌐 www.york.gov.uk/HandypersonService

Keep your Pet

Provides short term assistance for pet owners in the York and Selby areas who are older or vulnerable and living at times of ill-health or other emergencies.

☎ 01904 634061

✉ keepyourpet@ageukyork.org.uk

🌐 www.keepyourpet.co.uk

Radar Keys

Allows access to thousands of disabled toilets across the UK.

☎ 0330 995 0400

✉ enquiries@disabilityrightsuk.org

🌐 www.shop.disabilityrightsuk.org/products/radar-key

Shopmobility

Visitors to York city centre who have limited mobility can hire specialist equipment.

- manual wheelchairs
- electric wheelchairs
- powered mobility scooters

These can be loaned from – **Level 2, Coppergate Car Park, York, YO1 9NX**

☎ 01904 679222

✉ enquiries@shopmobilityyork.org.uk

🌐 yorkshopmobility.wixsite.com/mysite

The Able Label

Provides clothes with adapted designs and hidden extras that make self-dressing easier for those with dressing difficulties.

☎ 01622 744242

🌐 www.theablelabel.com

York Neighbours

Help with one off jobs for older people.

☎ 01904 891627

✉ info@yorkneighbours.org.uk

🌐 www.Yorkneighbours.org.uk

Safeguarding

Safeguarding Adults Board

Are you worried about a vulnerable adult?

If you think you or someone you know is being abused or neglected (or neglecting themselves), contact the local Safeguarding Adults Board using the telephone numbers below or via the online form on the website.

☎ 01904 555111 Mon – Fri 8.30am to 5pm

☎ 0300 131 2131 for out of hours help

☎ Out of hours:

01609 534527 or 07534 437804

☎ Text telephone: 07534 437804 if you are hearing impaired

🌐 www.safeguardingadultsyork.org.uk

Sensory loss

MySight York

Aims to help and support people in York to live better with sight loss.

☎ 01904 636269

✉ hello@mysightyork.org

🌐 www.mysightyork.org

Wilberforce Trust

Offer advice and services to people with sight and hearing loss.

☎ 01904 760037

✉ enquiry@wilberforcetrust.org.uk

🌐 www.wilberforcetrust.org.uk

YorSensory (operates within Wilberforce Trust)

Supports people with sight and hearing loss to remain safe and independent.

Contact **Wilberforce Trust** (details above) to be referred into the Yorsensory team.

Transport

Local taxi ranks, such as Fleetways have staff who are dementia awareness trained. You can always ask about this when you ring to book.

Fleetways

☎ 01904 365365

York Wheels

Provides door-to-door community transport for elderly people and people with mobility issues.

☎ 01904 630080

✉ info@yorkwheels.org.uk

🌐 www.yorkwheels.org.uk

Wheelchair/equipment hire

Contact Adult Social Care if you feel your needs aren't being met and you need a social care assessment. ▶ See page 9.

Be Independent

Provides equipment to those who need some support to live independently. You can apply for these services online or by phone.

☎ 01904 645000

✉ be.independent@york.gov.uk

🌐 www.york.gov.uk/BeIndependent

British Red Cross

Provides wheelchair and commode hire. Please note there is a cost for this service.

☎ 0300 456 1914

🌐 www.redcross.org.uk/get-help/borrow-a-wheelchair

MySight York

Offers equipment and information to help manage the daily challenges of living with sight loss. They have a large demonstration centre to try out a range of equipment.

☎ 01904 636269

✉ hello@mysightyork.org

🌐 www.mysightyork.org

Remap

Makes specialist equipment for disabled people, helping them achieve independence and a better quality of life.

☎ 01937 587574

✉ data@remap.org.uk

🌐 www.remap.org.uk

Shopmobility

Specialist equipment hire for visitors to York. ▶ See page 30.

Contact us

Healthwatch York

📍 Freepost RTEG-BLES-RRYJ
15 Priory Street YO1 6ET

📞 01904 621 133
✉️ healthwatch@yorkcv.org.uk

Find us on social media

@HealthwatchYork
🌐 www.healthwatchyork.co.uk

This guide is available on the Healthwatch York website.

York CVS

York CVS supports and champions York's voluntary, community and social enterprise (VCSE) sector to make positive change, challenge issues and grow new ideas to strengthen communities.

Healthwatch York is a York CVS project.

🌐 www.yorkcv.org.uk

Let us know if you would prefer this guide in a different format – we'd be happy to help.

healthwatch
York

www.hwYork.link/

This Guide uses shortened links for web addresses that are too long or complicated to type. Full website links are listed below:

→ Note: *hwYork* links are Case Sensitive.

6: Your GP refers you to the Memory Service

www.hwYork.link/MemoryService
www.tewv.nhs.uk/services/memory-service-older-people-york-selby

www.hwYork.link/WhatNext

www.dementiauk.org/information-and-support/how-we-can-support-you/dementia-what-next

11: Support in the community

www.hwYork.link/PSP
www.yorks.ac.uk/ysjactive/ysjactive-together

13: Finding residential support and care homes

www.hwYork.link/AS-CareTime
www.alzheimers.org.uk/get-support/help-dementia-care/care-homes-who-decides-when

www.hwYork.link/AS-CareFind

www.alzheimers.org.uk/get-support/publications-factsheets/choosing-a-care-home-for-a-person-with-dementia

www.hwYork.link/AgeUK-Care

www.ageuk.org.uk/information-advice/care/arranging-care/care-homes/choosing-care-home

www.hwYork.link/IndAge-Care

www.independentage.org/get-advice/care/care-homes

www.hwYork.link/LiveWell-Care

www.livewellyork.co.uk/information-and-advice/clinical-health-and-adult-social-care/residential-care

14: Being in hospital with dementia

www.hwYork.link/DemUK-Hospital
www.alzheimers.org.uk/get-support/help-dementia-care/going-into-hospital

www.hwYork.link/AS-Hospital

www.alzheimers.org.uk/get-support/help-dementia-care/going-into-hospital

17: North Yorkshire Police

www.hwYork.link/HerbertProtocol
www.northyorkshire.police.uk/advice/advice-and-information/missing-person/missing-persons/vulnerable-people-at-risk-of-going-missing/dementia-missing-risk-herbert-protocol

www.hwYork.link/WeCare

www.northyorkshire.police.uk/police-forces/northyorkshire-police/areas/campaigns/campaigns/we-care

19: Sundowning

www.hwYork.link/Sundowning
www.dementiauk.org/information-and-support/health-advice/sundowning

19: Directory of services - Advocacy

www.hwYork.link/YH-PALS
www.yorkhospitals.nhs.uk/contact-us/patient-experience/pals-form

21: Directory of services - Continence services

www.hwYork.link/Continence
www.yorkhospitals.nhs.uk/our-services/organdonation/a-z-of-services/continence-service

27: Directory of services - General wellbeing

www.hwYork.link/IMUSE
www.aamedia.org.uk/our-projects/imuse/show/9