


Dementia Services in Darlington 2022



This booklet contains information and contact details for local services in Darlington. These services can provide information, advice and support to help people living with dementia and those supporting people living with dementia.

This booklet was created by Alzheimer's Society Tees Valley, North & East Yorkshire for the benefit of people living with dementia, carers and health and social care professionals.

Organisation & Contact Details	Services
<p data-bbox="220 398 890 510">Adult Social Care First Point of Contact</p> <p data-bbox="413 517 699 680">Central House Gladstone Street Darlington DL3 6JX</p> <p data-bbox="331 687 775 725">Telephone: 01325 406 111</p> <p data-bbox="252 732 855 808">Emergency Duty Team - Telephone: 01642 524 552</p> <div data-bbox="252 976 855 1140">  DARLINGTON Borough Council </div>	<p data-bbox="930 398 1394 436">Darlington Adult Social Care:</p> <ul data-bbox="978 472 1509 1043" style="list-style-type: none"> • Enables people to live as independently as possible in their local communities. • Provides information and advice so that people can choose and arrange support that best meets their social care needs. • Supports people with assessments of their social care needs and carers assessments. • Safeguards adults at risk from harm. <p data-bbox="978 1128 1477 1205">When to contact Adult Social Care</p> <p data-bbox="978 1211 1469 1288">If you or someone you care for needs:</p> <ul data-bbox="978 1335 1513 1704" style="list-style-type: none"> • information and advice on the support available. • an assessment to determine if support is required to continue to live at home or in their own right as a carer. • to move into accommodation which best meets your /their care needs.

Age UK North Yorkshire & Darlington

Bradbury House,
Beaumont Street West,
Darlington
DL1 5SX

Telephone: 01325 362 832
E-mail: enquiries@ageuknyd.org.uk



Provides a range of support services for people aged 50+, developed according to their individual needs so that they can feel supported to enjoy later life. These services include, but are not limited to, health and wellbeing services such as a befriending scheme and activities, as well as information and advice services e.g. benefits and housing advice. There is also a home energy check service, and a hot meal delivery service.

Day Centre

A safe, stimulating environment that encourages social interaction. Includes activities and lunch.

Age UK North Yorkshire & Darlington's Carer's Break Package provides a package of free support to help Carer's to get some vital rest and respite. This support package includes free day care sessions for loved ones, hot meals and befriending services.

Alzheimer's Society

www.alzheimers.org.uk

Postal Address for Darlington local services

Alzheimer's Society Tees Valley North & East Yorkshire
Alzheimer's Society,
Scott Lodge,
Scott Road,
Plymouth,
PL2 3DU.

Telephone: 01904 929 444

Email:

DarlingtonTeesValley@alzheimers.org.uk

Alzheimer's Society is the UK's leading dementia charity, campaigning for change, funding research to find a cure and supporting people living with dementia today.

Dementia Adviser & Support Service in Darlington- Provides one to one information, advice and support as well as signposting to local services. Available Monday-Friday 9am-5pm. To access service, please call or email local service contact information.

Dementia Connect Support Line

Telephone: 0333 150 3456

Email:

Dementia.Connect@alzheimers.org.uk

Dementia Talking Point

Email: talkingpoint@alzheimers.org.uk

Website: <http://forum.alzheimers.org.uk>

Singing for the Brain-Singing for the Brain brings people affected by dementia together to sing a variety of songs they know and love, in a fun and friendly environment. They also do fun vocal exercises that help improve brain activity and well-being. This group meets every 2nd and 4th Tuesday of the month 1.30pm-3pm. For further details, please contact our local office.




Dementia Café- For people living with dementia and carers to come together to meet, socialise and receive support. This groups meets on the 3rd Tuesday of every month 1.30pm-3pm. For further details, please contact our local office.




National Services



Dementia Connect is Alzheimer's Society's personalised support and advice service for anyone affected by dementia. It's free, easy to access, and puts you in touch with Alzheimer's Society's dementia advisers. Through Dementia Connect, expert dementia advisers will listen, help with all your dementia-related questions, and connect you to the support you need, from local help to phone and online advice.

Dementia Talking Point is an online support community for people with dementia, carers, family and friends to discuss all aspects of dementia. It's open 24 hours 7 days a week, and is a safe place to ask questions, share your experiences and receive advice and support.

<p>www.alzheimers.org.uk</p> 	<p>Alzheimer's Society website offers a wealth of resources and information. You can also donate, fundraise, campaign, volunteer and engage in Dementia Friendly Communities via the website.</p>
<p>Arcus Telephone: 01325 978 810 Email: contact@arcuslgbt.com</p> <p>Older LGBT+ Person's Social Group in Darlington Telephone: 01325 978 810</p> 	<p>Arcus is a counselling and social support service, primarily developed for LGBT+ people, but services are open to anyone. Their counselling service is offered free to anyone who is on benefits or a low income. They offer a mixture of therapy approaches including Cognitive Behaviour Therapy [CBT] and Person-Centred Counselling. They also run Arcus forum for members of LGBT+ community. Working in collaboration with Alzheimer's Society and Age UK North Yorkshire & Darlington, there is an Older LGBT+ Person's Social Group at Bradbury House, Beaumont Street West, Darlington. Every Thursday 4pm-6pm.</p>
<p>Citizen's Advice Darlington The CORE, Church Row Darlington, DL1 5QD. Adviceline number 0300 330 1195 General Office number 01325 266 888 Email: admin.desk@darlingtoncab.co.uk</p> 	<p>Citizen's Advice Darlington provide a free, independent, confidential and impartial advice service to everyone on their rights and responsibilities. Some of their services include Help to Claim Universal Credit, Debt and Money Advice, Benefit Entitlement and Community Support Scheme.</p>

<h2>Carers Emergency Support Service</h2> <p>To access support during office hours, you need to ring Adult Social Care on 01325 406111.</p> <p>To access support out of office hours, you need to ring the Emergency Duty Team on 01642 524552.</p> 	<p>Support in a carer emergency is available to all unpaid carers who care for an adult. The Duty Officer will ask you for information about the person you care for and check if there are any family or friends who can assist. If not, they may be able to arrange for support to be provided.</p> <p>Please note, the person you care for may be required to contribute to the cost of the care provided, in line with the Council's charging policy. The Duty Officer will discuss this with you, if a service is to be provided.</p>
<h2>County Durham and Darlington - District Nursing Service</h2> <p>Single Point of Access Patient Line: 03000 267 979 Out of Hours (20:00 - 08:00): 111</p> 	<p>The district nursing service offers a comprehensive portfolio of nursing, healthcare, and case management services to housebound patients (in your own home or residential nursing home) requiring nursing support in the community 24 hours a day, 365 days a year. In response to identified health needs, the service offers nursing treatments, disease prevention, promotion of health, independence and self-care.</p>
<h2>County Durham and Darlington Fire & Rescue Service</h2> <p>Telephone: 0345 223 4221</p> 	<p>A Safe and Wellbeing Visit is a totally free service offered by County Durham and Darlington Fire and Rescue Service. If you contact the service, they will arrange a mutually convenient appointment for trained Fire and Rescue Service staff to do a personalised fire hazard assessment of your home. They will fit free smoke alarms where required and offer advice to make you safer in your home.</p>

<p>County Durham and Darlington Police</p> <p>To sign up contact Durham Constabulary on 101 or e-mail herbertprotocol@durham.pnn.police.uk</p> 	<p>Herbert Protocol</p> <p>If you care for someone who is at risk of going missing, you can sign up for the Herbert Protocol, which will help the Police to help you if the person does go missing.</p>
<p>Cruse Bereavement Support</p> <p>PJS House 9-11 Harris Street Middlesbrough TS1 5EF Telephone: 01642 210284</p> 	<p>Cruse Bereavement Support offers bereavement support within the local community in order to help those struggling with the death of a loved one. Cruse provides a range of services for adults and children, without charge, including telephone and online support.</p>
<p>Darlington Association on Disability</p> <p>1P Enterprise House South Entrance Valley Street North Darlington DL1 1GY Telephone: 01325 489 999 Email: mail@darlingtondisability.org</p> 	<p>Darlington Association on Disability (DAD) is a voluntary and charitable organisation led by disabled people. DAD exists to promote independence and choice and supports disabled people and carers through the provision of services, support and information and by tackling issues affecting disabled people locally and nationally. Our services include: Advocacy Service, Direct Payments Support Service, Children and Young People's Service (Chyps), Independent Living Hub, People's Parliament, Hate Crime, Information and Advice.</p>




<h2 style="text-align: center;">Darlington Carer's Support Service</h2> <p style="text-align: center;">Unit 1F Enterprise House Valley Street Darlington DL1 1GY</p> <p style="text-align: center;">Telephone: 0300 030 1215 Email: admin@darlingtoncarers.org</p> 	<p>Darlington Carers Support offer a variety of different services to local carers. They can help you find the information you need to care for someone and can inform you about other services to help you look after yourself. Their service provides: information and advice, access to grants and funding, free telephone counselling sessions, carers meetings, carers training, carer break funding, and advice and support to help you access benefits.</p>
<h2 style="text-align: center;">Darlington Lifeline and Telecare Services</h2> <p style="text-align: center;">Telephone: 01325 406 888</p> 	<p>Lifeline gives you the freedom to live independently, and the security of knowing that you can always get help when you need it. A small pendant can be worn, which if you have a fall, you can press a button which will alert people that you need help. Darlington Lifeline provides a local service which means you can call for help 24 hours a day.</p> <p>Telecare is a range of simple, light, easy to use pieces of equipment for use within the home, to support people to be as independent as possible e.g., falls detectors, bed sensors.</p>
<h2 style="text-align: center;">Darlington Town Hall</h2> <p style="text-align: center;">Council Tax Telephone: 01325 405 555</p> <p style="text-align: center;">Benefits Telephone: 01325 405 444</p> <p style="text-align: center;">Housing Telephone: 01325 405 333</p>	<p>Darlington Borough Council can assist with council tax, benefits, housing and transport e.g., applying for blue badges.</p>

<p>Emergency homelessness telephone: 01642 524 552</p> <p>Transport Telephone: 01325 405 222</p> 	
<p>Darlington Town Mission 2 Davison Road Darlington DL1 3DR Telephone: 07943 251 357</p> 	<p>Darlington Town Mission is focused on relieving loneliness and giving practical help mostly to those 80 years of age or over, especially when relatives live far away. The Mission visits all who request them, regardless of religion, race, age or gender and all services are free.</p>
<p>Dementia Friendly Cockerton Café Worsley Park Cardinal Gardens Darlington DL3 8SF Telephone: 01325 354 122 Email: susan.gray@northstarhg.co.uk</p> 	<p>For people living with Dementia, their family, friends and carers. Join us for a cup of tea/coffee, cake, and friendly chat in a relaxed setting. Every 1st Monday of the month, 12pm-2pm. For more information or to register to attend please contact Susan Gray at Worsley Park.</p>
<p>Dementia Friendly Darlington Contact: Belinda Williams Dementia Friendly Communities Coordinator Darlington Telephone: 07483 137 521 Email: Belinda.Williams@alzheimers.org.uk Facebook: https://www.facebook.com/dementiafriendlydarlington</p>	<p>Dementia Friendly Darlington works together with people affected by dementia, to make Darlington a place where people with dementia are included, respected and live well in our communities. Here are some of the ways in which you, your local community or service can become involved.</p> <p>Be part of Dementia Voice Darlington Share your experiences of living with dementia and your</p>

<p>www.alzheimers.org.uk/get-involved/dementia-friendly-communities</p>  	<p>ideas for making your community more dementia friendly.</p> <p>Become a Dementia Friend Sign up for one of our online Dementia Friends Information Sessions at www.dementiafriends.org.uk. Find out more about dementia and how to take action in your community.</p> <p>Be part of making our communities more dementia friendly. From forming your local Dementia Friendly Community Group to involving local businesses and services and working with schools, colleges, and youth organisations to create a dementia friendly generation.</p>
<p>Domiciliary Care Providers</p> <p>Telephone: 01325 406 111</p> <p>Website: www.livingwell.darlington.gov.uk.</p> 	<p>There may come a point where a person with dementia requires more care and support to help them live well and stay independent at home.</p> <p>For care and support at home, please contact the Adult Social Care Team who can provide you with a list of local care providers or visit the Livingwell Darlington directory.</p>
<p>Head of Steam- Darlington Railway Museum</p> <p>Station Road, Darlington, DL3 6ST</p> <p>Telephone: 01325 405 060</p> <p>Email: headofsteam@darlington.gov.uk</p> 	<p>All staff are trained Dementia Friends, and the museum offers a monthly Dementia Café on the 3rd Wednesday of the month from 11-12 – with free entry for those attending. This is an informal, social time for a cuppa, a chat and activities to pick up and do if you wish. The Dementia Café is for anyone with dementia and their family or carers. They also have a relaxed opening at the museum on the 1st Sunday of the month (opening until 12 noon), when the museum will be quieter.</p>

<p>Healthwatch Darlington Limited Jubilee House, Chancery Lane Darlington, DL1 5QP Mobile: 07525 237723 Tel: 01325 380145 Email: info@healthwatchdarlington.co.uk Website: www.healthwatchdarlington.co.uk </p>	<p>Healthwatch Darlington is the independent champion for people using local health and social care services in the Darlington borough. They listen to what people like about services and what could be improved. Healthwatch Darlington share their views with those with the power to make change happen. People can also speak to them to find information about health and social care services available locally.</p>
<p>Hidden Disabilities Website: www.hiddendisabilitiesstore.com/ </p>	<p>Not all disabilities are visible – some are hidden and not immediately obvious, such as learning difficulties, mental health as well as mobility, speech, visual or hearing impairments. Living with a hidden disability can make daily life more demanding for many people, but it can be difficult for others to identify, acknowledge or understand the challenges you face. Wearing the Hidden Disabilities Sunflower discreetly indicates to people around you, including staff, colleagues and health professionals that you may need additional support, help or a little more time.</p>
<p>ManHealth Shildon Business Centre Dabble Duck Industrial Estate Shildon County Durham DL4 2RF Telephone: 01388 320 023 Email: info@manhealth.org.uk </p>	<p>ManHealth offer FREE support for men who are struggling with their mental health. They have weekly peer support groups running in Darlington and surrounding areas, as well as online. They also offer a daily live chat service via their website. For more information, please go to manhealth.org.uk.</p>

<p>Mental Health Crisis Line Telephone: 0800 0516 171 Opening hours: 24 hours a day, seven days a week</p> <p> Tees, Esk and Wear Valleys NHS Foundation Trust</p>	<p>If a person's mental or emotional state gets worse quickly, this can be referred to as a mental health crisis or a mental health emergency. If you are worried about your own safety or being close to acting on suicidal thoughts contact the Mental Health Crisis team immediately.</p> <p>If you, or someone you know, are in immediate danger of serious harm (for example, if someone has taken an overdose) and you need immediate medical help call 999. For medical advice call 111.</p>
<p>MIND Darlington St Hilda's House 11 Borough Road Darlington DL1 1SQ Telephone: 01325 283 169 Email: contactus@darlingtonmind.com</p> <p></p>	<p>Darlington Mind is a registered local charity that provides professional, confidential support and recovery services for people experiencing emotional or mental health problems and their carers. They offer a wide range of support and recovery services to meet the needs of different people. Some of their services include counselling, befriending calls and support, bereavement support as well as other activities to help with positive mental health.</p>
<p>Responsive Integrated Assessment Care Team (RIACT) Hundens Rehabilitation Unit, Building B, Hundens Lane, Darlington, DL1 1JE Telephone: 01325 342 111</p>	<p>RIACT is a Short Intervention Service for people:</p> <ul style="list-style-type: none"> • over the age of 18 • who live within the Borough of Darlington and/or are registered with a Darlington GP practice, and; • are "medically fit" (which means they do not need a hospital bed and their health needs can be met in the community).

	<p>RIACT involves local health, social care and mental health services working together, along with the independent and voluntary sector. It aims to provide assessments, short-term rehabilitation and support to help people become more independent. This service is free of charge. Depending on your needs, it is available from as little as 1-2 days up to a maximum period of 6 weeks.</p>
<p>St Teresa's Hospice The Woodlands, 91 Woodland Road, Darlington, DL3 7UA Telephone: 01325 254 321 Email: enquiries@darlingtonhospice.org.uk www.darlingtonhospice.org.uk</p> 	<p>St Teresa's Hospice is an independent charity providing palliative and end of life care and support to the people of Darlington, South Durham & North Yorkshire. Services include Inpatient Care, Community Hospice (with Rapid Response nurses), Carer & Family Support, Bereavement Care, Complementary Therapies, and a range of groups at our Wellbeing Hub at The Woodlands. Help and support can also be accessed 24/7 at our online Wellness Hub: www.wellnesshub.life/about/</p>
<p>Talking Changes Craglea 1st Floor Lanchester Road Hospital Durham DH1 5RD Telephone: 0191 333 3300</p> 	<p>Talking Changes is a self-help, counselling and talking therapies service designed to help anyone living in the County Durham and Darlington area to deal with common mental health problems such as stress, anxiety or depression, as well as obsessive compulsive disorder (OCD) and post-traumatic stress disorder.</p>

Unforgettable Experiences


Woodland House,
4 Woodland Road,
Darlington,
DL3 7PJ

Telephone: 01325 238 007

Email:
referrals@unforgettableexperiences.org.uk.



Unforgettable Experiences provides a range of interactive and creative sessions for older people and their carers - opportunities to take part, make, and learn, connecting with new friends, keeping your mind active, and rediscovering your love of arts and cultural activities. With a Digital Buddy at your side, you will be supported to use your own device to connect with an artist or facilitator and small group of like-minded peers to take part in a short course of activities from dance and drama to history, song writing, and hands-on crafts. Through supporting you regularly to meet with the online group and take part in the activities, Unforgettable Experiences aim to improve your wellbeing, keeping you connected and engaged, creating memories and new experiences that you can share.

<p>Wellbeing Service PHD Wellbeing Service Ground Floor, Forsyth House, 20 Woodland Road, Darlington, DL3 7PL Telephone: 01325 952577 - select option 2 and leave a message on our team answerphone Email: livingwell.darlington@nhs.net</p> 	<p>Social prescribing empowers people to take control of their health and wellbeing through referral to non-medical link workers who create time for their clients to focus on ‘what matters to me’. They take a holistic approach to health and wellbeing, drawing upon the social determinants of health to connect people to community groups and statutory services for practical and emotional support. Social Prescribers support individuals on a one-to-one basis, via small group-work, pop-up sessions and much more. The goal of social prescribing is to connect or re-connect people to the vast array of services, activities and good will that exist in local communities.</p>
<p>West Park Hospital Mental Health Services for Older People (MHSOP) Darlington community team Beech Unit West Park Hospital Edward Pease Way Darlington, DL2 2TS Telephone: 01325 552 014/552 015</p>  <p>Tees, Esk and Wear Valleys NHS Foundation Trust</p>	<p>The Darlington community mental health service offers assessment, diagnosis and treatment for older people who live in a community setting who experience depression, anxiety, dementia, other mental health illness, complex physical health problems or related frailty. This includes those people living in 24 hour residential and nursing settings.</p> <p>The team provides a range of services including:</p> <ul style="list-style-type: none"> • Memory services • Carer education • Specialist assessments from nursing and medical staff, occupational therapy, psychology and physiotherapy

	<ul style="list-style-type: none"> • Assessment of mood, anxiety and other symptoms of mental health illness. <p>Patients are given treatment and support to recover or manage mental ill health, and the service also works closely with patients with enduring mental health problems.</p>
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All information has been obtained via individual organisation's websites.
Please check directly with the provider to see if the service is running and if you have any questions about individual services.

Alzheimer's Society cannot guarantee that this information is correct or up to date, is not responsible for errors or omissions in the information provided or any actions resulting from the use of such information, and makes no warranty of any kind, either express or implied, in relation to the information.

Information correct as of January 2022.

Please contact Alzheimer's Society Tees Valley, North & East Yorkshire to be added to this directory or for further information.

Alzheimer's Society Tees Valley North & East Yorkshire

Alzheimer's Society,

Scott Lodge,

Scott Road,

Plymouth,

PL2 3DU.

Telephone: 01904 929 444

Email: DarlingtonTeesValley@alzheimers.org.uk