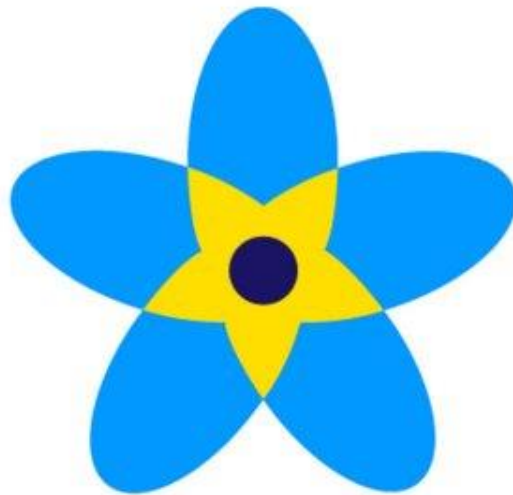


Dementia Services in Darlington 2021



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 with dementia. Please note, delivery of these services may have been affected by Covid-19 restrictions.

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.

<p style="text-align: center;">Organisation & Contact Details</p>	<p style="text-align: center;">Services</p>
<p style="text-align: center;">Adult Social Care First Point of Contact</p> <p style="text-align: center;">Central House Gladstone Street Darlington DL3 6JX Telephone: 01325 406111 Emergency Duty Team - Telephone: 01642 524552</p> 	<p>To enable older people, carers, people with a physical, visual or hearing impairment, a learning impairment or a mental health need to live as independently as possible in their local communities, help and support is available.</p> <p>Provides people with information and advice so that they can choose and arrange support that best meets their social care needs.</p> <p>Carries out assessments of people's care and support needs and carers' support needs.</p> <p>Safeguards adults at risk of harm.</p>
<p style="text-align: center;">Age UK North Yorkshire & Darlington</p> <p style="text-align: center;">Bradbury House, Beaumont Street West, Darlington DL1 5SX Telephone: 01325 362832 E-mail: enquiries@ageuknyd.org.uk</p> 	<p>Provides a range of support services for people aged 50+, developed according to their needs so that they can feel supported to enjoy later life. These services include health and wellbeing services such as befriending scheme, activities and respite day care as well as information and advice services e.g. benefits and housing advice. There is also a Help at Home service, home energy checks, handyman service and a hot meal delivery service.</p>

Alzheimer's Society

www.alzheimers.org.uk

Postal Address for local services

Alzheimer's Society Tees Valley North &
East Yorkshire

The Beacon

Westgate Road,

Newcastle-Upon-Tyne

NE4 9PQ

Telephone: 01904 929444

Email:

DarlingtonTeesValley@alzheimers.org.uk

Dementia Connect Support Line

Telephone: **0333 150 3456**

Email:

Dementia.Connect@alzheimers.org.uk

Monday, 9am–8pm

Tuesday, 9am–8pm

Wednesday, 9am–8pm

Thursday, 9am–5pm

Friday, 9am–5pm

Saturday, 10am–4pm

Sunday, 10am–4pm

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.

Local Services

Dementia Adviser Service & Dementia Support Service-

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.

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 service is being offered virtually- for more information please contact 01904 929444.

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

Dementia Talking Point

Email: talkingpoint@alzheimers.org.uk
Website: <http://forum.alzheimers.org.uk>



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 24-7, and is a safe place to ask questions, share your experiences and receive advice and support.

Companion Calls can help people with dementia and their carers feel more connected and less lonely during the coronavirus crisis. Please call the Dementia Connect support line on **0333 150 3456** to find out if Companion Calls are right for you. Companion Calls are a social chat - they do not offer specific dementia support, advice or guidance.

The national website offers a wealth of resources and information. You can also donate, fundraise, campaign, volunteer and engage in Dementia Friendly Communities via the website.

Arcus

Telephone: 01325 978810
Email: contact@arcuslgbt.com



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.

Citizen's Advice Bureau

The CORE
Church Row
Darlington
DL1 5QD

Adviceline number

0300 330 1195

General Office number

01325 266888

Email:

admin.desk@darlingtoncab.co.uk



Citizens' Advice Bureau 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.

County Durham and Darlington Carer Emergency Support Service

In an emergency during office hours, please call Adult Social Care on 01325 406111.

In an emergency out of hours, please call the Emergency Duty Team on 01642 524552.

The Carers' Emergency Support Service (County Durham and Darlington) ensures that if you have an emergency, the adult you care for is safe and their care needs are met by; either by a friend or a family member, or an experienced care assistant, who will stay until alternative arrangements can be made.

County Durham and Darlington - District Nursing Service

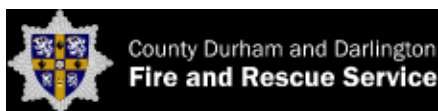
Single Point of Access Patient Line:
03000 267 979



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.

County Durham and Darlington Fire & Rescue Service

To request a Free Safe and Wellbeing Visit call 0345 223 4221.



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.

County Durham and Darlington Police

To sign up contact Durham Constabulary on 101 or e-mail herbertprotocol@durham.pnn.police.uk



Herbert Protocol

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.

Cruse Bereavement Care

2 Maude Street
Darlington
DL3 7PW
Telephone: 01325 288633
Email: teesvalley@cruse.org.uk



Cruse Bereavement Care local services in the North East offer help and support to bereaved people, through a range of services including telephone and face-to-face support, groups, and support for children and young people.

Darlington Association on Disability

1P Enterprise House
South Entrance
Valley Street North
Darlington
DL1 1GY
Telephone: 01325 489999
Email: mail@darlingtondisability.org



Darlington Association on Disability (D.A.D) is a voluntary and charitable organisation led by disabled people. D.A.D 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.

Darlington Carer's Support Service

Unit 1F Enterprise House
Valley Street
Darlington
DL1 1GY
Telephone: 0300 030 1215
Email: admin@darlingtoncarers.org



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, virtual carers meetings, carers training, carer break funding, and advice and support to help you access benefits and much more!

Darlington Lifeline and Telecare Services

Telephone: 01325 406888



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.

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.

Darlington Town Hall

Darlington Community Support Hub
01325 405000
Council Tax
Telephone: 01325 405555
Benefits
Telephone: 01325 405444
Housing
Telephone: 01325 405333
Emergency homelessness
telephone: 01642 524552

Darlington Borough Council can assist with council tax, benefits, housing and transport e.g., applying for blue badges.

The Darlington Support HUB is for those that are self-isolating or quarantining due to Covid-19 and where your normal support network has broken down. They can provide you with advice and guidance to local community groups that may

Transport
Telephone: 01325 405222



be able to help you with supplies and shopping. The HUB does not provide emergency food parcels or arrange medication collections.

Darlington Town Mission

2 Davison Road
Darlington
DL1 3DR
Telephone: 07943 251 357
E-mail:
secretary@darlingtontownmission.org.uk



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.

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/>

www.alzheimers.org.uk/get-involved/dementia-friendly-communities



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.

Be part of Dementia Voice Darlington Share your experiences of living with dementia and your ideas for making your community more dementia friendly.

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.

Be part of making our communities more dementia friendly. Find out how to become recognised by the Alzheimer's Society as a Dementia Friendly Community. 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.

Contact Belinda Williams, Darlington's Dementia Friendly Communities Coordinator to find out more!

Head of Steam- Darlington Railway Museum

Station Road,
Darlington,
DL3 6ST

Telephone: 01325 405060

Email: headofsteam@darlington.gov.uk



All staff are trained Dementia Friends, and the museum offers a monthly Dementia Café on the third 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 first Sunday of the month (opening until 12 noon), when the museum will be quieter.

Healthwatch Darlington

Jubilee House,
1 Chancery Lane, Darlington,
DL1 5QP

Telephone: 01325 380145

E-mail: info@healthwatchdarlington.co.uk

Website:

www.healthwatchdarlington.co.uk/darlington.co.uk



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.

Hidden Disabilities

Website:
www.hiddendisabilitiesstore.com/



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. Visit website for Sunflower items.

ManHealth

Shildon Business Centre
Dabble Duck Industrial Estate
Shildon
County Durham
DL4 2RF

Telephone: 01388 320023
Email: info@manhealth.org.uk



ManHealth is a Community Interest Company based in County Durham providing peer support for men suffering depression and other mental health issues. ManHealth run peer support groups in and around County Durham and the North East of England. The meetings are completely free to those attending. Please see website: www.manhealth.org.uk.

Mental Health Crisis Line


Telephone: 0800 0516 171
Opening hours: 24 hours a day, seven days a week






Tees, Esk and Wear Valleys
NHS Foundation Trust

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.

If you, or someone you know, are in immediate danger of serious harm (for example, if someone has taken

	<p>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 283169 Email: contactus@darlingtonmind.com</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>PHD Wellbeing PHD Wellbeing Service Ground Floor, Forsyth House, 20 Woodland Road, Darlington, DL3 7PL Telephone: 01325 952278 Email: wellbeing.facilitators@nhs.net</p> 	<p>Primary Healthcare Darlington (PHD) Wellbeing Facilitators service- wellbeing is often explained as a state of being comfortable, healthy or happy. PHD Wellbeing want to help you manage everyday life and take back your independence. Their 12-week programme aims to tackle social isolation, enhance quality of life, promote physical health, empower independence and improve mental health.</p>
<p>Responsive Integrated Assessment Care Team (RIACT) Hundens Rehabilitation Unit, Building B, Hundens Lane, Darlington, DL1 1JE Telephone: 01325 342111</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

	<p>needs can be met in the community).</p> <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>Stronger Together Telephone: 0191 359 2254 Email: info@strongertogethergroups.co.uk</p> 	<p>Stronger Together run activity groups in the North East of England to support people living with mental or physical health issues, living with dementia or their carers, those who are bereaved, or anyone who may be at risk of social isolation.</p>
<p>St Teresa's Hospice 91 Woodland Road, Darlington, DL3 7UA Telephone: 01325 254321</p> 	<p>St Teresa's Hospice is a registered charity providing palliative and end of life care and support to residents of South Durham & North Yorkshire, and their carers. Services include day hospice, in-patient unit, rapid response team, hospice at home, family support, bereavement care, complementary therapies and physiotherapy.</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 panic phobias obsessive compulsive disorder (OCD) and post-traumatic stress disorder.</p>

Unforgettable Experiences

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

Telephone: 01325 238007

Email:

info@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.

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 552 014/15



Tees, Esk and Wear Valleys
NHS Foundation Trust

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.

The team provides a range of services including:

- Memory services
- Carer education
- Specialist assessments from nursing and medical staff, occupational therapy,

	<p>psychology and physiotherapy</p> <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 note, delivery of these services may have been affected by Covid-19 restrictions. Please check directly with the provider to see if the service is running and if you have any questions about the safety measures they have in place.

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 2021.

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