

## Dementia Connect East & West Suffolk Provided by

Alzheimer's Society in partnership with Suffolk Family Carers

### Service Summary

Dementia Connect is a personalised dementia support service for anyone with dementia, their carers, families, friends, or anyone concerned about their memory. Dementia Connect is free, easy to access and puts you in touch with our expert Dementia Advisers who will provide person-centred support, information and advice. They will offer the support you need from local help to telephone and online advice. Alzheimer's Society will keep in touch with you to make sure you keep getting the support you need. And because it's never easy to tell your story, you'll only ever need to tell it once.

- Face-to-face support: Dementia Advisers in Suffolk will offer pre-assessment and post-diagnosis support to help people with dementia come to terms with their diagnosis and navigate the maze of health and social care services. They will also provide crucial emotional and practical support so that individuals feel empowered to take control of their condition and live well with dementia.
- Telephone support: Dementia Advisers will offer information provision, advice and signposting in a timely manner over the phone. Our regular Keeping in Touch calls ensure that individuals can be easily referred into the face-to-face service if more support is needed.
- Online support: People with dementia or memory concerns, their family and carers will be able to access a range of online support available 24/7. This includes a library of digital information booklets, peer support communities (Talking Point) and a directory of dementia friendly services across Suffolk.
- Alzheimer's Society will deliver the service together with Suffolk Family Carers who will undertake Carers Assessments and Family Carers Emergency Plans.

### Referrals

Self-referrals into Dementia Connect can be made via telephone, email or our online referral portal for professionals. The Memory Assessment Service and GPs can also refer individuals into the service with their consent.

t: 0333 150 3456

e: [dementiaconnect @alzheimers.org.uk](mailto:dementiaconnect@alzheimers.org.uk)

portal: [alzheimers.org.uk/refer](https://alzheimers.org.uk/refer)

### Operational Hours



Telephone support will be available between 9am – 8pm Monday to Wednesday, 9am – 5pm Thursday to Friday, and 10am – 4pm weekends.



Face-to-face support will be available 9am – 5pm weekdays.

For more information about our national and local services, please visit our website:

[alzheimers.org.uk](https://alzheimers.org.uk)

