

Dementia Local Support Services – COVID-19 Voluntary Sector Updates (Alzheimer’s Society and Dementia Forward) and a Reminder from NY Police

North Yorkshire Police – Herbert Protocol Reminder

The Herbert Protocol is a simple risk reduction tool to help the police in their search for people with Dementia who go missing.

Please remind your patients and their families / carers of the [Herbert Protocol](#).

Film of Interest: <https://northyorkshire.police.uk/news/watch-excuse-me-can-you-can-you-tell-me-where-i-am/>

Alzheimer’s Society (AS)

AS is continually monitoring the evolving situation and following the latest Government advice with regards to our services and events. We are concerned that isolation could also be extremely detrimental for the wellbeing of people living with dementia. We are looking at how to best to stay in touch and support people affected by dementia during this time.

We hope the following information is of use when in contact with local people concerned about the impact of the virus and those affected by dementia. As the situation develops, we will update you with further information about our services and resources.

Alzheimer’s Society local services update

Local Alzheimer’s Society teams continue to provide information, support and guidance to those who need it. To ensure the wellbeing of our service users, volunteers and staff, we have made some changes to how this support is provided. This may change depending on future government guidance, but at present the following is in place in your area:

Direct support for people affected by dementia:

- All face-to-face and home visits have currently been suspended.
- We will increase the number of keeping in touch telephone calls with service users to help support their wellbeing and guard against isolation.
- We will be extending the operating hours of our national **Dementia Connect Support Line**. Trained advisors can be contacted via **0333 150 3456** for advice and guidance.

Group support:

- All local group sessions have been suspended.
- We are working with our volunteers to develop ways to continue to support group members via other methods.

Online support:

- Advice and guidance on a range of issues is available on [our website](#).
- We would encourage people to join [Dementia Talking Point](#). This is our online community where people affected by dementia can receive valuable support from people in similar situations.

Further support:

- People with questions about what they should be doing and how they should be interacting with people living with dementia at this time can [access this guidance](#).
- Any community groups or individuals that wish to support vulnerable adults during this time can contact Alzheimer’s Society for information and guidance. This includes how to access our online [Dementia Friends awareness sessions](#).

Dementia Forward (DF)

Our mission remains the same; we are just doing it differently!

Helpline - 03300 578592

- Our North Yorkshire help line is still running as normal. Mon to Fri 9am-4pm.

Group Support

- All local group sessions have been suspended.
- Instead, Dementia Support Advisors will now call each individual who normally attends group sessions on the same day that the group is usually held, every week until a time when group sessions can resume.

Referrals

- Dementia Support Advisors are still taking referrals as normal from GP Practices and Community Memory Services. Assessments, advice and information will be conducted by phone instead of home visits.
- With the suspension of group sessions and no travel, the 16 Support Advisors will have the capacity to proactively contact every individual on the organisation's caseload making sure no one feels isolated or abandoned.

Community Workers and Social Media

- Community workers are able to react and respond to very specific needs. E.g. If a Support Advisor picks up on a client call an individual need for shopping , pharmacy, etc., the community workers will link them to what is available locally.
- The service will also be providing daily social media updates - everything from dancing to singing.