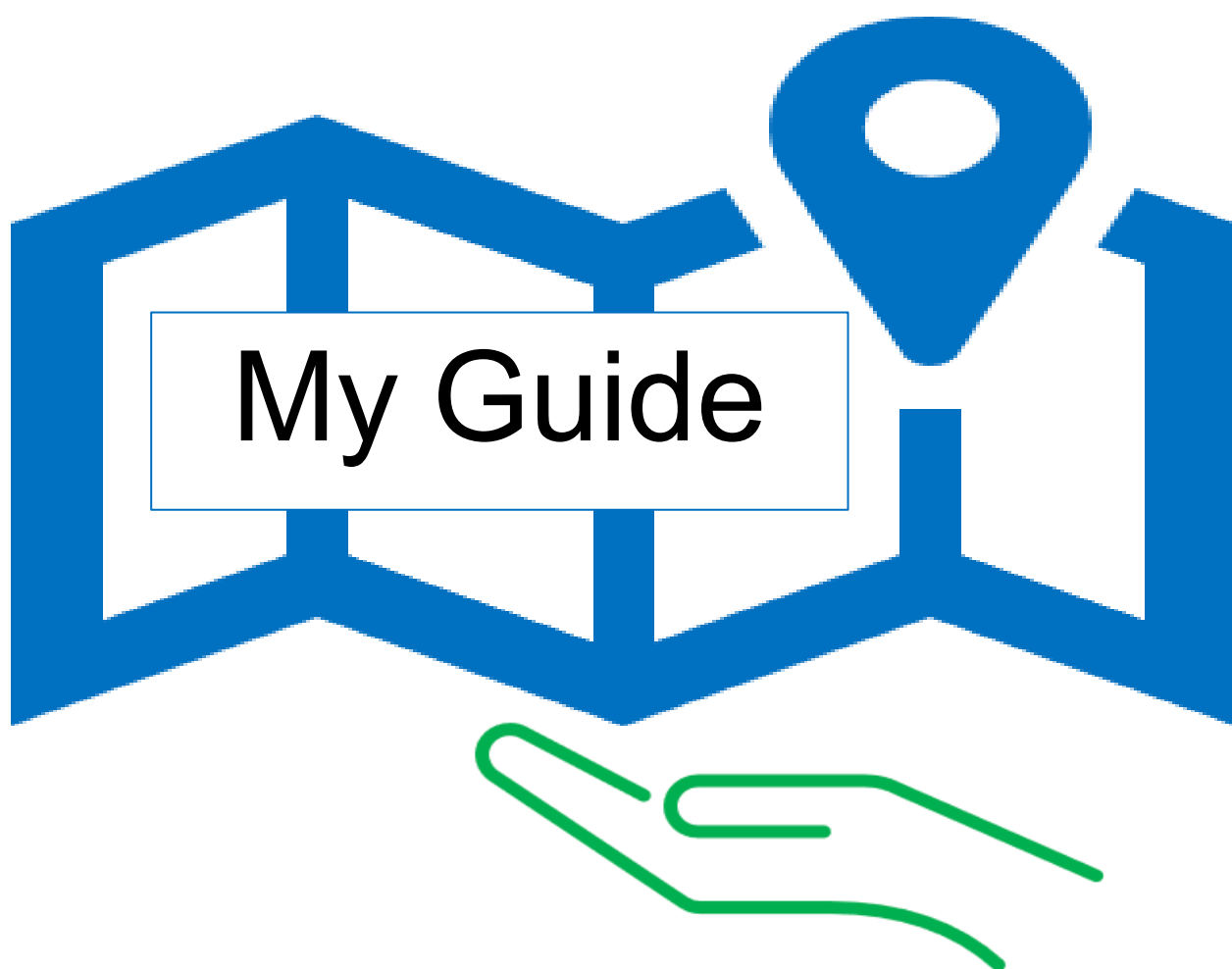




I'm caring for someone
with a memory
impairment
who can help me?



**Your guide around some of the services that can
support you on your journey.**

East Riding Carers Support Service



Compiled by C. Daglish and K. Marshall

Review date: 21.05.2025

Contents page

- Page 2. Contents Page
- Page 3. Contents Continued
- Page 4. **Warm welcome**
- Page 5. Informal carers, **East Riding Carers Support Service** – services we provide.
- Page 6. Continuation of services provided by East Riding Carers Support Service
- Page 7. Continuation of services provided by East Riding Carers Support Service
[If you are in Crisis](#), Hull Carers Support service contact details.
- Page 8. **Adult Social Care team/ Community Wellbeing team**, East Riding Care Directory
- Page 9. Services provided by Adult Social Care
- Page 10. **Independence in your own home**, Sight services, RNIB, Sight Support
- Page 11. Hearing services, RNIB hearing support, Speech and swallowing support
- Page 12. Bladder and bowel health, **Support with Access to a Toilet**, Radar key
- Page 13. Just cannot wait card, Priority Services Register
- Page 14. **Getting around**, wheelchairs, British Red Cross, Driving with dementia, Blue Badge
- Page 15. Motability Scheme, Regional driving assessment Centre,
English National Concessionary Travel Pass
- Page 16. Companion Concessionary travel pass, Travel by train, Community transport,
Mobility issues. Falls and safety around Mobility.
- Page 17. Hull & East Riding Falls Service, Fracture Liaison Service, Message in the bottle
- Page 18. Carers Plus Yorkshire Home from hospital service, Assistive Technology,
Lifeline services
- Page 19. **Staying Safe in your home**, Humberside Fire and Rescue service,
East Riding Council's Healthy homes scheme
- Page 20. East Riding Disability Facilities, **Services Providing support to carers**,
Carers Plus Yorkshire
- Page 21. **Safeguarding & Domestic Abuse**,
East Riding of Yorkshire Council Safeguarding Adults Team (SAT)
Domestic Violence Adult Services - East Riding
- Page 22. **Health and wellbeing services**, Community Links East riding, Xyla – Healthier Futures
NHS Weight loss App

Contents continued

- Page 23. **Looking after your mental health,** NHS Mental Health Advice and Support Line
Samaritans, Hey Mind (Hull & East Yorkshire Mind),
NHS Humber Recovery & Wellbeing College
- Page 24. NHS - Talking therapies, **Loneliness and Isolation support**
The British Red Cross, Age UK Hull & East Riding
Alzheimer's Society, Independent Age, Silverline, Cruse Bereavement Care UK,
- Page 25. **Sources of information**
East Riding Library Services,
- Page 26. Reading Well Books on Prescription **Dementia Information, Advice and Support**
Alzheimer's society Dementia Support line, Companion calls
- Page 27. Carers Information and Support Programme (CRISP), Butterflies Memory loss support
Dementia UK, Admiral Nurses, Admiral nurse clinics, Closer to home clinics
- Page 28. Age UK Hull & East Riding, Telephone befriending service, Home Visiting befriending
Dementia Forward
- Page 29. Innovations in Dementia, A Good Life with Dementia Course,
Getting Along Programme, Groups
- Page 30. **Services that can Support with Social Engagement,** CEA Cinema Card
- Page 31. Dementia Friendly Farms, Beetle bank social farm, Densholme farm
- Page 32. **Support with Meals,** Wiltshire Farm Foods, Oakhouse Foods,
East riding food banks, Driffield & Wolds food bank, Alzheimer's Research UK
- Page 33. **Benefits,** East Riding Emergency Assistance
- Page 34. Benefits continued; Carers allowance, Attendance Allowance, P.I.P
Support filling forms
- Page 35. Support with Filling Forms continued, Tomorrows Hope, Council tax discounts,
Healthy Homes grant, New Future Energy Scheme grants
- Page 36. Winter Fuel cold Weather Payments, YORSwitch

Warm Welcome

If your loved one has received a diagnosis of Dementia or they have a Memory Impairment and are in the process of being assessed. You may be worrying about how things will change and wondering what plans you need to make for the future.

We understand that often it is confusing knowing where to turn to for advice and support, so we have produced this guide to give you information on the many services that could support you on your journey.

Remember you are not alone.

This guide has been designed to provide information on the services that are available to support you within the East Riding of Yorkshire because the East Riding Carer's Support Service is dedicated to supporting informal carers of adults living within the East Riding of Yorkshire.

We hope you find it helpful.





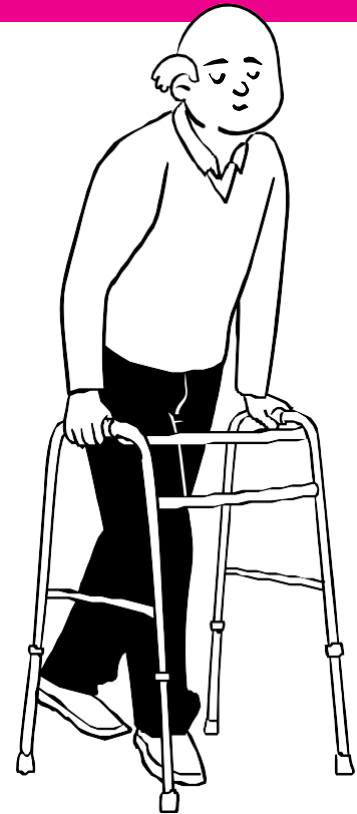
carerssupportservice

Informal carers

You may not recognise yourself as a carer however, you are an informal carer if you support a friend or family member and are not paid to do so. You could be supporting someone with any long-term physical or mental health condition, including dementia.

You may live with the person you care for, or you may live separately, and the type of support being provided could be practical or emotional.

The support could be for as little as one hour a week to as much as twenty-four hours a day.



The East Riding Carers Support Service

The East Riding carers support service supports adult informal carers who are supporting adults who live within the East riding of Yorkshire.

We offer Carers Assessments to look at your caring role and how it may have an impact on your own health or your life. During this assessment we will identify the services and level of support that would be appropriate for you.

Some of the services that may be identified are below:

Advice and Support

We can offer advice and support and refer you to a number of services that would be beneficial for you.

Carer UK digital platform & App

This is a digital resource for Carers, you are given a unique code to create an account for free the website contains a lot of useful information for carers.

Website: carersdigital.org

**Unique code:
DGTL2601**

Carers Contact Card

This is a card that a carer can carry about with them. It has a telephone number and your unique reference number on it. In the event of an emergency someone can ring the number and will get through to the Lifeline control centre, where your emergency contact details are stored. These identified person/persons will be contacted in the event of an emergency.



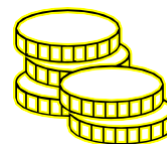
Emergency Cover service

This cover can be requested if you have no family or emergency contacts that can support with an unplanned emergency.



Legal clinics and referrals to Your Money team

We hold a Legal clinic for carers once a month and you can book a free 30-minute appointment with a solicitor who can give advice, or we can make a referral to the Your Money team where you can talk to a benefits specialist.



Passport to Leisure

This is a pay as you go leisure card that can be used at any of our East Riding Leisure Centre's and offers you 50% discount on some exercise classes and swimming.

Quarterly Newsletter, Carers Groups & Events

We produce the '**We Care**' Newsletter quarterly, this contains information about the Carers Groups and information that is relevant and useful for carers. This will be posted to your home address.



We often organise events that enable carers to meet other carers, listen to speakers from numerous services or browse stalls, the details of these events are advertised in the We Care newsletter.

Contacting the team

You can contact us by telephone or e-mail Alternatively you can visit us at the address below for face to face contact no appointment is needed!

Address

East Riding carers support service,
County Hall,
Cross Street
Beverley
HU17 9BA

Officer hours are Monday – Thursday 9am – 4:30pm and Friday 9am – 4:00pm

Telephone: 01482 396500
Freephone: 0800 917 6844
Email:
ERCarers@eastriding.gov.uk

Other services that could be potentially offered depending on the outcome of your carer's assessment and eligibility are:



Carers Short breaks

We have two caravans based at South Cliff Leisure Park in Bridlington and an adapted Cottage in the grounds of Sewerby Hall. If you meet the eligibility for Carers short breaks at your carers assessment, you will be able to book a short stay in either location once a year.

Carers Relief Sitting Service

If you live with the person you care for, and they have Memory Impairment you could be eligible for the Carers relief sitting service. An experienced carer can spend time to sit with the person you care for while you attend an appointment or to enable you to have a short break from the caring role.



If you feel you are in crisis

You can contact adult social care services on **01482 393939**, this also covers Out of hours emergencies.

For Mental health support Crisis team number **0800 138 0990**

Hull carer support Service

If the cared for person lives in Hull and not the East Riding you can contact Hull Carers, who offer a similar service.

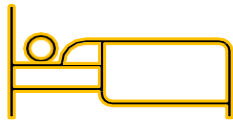
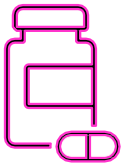
Tel: 01482 222220

Website:

<https://www.chcpcic.org.uk/chcp-services/carers>

Adult Social Care Team/Community Well Being Team

Do you or the person you care for need an adult assessment of need to look at assistance and support?



Please be aware that If the person who is requiring any social care has savings (not equity) over the identified threshold, then they will be classed as a self-funder and they will be required to pay for the care that they receive. The council's adult social care teams (known as community Well-being teams) cover set localities within the East riding of Yorkshire. They can complete an assessment of need and then support with finding a care provider, respite etc. but there will be a fee for this support as well as you having to pay for the identified care.

If the person requiring the care or support is under the financial threshold, East riding Council may fully or partially fund the identified care.

Contacting the team

Tel: 01482 393939

Listen to the options on automated switchboard.

Choose

Adult Social Care

If you would like more information about the financial assessment that is part of an adult assessment of need, please visit the Your Life Your Way.

website: <https://www.yourlifeyourway.uk/>

There is also an **East Riding Care Directory** which contains contact details for private care providers within the East Riding of Yorkshire. You can request a copy through any Adult Services Team and copies should be available in any East Riding Customer Services Centre's and Library's.

Following the Adult assessment of need the following support may have been identified and arranged:

Day care

This is a safe place your loved one can go to for a few hours where they are cared for by trained and paid carers – these can provide activities, a meal and possibly a bath, it depends on the identified needs of the person which are determined by the adult assessment of need.



Care packages

This is when a domiciliary care provider has been arranged to provide paid carers to visit the person requiring care in their own home. They will support with whatever needs that may have been identified by the adult assessment of need.

This could be support with personal care, meal preparation, administration of medication and shopping, cleaning etc.

Personal Assistants

These can support with social engagement, personal care and anything that assessed as a need.

Respite (Short break)

This is arranging a short break in a residential care setting for a maximum of 8 weeks for the cared for person. This can allow the carer to have a break if things are a struggle. Your own health deteriorates, or you are going away.

Permanent residential care

If you feel the time has come, where you are no longer able to provide the care and support that meets the needs of the person cared for and none of the above services are appropriate to support you.

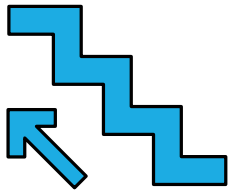


Independence in your home

Do you need help to maintain your independence and safety in your home?

There are many different services both within the local authority and in the community, including voluntary services that can offer a wide range of aids and adaptations and sensory support.

East Riding Council's Disability Resource Team – offers both aids and adaptations and sensory support



How do I make a referral?

If you are registered as a Carer with the East Riding Carer Support Services, simply ring the **01482 396500** number and we will support you with this.

You can contact the council customers services team on **01482 393939**, following the automated system until it gives you the option Adult social care.

You can also make a face-to-face appointment at your local customer service centre by also ringing the **01482 393939**.

Your GP can also support with the referral.

Is your loved one going to be discharged home from hospital and needs extra support– the hospital discharge team will support you with this.

There is also the home from hospital service provided by carers plus – Provided in Bridlington area.

Sight Services

Always check with your local opticians, as some may offer home visits for sight and hearing tests.

RNIB - Royal National Institute for Blind People

They can provide advice, support, and equipment.

Sight Support The service is to improve and enrich the quality of life for local people at all stages of sight loss, through the provision of a wide range of support services, enabling them to reach their full potential and lead independent lives.

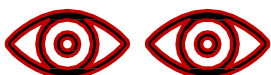
Tel: 0303 123 9999

Website: <https://www.rnib.org.uk/>

Tel: 01482 342297

Website: <https://www.sightsupport.org/>

Email: info@sightsupport.org



Hearing Services

Always check with your local opticians, as some may offer home visits for sight and hearing tests



RNID - Royal National Institute for Deaf People

There are various ways to contact, here are a few but please check on the website for further options:

Website: <https://rnid.org.uk/>

Email: contact@rnid.org.uk

Tel: 0808 808 0123

Send a text: 07360 268 988

Texts are charged at your standard network rate.



You may also like to know that there are materials that have been adapted within our East Riding Libraries, such as talking books and brail books – please visit your local library to find out more or alternatively visit the East Riding website and look up Library services.

Speech and Swallowing support.



Speech and Language Therapy

The Speech and Language Therapy (SLT) service provides assessments and support to adults who are registered with a Hull or East Riding GP and who have new communication or swallowing problems.

How to make a referral

you can contact them yourself or be referred by your GP

Address:

Hull & East Riding Speech and Language Therapy Services

Highlands Health Centre

Lothian Way

Hull

HU7 5DD

Email: chcp.slt@nhs.net

Tel: (01482) 335165

Monday to Friday, 8:30am - 4:30pm

Bladder & Bowel Health

The Bladder and Bowel Health service provides specialist treatment for bladder, bowel or pelvic floor problems.



Referral Criteria

For adults 18yrs or over registered with a Hull or East Riding GP experiencing complex symptoms of bladder and/or bowel dysfunction, pelvic floor problems
You will need to be referred by your GP or medical professional

Address: Bladder and Bowel Health Service The Health Centre Manor Road Beverley HU17 7BZ	Tel: 01482 247111 Monday - Friday: 8.00am - 6.00pm
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Support with Access to a toilet



RADAR Key

This key allows you to have access to disabled toilets that are kept locked and require a special key for you to use them.

You can apply for a RADAR key at any East Riding of Yorkshire Council Customer Service Centre's. There is an administration fee, and you'll need to provide proof that you are disabled.

To book a face to face appointment at your local customer service centre, Tel: **01482 393939**

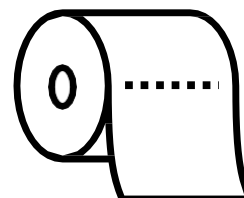
To prove you qualify for a RADAR key, provide the following at your appointment:

blue badge

sight impairment card issued by the sensory impairment team

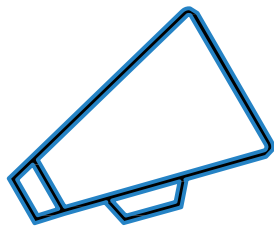
doctor's note

letter that shows you receive the higher rate of disability living allowance (DLA) or the mobility component of PIP.



There is an App you can download for your smart phone -
Accessaloo

Other services that support access a toilet:



I Just Can't Wait!

The Just Can't wait card provided by the Bladder & Bowel Community

The Just Can't Wait card can be accessed either digitally as an app on your mobile phone or you can apply for a physical card. The card supports with the following:

Access to toilets not normally available to the general public

Discreet, clear communication when you just can't wait to use the toilet

Widely accepted at many cafes, restaurants, shops, entertainment venues and other businesses

Available on your phone so you don't have to worry about losing your card

Website: <https://www.bladderandbowel.org/help-information/just-cant-wait-card/>

Email: help@bladderandbowel.org Tel: 0800 031 5406

Priority Services Register

All energy suppliers and network operators offer a free support service to help people in vulnerable situations. This is called the priority services register.

You will qualify for this service if you:

- have reached your state pension age
- are disabled or have a long-term medical condition
- are recovering from an injury
- have a hearing or sight condition
- have a mental health condition
- are pregnant or have young children
- have extra communication needs, such as if you struggle to understand or speak English. You might still be able to register for other reasons if your situation isn't listed. For example, if you need short-term support after a stay in hospital.

Getting around

Wheelchairs

If you feel that a wheelchair will be required as a long term need, the person with the mobility issues will require a wheelchair assessment. An assessment is important to make sure that the wheelchair meets the individuals needs and is fit for purpose and safe.

Your GP will need to make a referral to the **Wheelchair assessment service**.

If a wheelchair is required for a short period of time and there are no special adaptations needed, you can hire these from



Website: <https://www.redcross.org.uk/>

Tel: 0300 456 1914

Driving with Dementia

Information Website: <https://www.gov.uk/dementia-and-driving>

You must tell the DVLA of any medical condition, such as dementia or a memory impairment that could potentially affect your driving ability. There is a potential fine if you do not make them aware.



You will be required to fill in a medical questionnaire (CG1) and it will be the DVLA that will determine what happens next, either you will be able to continue driving but will have to take frequent tests or You will need to surrender your licence.

Need a blue badge?

You may also like to apply for a blue badge, You can apply in the following ways:

Online – by typing in the web search “Blue badge application – East Riding” this will take you to the council website to complete an online form

You can also make a face to face or telephone appointment at your local customer service centre by ringing Tel: **01482 393939**



Motability scheme

How the Motability Scheme works:

You can exchange your qualifying mobility allowance for a brand-new car, Wheelchair Accessible Vehicle (WAV Wheelchair Accessible Vehicle), mobility scooter or powered wheelchair, so you can enjoy more freedom and independence.

Website: <https://www.motability.co.uk/>

Tel: **0300 456 4566**

Open Monday to Friday from 8am to 7pm, and on Saturday from 9am to 5pm

Regional Driving Assessment Centre (RDAC) Vehicle driving adaptations

If the driver or passenger has medical conditions or disabilities that make travelling by car difficult, the Regional Driving Assessment Centre offers practical advice on and assessment for equipment, adaptations, retraining and alternative transport options which will enable you to travel safely and comfortably. You are able to self-refer or can be referred by a health professional.

Regional Driving Assessment Centre

Tel: **0300 300 2240**

Website: <https://www.rdac.co.uk/>

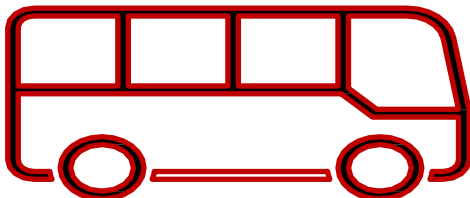
English National Concessionary Travel Pass

Do you travel by bus? You could be eligible for The English National Concessionary Travel Pass. This pass entitles you to use the bus service free of charge.

Applications for travel passes can be made one calendar month before your **66th Birthday**

Ways to apply:

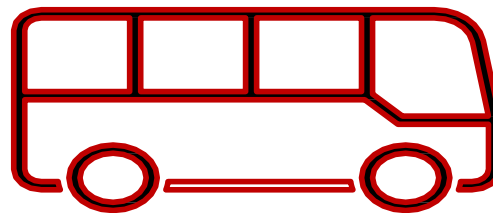
- visit the East Riding website to complete an online application
<https://www.eastriding.gov.uk/environment/public-transport-travel/travel-passes-and-concessions/>
- Call the customer service number on **01482 393939** to book a face to face appointment with an advisor who will support you with making an application.



Depending on the ground for the concessionary application you will need to provide evidence, this information can be found on the website but will also be identified when you call to book an appointment.

Companion Concessionary travel pass

For those caring for someone who is not at pensionable age but requires someone with them at all times when they travel – you can apply for a **Concessionary travel pass** with the **Companion** element added, making it free for the carer to travel on the bus with them



Ways to make an application:

You can visit that East Riding website to complete an online application -

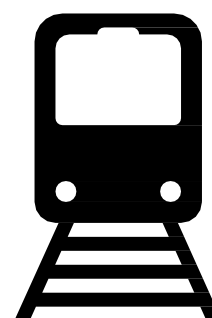
<https://www.eastriding.gov.uk/environment/public-transport-travel/travel-passes-and-concessions/>

Alternatively

Call the customer service number on 01482 393939 to book a face to face appointment with an advisor who will support with the application.

Travel by Train

A **Disability discount card** can be purchased from the train company



Community Transport

There are a few services that are available within the East Riding that can support with getting you from A to B, which we have included in the appendix of this Guide. See HART Bus, & Medi Bus

Yorkshire Ambulance service also support with patient transport

<https://www.yas.nhs.uk/our-services/patient-transport-service-pts/>

Mobility issues. Falls and safety around Mobility

The Herbert Protocol

Is the person you care for prone to wandering off and struggles to find their way back?

The Herbert Protocol may offer some reassurance if this happens.

If you care for someone with dementia, whether in a care home or in their own home, you can fill out a Herbert Protocol form which includes details about the person, their past, their habits and places they go. Then if they go missing you can give it to us and save time at the start of a search.

Carers, family or friends of a vulnerable person, or the person themselves, can fill in a Herbert Protocol form in advance, containing information to help the police if the person goes missing.

Keeping a completed form means you don't have to try to remember the information when you are under stress if someone goes missing. And it saves time, so we can start the search sooner.

The form can be downloaded from the website below, but there is also a copy in the guide.

Website: <https://www.humberside.police.uk/> - in search section put "Missing person"

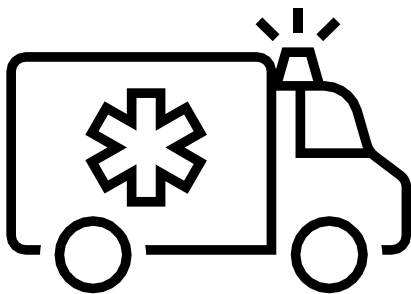
Hull & East Riding Falls Service

The Falls team is made up of nurses, physiotherapists, occupational therapists and rehabilitation assistants. They help lessen risk of falls while helping patients to maintain their independence by helping patients make simple changes to their home, providing aides and adaptations, helping with exercises to improve strength and balance, or reviewing medications.



How do I make a referral?

You can make a self-referral, or any health professional can make a referral for you the contact details are the same for the fracture Liaison service below



Fracture Liaison Service

This service provides a bone assessment service and osteoporosis advice and support for adults over 50 years of age who have suffered a new fragility fracture to help prevent further fractures. The team is made up of specialist's nurses who work closely with the wider metabolic bone team.

Contact:

The care co-ordination centre on 01482 247111

chcp.247111@nhs.net

Referral Criteria

Aged 18 or over

Registered with a Hull & ER GP (except Pocklington)

Had one or more falls within the last 6 months **Exclusions:** Alcohol dependence

You can self-referral or a health professional can refer you

Message in a bottle

'Message in a Bottle' is a simple and effective way for people to share their basic personal and medical details, including contingency planning for caring responsibilities, in an emergency. This written information is kept in an eye catching bottle in a common location in the home –

The fridge.

You can call the Yorkshire Ambulance service for a bottle on

0333 130 0550* Website: <https://www.yas.nhs.uk/>



* Calls to 03 numbers from any type of line including mobile, landline or payphone will cost no more than a National rate call to a 01 or 02 number. Calls to 03 numbers will count towards any inclusive allowances you may have in your contract in the same way as calls to 01 and 02 numbers.

Carers Plus Yorkshire

Home from hospital

Home from Hospital is a FREE service helping patients make a seamless transition from hospital to home by providing a variety of help and support, as well as giving reassurance and building confidence.

The service is available for patients living in North Yorkshire or East Riding of Yorkshire.

Ways to refer: You can complete the referral form via the website or ring them direct. If you are registered with Carer Support Services – we can refer on your behalf.



Website: <https://www.carersplus.net>

Email: admin@carersplus.net

Tel: **01723 850155**

What the service provides

Shopping

Prescription collection

Telephone/home visit support

Liaising with Health and Social Care professionals

Helping to set up services and support for the future

Providing emotional support for family and friends that are caring for a person that has been recently discharged from hospital

Assistive Technology

This is used to support a person to remain in their own home, whilst promoting independence and safety there are many devices available on the internet it is worth having a look.



Lifeline services

When you subscribe to the standard (bronze) Lifeline service, you'll receive:

A personal assessment of your Lifeline needs

A base unit and an alarm pendant – (the equipment you'll use to contact the control centre)



Immediate assistance from highly trained and experienced Lifeline operators - no matter what time of day or night the alarm is raised

free installation of your equipment.

Contact number: 01482 396040

Website: <https://www.yourlifeyourway.uk/> - staying independent

There is also a team that can support with looking at other options for assistive technology and alternatively there are various technologies that are on the market that could also support. It's about understanding what the problem is and what would be an appropriate solution.

Staying Safe in your home

Humberside Fire and Rescue service

The Humberside fire and rescue service offer a free advice and a Safe and Well fire safety home visit to assess your property and provide the appropriate support for staying safe in your home, looking at smoke detectors and carbon monoxide detectors etc.

You can request a visit by either visiting the website and completing the online referral form or contact them direct



HUMBERSIDE
Fire & Rescue Service

Website:

<https://humbersidefire.gov.uk/your-safety/safety-in-the-home-advice/referral-and-contact>

Click on this box on the website

**Click here to request a
home fire safety visit or
make a referral**

Tel number: **01482 565333**

Faulty smoke alarms can also be reported on **0300 303 8242**

East Riding Council's Healthy homes scheme

The healthy homes team can:

- provide practical advice on how to heat and insulate your home
- source funding to help with heating-related maintenance tasks
- find a contractor to carry out the work you need doing to your home.



Heating-related maintenance tasks include:

- repairing or replacing a boiler
- installing a new heating system or appliance
- fitting cavity wall and loft insulation.
- have a long-term illness

To qualify for help you must

Own your home in East Riding of Yorkshire and have lived in it for 6 months or more

Have a low income with little or no savings

Be unable to fully fund the work yourself.

Tel: **01482 396301**

healthy.homes@eastriding.gov.uk

For more information on tips, advice, discounts for keeping your home warm – please visit the following website or see our benefits section within the guide.

<https://www.yourlifeyourway.uk/keeping-your-home-warm/>

East Riding Disability Facilities Grants

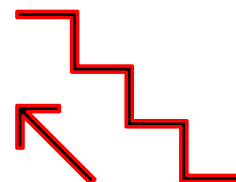
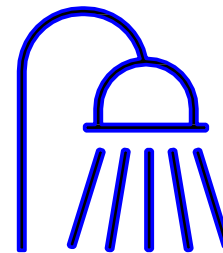
Most people want to stay in their own home for as long as possible. If you are a disabled person there may be physical barriers that make it difficult for you to carry out ordinary day to day activities in your home. If you or someone you live with has a disability, you may be eligible for a grant to pay for adaptations to your home. These can be available depending on a person's circumstances

A disabled facilities grant is a means-tested council grant of up to £30,000 to assist with the costs incurred in adapting your home to allow access to normal household facilities. If the adaptation is for a child (under 19) you will not have to contribute to the cost.

This grant is available to owner-occupiers, private and housing association tenants (with the landlord's permission) and council tenants who have had the work refused by housing services.

The adaptations must be necessary to meet the needs of the disabled person and also be reasonable and practical given the age and condition of the property. The works could include:

- Ramps
- Stairlifts
- Door widening
- Bathroom adaptations
- Kitchen adaptations
- Improvements to heating and lighting
- Measures to make your home safe for a disabled person
- Provision of reasonable access to a garden.



Contact: The Healthy Homes Team Tel: (01482) 393939

Email: healthy.homes@eastriding.gov.uk



Services providing support to carers

East Riding Carer Support Services

Support and advice are available through the Carer Support Services from all Carer Support Workers. However, we currently have two Dementia Support Officers, who can provide specific support on dementia and young onset dementia. **Contact details at front of guide.**

Carers Plus Yorkshire

Scarborough, Whitby and Ryedale Office: Tel: **01723 850155**

96 High Street,
Snainton

Scarborough

YO13 9AJ

Website: <https://www.carersplus.net>

Email: admin@carersplus.net

See the appendix for Current Group Activities



Safeguarding & Domestic Abuse

East Riding of Yorkshire Council Safeguarding Adults Team (SAT)

If you think a vulnerable adult is in danger, at risk, is being mistreated or you have concerns about them, you should contact the East Riding of Yorkshire Council Safeguarding Adults Team (SAT) as soon as possible.

The Safeguarding Adults Team can be contacted directly

Tel: **(01482) 396940**

9am - 5pm Monday to Thursday, 9am - 4.30pm Friday

Email: safeguardingadultsteam@eastriding.gov.uk

For out-of-hours enquires, contact the emergency duty team:

Tel: **(01377) 241273**

Who else may need to be informed?

The Police

If a vulnerable adult is suffering abuse and requires urgent attention because they are in immediate danger call the Police.

Tel: **999** (emergency)
or **101** (non-emergency)

If you or the person you are concerned about is open to Adult services, it may be beneficial to make them aware of the concern. You can contact them on **01482 393939**

Domestic Violence Adult Services - East Riding

Are you are being subject to domestic abuse? - If you are in immediate danger, please contact the emergency services on **999** The Domestic Violence Adult Service offers support to anyone living with or fleeing from domestic violence and abuse. It is available to any East Riding resident aged 16 years or over.

They provide both emotional and practical support with legal and housing rights

staying safely at home, including providing home security measures

help with housing options.

Welfare benefits advice

Speaking to your allocated worker if you are open to Adult Social services team

<https://www.eastriding.gov.uk/living/crime-and-community-safety/domestic-violence/domestic-violence-adult-services/>

You can make a self-referral to the service, and this can be done in the following ways:

Speak to them direct on

01482 396368

Visiting a Customer services Centre and ask for a referral or ring on

01482 393939

Speaking to your allocated worker if

Health and wellbeing services



The website below can support with looking at services/groups that are available within the community that can support with your health and wellbeing – if you are struggling to get online, your local library does have computer facilities and can support.

<https://www.eastridinghealthandwellbeing.co.uk/>

Your GP can be the first port of call to support with your health needs and have a wide range of services that they can offer including dietary support, exercise on prescription, stopping smoking etc.

Community Links East Riding

This is a free and confidential service.

Social prescribing is a non-medical prescription. The Social prescriber will talk with the person and connect them to the appropriate services to meet the individual needs at that time. Trained community link workers are stationed at local GP surgeries or can meet people out in the community to discuss their health.

Several ways to access this service:

Xyla – Healthier Futures

Healthier Futures provides three key programs: We can also give brief advice and guidance on other areas about your health and wellbeing.

Adult Weight Management
Family Weight Management
Quit Smoke

Speak to you GP surgery

Contact them direct on **Tel: 0800 9177752**

Monday to Friday 8am-8pm

Email: hnf-tr.socialprescribing@nhs.net

Website: www.nhs-health-training.co.uk

They can also give brief advice and guidance on other areas of your health and wellbeing. Making contact is easy, this can be done through Carer Support Services if you are registered, you can ring us and will make a referral, alternatively you can contact them on:
Tel: 0330 236 9102

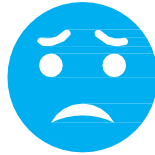
Or visit the Website: www.healthier-futures.co.uk

NHS Weight loss App There is also an NHS app that can be downloaded on a smart phone that also supports with planning and tracking weight loss

The app is called Weight loss



Looking after your mental health



Crisis support – please be aware that these are a few examples of services that are available but there are many other local services that can be found on the internet

NHS Mental Health Advice and Support Line – Crisis number: 0800 138 0990

The Mental Health Advice and Support Line is available 24 hours a day for anyone in the Hull and East Riding of Yorkshire area who requires information, advice and support with their mental health.

You can also contact this line if you are worried about family or friends who may be struggling with their mental health.

Samaritans

If you need someone to talk to, they will listen without judging or telling you what to do.



Several ways to contact the service:

Free contact number

Tel: 116 123 - 24 hours a day

Email: jo@samaritans.org

There is also a Self-help app that is available by visiting the website:

<https://www.samaritans.org/>

Hey Mind (Hull & East Yorkshire Mind)

Supports with mental health, Crisis Support

One to one support

Group Support

Courses/Training

Accommodation

Information and advice



Tel: 01482 240200

Website: <https://www.heywind.org.uk/>

NHS Humber Recovery & Wellbeing College

Website: <https://humberrecoverycollege.nhs.uk/>

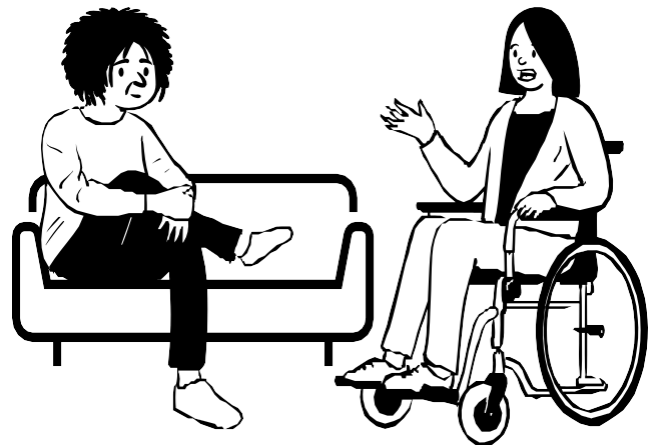
A free service to guide you on your journey to wellbeing.

A Recovery College is an educational platform that gives people access to courses and workshops designed to be a part of their road to recovery.

NHS Talking Therapies

We all sometimes feel stressed, anxious or down from time to time, but if you have been having these feelings for a few weeks or more you may benefit from support from this service.

With talking and digital therapy, a trained therapist listens to you and helps you find your own answers to problems. It's an opportunity for you to explore your thoughts and feelings and the effect they have on your behaviour and mood.



If your emotional wellbeing is affected by employment issues, there is also a dedicated Employment Advisory Team who can offer support and assistance when you receive therapy.

You can refer yourself; you don't need to see your GP

Tel: 01482 335451

Text: TALK to 60163

Email: HNF-TR.SelfReferral@nhs.net

Online: iaptportal.co.uk/erew.html

Find out more by visiting humberews.co.uk

Loneliness and Isolation support

The British Red Cross

They have the Community Connectors that can help adults of all ages establish or re-establish connections. The British Red Cross have a list on the website of all the organisations that can offer help with loneliness.



Website: <https://www.redcross.org.uk/getinvolved/connectedcommunities/where-to-go-for-help-with-loneliness>

Age UK Hull & East Riding

Age UK - volunteer befriending service is one of the ways Age UK tries to beat loneliness in later life.

The Age UK Advice Line is a free, confidential, national phone service for older people, their families, friends, carers and professionals, which is open 365 days a year (8am-7pm). If you're feeling lonely or need some practical help and support, please call us on **0800 678 1602**.



Alzheimer's Society

Alzheimer's Society – are there for anyone affected by dementia and do everything they can to keep people with dementia connected to their lives and the people who matter most.

How to request a companion call Please call our **Dementia Connect** support line on **0333 150 3456**

or if you speak **Welsh 03300 947 400**.

One of our Dementia Advisers will have a chat with you to find out if Companion Calls are right for you, or if there are other ways we can help.



Independent Age

A Free helpline that offers regular friendly contact and a strong campaigning voice for older people on care and support, money and benefits, health and mobility – Tel: **0800 319 6789**



The Silver Line

The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. They provide friendship, conversation and support 24 hours a day, 7 days a week

0800 470 80 90



Cruse Bereavement Care UK

Offers support for people experiencing loneliness following bereavement. Mon & Fri 9:30am – 5pm, Tues to Thurs 9:30am – 8pm, Sat to Sun 10:00am – 2pm - Tel 0808 808 1677



Sources of information

East Riding Library Services

Become a free member and get books on prescription for better health, download eMagazines, eAudiobooks and eBooks, and join in hundreds of regular groups from, reading clubs to craft sessions.

Computer access Computer courses to get you online and digitally ready Host a number of events, including **Reminiscence Groups** – check with your local library where and when these are held. Please visit the Libraries website to find out more or call in to your local library

Please visit the Libraries website to find out more

<https://www.eastriding.gov.uk/leisure/libraries/>

or ring **customer services on 01482 393939**

Reading well Books on Prescription

A health professional such as your GP may recommend a self-help book for you to read to gain a better understanding of a long-term health condition such as Dementia, you can take your recommendation to any of the East Riding Libraries, and you can reserve and borrow the book free of charge

(Membership to the library is required)

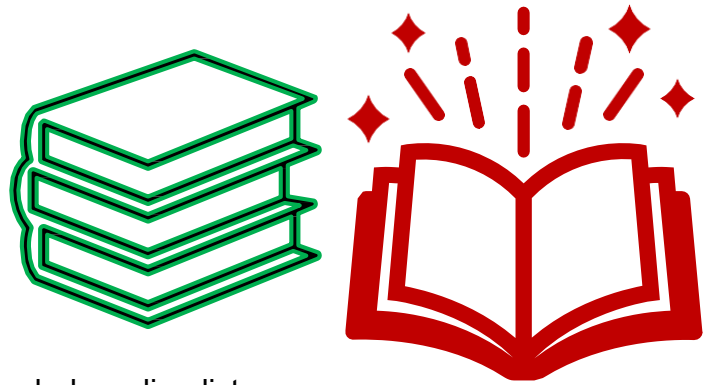
Alternatively, you can ask for guidance

directly from library staff or look up the recommended reading lists

for the many conditions and choose for yourself. You can read the whole book or focus on the most relevant parts.

Approach your GP or Alzheimer's society advisor to see if they are a prescriber, alternatively visit the website below for more information.

<https://www.eastridinglibraries.co.uk/more-than-books/health-zone/>



Dementia information, advice and support

Alzheimer's society



These are some of the things that offer:

Dementia support line 0333 150 3456

This is nationally and not just limited to the East

Riding and Hull area – opening hours are Mon to Weds: 9am – 8pm, Thurs and Fri: 9am – 5pm, Sat and Sun: 10am – 4pm – anyone can call this number to get support, this could be including emotional support and advice

Companion calls - 0333 150 3456

To look at receiving these monthly calls, carried out by volunteers, you will need to call the national number (as above) and at this point your call will be triaged by the Alzheimer's team, they may refer you to the Hull and East Riding office for face-to-face support. However, if this level of support is not needed then they will discuss the Kit calls (companion calls)

Address:

Alzheimer's Society - Tees Valley, North and East Yorkshire

c/o Alzheimer's Suite 2 First Floor East Wing, Plumer House, Tailyour Road, Plymouth PL6 5DH

Hull and East Riding Tel **01482 211 255**

E-mail:

hulleastriding@alzheimers.org.uk

National Number: 0333 150 3456 Mon - Fri 9am to 5pm | Tuesday 5pm - 8pm

<https://www.alzheimers.org.uk/>

Please also find group information in our Appendix section

Carers Information and Support Programme (CrISP)

Provides support and up-to-date, relevant information in a group environment, where carers can share experiences and find out about local and national services that can offer support. Contact via the national number to ask about registering for this in your local area – Usually run over 2 days and broken into 4 sessions – this can be booked via the Dementia support line number.

Fact Sheets & publications can also be found on the website.

Butterflies – Memory Loss support



The group was set up in 2010 by June Cooke after her father was diagnosed with Dementia in 2008.

There are events that take place throughout the year. They also provide workshops for carers to help with developing ways of coping with the challenges you face.

Address/Location:

Butterflies Memory Loss Support Group

Tel: **07821519212**

Studio 700

15 Princess Street (off Freetown Way)

Hull, HU2 8BJ

Website: <https://www.butterflies.org.uk/>

Email: info@butterflies.org.uk

For information on the groups please see the Appendix section

Dementia UK is the specialist dementia nurse charity.

Admiral Nurses help families manage complex needs – considering the person living with dementia and the people around them – and they can advise other healthcare professionals.



Admiral Nurses Clinics

Appointments can take place over the telephone, via a video link or in person at the relevant surgery (depending on restrictions).

Admiral Nurse clinic appointments give families the opportunity to seek specialist advice, support and clinical guidance about dementia, in confidence

Closer to Home dementia clinics

Face-to-face appointments with a specialist nurse in a location near you with face-to-face clinics visiting a location near you.

<https://www.dementiauk.org/get-support/admiral-nurse-clinics/closer-to-home/>

Website information: <https://www.dementiauk.org/>

Dementia Helpline: **0800 888 6678**

The Helpline is open seven days a week, Monday-Friday 9am-9pm and at weekends 9am-5pm

Age UK Hull & East Riding

Age UK Hull – Telephone Befriending Service



The Telephone Befriending service aims to reduce loneliness for people aged 50 or over, by providing a regular telephone call at a time which is convenient to the person. The regular telephone call allows the person to enjoy general conversation on subjects that interest them. The telephone calls are made from Age UK Hull by Telephone Befriending Volunteers. Each Volunteer receives training on telephone befriending and listening skills.

Age UK Hull – Home visiting Befriending Service

The Home Visiting Befriending Service is a project that takes place within Hull and the East Riding offering face to face support to older individuals who are housebound in the comfort of their own home. Trained volunteers are matched to the service user and provide regular friendship visits with the aim of reducing the feelings of social isolation and loneliness.

Call: **01482 324644**

Email: hello@ageukhull.org.uk

Open Monday to Friday 9.00am to 4.00 pm

If they are not able to take your call you can leave a voicemail and one of the team will call you

Dementia Forward

Supporting people in the East Riding and North Yorkshire area.

They have dementia support advisors, dementia specialist nurses, a help line and also hub clubs for the person with dementia to spend the day.

They also specialise in Young onset Dementia and have a hub club for those that want to be active.

They also hold a weekly coffee morning on a Friday.



Helpline number: **03300 578592**

Website: <https://www.dementiaforward.org.uk/>

If you would also like to take part in the U&ME campaign, please contact the Dementia forward team or visit the U&ME website page:

<https://www.dementiaforward.org.uk/you-me-campaign/>

Innovations in Dementia

Innovations in Dementia is a not-for-profit Community Interest Company (CIC). People with dementia are at the heart and start of all our work. We promote a positive but realistic view of dementia, demonstrating that, although it is life changing, it does not have to be life ending. We support people with dementia to live with hope and keep control of their lives.



We want to influence how others engage with people with dementia, and we provide training and consultancy. We run many innovative projects, often in partnership with universities, public bodies or charitable funders.

Tel: 01392 420076.

Email ideas@myid.org.uk

Twitter: @Innov_Dementia

Or write to us at:

Innovations in Dementia

PO BOX 616

Exeter EX1 9JB

Website: <http://www.innovationsindementia.org.uk/>

Some of the courses/services that can be offered by innovations in dementia are below:

A Good life with dementia course

This is a 7-week course that has been designed by people who have been diagnosed and living with dementia. These courses are run throughout the Hull and East Riding area and if you would like more information on this, you can contact the team on the details below:

Email: Damian@myid.org.uk

Call Damian Murphy on **07927 405 854**

Getting Along programme

A dementia diagnosis can be a stressful time for all but can also impact on the dynamics in a relationship. This has been designed to help find a way of getting along together.

There are a number of trained facilitators that can offer this support, if you feel that this would be beneficial to both of you, please contact Damian Murphy:

Email: Damian@myid.org.uk

Call Damian Murphy on **07927 405 854**

Groups

There are a number of other groups that the person with dementia can join, that are also linked to the service, which can be found on the website, see contact details above.

Other websites linked to Innovations in Dementia are below:

Dementia Diaries: <https://dementiadiaries.org/>

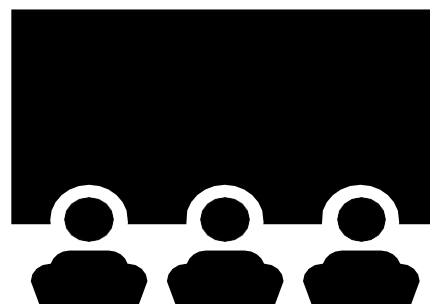
Dementia Voices: <https://dementiavoices-id.org.uk/>

Services that can support social engagement

CEA Cinema card

The Card is developed by UKCA's Disability Working Group, whose members include film exhibitors and distributors, and national disability charities such as RNID, RNIB, Dimensions and Whizz Kidz

The Card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema.



The Card is also one way for cinemas to make sure they look after their disabled guests. If you require an adjustment to visit a cinema because of your disability, cinema staff should make them for you whether you have a CEA Card or not.

Eligibility

To apply, the person requiring assistance must be 5 years of age or older and be in receipt of one of the following:

- Disability Living Allowance (DLA)
- Attendance Allowance (AA)
- Personal Independence Payment (PIP)
- Adult / Child Disability Payment
- (ADP / CDP in Scotland)
- Armed Forces Independence Payment (AFIP)

Tel: **01244 526 016**

Textphone: **18001 01244 526 016**

Website:

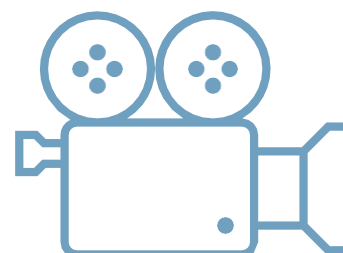
<https://www.ceacard.co.uk/>

Or hold:

- Severely Sight Impaired Registration
- (formerly Registered Blind)
- Sight Impaired Registration
- (formerly Partially Sighted)

Some cinemas do have dementia friendly screenings – please check with your local cinema if or when these are taking place

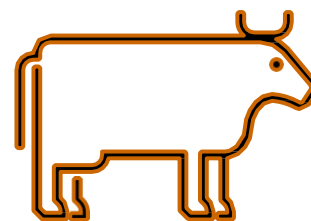
Some theatres also have dementia friendly productions but check with your local theatre company.



Dementia friendly farms

Sometimes engaging with animals can be very positive and therapeutic for the person with dementia or memory impairment.

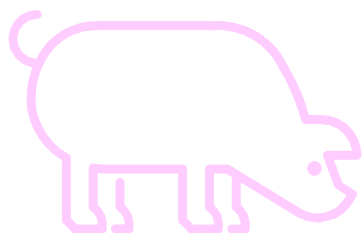
The information below is on the farms that we are currently aware of in the area but there may be other services that also provide this type of care.



Beetle bank Social Farm

Our work includes helping out and keeping active by looking after the farm animals, plants and other necessary jobs around the farm. These activities are great for wellbeing and a sense of purpose. We also take plenty of rests and have a good time!

For more information, please visit the website or contact them.



Address where the service is delivered:
Beetle Bank Farm, Moor Lane, Murton, York,
YO19 5XD.

Tel: **07932 420726**

Website: <https://www.beetlebanksocialfarm.org/>

Email: beetlebanksocialfarm@gmail.com

Densholme Farm

Densholme offer day care opportunities and are open on Fridays from 10.00am to 3.00pm (please contact for more details).

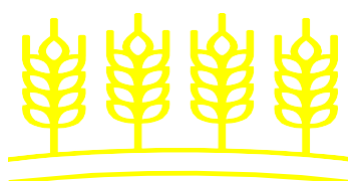
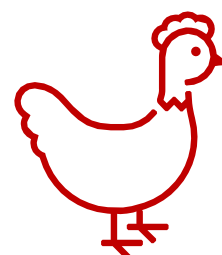
Address:

Densholme Farm
Hull Road
Great Hatfield
HU11 4UX

Tel: **01964 535315**

Email: enquiries@densholmefarm-action.co.uk

Website: <https://densholmefarm-action.co.uk/>



Support with meals

There are a number of services that can support with providing meals, either to be put in your freezer to warm up later or ready to eat. These vary depending on the area, but these are two that are widely advertised but there will be other providers offering a similar service.



Wiltshire Farm Foods -

Website: <https://wiltshirefarmfoods.com/>

Contact number: 0800 077 3100

Oakhouse Foods

Website: <https://www.oakhousefoods.co.uk/>

Contact number: 0333 370 6700

East Yorkshire Food Bank

If you are struggling to afford your food shop, you can contact the East Yorkshire Food Bank to see what options are available. This service offers delivery, but you would need to check if this service is available in your area.

Food Banks

Tel: 01482 772060

Email: info@eastyorkshire.foodbank.org.uk

Driffield & Wolds Food bank (The Exchange Hub off Exchange street)

E-mail- driffieldwoldsfoodbank@gmail.com

Tel **07445554006**

Open Mondays & Thursday 10.00am till 12.00pm

Alzheimer's Research UK

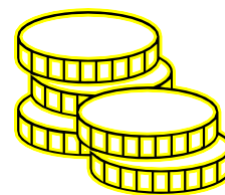
If you would like to take part in the research, please contact the charity by visiting their website or giving them a call.

There is also a Brain Health resource to help with managing your Brain health

Website: <https://www.alzheimersresearchuk.org/>

Call: **0300 111 5555**

Benefits



Please check the East Riding website for Household support grants and funds that are available, depending on eligibility

. Website links are below, alternatively contact your local council to see what is available direct on **01482 393939** or calling in at your local customer services centre

<https://www.yourlifeyourway.uk/keeping-your-home-warm/>

<https://www.eastriding.gov.uk/housing/housing-benefit-and-council-tax-support/household-support-fund/>

East Riding Emergency assistance

East Riding of Yorkshire Council's emergency assistance scheme aims to help residents of East Riding of Yorkshire if there has been an interruption to their normal income or require assistance when establishing themselves within the community.

In addition to the council's regular Emergency Assistance Scheme as outlined above, the council is aiding households where the applicant or their partner are employed for at least 16 hours per week but do not have sufficient income to meet their essential living costs. This is available to households who have gross earnings of less than £350 per week and do not have more than £500 in all bank accounts.

What help can be requested?

Daily living costs

Housing-related costs

Household items/furniture

Please visit the website for further information and how to apply, alternatively you can ring the council customer services team on **01482 393939** and they can support.

<https://www.eastriding.gov.uk/living/emergency-assistance/>

Here are a few of the benefits that you might be able to claim if you haven't already but alternatively you can speak to citizens advice for further information.

Carers Allowance

Helpline: **0800 7310297** – Website: www.gov.uk/carers-allowance

This is through the DWP – this can be claimed for by the carer, but the person cared for must be in receipt of PIP or attendance allowance, this also looks at the amount of hours care is provided for by you the carer -this stops when you reach when you start claiming your pension, which then you can look at claiming the attendance allowance

Attendance allowance

Helpline: **0800 7310122** – Website: www.gov.uk/attendance-allowance/howtoclaim

Again, this is via the DWP – this can be claimed if you are pensionable age and not in receipt of PIP or Disability Living Allowance

****Please note that both the carer and cared for can claim for this if they are suffering with ongoing health conditions**

PIP – Personal independence Payments (<https://www.gov.uk/pip/how-to-claim>)

This is through the DWP, and you would need to request this form by contacting the “PIP new claims” number: Telephone: **0800 917 2222** Textphone: **0800 917 7777** Relay UK
(if you cannot hear or speak on the phone): **18001 then 0800 917 2222**

Monday to Friday, 8am to 5pm

Start your claim by post

You can start a claim by post instead, but it takes longer to get a decision.

Send a letter to ‘Personal Independence Payment New Claims’.

You'll be sent a form asking for your personal information, such as your address and your age. Fill in and return the form.

You'll then be sent a form which asks about your disability or condition.

Personal Independence Payment New Claims

Post Handling Site B

Wolverhampton

WV99 1AH

Support with filling all of the above forms can be provided but the following services:

Referrals can be made direct to the DWP team – Please contact Carer Support to request this – **01482 396500**

Citizen's advice – 0800 144 8848

Cherry Tree Centre – 01482 871993

Age UK Hull & East Riding – support can be provided for a small charge - 01482 324644

Your Money Team - (01482) 394633 - yourmoney@eastriding.gov.uk

If you are needing support with appeals if your application is not successful, the Citizens advice & Cherry Tree Centre can support, there is also a solicitor that can also provide support for a fee:

Tomorrows Hope, 01482 459880 – website: www.tomorrowshope.co.uk

For other benefits that can potentially be claimed:

Council Tax discounts –

Carers Discount - if the carer provides at least 35 hours a week of care or support to someone with a disability who also lives in your household, you can apply for a carer's discount. This person cannot be a spouse, partner or child aged 17 or under and they must receive at least one type of allowance of disablement pension

Severe Mental Impairment discount - an adult with severe mental impairment, such as Alzheimer's or dementia, you can apply for a discount due to a mental impairment.

For more information or if you are wanting to make a claim you can contact the council tax team directly by calling **01482 393939**, or you can make an appointment at your local customer services calling **01482 393939** number or you can visit the councils website to complete online <https://www.eastriding.gov.uk/housing/council-tax/council-tax-reductions/>

Alternatively, you can contact the Your Money Team Direct and they can also offer support with claims - **(01482) 394633** - yourmoney@eastriding.gov.uk

Healthy Homes – grants

Healthy homes are run by the East Riding Council and has been put together to support residents in the East Riding to have a home that is warm and energy efficient, there are a few grants that are available depending on certain circumstances.

The team will support with looking at any other government grants that might also be available to you.

Please note this is means tested by the benefits to having Cavity and Loft insulation can support with reducing bills.

Cavity and loft insulation grants – contact **01482 396301** (select option 2)

New Future Energy Scheme grants

About the scheme

The scheme pays for the installation of an Air Source Heat Pump system to eligible homeowners who aren't connected to the mains gas network.

The 'New Future Energy Scheme' is the latest grant of this type which the council has offered to eligible homeowners. Previous Air Source Heat Pump schemes have already helped East Riding residents improve the energy efficiency of their homes.

Winter fuel and cold weather payments

Winter fuel payment - <https://www.gov.uk/winter-fuel-payment/how-to-claim>

If you were born before 26 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

The amount you get includes a 'Pensioner Cost of Living Payment'. This is between £150 and £300. You'll get this extra amount in both winter 2022 to 2023 and winter 2023 to 2024. This is in addition to any other Cost of Living Payments you get with your benefit or tax credits.

Telephone: **0800 731 0160**

Textphone: contact Relay UK on **18001 then 0800 731 0160**

Cold weather payment –

You do not need to apply. If you're eligible to get a Cold Weather Payment, you'll be paid it automatically.

If you do not receive your Cold Weather Payment and think you should be, you can contact the following services:

Pension Service Telephone: **0800 731 7898** Textphone: **0800 731 7339**

Job Centre Plus – please visit your local Job Centre Plus

You may get a Cold Weather Payment if you're getting certain benefits:

- Pension Credit
- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest

You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees Celsius or below over 7 consecutive days.

You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.

YORSwitch – support with saving money on fuel bills

Different utility companies can charge different rates for supplying electricity and gas to your home. You may find a cheaper rate by changing your supplier or payment method. Various websites offer impartial advice on different tariffs available and explain how to change suppliers.

YORSwitch is a collective energy switch scheme run by the council to register please visit or further details can be obtained by calling the council on **(01482) 393939**.

FACTSHEET 10 ENERGY EFFICIENCY – HANDY HINTS -

<https://www.eastriding.gov.uk/housing/energy-efficiency/energy-efficiency-at-home/>

Appendix

Page 38. Community Transport, H.A.R.T

Page 39. Medibus

Page 40. Beverley Community Lift

Page 41. **Groups Activities**, Carers Plus, As time Goes By

Pages
42 – 43. Butterflies

Pages
44 – 46. Dementia-friendly singing for fun group Alzheimer's Society Groups
Alzheimer's society groups
Carers Support Groups

Informative websites

Community Transport



The H.A.R.T (Holderness Area Rural Transport) service provides transport along the coastal strip of East Riding of Yorkshire. It offers a variety of transport services using 16 seater accessible minibuses.

To use their door-to-door services passengers must be registered with them. To become a member please complete a membership form from their site:

site: <https://www.medibus.org.uk/services.html>

Tel: **01964 536684**

E-Mail hart@medibus.org.uk

Their main services are:

MEDiBUS

This is door to door transport to health care appointments for patients and hospital visitors.

Dial A Ride

Door to store transport to Bridlington shops and supermarkets for Bridlington and Bempton residents.

Shopping Services

Door to door transport from Holderness and East Coastal Wolds villages to market towns and supermarkets.

MiBUS Shoppers

Door to door transport to market towns and supermarkets from Holderness and the East Yorkshire Wolds.

Community Bus Services

This service stops at bus stops at the published timetabled times. Linking villages to urban areas where commercial services have been withdrawn.

Full and Half Day Trips

Leisure and social trips to local attractions, garden centers and shopping centers.

Community and Voluntary Group Use

Affordable minibus travel for nonprofit making organisations.

MediBus

MediBus services provide residents of the East Riding of Yorkshire with transport from their front door to local hospitals, doctors' surgeries, clinics and dentists. Passengers can also use the service for visiting friends and relatives in hospital. All the vehicles used on the service are wheelchair accessible.

Please note: **the MediBus Service is a different service from the NHS-provided Passenger Transport Service. The MediBus is operated by a single driver and if you require assistance at the hospital, it would be advisable to travel with a companion.** **Please also note:** East Riding of Yorkshire Council operates a policy where all wheelchairs and scooters must be crash-tested to current ISO 7176-19 standard for their safe and restrained transportation. The policy does not affect passengers who use a folding wheelchair and transfer to a seat.

You must book your journey in advance and bookings are taken on a first come, first served basis

Call 03456 445959, 9am-4pm Monday to Thursday and 9am-3.30pm Friday (excluding bank holidays).

Alternatively, you can email the details of the journey you require, including your contact details. Email: passengerbookings@eastriding.gov.uk

Once your booking has been accepted and confirmed the driver will call you the night before to advise you of your approximate pickup time. You will be picked up from your home address. Please be ready a few minutes before the time the driver gives you.

Yes, concessionary bus pass holders and disabled bus pass holders can use their bus pass on MediBus services.

- Child under the age of 16 - no charge to use MediBus services.
- Passenger assistant or a carer - no charge to use MediBus services.
- Disabled pass holder - single ticket: £2.50, return ticket: £5.
- Concessionary pass holder - single ticket: £2.50, return ticket: £5.
- Adult without any type of bus pass - single ticket: £5, return ticket: £10.

Beverley Community Lift

Covering Beverley, Market Weighton and Pocklington areas

This service provides a volunteer car and minibus service for elderly, disabled and rurally isolated people.

Tel: 01482 868082

Group Activities

Carers plus groups currently held at the:

**Crown Building, Quay Road, Bridlington East
Riding of Yorkshire, YO16 4LY**



Care for a Cuppa Club Winter Warmers – for the carer
and the person they care for

The 2nd Wednesday of the month 1:30pm – 3:30pm

This is for carers and those that they care for who would like to have some fun playing light physical games, meet like-minded carers and have a chat and a cuppa in a supportive space.

Tea and Toast at the Coast

The 3rd Thursday of the month 10:00am – 12:00pm

Make new friends and share a chat over tea and toast whilst also learning about the free services that are available in the Bridlington area.

Feel Good Friday – this is just for the carer.

The last Friday of the month 1:30pm – 3:30pm

Each meeting will have a different theme focusing on health and wellbeing. There will be opportunities to chat with other like-minded Carers, share lived experiences and have some respite from your caring role in a safe space.

As Time Goes By Cafe Hornsea (formerly Hidden friends)

This is organised by a volunteer led community group and offers social and leisure activities.

It is held **every alternate Wednesday 12.00pm till 14.00pm**

In the:

United reformed Church Hall

New Rd,

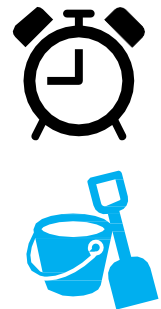
Hornsea

HU18 1PG

For more details contact:

Linda Pugh

Tel: 07903257976



Cottingham Butterflies

Date: 12.00-2.30pm – 3rd. Monday of every month
Address: Hallgate Methodist Church, Hallgate, Cottingham, HU16 4BD
Cost: £7 per person (2025)

Men's Luncheon Club

Date: Tuesdays fortnightly 10.30am – 1.30pm
Address: The Club House Community Centre,
Elm Ave Hull HU8 8PZ
Cost: £7 per person (2025)

Butterflies Central

Date: 12-2.30pm – 1st and 3rd Thursday each month
Address: Studio 700, 15 Princess Street (off Freetown Way), Hull HU2 8BJ
Cost: £7 per person (2025)

Purple Emperors

Our new group for carers who have lost their loved one or they have moved into residential care.

Date: 1.00-2.30pm 1st Wednesday every month
Address: Studio 700, 15 Princess Street, (off Freetown Way), Hull HU2 8BJ
Cost: £4 per person (2025)

Carers' Drop In

Date: 1.00-3.00pm, 4th Friday each month
Address: Studio 700, 15 Princess Street (off Freetown Way), Hull HU2 8BJ
Cost: £6 per person (2025)

Tuesday Social and Support Get Together

Do you have dementia? Or are you supporting a loved one with dementia?

Our brand-new fortnightly group is a chance for you both to have some 'me' time. You arrive together but will have time to spend with other carers/people with dementia.

Tuesdays fortnightly 10.30am – 1.30pm
Address: Studio 700, 15 Princess Street (off Freetown Way), Hull HU2 8BJ
Cost: £7 per person (2025)

Are you waiting for a memory assessment?
Worried about what the diagnosis may be?



Waiting for a diagnosis can be a frightening time. You will have lots of questions, talking can help. Just to know you are not alone can be a great comfort. We invite you along for a cuppa and an informal chat.

1st Wednesday of the month

Date: Starts 3rd July 11am – 12 noon

Address: Studio 700, 15 Princess Street (off Freetown Way), Hull HU2 8BJ

£2 per person (2025)

	Cottingham £7.00pp	Men's Luncheon Club £7.00pp	Butterflies Central £7.00pp	Purple Emperors £4pp	Carers Drop In £6pp	Tuesday Social & Support Get Together £7pp
When	3 RD Monday of the Month 12.00 -14:30	Tuesdays fortnightly 10:30-13:30	1 st & 3 rd Thurs of the month 12.00 -14:30	1 st Wednesday of every month 13.00-14:30	4 th Friday of every Month 13.00-15:00	Tuesdays Fortnightly 10:30 – 13:30
Where	Hallgate Methodist Church, Hallgate, Cottingham, HU16 4BD	The Club House Community Centre, Elm Avenue, Hull HU8 8PZ	Studio 700, 15 Princess Street Hull, HU2 8BJ	Studio 700, 15 Princess Street Hull, HU2 8BJ	Studio 700, 15 Princess Street Hull, HU2 8BJ	Studio 700, 15 Princess Street Hull, HU2 8BJ
	20 Jan 17 Feb 17 Mar (Butterflies 15 th Birthday party) 19 May 16 Jun 21 July 18 Aug 20 Oct 17 Nov Note no session on either. 21 April (Easter Monday) or 15 Sept	7 Jan 21 Jan 4 Feb 18 Feb 4 Mar 18 Mar 1 Apr 15 Apr 29 Apr 13 May 27 May 10 Jun 24 Jun 8 Jul 22 Jul 5 Aug 19 Aug 2 Sep 30 Sep 14 Oct 28 Oct 11 Nov 25 Nov 9 Dec	16 Jan 6 Feb 20 Feb 6 Mar 20 Mar 3 Apr 17 Apr 1 May 15 May 5 Jun 19 Jun 3 Jul 17 Jul 7 Aug 21 Aug 4 Sep 2 Oct 16 Oct 6 Nov 20 Nov 5 Dec Note: Will be closed for a summer holiday break from 15 September. No session on the 18 Sept.		24 Jan 28 Feb 28 Mar 25 Apr 23 May 27 Jun 25 Jul 22 Aug 26 Sep 24 Oct 28 Nov Note: No session 26 Sep No Session 26 Dec	14 Jan 28 Jan 11 Feb 25 Feb 11 Mar 25 Mar 8 Apr 22 Apr 6 May 20 May 3 Jun 17 Jun 1 Jul 15 Jul 29 Jul 12 Aug 26 Aug 9 Sep 7 Oct 21 Oct 4 Nov 18 Nov 2 Dec 16 Dec Note: No session 23 Sep

dementia-friendly singing for fun group,

Thursday mornings, 10.30am – 12pm.

Pocklington arts centre, 22-24 Market Place

Pocklington, YO42 2AR.

All are welcome. No experience necessary. Plus, a chance to socialise over free hot drinks and biscuits. **Suggested donation: £2**

Tel: **01759 301547**

<https://www.pocklingtonartscentre.co.uk/community/singing-for-fun>

Howden Rotary Memory Cafe

Second and Fourth Wednesday of the month

Held at The Shire Hall

Time: 2pm - 4pm

Contacts: Barbara 07931 522532 & Gill 07910 129914

11 Market Place

Howden

East Yorkshire

DN14 7BJ

Together We Care Group.

Currently Held at: The Scouts, Providence Row, Market Weighton YO43 3FE (there is parking near the Scout Hut – access is from High Street driving down the passage between the Post Office and Cooplands Bakery) YO43 3AJ.

When: First and Third Friday of the month

Time: 1pm - 3pm

Contact: Barry Sedgwick runs the group, you can just turn up but if you would like to give him a call, his number is - 07799 606082

Brough Carers Group

Held at: Blackburn Leisure Sport and community hub - Prescott Ave, Brough HU15 1BB.

When: Second and Last Thursday of the month

Time: 10:30-12:30

Contact: Kate 07719 022333

Dementia Forward - Coffee morning

Held at: Ballerina House, Lavender Fields, Pocklington, York YO42 4AF.

When: Every Friday morning

Time: 10:30 - 12:30

Contact: You can turn up, but this is the number for Dementia Forward if you would like to speak to them - 03300 578592

Website: <https://www.dementiaforward.org.uk/>

East Riders

This is run by Damian, and is a group for both the person Cared for and Carers (supported by ER Carers Support service)

This takes place on the first Wednesday of every month from 1:30 - 3:00 at the Armstrong Centre, Armstrong way, Grovehill Road, Beverley, HU17 0ED (it's part of Beverley Baptist Church)

damian@myid.org.uk or call Damian on 07927 405854

Right Minds

We are a peer group of people living with dementia across the East Riding. We currently meet monthly on the third Tuesday of every month, 10.30am to 12 noon.

Location: CYP, Sports Centre, Gypsey Road, Bridlington, YO16 4AY

For more information email michelle.leach@eastriding.gov.uk

or call Michelle on 07929 773575 or Trish at trishdobbs41@btinternet.com or call 07929773575.

As Time Goes By Hornsea

Meet every second Wednesday, 12 noon - 2pm.

A Dementia Support project sponsored by Hornsea Town Council.

"A relaxed, informal and free drop-in where we provide support for people with memory difficulties and their carers". New members are welcome. If you are interested, please contact Linda Pugh - Tel: (01964) 542625

Mobile: 07903 257976 Email: pugh862@hotmail.com

Forget Me Not Cafe

70 Cardigan Road
Bridlington
YO15 3JT

bridlington.emmanuel@gmail.com or call 01262 603033

First Wednesday of month 10:00-12.00 noon.

Mallard Court - Dementia Café.

Last Thursday of the month from 2.00 pm – 4.00 pm, guests will have a chance to meet other carers supporting others living with dementia. Free to all, the dementia café at the home provides small respite and social support.

Mallard Court Care Home

Avocet Way, Kingsmeade, Bridlington,

01262 401543 or email MallardCourt@Barchester.com

Informative Websites

Dementia diaries www.dementiadiaries.org

Information on Dementia with Lewy bodies www.lewybody.org

Information on rare dementia www.raredementiasupport.org

Information on Young onset dementia www.youngdementiauk.org

www.reimaginingdementia.com/

TIDE- Together in Dementia every day www.tide.uk.net

Activity Groups in Hull East Riding – 2025



	Driffield	Market Weighton (musical activity)	Goole	Preston	Hessle	Willerby (musical Activity)	Withernsea	Bridlington	Beverley (Musical Activity)
When	First Wednesday of the month 1–3pm	First Thursday of the month 10.30am–12.15pm	First Friday of the month 10.30am–12.30pm	Second Wednesday of the month 1–3pm	Second Thursday of the month 10.30am–12.30pm	Second Friday of the month 1–3pm	Last Wednesday of the month 10.30-12.30	Last Thursday of the month 1–3pm	Last Friday of the month 1–3pm
Where	Driffield Methodist Church Westgate Driffield YO25 6TJ	The Community Hall Station Road Market Weighton YO43 3AX	The Courtyard Boothferry Road Goole DN14 6AE	Preston Community Hall Main Road Preston HU12 8UA	Hessle Town Hall South Lane, Hessle HU13 0RR	Willerby Methodist Church Carr Lane, Willerby HU10 6JP	The Shores 31 Withernsea Road Withernsea HU19 2DL	Applegarth Court Applegarth Lane Bridlington YO16 7NE	The Parish Hall Beverley Minster, Minster Yard North, Beverley HU17 0DP
Dates	No Jan Group 5 February 5 March 2 April 7 May 4 June 2 July 6 August 3 September 1 October 5 November 3 December 7 January	2 January 6 February 6 March 3 April 1 May 5 June 3 July 7 August 4 September 2 October 6 November 4 December 5 February	3 January 7 February 7 March 4 April 2 May 6 June* 4 July 1 August 5 September 3 October 7 November 5 December 2 January	No Group Jan 12 February 12 March 9 April 14 May 11 June 9 July 13 August 10 September 8 October 12 November 10 December 14 January	9 January 13 February 13 March 10 April 8 May 12 June 10 July 14 August 11 September 9 October 13 November 11 December 8 January	10 January 14 February 14 March 11 April 9 May 13 June 11 July 8 August 12 September 10 October 14 November 12 December 9 January	26 February 26 March 30 April 28 May No Group 30 July 27 August 24 September 29 October 26 November New Year 28 January	30 January 27 February 27 March 24 April 29 May 26 June 31 July 28 August 25 September 30 October 27 November Christmas 29 January	31 January 28 February 28 March 25 April 30 May 27 June 25 July 29 August 26 September 31 October 28 November Christmas 30 January

Due to circumstances beyond our control these dates may be subject to change. For further information about the activity groups or other support services in the East Riding please visit www.dementiaastriding.org.uk or contact Linda on 07759929403 or email: hulleastriding@alzheimers.org.uk



Self Assessment Checklist

This short checklist is designed to help you consider whether your driving is changing. You could also ask someone who knows how you drive, such as a family member, to fill it in and compare their answers with yours.

You can also download or print the Self Assessment Checklist (</docs/self-assessment-checklist.pdf>) as a PDF.

Eyesight	Y/N
Do you find it harder to read road signs than you used to?	
Do you suffer from glare from oncoming headlights?	
Do you have trouble seeing pedestrians or pedal cyclists?	
Do you find it difficult to change your visual focus when looking ahead in the distance and then close-up at the instrument displays on your dashboard, and back again?	
Do you have more trouble than you used to in judging how far away another vehicle or road user is, or how fast they are moving?	
Do you find driving in the dark more difficult than you used to?	
Has it been more than 2 years since your last eyesight test at an opticians?	
Has your optician or doctor said your eyesight is getting worse?	
Physical Mobility	
Do you find it more difficult to turn your head to see over your shoulder than you used to?	
Do you find it more difficult to turn the steering wheel fully than you used to?	
Do you find it more difficult to use the foot pedals, gears or other controls than you used to?	
Do you find it more difficult to control your car than you used to?	
Do you find it more difficult to get in and out of your car than you used to?	
Do you suffer from aches and pains when driving?	

Eyesight	Y/N
Tiredness	
Do you feel more tired after, or while, driving than you used to?	
Have you found yourself nearly nodding off when driving?	
Do you feel sleepy when driving during the day?	
Do you have trouble concentrating when driving?	
Do you have trouble sleeping at night?	
Making Decisions	
Do you have trouble concentrating when driving?	
Do you find driving on high speed roads, such as motorways and dual carriageways, more difficult than you used to?	
Do you find negotiating large, busy junctions and roundabouts difficult?	
Do you react more slowly in difficult, complex situations?	
Do you drive much more slowly than the speed limit, even when there is little traffic?	
Do you find changing lanes more difficult than you used to?	
Do you find it difficult to judge when it's safe to pull out of a junction?	
Do you often feel anxious or stressed when driving?	
Medical	
Do you have a medical condition that you must report to the DV LA, or the DVA in Northern Ireland?	
Has a doctor or other health professional expressed concern about your driving?	
Do you suffer from a serious medical condition, such as diabetes, heart disease, dementia, epilepsy or arthritis?	
Are you taking any medication that might affect your driving?	
Do you find it difficult to follow all the advice about how to take your medication correctly?	
Driving History	

Eyesight	Y/N
Has the number of near misses you've had increased in the last year or so?	
Have you had a crash in the last year or so?	
Have you received any penalty points on your licence in the last year or so?	
Have you been stopped by the Police because of your driving in the last year or so?	

If you answered 'yes' to any of these questions, consider what you can do to cope with these changes and make your driving safer and easier. For example:

- a driving assessment might pinpoint some simple changes to your driving that could help – see [Find a Driving Assessment \(/driver-assessment/find-a-driver-assessment/\)](#) for more details.
- Changing when and where you drive, for example, to avoid driving at night or on certain types of road, might also help – see [Keep Driving \(/keep-driving/\)](#), and the websites listed under Further Information at the bottom of this page, for more advice.
- You could also consider changing or adapting your car, especially if you have mobility problems – see the [Your Car \(/your-car/\)](#) section of this website for further information.

Medical Questions

If you answered 'yes' to any of the medical questions, discuss this with your doctor or another medical professional. If you have a condition that could affect your ability to drive safely (known as a 'notifiable' condition) or a disability, or a condition or disability has got worse since you got your licence, you must tell DVLA (<https://www.gov.uk/driving-medical-conditions>) (or the DVA (<http://www.nidirect.gov.uk/how-to-tell-dva-about-a-medical-condition>) if you live in Northern Ireland).

This does not automatically mean that you will be told to stop driving; there may be changes you can make to help you to keep carry on driving safely. See [The Law \(/the-law/your-driving-licence/\)](#) and [Common Conditions \(/the-law/common-conditions/\)](#) for more information. Taking a driving assessment ([/driver-assessment/find-a-driver-assessment/](#)) at a mobility centre will also help.

Eyesight Questions

If you answered 'yes' to any of the questions about eyesight, discuss this with an optician and take an eyesight test. The answer might be as simple as a new prescription for your spectacles or contact lenses, or the eye test might identify signs of an eyesight condition that needs to be addressed. See [Eyesight \(/the-law/eyesight/\)](#) for more details.

Driving History

If you answered yes to any of the questions in the Driving History section, a driver assessment ([/driver-assessment/find-a-driver-assessment/](#)) or some refresher driver training ([/driver-assessment/refresher-driver-training/](#)), and reading the latest version of the Highway Code, would be helpful.

Telematics

Another good way to track how you are driving is to use telematics. This records the way a vehicle is being driven, and provides feedback to the driver about their driving and advice on improvements. The feedback is usually provided online or by an app, and provides very useful, objective data on driving style and risk.

Many motor insurers offer insurance policies that include the use of telematics, usually by having a 'black box' fitted in the car. It's worth checking when your motor insurance is next up for renewal.

Further Information

- The Highway Code (<https://www.gov.uk/highway-code>)
- RoSPA Road Safety (<http://www.rospa.com/road-safety/>)
- Think Road Safety (<http://think.direct.gov.uk/>)
- Road Safety GB (<http://www.roadsafetygb.org.uk/>)
- Local Road Safety Departments (<https://roadsafetygb.org.uk/your-area/>)
- London Road Safety Council (<http://www.londonroadsafetycouncil.org.uk/>)
- GEM Motoring Assist (<http://www.motoringassist.com/motoring-advice/>)
- Still Safe To Drive (<http://www.stillsafetodrive.org.uk/>)
- IAM RoadSmart (<https://www.iamroadsmart.com/>)
- Age UK (http://www.ageuk.org.uk/documents/en-gb/information-guides/ageukig44_in_the_driving_seat_inf.pdf?dtrk=true)
- Driver Knowledge Centre (<https://www.safedrivingforlife.info/drivers-and-riders/drivers/driver-knowledge-centre>)
- Road Safety Wales (<http://www.roadsafetywales.co.uk/>)
- Road Safety Scotland (<http://www.road-safety.org.uk/>)
- Transport for London (<https://tfl.gov.uk/corporate/safety-and-security/road-safety>)
- Northern Ireland Road Safety (<http://www.nidirect.gov.uk/index/information-and-services/motoring/road-safety.htm>)y (<http://www.nidirect.gov.uk/index/information-and-services/motoring/road-safety.htm>)
- Winter Driving (<https://www.rospa.com/road-safety/advice/drivers/winter-driving>)
- Top Ten Tips To Stay Within the Limit (<https://www.rospa.com/rospaweb/docs/advice-services/road-safety/drivers/top-ten-tips-for-staying-within-the-limit.pdf>)
- AA Older Driver Tips (<https://www.theaa.com/breakdown-cover/advice/older-drivers>)
- Older Drivers Forum (<http://olderdriversforum.com/>)
- Motability (<http://www.motability.co.uk/>)

- Driving Mobility (<http://www.drivingmobility.org.uk/>)
- Disability Action Northern Ireland (<https://www.disabilityaction.org/driving-assessment>)
- Rica (<http://www.rica.org.uk/>)
- Disabled Living Foundation (<https://livingmadeeasy.org.uk/>)
- Driver and Vehicle Licensing Agency (DVLA) (<https://www.gov.uk/driving-medical-conditions>)
- Driver and Vehicle Agency (DVA) (<http://www.nidirect.gov.uk/how-to-tell-dva-about-a-medical-condition>)

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Herbert Protocol form

People with dementia sometimes get lost and go missing. If you care for someone with dementia you can fill in this form containing information to give to the police if the person goes missing.

This means you don't have to remember the information when you are under stress if someone goes missing. And it saves time, so the police can start the search sooner.

You can fill in this form on your computer or print it out and fill it in by hand. Keep it somewhere safe where you can easily find it if the person goes missing. You could give a copy to friends, family and neighbours. Keep this information up to date whenever something changes. You only need to give the form to the police if the person goes missing.

Details are helpful, but don't worry if you can't answer every question. There is space at the end of the form to tell us more if you run out of space for any of the questions. And you can always add another page to a printout or add something to an email.

The person's basic details

First name(s)

Surname

Other names they go by (for example nicknames or aliases)

Date of birth

Gender

Is their gender the same as at birth?

Nationality

Ethnicity

Husband, wife or partner's first name

Husband, wife or partner's surname

Their contact details

Main home address, or best contact address

Any other addresses they might go to (for example a second home)

Mobile phone number(s)

Email address(es)

Social media account details

Do they have a tracking system, or wear or carry medical alert or ID information? Please give details

Physical description

Height

Build (for example tall, short, athletic, stocky)

Hair colour, length and style

Complexion

Facial hair

Identifying marks

Any distinguishing physical characteristics

Anything else about their physical appearance that would be useful for us to know

Health

Their type and symptoms of dementia

Any other medical conditions like diabetes, asthma, heart problems, including symptoms

What medication do they take?

What happens in the short term if they don't take their medication?

What happens in the long term (over time) if they don't take their medication?

Do they have any problems walking?

Do they use a stick or other walking aid?

Can they move between furniture without help?

How far can they walk before getting tired?

Do you think they might behave in a way that causes conflict or puts them or other people at risk?
If yes, please give details

Any phobias they have (for example fear of water or of heights)

How might they react to being upset or scared?

Any other health information you think is important

Money

How much money do you think they have access to?

Bank name

Bank account number

Bank sort code

Travel and transport

Travel passes they have (and numbers, if you know them)

Nearest local bus stop to where they live

Nearest train station to where they live

Any regular journeys they take by bus or train

Can they drive?

Details of any vehicles (including bicycles) they have access to, including make, model, colour, registration number and anything distinctive about the vehicle

Anyone else who provides transport for them, like friends and neighbours, including details of the vehicles they use

Communication

Is English their first language? If no, what is their level of spoken English?

What other languages do they speak?

Any communication issues we should know about (for example are they Deaf or autistic)?

Please give us any tips for communicating with them (for example calming them down if they are upset)

Jobs and education

Do they currently have a job, or are they currently studying or volunteering? If yes, please tell us what they are currently doing, including job title or role, employer or school

Address of work or school

Phone number and email address

Places of interest

Anywhere they regularly go on holiday

Any important past addresses including childhood addresses or past jobs. If you only know partial addresses or locations, don't worry, please tell us everything you know

Any close family or friends that they could go to. Please give names, addresses and contact details if you can

Church, mosque, synagogue or temple they go to, including address if you know it

Favourite cafes, restaurants or pubs

Shops they regularly visit

Chemists they regularly use

Clinics or hospitals they regularly attend

Any other significant places (for example a favourite walk, an allotment, a sports ground or a cemetery they visit)

Interests

Interests or hobbies, past and present

Favourite indoor activities, for example going to the library or cinema

Favourite outdoor activities (for example bowling, fishing, cricket)

Community groups or weekly events they attend

Routine

Please tell us about their weekly routine or things that they do routinely

	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Previous times they went missing

If they have gone missing before, please tell us:

What happened?

Where were they found?

Why were they there?

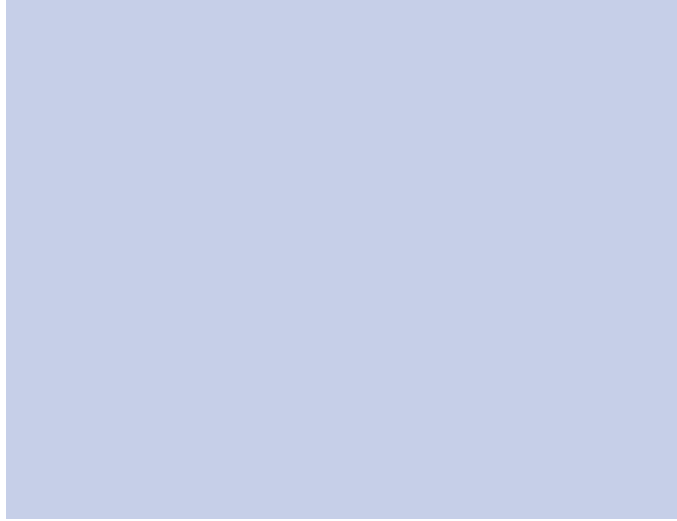
Other people we might need to talk to

GP contact details, including surgery name, address and phone number

Social worker contact details, including address and phone number

Details of any other professionals we should know about (for example dentist or other medical professional, counsellor or therapist)

Anyone else we should be talking to (for example family or close friends, anyone with lasting power of attorney or court-appointed deputies)



Photograph

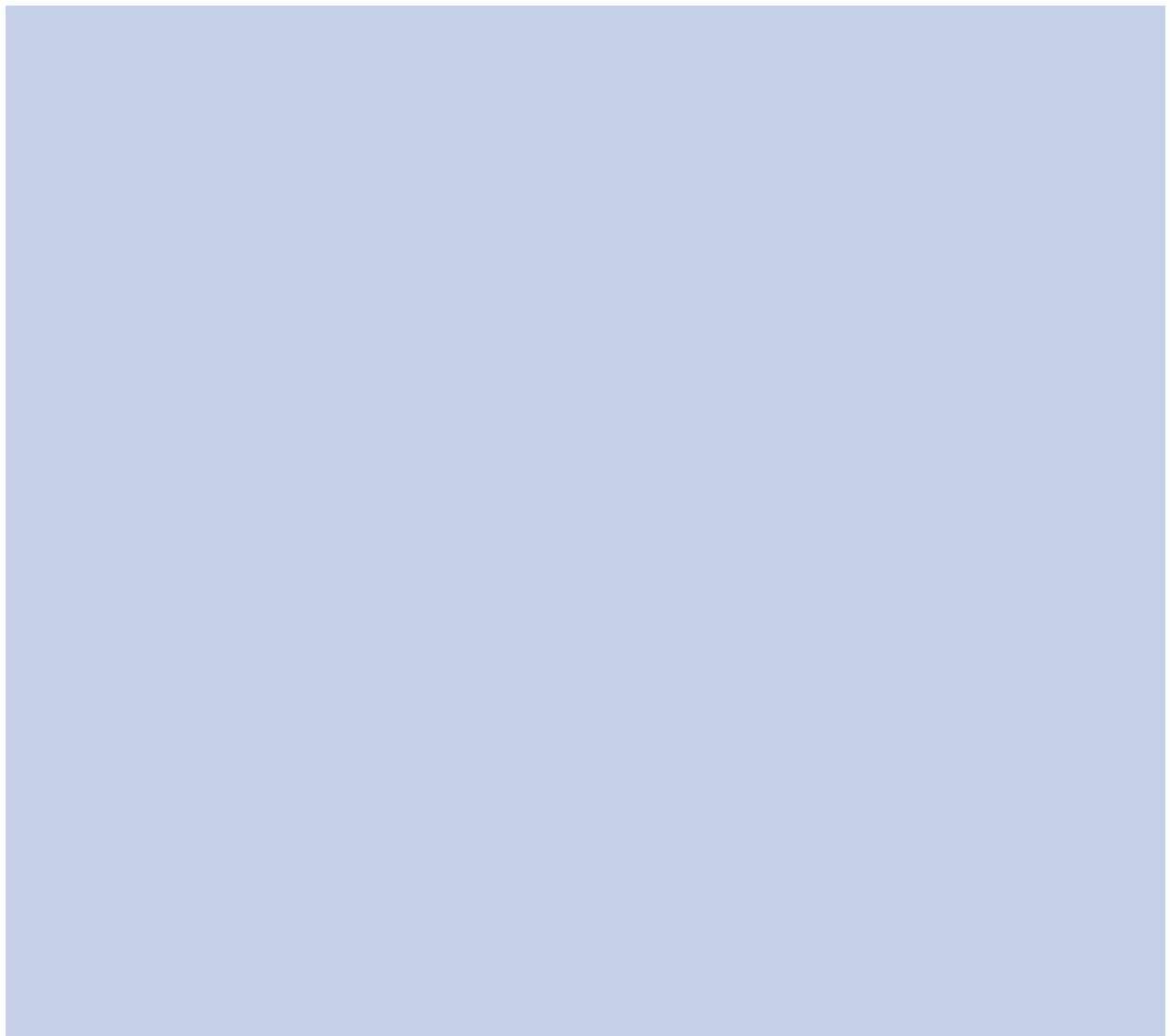
Please attach a recent photo

If you are printing this form out, please attach a recent photograph here

If you are emailing this form, please attach a recent photograph to the email

Further information

If there are any other details we haven't asked about that you think we ought to know about, please tell us here



The person filling out this form

Your first name(s)

Surname

Your relationship to the person this form is about

Phone number

Email address

Address

Any other ways we can contact you

Date this form was last updated