**Message from Alzheimer’s Society - Local services update**

I am writing to update you about Alzheimer's Society services during the Coronavirus outbreak.

Alzheimer’s Society is continually monitoring the evolving situation and following the latest Government advice with regards to our services and events. It is important to stop coronavirus spreading while also ensuring people living with dementia, and those affected by it, continue to be supported.

We are concerned that isolation could also be extremely detrimental for the wellbeing of people living with dementia. We are looking at how to best to stay in touch and support people affected by dementia during this time.

We hope the following information is of use when in contact with local people concerned about the impact of the virus and those affected by dementia. As the situation develops, we will update you with further information about our services and resources. In the meantime, please do not hesitate to get in contact if you have any further questions, or if we can support in any other ways.

If you can share the following within newsletters and across your networks, that would be most appreciated.

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

**Direct support for people affected by dementia:**

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

**Group support:**

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

**Online support:**

* Advice and guidance on a range of issues is available on [our website](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2F-rKxCE9RlTlVJjxFRupMp&data=01%7C01%7Cpaul.smithson%40alzheimers.org.uk%7C4ea1829cc64c46a8391c08d7d0a91c02%7C8028081de881430fa45166faa9b76c8e%7C0&sdata=QTvqA4GhZP97Vt4AVlNDqOhZIBcBWqWauLobvCNphqg%3D&reserved=0).

·         We would encourage people to join [Dementia Talking Point](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2F0I8zCG56ZIBKp94u62imr&data=01%7C01%7Cpaul.smithson%40alzheimers.org.uk%7C4ea1829cc64c46a8391c08d7d0a91c02%7C8028081de881430fa45166faa9b76c8e%7C0&sdata=aminar0eX%2BBDYX5htZBp4h%2BIVJTPV5AU64EuGEZZxho%3D&reserved=0). This is our online community where people affected by dementia can receive valuable support from people in similar situations.

**Further support:**

* People with questions about what they should be doing and how they should be interacting with people living with dementia at this time can [access this guidance.](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2Fb1olCJq6ZCB3mowuAMz4d&data=01%7C01%7Cpaul.smithson%40alzheimers.org.uk%7C4ea1829cc64c46a8391c08d7d0a91c02%7C8028081de881430fa45166faa9b76c8e%7C0&sdata=bDosmG3UWmXC2kYhH6zo5sIYncHSr0f1kgUygK5sv2Y%3D&reserved=0)
* Any community groups or individuals that wish to support vulnerable adults during this time can contact Alzheimer’s Society for information and guidance. This includes how to access our online [Dementia Friends awareness sessions](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FeesHCKZrOsDzvkWtYWl6V&data=01%7C01%7Cpaul.smithson%40alzheimers.org.uk%7C4ea1829cc64c46a8391c08d7d0a91c02%7C8028081de881430fa45166faa9b76c8e%7C0&sdata=5N5%2Bv8S6lXVkeZ8iFc%2B%2Fe3NCR0y2G1qPvU0Kg0F2EGc%3D&reserved=0).

**Alzheimer’s Society contact details:**

Website: [www.alzheimers.org.uk](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FXZr6CMQ8jF2M0Y3UZptAU&data=01%7C01%7Cpaul.smithson%40alzheimers.org.uk%7C4ea1829cc64c46a8391c08d7d0a91c02%7C8028081de881430fa45166faa9b76c8e%7C0&sdata=XM2%2FYeRfG60Bc36oe5w4tL9nvNKG2zs4f3zavLRlSYs%3D&reserved=0)

Telephone: 0333 150 3456

**Message from Dementia Friendly Keighley (DFK)**

Due to the Coronavirus outbreak, we have suspended all our groups, drop-in sessions and our public access Information and Support Centre on Towngate, Keighley on a temporary basis.  We are providing the following services as emergency cover; once the Government indicate it is safe to do so, we will of course resume all our regular services. The new emergency support services we are running are set out below.

**DFK Services:**

DFK Telephone Service: 07452 773788

Open 10am-4pm, 7 days a week

On-hand to signpost people to sources of help and information. Also, to be a listening ear if you are feeling anxious, lonely or simply need to hear a friendly voice.

DFK will also send updates on their:

Facebook Page: [http://facebook.com/dementiafriendlykeighley/](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FtSwYCN9kxTZDrp3h6kJlc%2F&data=01%7C01%7Cpaul.smithson%40alzheimers.org.uk%7C4ea1829cc64c46a8391c08d7d0a91c02%7C8028081de881430fa45166faa9b76c8e%7C0&sdata=ffJNEonK%2BGimcNaFGDoGuRZydHATyD5Lg97QfJenpC4%3D&reserved=0)

Website: [www.dementiafriendlykeighley.org.uk](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprotect-eu.mimecast.com%2Fs%2FDybOCPZN1s08rnXh23xKs&data=01%7C01%7Cpaul.smithson%40alzheimers.org.uk%7C4ea1829cc64c46a8391c08d7d0a91c02%7C8028081de881430fa45166faa9b76c8e%7C0&sdata=Fs9%2FcK%2BxzVKBK2DXnBA77sEd27UioJKuBvXY2BwY7B8%3D&reserved=0)

We will also be phoning our regular group and drop-in users (both carers and people living with dementia) on a regular basis.

         **Support for people with dementia and their families – Dementia UK**

o   Dementia UK have launched a series of new webpages giving support and advice relating to the coronavirus outbreak.  Families don’t need to struggle on alone. If they have any concerns about caring for someone with dementia through the coronavirus (COVID-19) pandemic, they can call the dementia specialist Admiral Nurses on their Helpline, on 0800 888 6678 or email helpline@dementiauk.org.  The Helpline is open seven days a week, 9am-9pm Monday to Friday, and 9am-5pm on weekends.