

The BAFUNCS Benevolent Fund

Reg.Charity No 297524



Where to find information
and advice in dealing with
physical frailty, dementia
and associated long-term
health care.

May 2017

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*This Booklet was first prepared in November 2011
and has been updated for 2nd printing in May 2013*

*Penny Ratcliffe and Terri Jezeph have prepared this 3rd Edition
to extend the scope of the document and to update the
contacts with relevant charities, societies & departments*

The aim of this collection of information is to signpost retirees and their families to organizations which will offer information and advice to those requiring long term care because of increasing physical frailty or Alzheimer's disease and dementia generally. It incorporates information from the leaflets relating to personal alarms and respite care.

It is aimed at the difficult period where many health conditions become increasingly serious and there is interface between care in the home and care outside the home.

It is not in any way intended to provide medical advice, financial advice or advocate a particular solution to any problem, but to provide practical information useful to BAFUNCS retirees and/or their carers.

This document is mainly intended for UN pensioners with a degree of financial independence; however, brief reference is made to the availability of financial or other public support for disability. There is direction to agencies and organization which will indicate if there is entitlement to benefit, but would add that this may be additionally managed at a local level and is best dealt with by a visit to local social services who will advise if the person concerned qualifies for assistance as well as helping applicants in applying for benefits.

Other BAFUNCS publications available to members include:

INF1 Guide to BAFUNCS (revised November 2013)

INF2 When a pensioner dies (with Additional Notes to Assist in Completing Pensions Form PEN.E/2)

INF3 Accommodation for older people

INF5 Taxation in the UK (updated annually)

INF6 Personal information checklists

INF7 Guide to welfare support that BAFUNCS can provide (revised November 2013) which gives more detailed information on the objectives and administration of the Fund.

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Managing financial and legal matters

The BAFUNCS leaflet Personal information checklists (INF6) provides guidance on accessing the confidential information of a person who is seriously ill, or incapacitated.

Banking

There is a leaflet **Guidance for people wanting to manage a bank account for someone else** on the British Bankers' Association (BBA) website at www.bba.org.uk.

Pensions

More detailed information on the UN Joint Staff Pension Fund is given in Annex 1. Information on entitlement to the United Kingdom state pension may be obtained from the Department of Work and Pensions and possible entitlement to any additional means tested benefit from an advice agency or social services.

Funding care

This includes means tested entitlement, statutory entitlement, together with discretionary powers of the social services departments of local government, and the availability of funding from the BAFUNCS Benevolent Fund.

This is a complex subject and it is worthwhile seeking advice from an organization such as Citizens Advice to check on entitlement and the ways to access central and local government funding.

Grants may be obtainable for adaptations to the home or to keep the house warm, equipment may be loaned free of charge.

In some cases the NHS will pay for Continuing Healthcare. It is not means tested but assessed on health needs. The Alzheimer's Society produces a booklet on how to get an assessment and how to complain if you disagree with the assessor's decision. The Society writes on its web site that it is not an easy process to go through or understand. Continuing Healthcare is not just for those suffering dementia and applies only to England. Wales and Scotland have different procedures.

If applicable, reference should also be made to the terms of the relevant UN health insurance policy to check on entitlement to funding to cover costs.

The BAFUNCS Benevolent Fund can provide some assistance by financing respite care to allow a family carer to have a much-needed break; to assist towards transport costs to and from nursing home/respite care home; and to assist towards the costs of mobility aids (for example and buggies, stair lifts) together with the purchase of rising chairs, bed and bath lifts, walk-in baths or wet rooms, etc. To inquire about this assistance please contact one of the BBF Trustees, whose names are given on the inside back cover of every BAFUNCS Newsletter (individual contact details are given in the Annual Membership list, issued each September) or from the BAFUNCS website (www.bafuncs.org) . Your Regional Representative also has copies of the BBF Guidelines and application forms for loans/grants.

Reference is also made to the Guide to welfare support that BAFUNCS can provide (revised November 2013) (INF7) which gives more detailed information on the objectives and administration of the Fund.

United National Joint Staff Pension Fund – Emergency Fund

The UNJSPF has an Emergency Fund, financed by the assets of the Fund and any voluntary contributions up to an amount not exceeding \$200,000 for each biennium. It is utilized to provide financial assistance to beneficiaries who are currently receiving a periodic benefit from the Fund and is intended to provide relief in cases of proven hardship owing to illness, infirmity or similar cases, including funeral arrangements. Applications are examined without a rigid set of rules, and attention is paid to a number of factors such as age, number of years of contributory service, amount of the UNJSPF benefit, the country in which the

beneficiary resides, availability of insurance, other possible sources of income and/or assistance and the circumstances surrounding the expenditures.

Wills

When a person dies without leaving a valid will, their property (the **estate**) must be shared out according to certain rules. These are called the **rules of intestacy**. A person who dies without leaving a will is called an **intestate person**. Only married or civil partners and some other close relatives can inherit under the rules of intestacy.

If someone makes a will but it is not legally valid, the rules of intestacy decide how the estate will be shared out, not the wishes expressed in the will.

Forward decision making

Advance statement, also known as “Statement of wishes and preferences

An advance statement is a written statement by a person that sets down the wishes, beliefs and values regarding future care. It needs to be written while there is full mental capacity but does not need the input of a doctor or solicitor. It is for carers, so they may be aware of the preferred care when this cannot be communicated. Advance decisions and statements are not legally binding, but anyone making decisions about care of a person should take them into account.

Advance decision, also known as ADRT – Advance Decision to Refuse Treatment (Living Will)

This is a written statement that sets out the treatments that a person would not want to receive in the future if they were unable to communicate this themselves. It does not need the input of a doctor or solicitor but it is considered a legal document if it is deemed to be both valid and applicable. Validity means that it has been written and witnessed whilst the person had full mental capacity. Applicability is that any wording has to be specific and relevant to the medical circumstance. This can be difficult to achieve if the Advance Decision is vague or if it is not clear that it refers to a particular medical condition and the doctor may not have to follow the instructions.

Lasting Power of Attorney

When someone makes a Power of Attorney, they appoint someone else to act on their behalf. The person making the power of attorney is called a **donor** and the person appointed to act on their behalf is called an **attorney**.

A power of attorney gives the attorney the legal authority to deal with third parties such as banks, Social Services, local councils, NHS and UNJSPF. It is a legally binding document.

Since 2007 when Lasting Powers of Attorney were introduced to replace Enduring Power of Attorney, UNJSPF, the NHS and Social Services will only accept Lasting Powers of Attorney. Without a Lasting Power of Attorney in place the NHS and/or Social Services will act in a person’s best interest, but this may not always be the treatment the person would have wanted for themselves.

There are two separate Powers of Attorney

Financial affairs Lasting Power of Attorney: this covers matters such as managing day-to-day finances, debts, benefits (such as the Attendance Allowance and Personal Independence Payments (PIP)), buying or selling property. It needs to be put in place and registered while the donor has mental capacity and it can be used before the loss of capacity but the attorneys can only act with the consent of the donor and the attorneys can act alone once the donor has lost capacity.

Health and Welfare Lasting Power of Attorney: this covers issues of medical and welfare care. Again, it needs to be put in place and registered while the donor has mental capacity but it can only be used after the donor has lost mental capacity.

Forms for both Lasting Powers of Attorney can be obtained from the Office of the Public Guardian or may be down-loaded from the internet. Both come with full explanations. Alternatively, the services of a solicitor may also be used, but the costs of this should be investigated prior to agreeing to this course of action.

Mental capacity

The Mental Capacity Act (MCA) is designed to protect and empower individuals who may lack the mental capacity to make their own decisions about their care and treatment. Medical advice will be needed to determine any further steps.

The following agencies will provide information and advice on these matters. The full address, telephone numbers, e-mail and website addresses of a number of these organizations may be found in the annex to this document together with a brief description of the activities of the organization. Other organizations are listed in factsheets published by the Alzheimer's Society.

Age UK	Department of Work and Pensions
Age UK Cymru	Financial Services Authority
Alzheimer's Society	Help the Aged (England)
Benefit Enquiry Line	Help the Aged (Wales)
Citizens Advice	Independent Financial Advisers Promotion Limited
Community Legal Advice	LawNet Limited
Counsel and Care	Law Society
Court of Protection	Office of the Public Guardian
	Solicitors for the Elderly

Care in the home and practical help

Services are available to enable those needing long term care to remain in their own homes as long as possible. These may include outside carers to come into a home to offer help with personal care, such as providing meals, washing or bathing and managing continence. Carers are not trained nurses, but take on tasks that could be expected of a loving relative. A carer may cover the range of visits once or twice a week, to a carer living in.

The ways to identify a carer vary greatly according to location as do the needs of the person requiring long term care. Carers may be found by word of mouth although a relative's or solicitor's advice should be sought first. There are specialist agencies to advise, for a fee, on this service. Assurance should be obtained that the house insurance covers carers coming into the home. Advice relating to employment and pension rights is essential if the person using long term care is to become the sole employer of a carer.

The following may also be considered under this heading:

Adaptations to the home

These would include the bathroom, kitchen and stairs; it is worth investigating if grants for simple adaptations, such as handrails and minor alterations are available. These may also be provided free of charge together with grants for keeping the home warm and accident free.

Adaptations or specialist equipment may assist those with physical disability including poor sight and deafness, as well as other disabling conditions.

Some of the organizations assisting with specific disabilities are listed in Annex 3 of this document.

Assistive or support technology and security

This covers items that make life easier and more certain for those with dementia or long term care needs and their carers and includes items ranging from sophisticated in-house electronic monitoring, simple or sophisticated memory aids, safety features for the home such as personal alarms or contact details and mobility aids together with appropriate arrangements for carers or others to obtain entry to a home in an emergency, even if the bolts have been set on the door and minimizing the risks of accident in the home.

It is important that anyone considering assistive technology has clear information on what is available.

People respond differently to different devices, and the products should meet the needs of the individual as best they can. Choosing a piece of assistive technology is not always easy, but it is important to find the best solution. Decision-making should be shared, and the person should be supported and involved as much as possible in discussions and choices.

If someone has been using a device (e.g. smartphone or tablet) before they developed dementia, then a solution based around this technology may be easier for the person to adopt.

Cooking

Assistive technology is available related to safety issues when using kitchen equipment and maintaining a user-friendly kitchen; together with the use of companies offering delivery of pre-prepared meals which may be easily identified from websites and who may operate within a local area.

Fire protection

The Fire Service website offers guidance on procedures and products to enhance safety in the home. A smoke alarm is a minimum requirement.

Driving

Those with certain medical conditions may continue to drive but the DVLA must be contacted and, following a review of the person's medical history, an assessment undertaken.

Notifiable conditions are anything that could affect your ability to drive safely. They include:

- *Epilepsy;*
- *Strokes;*
- *other neurological and mental health conditions;*
- *physical disabilities;*
- *visual impairments.*

Respite/replacement care

In cases where a person is mainly being looked after by only one individual, the need for respite care should be considered. Respite care is primarily for the carer to have a break by substituting the principal carer with another carer. This could be for short regular periods, such as an afternoon a week or for longer one off periods, for example, for the carer to take a two to four weeks' holiday. At this point placing the one cared for in a care home for a short stay may be more appropriate.

Utilities

A priority service register exists for access to free, periodic, safety checks on gas and electrical appliances used in the home.

The following agencies and organization will provide information and advice on these matters. The full address, telephone numbers, e-mail and website addresses of a number of these organizations may be found in annex 3 to this document together with a brief description of the activities of the organization.

Action for blind people

Age UK Cymru

Action on hearing loss

Alzheimer's Society

Age UK

Arthritis Care

Assist UK	DVLA
Bladder and Bowel Foundation	Elderly Accommodation Counsel (EAC)
British Association for Counselling and Psychotherapy (BACP) British Heart Foundation	Equality and Human Rights Commission
British Lung Foundation	Macmillan Nurses
Carers UK	Maggies Centres
Chartered Society of Physiotherapy	Marie Curie
Citizens Advice Bureau	Mind
College of Occupational Therapists	Multiple Sclerosis
Counsel and Care	National Association for Voluntary Community Action NHS Direct
Crossroads Association	National Osteoporosis Society
Cruse Bereavement Care	Parkinsons
Dementia UK	Royal College of Speech and Language Therapists Society of Chiropodists and Podiatrists
Diabetes UK	Stroke Association
Disabled Living Foundation (DLF)	Wales Council for Voluntary Action

Care outside the home

The BAFUNCS Guide on Accommodation for older people (INF 3) gives more detailed information on this subject.

The following agencies and organization will provide information and advice on these matters. The full address, telephone numbers, e-mail and website addresses of a number of these organizations may be found in Annex 2 to this document which also provides a brief description of the activities of the organization. Other organizations are listed in factsheets published by the Alzheimer's Society:

Age UK	Elderly Accommodation Counsel (EAC)
Age UK Cymru	NHS Direct
Alzheimer's Society	Relatives and Residents Association
Care Quality Commission	Wales Council for Voluntary Action
Citizens Advice	<u>Checklist to use in selecting a care home</u>

College of Occupational Therapists
Counsel and Care

This is a list for those who do not know what to look for and key features to consider are provided in in Annex 3.

Annex 1

Dealing with the United Joint Staff Nations Pension Fund

Normally, unless there are circumstances such as changing a bank account into which a payment is being made or notifying a change of address, there is little that needs doing on a regular basis about the UN pension. It is paid monthly and annually in April there may be a cost-of-living increase (COLA). The COLA is only paid if the relevant cost-of-living exceeds 2% so in low inflation periods increases may be less frequent than annually.

That apart, the only other annual requirement is that the pensioner has to sign a certificate of entitlement (CoE) which attests to the continuing entitlement of the pensioner to receive the pension. The CoE is sent from New York to the registered address of the pensioner and the pensioner should sign and return the form to the New York or Geneva offices of the Pension Fund. If the registered address of the pensioner is to be the care home, it is important that the home be alerted about this document as, in the past, we have found that some forms have gone astray, presumably because the home did not know what to do with them. Unfortunately the Pension Fund will not accept any document in its stead and only a signed copy of the original will suffice as a certification and so, in such cases, a new “original” has to be generated.

The CoE process can potentially result in two problems for those with dementia.

The first is that the person’s signature may have changed very rapidly due to physical disabilities associated with increasing infirmity. This problem is the easiest to solve. In many cases the Fund will accept the signature but if they do not, they will advise accordingly. In such a case, the Pension Fund will accept a document from the pensioner’s solicitor recording the pensioner’s residential address and signature and attesting to the correctness of the signature; preferably stating that the attestation is made in accordance with the United Kingdom Statutory Declarations Act.

The second problem is more difficult. In some cases a pensioner with dementia will not or physically cannot sign the certificate. Unfortunately the Pension Fund does not accept an enduring power of attorney such as would have been used with, for example, a bank or other UK institution. We quote the Pension Fund’s response to a BAFUNCS’ proposal below:

“Since they can be easily misused, UNJSPF normally does not accept Powers of Attorney, with one exception. With respect to jurisdictions where that is possible, UNJSPF accepts Durable Powers of Attorney that were duly executed and then officially approved by or registered with the appropriate national court or other national judicial authority”.

In English law there is no “durable” power of attorney. In effect this means that in the UK you must obtain a Court order appointing a third party to act on the person’s behalf – a Lasting Power of Attorney (LPA).

Most pensions in the UK are administered from the Geneva office of the Pension Fund and communications should be sent to:

Chief, Geneva Office

UN Joint Staff Pension Fund

Palais des Nations

8-14 Avenue de la Paix

CH – 1211 Geneva 10

Switzerland

Telephone: 0041 22 928 8800

Facsimile: 0041 22 928 9099

E-mail: unjspf.gva@unjspf.org

Website: unjspf.org

The staff all speak English. They also have a computer link with the New York Pensions Secretariat and can access all data and you may be redirected there.

If you communicate with UNJSPF, it is useful to have the pensioner's reference number to hand. The pension number is to be found at the top left hand side of the quarterly UN pension statement.

Annex 2

Dementia and long term care - related departments, charities and societies

Action for Blind People

105 Judd Street, London WC1H 9NE

T 0303 123 9999

W [actionforblindpeople](http://actionforblindpeople.org.uk)

Action for Blind People provides practical and emotional advice and support across England to people who are blind or partially sighted and their friends and family.

Action on Hearing Loss

19-23 Featherstone Street, London, EC1Y 8SL

T 0808 808 0123

Textphone 0808 808 9000 | SMS 0780 0000
360 E informationline@hearingloss.org.uk

Action on Hearing Loss is the Royal national charity helping people confronting deafness, tinnitus and hearing loss to live the life they choose.

Age UK

T 0800 169 65 65

W ageuk.org.uk

Age UK is the new force combining Age Concern and Help the Aged. They provide advice and information for people in later life through publications, online or the advice line.

Age UK Cymru

T 0800 169 65 65

W agecymru.org.uk

Age UK Scotland

T 0845 125 9732

W agescotland.org.uk

Age UK Northern Ireland

T 0808 808 7575

W ageni.org.uk

Alzheimer's Society

Devon House, 58 St Katharine's Way, London
E1W 1JX T 020 7423 3500

T 0845 300 0336 (Helpline)

E info@alzheimers.org.uk

W alzheimers.org.uk

Campaigns for and provides support to people affected by all types of dementia and their relatives and carers. There are local branches across the UK

Arthritis Care

Floor 4, Linen Court, 10 East Road, London N1
6AD T 0808 800 4050

W arthritiscare.org.uk

To assist those recently diagnosed with arthritis, living with it for some while or think they may have the early signs

Assist UK

Redbank House,
4 St Chad's Street,
Manchester M8 8QA
T 0870 770 2866

E general.info@assist-uk.org

W assist-uk.org Benefit Enquiry Line (BEL)

Red Rose House, Lancaster Road, Preston,
Lancashire PR1 1HB T 0800 88 22 00

E BEL-Customer-Services@dwp.gsi.gov.uk W
direct.gov.uk/disability-money

National, free telephone advice and
information service on benefits for people
with disabilities, their carers and
representatives.

NB Advisers can send out forms and give
advice but they have no access to personal
records

Bladder and Bowel Foundation

SATRA Innovation Park
Rockingham Road
Kettering NN16 9JH

T 0845 3450165 (specialist continence
helpline, 24-hour answerphone) 01536 533
255 (trained counsellor helpline, 09:00 –
17:00 weekdays)

E info@bladderandbowelfoundation.org

W bladderandbowelfoundation.org

National organization that provides
information and support to people with
bladder and bowel problems, their carers and
health professionals that look after them.

British Association for Counselling and Psychotherapy (BACP) BACP, 15 St John's Business Park

Lutterworth, Leicestershire LE17 4HB
T 01455 883 300

E bacp@bacp.co.uk

W bacp.co.uk

National body representing counsellors and
psychotherapists. Can provide details of
counsellors and psychotherapists in your local
area, with details of their specialisation,
qualifications, training and fees. This may be
useful for people with dementia and those
who are close to them, to help them cope
with difficult and confusing feelings. Details
of free and low cost counselling, where this
exists, are also given.

British Heart Foundation

Greater London House, 180 Hampstead Road,
London, UK, NW1 7AW

T 0300 330 3311

W bhf.org.uk

Aims to offer reliable and easy to understand
information about heart disease and advice
on how to help prevent it.

British Lung Foundation

73-75 Goswell Road, London EC1V 7ER

T 03000 030 555

W blf.org.uk

Aims to help people affected by lung
conditions

Care Quality Commission

T 0300 616 161 (free call)

W cqc.org.uk

The independent regulator of adult health and social care services in England, whether provided by the NHS, local authorities, private companies or voluntary organizations. Also protects the rights of people detained under the Mental Health Act.

Carers UK

20 Great Dover Street, London SE1 4LX

T 020 7378 4999 (general enquiries)

E info@ukcarers.org

W carersuk.org

Charity that aims to help carers recognise their own needs. It provides information, advice and support for carers and campaigns on their behalf. Leaflets and factsheets are available free to carers.

There is a network of local branches and carers groups throughout the UK run mainly by carers and former carers. Local activities vary and may include support groups, a telephone helpline, social events and campaigning on relevant local issues. Members receive a free quarterly journal. Carers Line provides information and advice on a range of topics, from welfare benefits to assessments.

Chartered Society of Physiotherapy

14 Bedford Row, London WC1R 4ED

T 020 7306 6666

E enquiries@csp.org.uk

W physio2u.co.uk

Citizens Advice

Various locations

W citizensadvice.org.uk

Your local CAB can provide information and advice in confidence or point you in the right direction. To find your nearest CAB look in the telephone book, ask at your local library or look on the Citizens Advice website (above). Opening times vary.

College of Occupational Therapists

106-114 Borough High Street

Southwark, London SE1 1LB

T 020 7357 6480

E info@cot.co.uk

W cot.co.uk

Provides details of independent occupational therapists in your local area.

Community Legal Advice

Various locations

T 0845 345 4345 (09:00 – 18:30 weekdays) W clsdirect.org.uk

A free and confidential service (previously called Community Legal Service Direct) paid for by legal aid, set up to help people tackle their legal problems. It is funded by the Legal Services Commission, and delivered in partnership with independent advice agencies and solicitors.

Counsel and Care

Twyman House, 16 Bonny Street, London
NW1 9PG T 0845 300 7585 (advice line,
weekdays 10:00 – 16:00 except Wednesdays
10:00 – 13:00) E

advice@counselandcare.org.uk

W counselandcare.org.uk

Provides advice, information and financial support for older people, their families and carers.

Court of Protection

Office of the Public Guardian (OPG), Archway
Tower, 2 Junction Road, London N19 5SZ

T 0845 330 2900 (customer services, 09:00 –
17:00 weekdays) E

customerservices@publicguardian.gsi.gov.uk

W publicguardian.gov.uk

Crossroads Association

10 Regent Place

Rugby CV21 2PN

T 0845 450 0350

E contact via the website (see below)

W crossroads.org.uk

Organization that runs a network of care attendant schemes in England and Wales. Its aim is to provide a flexible service to give respite care to carers so that they have time to themselves. Trained and paid care support workers undertake activities that the carer normally carries out. The service is not restricted to office hours. Different schemes vary in the amount of time they can offer. There may be a charge, and there may also be a waiting list, so apply as soon as possible.

Cruse Bereavement Care

PO Box 800

Richmond TW9 1RG

T 0844 477 9400 (helpline)

E info@cruse.org.uk

W crusebereavementcare.org.uk

Charity offering support to people of all ages, background and beliefs after the death of someone close. There are branches throughout the UK, run mainly by volunteers, many of whom are trained counsellors.

If there is a branch near you, Cruse can arrange for you to meet someone. Help often consists of counselling on an individual or group basis over a period of time, to enable people to come to terms with their loss, and there is opportunity for social contact with other people who have been bereaved.

Dementia UK

Second Floor, 356 Holloway Road, London N7
6PA T 020 7697 4160

E info@dementiauk.org

W dementia.org

Aims to offer specialist one-to-one support and expert advice to help people living with dementia through Admiral Nurses who work with families, helping them cope with the fear, uncertainty and difficult everyday reality of dementia.

Diabetes UK

Macleod House, 10 Parkway, London NW1
7AA T 0345 123 2399 E info@diabetes.org.uk

W Diabetes.org.uk

Diabetes UK a charity that cares for, connects with and campaigns on behalf of every person affected by or at risk of diabetes. They provide information, help and peer support, so people with diabetes can manage their condition effectively.

Department of Work and Pensions

The government website at dwp.gov.uk gives details of the various benefits and how to claim them.

For details of your local office go to dwp.gov.uk/localoffice For details of various helplines, go to dwp.gov.uk/contact

Disabled Living Foundation (DLF)

380-384 Harrow Road

London W9 2HU

T 020 7289 6111

0845 130 9177 (helpline, 10:00 – 16:00 weekdays) E advice@dlf.org.uk

W dlf.org.uk

Charity providing expert and unbiased information and advice on disability equipment and ways of managing disability. Its aim is to enable people to remain as independent as possible and to have more choices in life

You can make an appointment to see a DLF adviser at the DLF Equipment Demonstration Centre between 10:00 and 16:00 weekdays. For appointments please telephone the helpline.

Driver and Vehicle Licensing Agency

Drivers Customer Services

DVLA, Swansea, SA6 7JL

T 0300 790 6801 (Helpline from 08:00 – 19:00 Monday to Friday and 08:00 – 14:00 Saturday)

E Use the website to select a department for a vehicle enquiry [Driver information](#) about driving licences, learning to drive, entitlement to drive, endorsements/disqualifications, driving abroad and what to do when you have changed your address and/or name.

[Vehicle information](#) register, tax your car or apply for a refund, number plates and registration marks (including personalised registration numbers), importing/exporting vehicles, fighting vehicle crime and consumer advice on buying a used vehicle.

How to inform of a medical condition, information for medical professions and At a Glance guide to the medical standards.

Elderly Accommodation Counsel (EAC) 3rd

Floor, 89 Albert Embankment

London SE1 7TP

T 020 7820 1343 (helpline, Monday to Friday)

E enquiries@eac.org.uk

W eac.org.uk

housingcare.org

Charity that provides details information on all types of accommodation for older people in the UK. It can also offer advice and guidance to help people choose the type of accommodation most suited to their needs.

Equality and Human Rights Commission

Freepost RRLG-GHUX-CTR

Arndale House, Arndale Centre

Manchester M4 3EQ

T 0845 604 6610 – England (all helplines
open 09:00 – 17:00 weekdays 0845 640
8810 – Wales except
Wednesdays 09:00 – 20:00) 0845 604
5510 – Scotland

E info@equalityhumanrights.com

W equalityhumanrights.com

Commission set up in October 2007. Provides a helpline and take legal action on behalf of some individuals whose legal rights have not been upheld.

Financial Services Authority

25 The North Colonnade, Canary Wharf,
London E14 5HS T 0845 606 1245 (helpline,
08:00 – 18:00 weekdays) E Email via the
website (see below)

W fsa.gov.uk

An independent non-governmental body that regulates the financial services industry in the UK, with a wide range of rule-making, investigatory and enforcement powers.

Independent Financial Advisers Promotion

Limited 17/19 Emery Road, Brislington, Bristol
BS4 5PF

T 0800 085 3250

E contact@ifpa.org.uk

W unbiased.co.uk

The industry body responsible for promoting independent financial advice in the UK.

Enables people to confidentially search for details of independent financial advisers in their local area.

LawNet Limited

First Floor, 93/95 Bedford Street, Royal
Leamington Spa, Warwickshire CV32 5BB

T 01926 886990

E admin@lawnet.co.uk

W lawnet.co.uk

A network of independent law firms throughout the UK and Ireland. It can refer people to firms in their area with experience in a wide range of specialist areas – for example, in providing people with dementia and their families with advice on legal and financial matters.

Law Society

113 Chancery Lane, London WC2A 1PL

T 020 7242 1222 (general inquiries)

0870 606 2555 (for help finding a solicitor,
09:00 – 17:00 weekdays) E

contact@lawsociety.org.uk

W lawsociety.org.uk

The body representing solicitors in England and Wales. It provides details of law firms and solicitors practising in England and Wales, and useful information about legal specialties and fees, as well as tips about what to ask and what to expect from a solicitor.

Macmillan Nurses

89 Albert Embankment, London SE1 7UQ T
0808 0808 0000

W macmillan.org.uk

All Macmillan nurses are registered with at least five years' experience, including two or more years in cancer or palliative care. They have completed specialist courses in pain and symptom management, and psychological support.

Maggie's Centres

The Stables, Western General Hospital, Crewe Road, Edinburgh EH4 2XU W
maggiescentres.org

Offers support from a range of professional people. Centres are staffed by Cancer Support Specialists, Benefits Advisors, Nutritionists, therapists and Psychologists who can provide support you in whichever way best suits needs.

Marie Curie

89 Albert Embankment, London SE1 7TP
T [0800 090 2309](tel:08000902309) (support line)

W mariecurie.org.uk

Assistance for those living with any terminal illness, and their families. They offer expert care, guidance and support to help the a person get the most from the time they have left.

Mind

15-19 Broadway, Stratford, London

E15 4BQ T 020 8519 2122

E supporterservices@mind.org.uk

W mind.org.uk

To offer assistance to someone with a mental health problem, or someone who is supporting such a person, to access the right information – about a condition, treatment options, or practical issues.

Multiple sclerosis

T 0808 800 8000

E helpline@mssociety.org.uk

W mssociety.org.uk

Aims to improve treatment and care to help people with MS take control of their lives.

National Association for Voluntary Community Action The Tower

2 Furnival Square

Sheffield S1 4QL

T 0114 278 6636

E navca@navca.org.uk

W navca.org.uk

Councils for voluntary service can provide information about voluntary organizations in your area and assist in setting up self-help and support groups. These councils may go under different names, such as 'voluntary action' or 'voluntary service' councils. To get in touch, look in your telephone directory, ask at your local library or contact your national organization (see above).

NHS Direct

T 0845 4647 (24 hour helpline)

E use form on website (see below)

W nhsdirect.nhs.uk

Provides information and advice about health, illness and health services.

Office of the Public Guardian

PO Box 15118, Birmingham B16 6GX

T 0300 4456 0300 or 0115 934 2799

E customerservices@publicguardian.gsi.gov.uk W publicguardian.go.uk

Customer services provide free booklets on enduring power of attorney, lasting power of attorney and deputyship. They provide lasting power of attorney (LPA) forms with a detailed explanatory booklet to facilitate their completion, and suggested wording to convey your wishes. These forms can also be downloaded on-line. OPG will check the completed forms and register the LPA for a modest charge. The court of protection is at the same address.

National Osteoporosis Society

Camerton, Bath BA2 0P

T 0808 800 0035 (helpline Monday and Wednesday - Friday 09:00 – 17:00 Tuesdays 11:00- 19:00) Email: nurses@nos.org.uk A charity dedicated to ending the pain and suffering caused by osteoporosis.

Parkinsons

215 Vauxhall Bridge Road, London SW1V 1EJ T 0808 800 0303 (helpline)

E hello@parkinsons.org.uk

W parkinsons.org.uk

A charity that funds research into finding better treatments and ways to improve the quality of life for people with Parkinson's as well as finding a cure.

Relatives and Residents Association

24 The Ivories, 6-18 Northampton Street London N1 2HY

T 020 7359 8148

020 7359 8136 (advice line, 09:30 – 16:30 weekdays) E info@reires.org

W reires.org

Association for relatives and close friends of older people in long stay care in the UK. It can advise on matters such as what to look for when choosing residential or nursing care, how to get an assessment, how fees are paid, and what to do when problems occur within a care home. It produces publications and an information pack. There are also some local relative support groups.

Royal College of Speech and Language Therapists 2/3 White Hart Yard

London SE1 1NX

T 020 7378 1200

E info@rcsit.org

W rcsit.org

The professional body for speech and language therapists and support workers.

Promotes excellence in practice and influences health, education and social care policies.

Society of Chiropodists and Podiatrists

1 Fellmongers Path

Tower Bridge Road

London SE1 3LY

T 020 7234 8620

E use the enquiry form on the website (see below) W feetforlife.org

The professional body and trade union for registered podiatrists. Provides patient information on common foot problems and details of private practice podiatrists.

Solicitors for the Elderly

Solicitors for the Elderly Limited, Room 17, Conbar House, Mead Lane, Hertford SG13 7AP

T 0870 067 0282 (09:00 – 13:00 Monday – Friday)

E admin@solicitorsfortheelderly.com

Produces a booklet for solicitors that gives details about financial abuse and actions solicitors can take if they have concerns. Called *A strategy for recognising, preventing and dealing with the abuse of older and vulnerable people*, it is available on their website.

Stroke Association

Stroke Information Service, Stroke Association, Life After Stroke Centre, Church Lane, Bromsgrove, Worcestershire B61 8RA

T 0303 303 3100 (helpline Monday, Thursday and Friday 09:00 – 17:00 Tuesday and Wednesday 09:00 - 13:00) E

info@stroke.org.uk

W stroke.org.uk

To provide information and assistance to those who have suffered a stroke or those providing support.

Wales Council for Voluntary Action

Baltic House

Mount Stuart Square

Cardiff CF10 5FH

T 029 2043 1700

E enquiries @wcva.org.uk

W wcva.org.uk

Councils for voluntary service can provide information about voluntary organizations in your area and assist in setting up self-help and support groups. These councils may go under different names, such as 'voluntary action' or 'voluntary service' councils. To get in touch, look in your telephone directory, ask at your local library or contact your national organization (see above).

Annex 3

Checklist of features that are relevant when considering if a care home is suitable for those with dementia and long term care needs

To assess the following a visit is essential. There may be the possibility of a short stay with no commitment. The registration of the home should be checked. The quality of the home is assessed by the activities taking place and how the residents are treated. At the outset the policy on increased stages of dementia should be clarified to avoid the need for relocation.

Absence of institutional barriers

Toilets are communal and staff do not have separate facilities; Staff eat their meals with residents ;

Drinks, and meals are distributed individually and not from trolleys; There is a relaxed “go with the flow” feel to the day and no sense of the routines that are normally found in a hospital.

Atmosphere

A sense of security, comfort and feeling at home within five minutes of walking in; There is a caring, informal and supportive atmosphere, and residents are treated as individuals.

Lots of small interactions continually take place between staff and residents; Staff can be seen at times just sitting and being with the residents; Staff express positive comments about working in the home and the staff turnover is low.

Inquire as to the length of time staff remain in place; Staff recognize the importance of the residents’ emotional memories and their treasured emotional possessions and demonstrate this in their contacts with the residents; The facility looks more like a home than a hotel; Small-scale domestic living arrangements exist i.e. lounges hold around a dozen people and no more; Family members seem to be “at home” and not visitors or guests and are visibly involved in the life of the residents; The smell of the interior should be noted, particularly for the odour of urine

Physical environment

The physical presentation of the home should include an impression of the activity taking place as well, not sterile and static. Outside areas should be accessible, but they should also be safe; Regular use of the outdoors and stimulating activities is encouraged; Staff are not obsessed with risk prevention and health and safety – the home meets legal requirements without continual insistence on minutiae; Lounges have sofas and suitable artwork exists related to or supporting the function of a particular room; Bathrooms are not clinical but “warm”;

Toilets are clearly signed; Bedroom doors are easily identifiable (e.g. colours or designs on doors).

Occupational health

Residents are encouraged to undertake small domestic tasks; Sensory calming and sensory stimulating items are available; Sensory fabrics such as silk, velvet, soft toys etc. are scattered around; The staff know how persons in different stages of dementia can be integrated into the overall environment; Massage and

other physical therapies are available during the week; There is a choice of individual music and broader, natural stimulæ such a bird song.

Meals

Meal choices are shown at the time of the meal; Meals are a social occasion and not a task, staff are clearly trained to stimulate residents' attention during mealtimes; 24-hour visible food (snacks) are available in public areas and corridors with the aim of encouraging people to eat when they feel like it; There is some orientation about half-an-hour before meals to stimulate an interest in eating (food smells, pictures, discussion); Check if there is a policy with regard to obesity

Other

Check on which costs are included and excluded in the basic provision. The cost of incidentals may prove to amount to a considerable financial addition;

Specialist skills in later-stage dementia care is available; Orientation aids and good signs exist throughout the building to assist residents find their way around; Corridors are divided up with objects to reduce any institutional feel; Untidiness exists in public areas with items such as memento boxes and games scattered around for use when desired; Staff can express the care home's key principles for providing its services; Obtain information on the policy with regard to continence and, as noted before, be aware of any odours within the home.

A new country
Hugo Williams

<p><i>Do you drop things? Do you trip and hurl cups of tea ahead of you, going upstairs? Do your possessions have a life of their own in which they dither idiotically on your fingertips, then make a sudden leap?</i></p>	<p><i>Do you have a grabber yet? Or do you leave things where they are in a tideline of debris which crunches underfoot? Do you shuffle along like that in order to grind it into the carpet?</i></p>
<p><i>In a flash they find their new home in a dark corner of your room, a distant country. Your face turns red and your head swells up like a balloon as you make yourself bow down.</i></p>	<p><i>It seems to come naturally to you, demonstrating your new talent for acting as if you were drunk, joke hair on top, collapsible legs, that hilarious expression of dismay as you start to fall.</i></p>
<p><i>You see your own hand, like someone else's hand, two quivering fingers stretched out to retrieve some random coin or pen, before dropping it again and kicking it further out of reach</i></p>	