

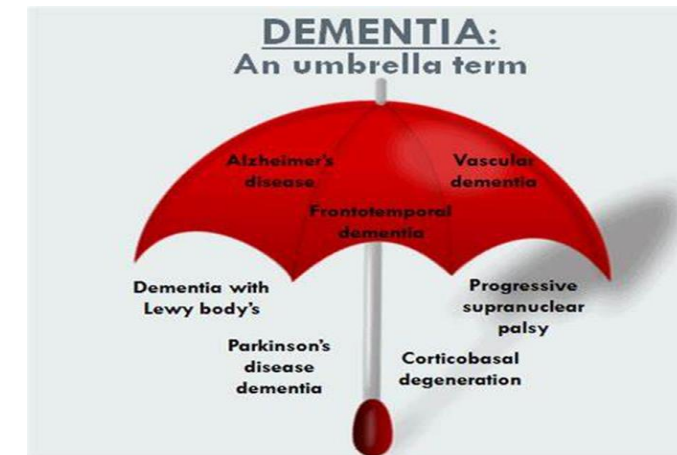


Dementia Services Sutton

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What is Dementia?

1. Dementia is a set of symptoms including memory loss, mood changes and problems with communication and reasoning
2. Dementia is not a natural part of growing old
3. It is caused by disease of the brain
4. Dementia is an umbrella term for a range of progressive neurological conditions affecting the brain
5. The most common type is Alzheimer's but there are other types and variations
6. Mainly affects people over 65



Dementia Support Service



Since April 2024 Age UK Sutton have been the lead provider of Dementia Support Services in Sutton, working in partnership with Sutton Carer's Centre and Admiral Nurses, Adult Social Care, and Sutton ICB (health).

This comprised of a Dementia Adviser Service, and access to Dementia and Carer peer support

From April 2025 the service will be known as The Dementia Hub. A virtual hub with a physical base at the Memory Clinic Monday – Wednesdays.

Dementia in Sutton



Context: Sutton Dementia Strategy

- An estimated 2,107 people aged 65+ have dementia
- 1,559 people (74%) have received a diagnosis
- An estimated 55-60 people in Sutton have Young Onset Dementia
- Both Young Onset Dementia and Dementia aged 65+ is expected to rise considerably by 2040

Dementia in Sutton



Context: Sutton Draft Dementia Strategy 2025 – 2030

Focus: Strategy is focused around supporting people affected by dementia to live well throughout their lives, with a timely diagnosis and the right support at the right place and time.

Wide ranging:

- Preventing Well
- Diagnosing Well
- Living Well
- Caring Well
- Dying Well

Dementia in Sutton – Dementia Strategy



Early direction: highlighted a need to improve post diagnostic support and provide a single point of access to people diagnosed with Dementia, their families and Carers.

Strengthening support once people receive their diagnosis was a common theme. People told the steering group that they also wanted staffing consistency and help to navigate their way into and between services.

Wide community engagement programme: Strategy focus groups highlighted a need for strengthening support once people receive their diagnosis

Timing:

- To go the Sutton Health and Wellbeing Board in July
- Full implementation Timeline (2025-2030)

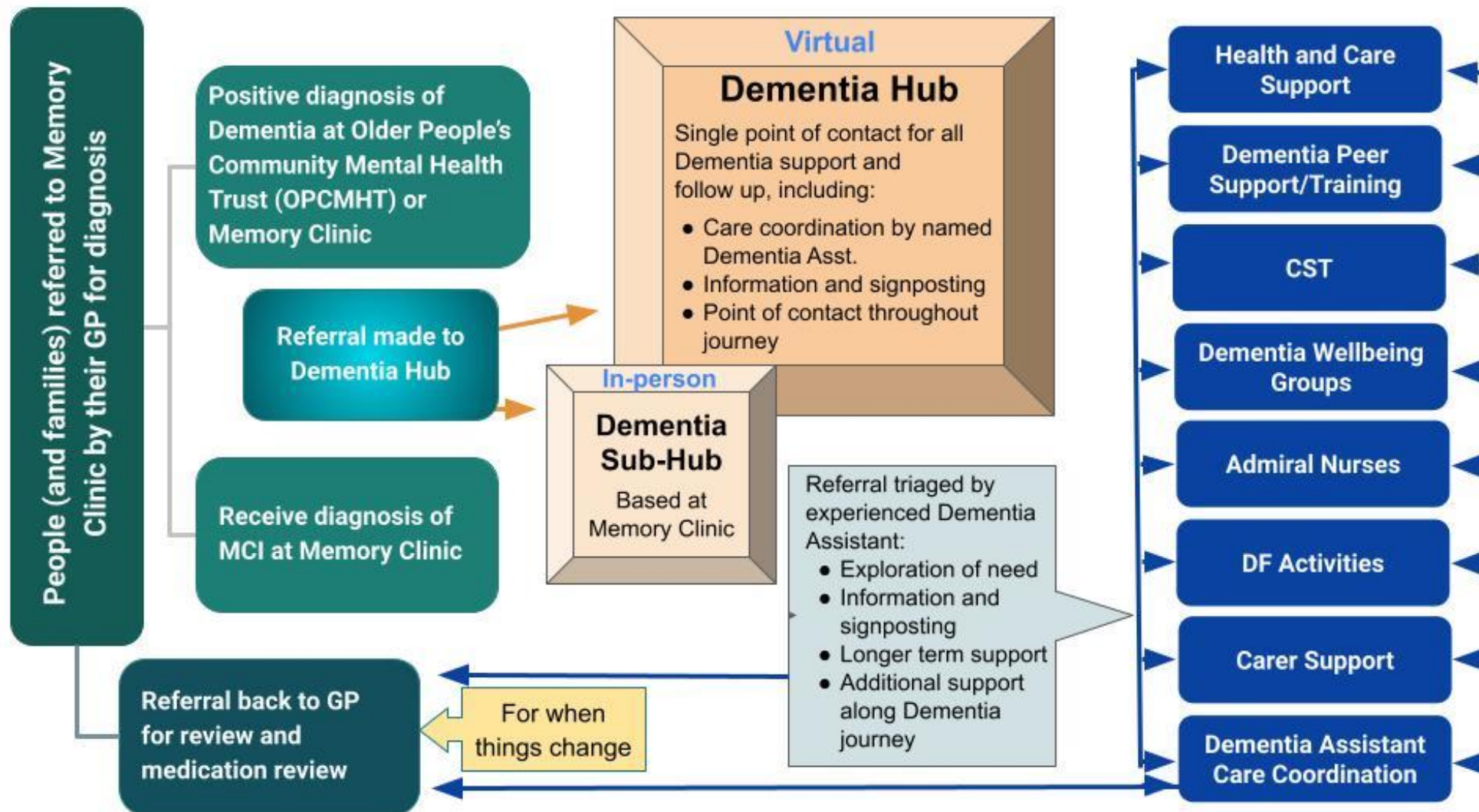


The New Sutton Dementia Hub

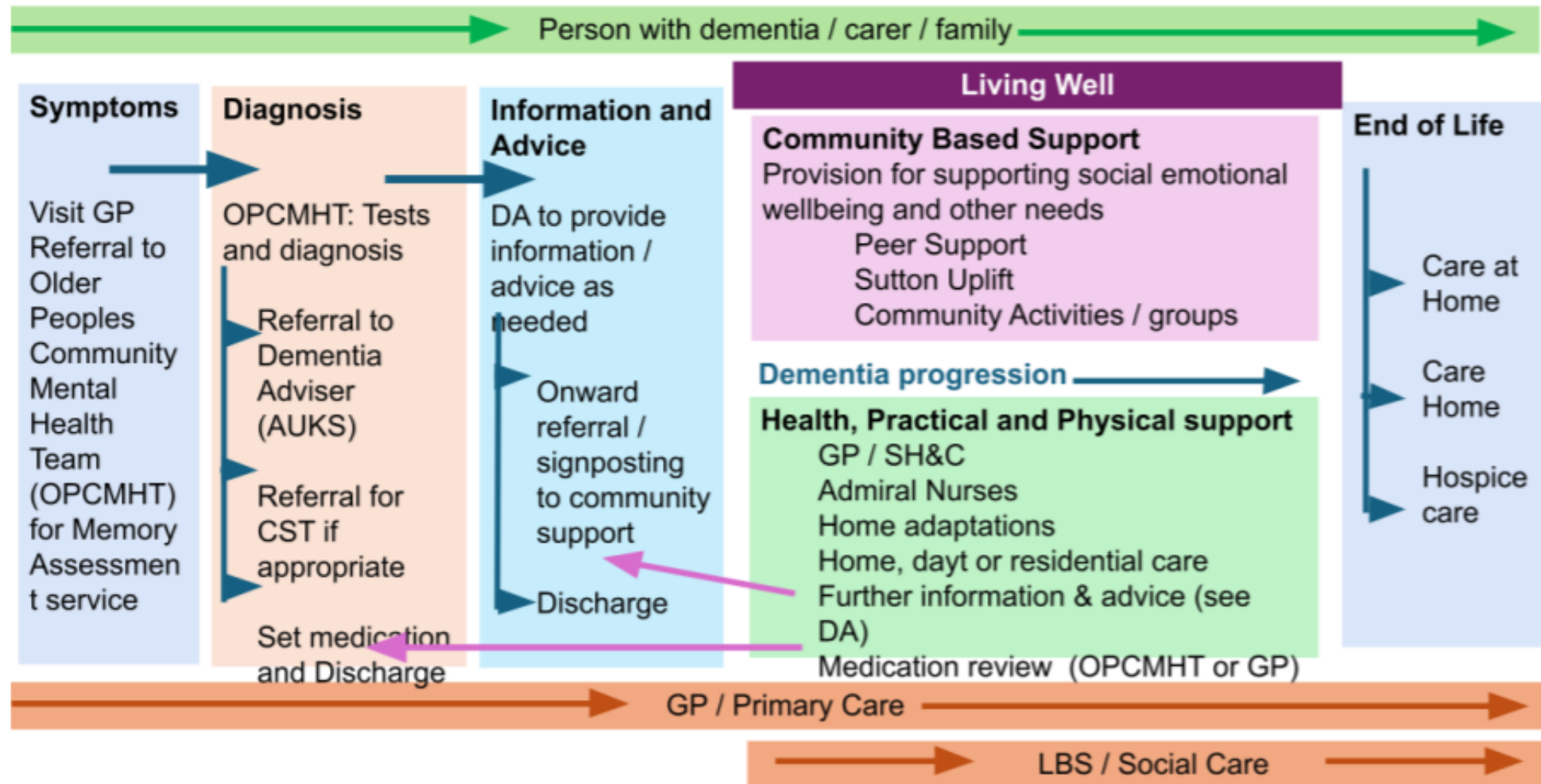
The Sutton Dementia Hub – Services



- **Dementia Advice** – information, advice, signposting and referrals about living with or caring for someone with Dementia – this is usually carried out as a Home Visit or in The Memory Clinic
- **Dementia Peer Support** – monthly sessions to meet with other people living with and caring for people with Dementia – informative and social opportunity to share and learn – peer based activities
- **Carer Peer Support** – virtual and in person sessions delivered by Sutton Carers Centre supporting carers to support each other with peer based conversation and practical problem solving and support
- **Admiral Nurses** – escalation point for additional support needed for households in crisis (living with Dementia) – aim to de-escalate crisis to be further supported by community based services for longer term or identification of further medical or social care involvement required
- **Adult Social Care** – referrals to ASS for Care Needs and Carer Needs Assessments



The Dementia Journey in Sutton 2024



The Dementia Hub - Aims



- The aim of the Dementia Hub model is to ensure there is excellent post-diagnosis support available as and when it is needed – this looks different for each person
- For people living with Dementia and their carers to have a service to self-access when they need it – drop-in and self-referral helpline access – ideally with a named person to contact
- A one-stop, single point of contact for any professional or the public to access to get information and advice about living well with Dementia
- Quality advice and support to access the type of care and support needed when its needed, including Day Centre information, wellbeing activities and at home or residential care information and advice

The Sutton Dementia Hub



The service takes referrals from:

- Health and community professionals,
- Self referrals and
- 3rd party referrals from family and friends

The service supports any person who lives in Sutton or has a GP in Sutton, and is living with symptoms or a diagnosis of Dementia or is caring for someone living with Dementia.

Referrals are triaged as to which service is required.

How to make a referral

Referrals can be made:

- Telephone: 020 8078 0002
- Email: dementiahub@ageuksutton.org.uk
- Contact Us form: [Age UK Sutton | Make a referral](#)
- In person: Sutton Gate, 1 Carshalton Road SM1 4LE

Case Study

Advice topic; Benefit entitlement + Crisis support

- Ant is a 66 year old man, living with paranoid schizophrenia, obsessive compulsion disorder and COPD with history of self harm and substance abuse.

What we did:

Change of circumstances moving from working-age entitlements

Benefit Check and applications

Reported concerns about his health to GP who was able to review and seek additional support

Household Support Fund accessed

Limited travel time for client – offered home visit to decrease anxiety and holistically assess

Outcome;

Increased annual income of £400.00 per week (£20,800 Annually) State Pension, Pension Credit, Housing Benefit