

How does wellbeing calls for families living with dementia work?

The service is offered to families living with dementia under the care of an Admiral Nurse but are not needing active specialist Nurse help.

This is when a wellbeing volunteer gives the family living with dementia a call and asks "How are you?" and has time to listen to what they have to say, how their day has been, what they are finding hard, what they are enjoying.

They signpost opportunities to stay connected and redirect any queries, as required.

We hope that you as a family living with dementia will feel:

- Remembered, and cared about.
- Listened to about how your journey with dementia is going.
- Celebrated with when things go well.
- Supported when things are tricky.
- That you know about resources and services available to help make the journey a supported one.
- That you can trust your volunteer and talk confidentially about things that matter most to you and your loved ones.

All wellbeing volunteers for dementia will undertake mandatory and role specific training before making any calls.

Sometimes we need someone to simply be there...

Not to fix anything or do anything in particular, but just to let us feel we are supported and cared about.

Caraway

CONTACT US

We'd love to hear from you!

If you have any questions, or would like to find out more, please look at our website or email us on:

caraway@caraway.uk.com

www.caraway.uk.com



THIS WELLBEING CALL SERVICE IS PROVIDED IN PARTNERSHIP WITH:



Caraway

Spiritually Resourcing the Older Person



WELLBEING CALLS FOR FAMILIES

www.caraway.uk.com
Caraway is a registered charity no. 1177743

What will a volunteer do to support families living with dementia?

- Connect with the families living with dementia in a way suitable to them and check in to see how they are, on an agreed frequency basis.
- Encourage you to gain access to resources that you or the person with dementia may need, accessing services such as singing, walking groups and emotional support.
- Check that families living with dementia are aware of appointments, as appropriate.
- Identify when things are not going so well and identify options for support .
- Inform Caraway immediately of any general problems, concerns or incidents.

What does wellbeing calls for families living with Dementia offer:

- Telephone wellbeing support for families living with dementia.
- Information to help our families stay connected during challenging, and isolating times.
- Supporting our families living with dementia by Listening, Signposting and Encouraging.
- Ensure those living with dementia are healthy, safe, and independent at home.
- Replicates the connection our families find when attending a memory café.

THE PROJECT

Southampton is a city with 270,000 residents, and there are about 500 families living with dementia in various stages of the illness.

At diagnosis of dementia, there is some support and advice which focuses on medication, tests, defines any problems, and gives initial advice and support.

Dementia is a long-term illness, lasting several years. And this project aims to provide regular telephone support to families living with dementia.

However, as time goes on, there is less support from a specialist service, and the care of the carers is supported by the NHS Admiral Nurses, trained especially in helping families and individuals cope with living with dementia.

An exciting new service, supports families living with dementia by contacting them at home to see how they are, listen and redirect, as required. The overall aim is that all our people living with dementia are healthy, safe, and independent at home.

Advice, signposting or referral back to the Admiral Nurses or other health professionals can help those on the dementia journey.

This wellbeing call service is offered to consenting families living with dementia, who would normally attend the memory café and wish to stay connected.

Only the information needed to make contact will be shared with the volunteer, this will enable the volunteer to contact you and agree a suitable time to undertake calls.



MEMORY CAFÉS

Memory Cafés have restarted under Covid safe arrangements, you might want to meet your volunteer there for a face-to-face chat. You can keep up to date with the monthly Virtual Memory Café Newsletter, where you can find information about events, services and new opportunities. It also includes friendly anecdotes and advice from our lovely team of Admiral Nurses.

This is not a clinical service, just some ordinary people doing an amazing job of gifting their time to connect, listen and be there.