

The Dementia Helpline is a member of
The Helplines Association.



Complaints

The Dementia Helpline has a complaints policy. If you would like a copy, please ask.

If you are not happy with the service you receive from the Dementia Helpline, we want to know. You can complain by telephone or in writing to:

Helpline Manager
Alzheimer Scotland
22 Drumsheugh Gardens
Edinburgh EH3 7RN
Telephone: 0131 243 1453

If you are still not satisfied with the outcome of your complaint, you can complain to
The Helplines Association,
4th Floor, 9 Marshalsea Road,
Borough, London SE1 1EP,
Phone 020 7089 6321 or 0845 120 3767 (lo-call),
Email: info@helplines.org.uk

About Alzheimer Scotland

Alzheimer Scotland is Scotland's leading dementia charity. We provide services to help people with dementia, their carers and families, and campaign actively to improve public policies.

Our members include carers, relatives, people with dementia, professionals, groups and organisations.

Can you help us?

By joining Alzheimer Scotland you can receive regular newsletters and strengthen our campaigning voice. Or you can help by volunteering, donating or taking part in events. We depend on fundraised income for the Helpline, publications and campaigning work.

For further information visit our website at
www.alzscot.org



Alzheimer Scotland - Action on Dementia is a company limited by guarantee, registered in Scotland 149069. Registered Office: 22 Drumsheugh Gardens, Edinburgh EH3 7RN. It is recognised as a charity by the Office of the Scottish Charity Regulator, no. SC022315.

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Worried about dementia?
Talk to someone who understands

Dementia Helpline
0808 808 3000

We're always there for you



Confidential information and support
for people with dementia, their
families, carers, and professionals

24 hour help

The freephone Dementia Helpline is there 24 hours a day for anyone who needs information or just someone to talk to about dementia.

People call the Dementia Helpline for many different reasons. Some call because they are caring for someone with dementia, or because they think a relative may be becoming confused. Others are worried about their own memory, or have had a diagnosis of dementia.

*“I’m having trouble remembering things?
Could it be dementia?”*

Callers are given information and support with:

- understanding the illness
- treatments
- how to get help locally
- maintaining independence
- financial and legal matters
- rights and entitlements
- coping with behaviour
- community care
- long-stay care
- anything else to do with dementia.

*“Where can I find some help caring
for my wife?”*



About the Dementia Helpline

The Dementia Helpline was started in 1989 in response to the need for a dedicated line providing emotional support and information to callers. Since then, the Helpline has supported many thousands of people with the illness, their families and friends. Many of those who respond to Helpline calls have had personal or professional experience of caring for people with dementia, or have a particular interest in dementia. Everyone is fully trained and supported by staff at Alzheimer Scotland.

Information

The Dementia Helpline can provide information right away on many questions or concerns. We can send out a free information pack to carers, family members or people with dementia. We also have a panel of expert advisers who help answer more complex queries.

*“My mother’s not paying her bills. Is there
anything I can do to help her?”*

Information for professionals

The Helpline can also provide specialist information and support for health and social care professionals working with people with dementia.

*“I’m a social worker supporting a carer
who needs a break. Does Alzheimer
Scotland provide any respite services?”*

Confidentiality

We don’t tell anyone about your call unless you or someone else is at risk, and we will always talk to you about it first. Our written confidentiality policy for the Helpline is available on request from the Helpline Manager (tel 0131 243 1453).

To prevent misuse, the Dementia Helpline does not accept calls where the caller’s number has been withheld. If you normally withhold your number, please enter **1470 before** dialling the Helpline number. This does not affect the caller’s right to confidentiality under the terms of the Helpline’s policy.

*“I always promised my Mum that I would
never put her in a home but now I’m not
well myself. What should I do?”*

Tariff/Costs

Calling the Dementia Helpline is free from most landlines, and from the following mobile providers: Vodafone, T-Mobile, O2, Virgin, 3, Orange.