



**Dementia Connect; a new  
personalised support service  
from Alzheimer's Society**

If you need dementia support,  
we're here for you



**DEMENTIA  
CONNECT**

# Dementia affects everyone differently. So whether you, a loved one, a friend or neighbour needs dementia support, we're here for you.

Dementia Connect, from Alzheimer's Society, is a new personalised dementia support service for anyone affected by dementia.

It connects you with a whole range of dementia support, by phone, online and face to face. So, you're one call away from someone who gets it. One click away from answers. One conversation away from help.

It's free, easy to access, and puts you in touch with our dementia advisers. They will connect you to the support you need, from local help to phone and online advice.

## Here are a few examples of the support we provide:

- emotional support when things get tough
- connecting you to local support groups
- help to understand and live with dementia, including coping techniques
- support with everyday living, such as government benefits

**'I can contact the service and ask questions, or seek advice and support, whenever needed or when things change.'**

Dementia Connect Service User, Birmingham



## Phone support

Our dementia advisers are available on the phone to give you the support you need. They will offer you the option of regular calls so we can keep in touch and help meet your changing support needs.

### Support line opening hours<sup>1</sup>

Monday–Wednesday: 9:00am–8:00pm

Thursday–Friday: 9:00am–5:00pm

Saturday–Sunday: 10:00am–4:00pm

### To request an interpreter:

1. Call the support line
2. When your call is answered, say the English word for the language you would like to use
3. Give your name and telephone number in English (or have someone with you to do this)
4. Hang up
5. An interpreter will usually call you back within five minutes.



## Online support

Online support is available round the clock through our website. Find relevant information and advice, connect with others in a similar situation on our online community Talking Point, and search for local services through our dementia directory.



## Face to face support

Our local dementia advisers can meet you to offer further support, practical advice and information. We can also connect you with other face to face services in your area.

<sup>1</sup> Calls charged at standard local rate.

If you or someone you care for needs support, get in touch.

T: **0333 150 3456<sup>1</sup>**

W: **[alzheimers.org.uk/support](https://www.alzheimers.org.uk/support)**

E: **[dementia.connect@alzheimers.org.uk](mailto:dementia.connect@alzheimers.org.uk)**

## What happens next?

A dementia adviser will talk to you about what you need and connect you to the right support for you. And you'll only need to tell your story to us once.



# 96%

**of people who used Dementia Connect felt the dementia advisers provided useful information<sup>2</sup>**

As Dementia Connect is new, parts of the service may not be available in your area just yet.

Our support services are made possible thanks to generous donations from the public. If you would like to find out more please visit **[alzheimers.org.uk](https://www.alzheimers.org.uk)**

<sup>1</sup> Calls charged at standard local rate.

<sup>2</sup> Dementia Connect User Survey 2019. 164 respondents in the Birmingham and Solihull pilot area.



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