

How can referrals be made to this service?

Our service is here to support people for as long as they need us, as many times as they need us. For more information, please do not hesitate to get in touch



By telephone on **01603 763556**



By email to
norfolk@alzheimers.org.uk



Via our online portal
alzheimers.org.uk/refer (for health and social care professionals only)

The telephone line is open 9am to 5pm Monday to Friday with an answerphone outside these times.

Alzheimer's Society National Support line is **0333 150 3456** and available 9am to 8pm Monday to Wednesday, 9am to 5pm Thursday and Friday, 10am to 4pm Saturday and Sunday.



Norfolk and Suffolk
NHS Foundation Trust



Alzheimer's Society is a registered charity in England and Wales (296645) and the Isle of Man (1128)
A company limited by guarantee, registered in England and Wales (2115499) and the Isle of Man (5730F)
Registered office: 43-44 Crutched Friars, London EC3N 2AE.

Dementia Support Service Norfolk and Waveney



**Alzheimer's
Society**



99%

of people who use
our service feel
they can contact us
when they need to.

Our service is for people living with dementia, their carers and family members, as well as anyone who is worried about their memory or waiting for a memory assessment.

Our aim is to provide anyone referred to the service with the level of specialist support that is right for them. We are here to listen and learn about a person's situation, assess what their needs are, and help them identify what they would like to achieve.

Face to face, over the phone, or in writing, our service will:

- Ensure you have a greater understanding of dementia and identify how we can support you with any immediate needs or concerns you may have.
- Provide advice, information and support to enable you to make informed choices and decisions, better manage changes, and avoid crisis situations.
- Help you identify and consider ways to improve your own health and wellbeing, enabling you to remain as independent and active for as long as possible.
- Provide intensive support to carers and families of people diagnosed with dementia, who are having to deal with complex clinical needs.
- Provide practical guidance on how to plan for the future and encouragement to tackle those difficult and sensitive conversations concerning end of life.