



*NHS Gloucestershire  
Gloucestershire Hospital NHS Foundation Trust  
2gether NHS Foundation Trust  
Gloucestershire Care Services*

# Living Well Handbook



# Welcome to your Living Well Handbook.

The inspiration for this handbook came from the real life experiences of a person living with dementia and his carer who felt it was important to have one place to store essential information.

The handbook comes complete with information that may be helpful to you both now and in the future. There is also space for you to record information that is important to you. Sharing your Living Well Handbook with people involved in your care will help ensure you receive the treatment and support that suits you best.

Keep your Living Well Handbook in the same place (on a shelf in the kitchen for example) this will make it easier for you and others to find.

## Using your Living Well Handbook.

The early sections of the handbook are for you to complete. It is a good idea to do this with someone who knows you well. Thinking about the things you like and dislike as well as important events in your life can help improve your well being.

### **Section 1 – Emergency Details**

All the essential details needed by the emergency services are contained in this section.

### **Section 2 – About Me**

By completing this section you can ensure that for now and in the future there is a record of the things that are important to you. Although most parts will stay the same as time goes by you might need to update this section to show any changes in the help you need. Completing this section will help make sure that those around you treat you with dignity and respect and are aware of the people, places and events that are important to you.

### **Section 3 – Care Planning Information**

In this section you can record the name and contact details of anybody involved in your care and how you are supported (care plans) This can be useful for you when you need to contact someone but also to help communication between the services involved. This section also contains a page where your current prescription details are recorded. It is important that these sections are kept up to date.

**Alzheimer's society – This is Me leaflet** is helpful to take with you or for your carer to take if you need to go into hospital or a care home. See the guidance notes on the back of the leaflet to help you complete.

### **Section 4 – Getting information about dementia**

This section lists the main organisations to contact to get information and support to understand your diagnosis, plan for the future and get the help you need.

### **Section 5 – Useful contacts**

A comprehensive list of local and national organisations offering services, support and information.

### **Section 6 – Personal Events and Calendar**

A place to record important dates, appointments and information.

# Introduction

My name is \_\_\_\_\_ and this book is about me.



All of the information that I and anyone else needs to help me live well with dementia will be in this handbook, so please help me to keep this information up to date.

Thank you. \_\_\_\_\_ (signature)

## Contents

**Section 1** Emergency Details

**Section 2** About Me

**Section 3** Care Planning Information

**Section 4** Getting Information About Dementia

**Section 5** Useful Contacts

**Section 6** Personal Events and Calendar



# Emergency Details

# Section 1

**Emergency Carers Scheme Registration Number**

## Emergency Details

Name

Date of Birth

Address

Post code:

Telephone Number

GP Name

Address

**More details can be found in Section 2**

## Carer Contact Details

<b>Main Family Carer</b>	<b>Second Contact</b>
Name	Name & Relationship
Address	Address
Mobile Number	Mobile Number
Home Number	Home Number
Work Number	Work Number

<b>Key Holder</b>	<b>Neighbour</b>
Name	Name
Address	Address
Mobile Number	Mobile Number
Home Number	Home Number

## Medical Details

Medical history	Date

See page 16 for current medication

## Allergies

	Date

I sometimes need the following:

Hearing Aid	Dentures
Glasses	Walking aid

I agree that the personal information contained in this **Living Well Handbook** can be shared with Health and Social Care professionals.

Signed:

For information about how dementia affects me, please refer to Section 2

The “This is Me” information supporting hospital admission can be found in Section 3

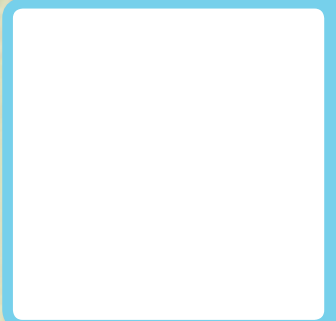
# Support and Care

**Information from and for health and social care professionals providing support**

*For example: Care Plans, This is Me*

## Section 2

### Part 1 Supporting Me



My name is:	I like to be called:
My belief or faith is:	
The people who are important to me are:	
The people who usually look after me and know my needs best are:	

## Talking to Me

My first language is:

I wear glasses: all the time / for:

I use a hearing aid in my: left ear / right ear / both ears

The batteries are :

## Eating and Drinking

I like:

I don't like:

The help I need to eat is:

The help I need to drink is:

I wear dentures:

## Moving About

The help that I need is:

I use a walking aid:

## Hygiene

I prefer to:

Strip Wash

Shower

Bath

Every day

Every 2/3 days

Every week

I need help with:

When at home I like to wear:

## At Night

### **Likes:**

At night my usual routine is:

At night it helps me to settle if:

### **Dislikes:**

The things that bother me and make me anxious are:

The things that cause me discomfort are:

## Part 2 Getting to Know Me

My family and friends are:

During my working life I have done the following:

My regular routines are as follows:  
(e.g. morning walks, meet friends, watch rugby etc.)

I really like and enjoy doing the following things:

My favourite food and drinks are:

A good day for me is one when:

I have a bad day when:

# People, places and events that are important to me

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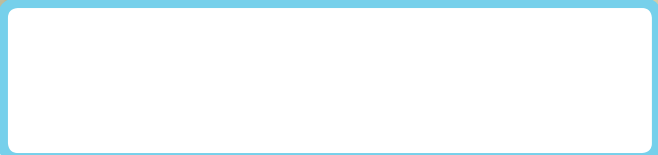
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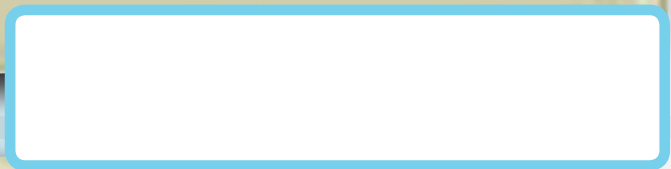
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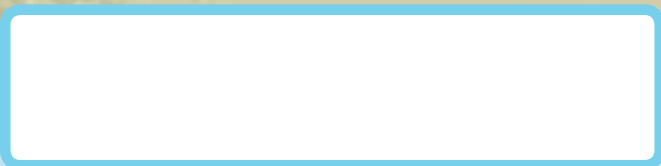
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PLACE YOUR PICTURE HERE



## Section 3

# Care Planning Information

### Medical Contact Details

Title and symbol	Name	Contact Number
GP		
Community Dementia Nurse		
Dementia Advisor		
Chemist		
Dentist		
Optician		
Occupational Therapist		
Physiotherapist		
District Nurse		
Speech and Language Therapist		
Consultant Psychiatrist		



# Useful Information and Events

Useful information, Contacts  
and Personal Event Record

# Section 4

## Getting Information About Dementia

### Getting local information

- Managing Memory 2gether: **0800 694 8800**
- Gloucestershire County Council: Adult Helpdesk **01452 426868**
- Registering with the Carers Emergency Scheme Adult Helpdesk **01452 426868**
- Carers Gloucestershire: **01452 386283**
- Alzheimer's Society Gloucestershire **01452 525222**
- GUIDe & PALS **0845 658 3888/  
0800 0151548**

### Information Leaflets

Some of the Alzheimer's Society leaflets listed below have proven to be helpful:

- What is dementia?
- What is Alzheimer's Disease?
- What is Fronto-temporal dementia?
- What is vascular dementia?
- What is dementia with Lewy-bodies?
- What is Parkinson's?
- Younger people with dementia
- Maintaining everyday skills
- Staying healthy
- Advance decision
- About medication
- Benefits
- Driving and dementia
- Enduring power of attorney and lasting powers of attorney
- Financial and legal affairs
- Carers; looking after yourself
- Community Care Assessment
- How health and social care professionals can help

## Information that may be needed in the future

This is a list of some of the issues that you may need support and advice on in the future.

Your GP and others can give more information if needed.

Section 5 has contact details of other sources of information.

- Nursing or Residential Home
- Home Care
- Day Care
- Respite care and breaks
- Mental Capacity Advocacy Service
- Progression of dementia
- Planning for your future care
- Preventing Falls
- Managing Pain
- Assistive Technology
- Continuing Health Care Funding
- Carer Support
- Funding for Care (Benefits)
- Holidays

# Section 5

## Useful Contacts

<b>Advocacy</b>	
<b>Care Quality Commission</b> Independent regulator of health and social care in England	<b>03000 616161</b>
<b>Advocacy Trust Gloucestershire (ATGlos)</b> Provides independent volunteer advocates to help vulnerable people to protect their rights	Stroud, Cheltenham, <b>0845 0511203</b> Cots, Gloucester  Forest of Dean <b>01594 821121</b>
<b>Gloucestershire Older Persons' Assembly</b> Independent organisation providing a voice for those aged over 50 years	<b>01452 313999</b>
<b>GUiDE and PALS</b> GUiDE is an information data base. The Patient Advice and Liaison Service is a confidential service providing info., advice and support for patients, their family and carers.	<b>0845 658 3888</b> <b>0800 0151548 (Freephone)</b> <b><a href="http://www.guide-information.org.uk">www.guide-information.org.uk</a></b> <b><a href="http://www.palsglos.org.uk">www.palsglos.org.uk</a></b>

<b>Charitable and Voluntary Agencies</b>	
<b>Age UK (National)</b>	<b>0800 169 6565</b> (Between 8.00am - 19.00pm) <b><a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a></b>
<b>Age UK Gloucestershire</b>	<b>01452 422660</b>
<b>Alzheimer's Society</b>	National Telephone <b>0845 300 0336</b> <b><a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></b> Gloucestershire <b>01452 525222</b> Alzheimer's Society Gloucestershire, Agriculture House, Greville Close, Sandhurst Lane, Gloucestershire, GL2 0RG
<b>Alzheimer Cafe UK</b>	<b>01452 525222</b>
<b>Barnwood Trust</b> Gloucestershire – based charity dedicated to improving the quality of life for those with complex needs	<b>01452 614429 / 0845 5040670</b> <b><a href="http://www.barnwoodtrust.org">www.barnwoodtrust.org</a></b>
<b>Brunel Care</b> Provides care and services to older people	Gloucester <b>01452 550066</b>
<b>Carers Direct</b>	<b>08088 020202</b> <b><a href="http://www.nhs.uk/carersdirect">www.nhs.uk/carersdirect</a></b>
<b>Carers Gloucestershire</b>	<b>01452 386283</b> <b><a href="http://www.carersgloucestershire.org.uk">www.carersgloucestershire.org.uk</a></b>

<b>Citizens Advice Bureau</b>	Gloucester and District Cheltenham, Cirencester and Tewkesbury Stroud and District Forest of Dean	<b>01452 527202</b> <b>01242 522491</b> <b>01453 762084</b> <b>01594 823937</b>
<b>Cruse Bereavement Care</b>	National <b>www.cruse.org.uk</b> Gloucestershire	<b>0844 477 9400</b> <b>01242 252518</b>
<b>Independence Trust Mental Health Services</b>	<b>0845 863 8323</b> www.independencetrust.co.uk	
<b>Parkinson's UK</b>  <b>Local branch</b>	<b>020 7931 8080</b> Helpline <b>hello@parkinsons.org.uk</b> Gloucestershire, Swindon and North Wiltshire <b>lsw.gloucs@parkinsons.org.uk</b>	<b>0808 800 0303</b> <b>0844 225 9821</b>
<b>Samaritans</b>	Gloucester Cheltenham <b>www.samaritans.org.uk</b>	<b>01452 306333</b> <b>01242 515777</b>
<b>SPECIAL (Specialised Care for Alzheimer's)</b>	Burford <b>www.specal.co.uk</b>	<b>01993 822129</b>
<b>Stroke Association</b>	National Helpline <b>www.stroke.org.uk</b> Gloucester Cirencester Stroud Forest of Dean	<b>0845 3033 100</b> <b>01285 821666</b> <b>01285 821481</b> <b>01453 825574</b> <b>01594 835816</b>
<b>Gloucestershire Young Carers</b>	<b>01452 733060</b> <b>www.glosyoungcarers.org.uk</b>	

### **Secondhand Equipment** (household furniture etc)

For specialist items/mobility aids contact **GUIDE** and **PALS**.

<b>Emmaus</b>	<b>01452 551146</b>
<b>Furniture Recycling Project</b>	<b>01452 302303</b>
<b>Reclaim</b>	<b>01242 228823</b>

### **Statutory Services**

<b>Benefits Advice Line (Department of Work and Pensions)</b>	<b>0800 0556688</b> <b>0800 882200</b>	New claimants Disability and carers
<b>Gloucestershire Adult Helpdesk (Social Services)</b>	<b>01452 426868</b> Telecare - Assistive Technology	

<b>Gloucestershire Community Alarm Service</b>	Gloucester Lifelink	<b>01452 396505</b>
	Forest Linkline	<b>01594 812505</b>
	Tewkesbury Helpline	<b>01684 272745</b>
	Cheltenham Lifeline	<b>01242 264393</b>
	Careline in the Cotswolds	<b>01453 825473 or 01594 812505 01594 812506</b>
Stroud Careline	<b>01453 754149</b>	
<b>Gloucestershire County Council</b>	<b>01452 425000</b>	
<b>Gloucestershire Energy Efficiency Advice Centre</b>	<b>01452 835086</b>	
<b>Gloucestershire Fire and Rescue Service</b>	Freephone <b>www.glosfire.gov.uk</b>	<b>0800 1804140</b>
<b>Gloucestershire Out of Hours GP</b>	<b>08454 220220</b>	
<b>Gloucestershire Police</b>	<b>0845 0901234</b>	
<b>Hospitals</b>	Gloucestershire Royal	<b>08454 222222</b>
	Cheltenham General	<b>08454 222222</b>
	Berkeley	<b>01453 562006</b>
	Cirencester	<b>01285 655711</b>
	Dilke	<b>01594 598100</b>
	Lydney	<b>01594 598220</b>
	Moreton in Marsh	<b>01608 650456</b>
	Moore Cottage Hospital	<b>01451 820228</b>
	Stroud General	<b>01453 562200</b>
Tewkesbury	<b>01684 293303</b>	
<b>HM Revenue and Customs (VAT)</b>	<b>0845 0109000</b> <b>www.hmrc.gov.uk</b>	
<b>Managing Memory 2gether</b> Carers education	<b>0800 6948800</b> <b>managingmemory@glos.nhs.uk</b> <b>www.2gether.nhs.uk</b>	
<b>NHS Direct</b>	<b>0845 4647</b>	
<b>Pension Service</b>	<b>0845 6060265</b> <b>www.thepensionservice.gov.uk</b>	
<b>Primary Mental Health Service</b>	<b>01452 504329</b> <b>www.pmhsglos.org.uk</b>	

<b>Registration Service</b> (Births, Marriages and Deaths)	Gloucester Cheltenham Stroud Forest of Dean Cirencester	<b>01452 425275</b> <b>01242 532455</b> <b>01453 766049</b> <b>01594 822113</b> <b>01285 650453</b>
<b>Telecare</b>	Enquiries	<b>01452 583743</b>
<b>Wheelchair Assessment Centre</b>		<b>01242 713900</b>

<b>Training</b>		
<b>Gloucestershire County Council</b> (Information about training for professionals and carers)		<b>01452 425519</b> <b><a href="http://www.gloucestershire.gov.uk/dementiatraining">www.gloucestershire.gov.uk/dementiatraining</a></b>

<b>Transport</b>		
<b>Blue Badge Parking Scheme</b>		<b>01242 532302</b>
<b>Dial-a-ride/Community</b> Transport Scheme/Volunteer Car Service	Cheltenham Cinderford Cirencester Coleford Gloucester Lydney Newent Tetbury Tewkesbury Bream Wotton under Edge Dursley (Elderly & Disabled) North Cotswold Moreton in Marsh	<b>01242 515388</b> <b>01594 844558</b> <b>01285 658802</b> <b>01594 844558</b> <b>01452 627851</b> <b>01594 843809</b> <b>01531 821227</b> <b>01666 502514</b> <b>01684 297209</b> <b>01594 560257</b> <b>01453 542091</b> <b>01453 545386</b> <b>01608 651115</b> <b>01608 651199</b>
<b>Shopmobility</b>	Gloucester Gloucester Quays Cheltenham	<b>01452 302871</b> <b>01452 501839</b> <b>01242 255333</b>
<b>Lydcare</b>		<b>01594 860143</b>

# Section 6

## Personal Events Section

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Circle important dates and use Page 25 for adding more detail

# Personal Events Section

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Circle important dates and use Page 25 for adding more detail











# Acknowledgements

**We would like to thank the Gloucestershire community and beyond for inspiring us to develop the Living Well Handbook. Many individuals and groups have willingly given time to review, comment on and support the production of the Handbook:**

Carers representatives in Devon

Individuals living with dementia and their carers

Health and social care staff

Gloucestershire National Dementia Strategy Project Management Board

GUIDE and PALS

Carers Gloucestershire

Alzheimer's Society Gloucestershire

2gether NHS Foundation Trust

Gloucestershire Hospitals NHS Foundation Trust

Gloucestershire Care Services

Gloucestershire County Council

Great Western Ambulance Service

NHS Innovations South West

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