



**The Older People's Memory Service,
West, operates between the hours of 9
– 5 every weekday.**

Where are we?

Upton Lea Resource Centre,
Bowmere Hospital.
Liverpool Road.
Chester.
CH2 1BQ

Tel: 01244 397425 / 7427

**People who access our services are
welcome to talk to the Team Manager
if they are experiencing any problems
with their care.**

<p>If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail info@cwps.nhs.uk or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা info@cwps.nhs.uk বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।</p>
<p>如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 info@cwps.nhs.uk 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>গুটী তমাই ভাষাংর সেবাংর অথবা আ চরুনাভেগ্ননী গুটী ভাষাংরমাং নকর, অডিও টেপ, ব্রেইল অথবা বিয়াংগে ক্রনী চপাঠনী গুটীং ভাষ, নী কুয়া ক্রনী সীংগেগুথী (CWP) না কর্মচারীংর সাংগে বাত ক্রী, গুটীং ক্রী: info@cwps.nhs.uk অথবা আ সরুনাংগে গুথী: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लिपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारियों के साथ बात कीजिये, या ईमेल कीजिये: info@cwps.nhs.uk या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: info@cwps.nhs.uk lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost info@cwps.nhs.uk neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>

Older People's Memory Service (West)

Feedback

We welcome any suggestions you have, please send your **comments, concerns and compliments** to: **PALS, Patient and Carer Experience Team**, Trust Headquarters, Redesmere, Countess of Chester Health Park, Liverpool Road, Chester CH2 1BQ.

For more information see www.cwps.nhs.uk

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The word Dementia describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. It is predicted that there will be 1 million people in the UK with Dementia by 2025. A thorough and timely assessment for possible dementia is essential in order to rule out other conditions or possible causes. It will also provide a person with Dementia with an explanation of their symptoms, to provide treatment, information, advice, support and to plan and make arrangements for the future.

How is a referral made?

Most people will access the service following a referral from their general practitioner although the service does accept referrals from other health and social care professionals.

Who are we?

The older people's memory service is a team of professionally trained staff providing assessment, diagnosis and treatment for people with a range of memory problems. The team also offer support to those with memory problems and those who care for them. The team consists of doctors, an advanced nurse practitioner, mental health nurses, occupational therapists, a psychologist, support workers and administration staff. The team has close links with Social Services, Age UK and the Alzheimer's

Society who help to facilitate our post diagnostic group.

Where will you be seen?

You can be seen in out-patient clinics in Chester, Ellesmere Port, Clatterbridge, or Helsby.

If travelling to a clinic is not possible for you then we may be able to arrange for you to be seen in your own home.

You can be seen alone although you may prefer to be accompanied by a family member, friend or carer.

What can you expect?

- A detailed assessment of your memory
- A detailed assessment of how you manage at home and when out and about
- A diagnosis
- Treatment (with medication if appropriate)
- Support following diagnosis
- Information about other agencies that may be able to offer support or advice
- Follow on appointments if necessary with a member of the team or in our nurse review clinics.

Important information

Please bring a list of your current medication with you.

As part of the assessment and diagnosis process it may be necessary to share

your information with other professionals involved in your care such as your GP. This is usually in the form of a letter and you may request a copy of this letter if you wish.

It is your decision if you wish to receive a diagnosis following your assessment. It is also your decision to share this diagnosis with other people such as family members. Please make your wishes known regarding this issue during your assessment.

Support following diagnosis:

You will be given the opportunity to be referred to a dementia advisor from the Alzheimer's society, the advisor can meet with you and provide you with information pertinent to you. You will also be given information about a post diagnostic education programme which you may wish to attend.

This programme consists of four sessions and will cover the areas of diagnosis, treatment, health and wellbeing and future planning. You will be given information about other helpful support agencies and it will also provide an opportunity to meet the team, other service users and their carers.

We also offer cognitive stimulation therapy where appropriate which aims to improve well-being, confidence and optimise your abilities.