

# Support Information Directory

**Local and national  
information for people  
living with dementia,  
their families, and carers  
in Bradford District**

**Dementia Friendly  
Community Partnerships**



The **Affinity Care Community Partnership** of GP surgeries across the neighbourhoods of Shipley, Greengates, Thornton, Denholme, Queensbury, Clayton and Wyke, are working towards the community partnership surgeries and areas they serve becoming Dementia Friendly Communities.

Community Partnerships are agencies working together enabling people to remain 'happy, healthy at home' managing their own health and wellbeing. We aim to support our patients and communities to be more accessible to people living with dementia, their caregivers and family members, helping them maintain their independence and inclusivity in the community.

**Check the Affinity Care website for the latest news of events in our surgery communities, and the latest versions of this directory under the Dementia tab, and the *Groups & Activities directory* of things to do Bradford & District under the Community Groups tab:**

<https://affinitycare.nhs.uk/services/wellbeing/>

**For further information please contact:**

**Anita Pearson**

**Tel: 07950 553621**

**Email: [community.cogs@gmail.com](mailto:community.cogs@gmail.com)**



[affinitycare.nhs.uk/](https://affinitycare.nhs.uk/)



[twitter.com/AffinityCarePCN](https://twitter.com/AffinityCarePCN)



[facebook.com/ACCPSelfCare/](https://facebook.com/ACCPSelfCare/)

## **DEMENTIA SUPPORT & ADVICE SERVICES**

### **DID YOU KNOW ABOUT....?**

**Council Tax** – you may qualify for a 25% reduction of council tax due to a diagnosis of dementia. Info at <https://www.bradford.gov.uk/council-tax/apply-for-discounts-reductions-and-exemptions/council-tax-severe-mental-impairment/> or speak to the **Disregards team on Tel 01274 437715 to request an application form.** Email: [benefits@bradford.gov.uk](mailto:benefits@bradford.gov.uk) Housing Benefits and Reductions, PO Box 1251, Bradford BD1 9YY.

**Attendance Allowance** - is payable if your disability is severe enough for you to need help caring for yourself or someone to supervise you, for your own or someone else's safety.

<https://www.gov.uk/attendance-allowance> **ATTENDANCE ALLOWANCE IS NOT MEANS TESTED THEREFORE QUALIFICATION IS NOT AFFECTED BY YOUR INCOME OR SAVINGS.**

**Helpline Tel 0800 731 0122.** Seek advice and help with the application process as soon as possible as entitlement is taken from the date you request the application process. Contact Age UK, Carers' Resource, Bradford Council benefits service, your neighbourhood advice centre, or Bradford Citizens Advice **Tel 08082 787828** <http://www.bradfordcab.com/> Argus Chambers, Bradford BD1 1HZ.

**Blue Badge Parking permit** - dementia is classed as a hidden disability and Blue Badges can sometimes be issued depending on the individual circumstances.

<https://www.bradford.gov.uk/transport-and-travel/transport-for-disabled-people/blue-badge-scheme/> **Tel 01274 438723** Email: [transport.concessions@bradford.gov.uk](mailto:transport.concessions@bradford.gov.uk) Transport & Education, PO Box 1253, Bradford BD1 9AB.

**The Concessionary Fares Scheme** - gives free, off-peak local bus travel throughout England.

If you cannot apply online, <https://ticketsandpasses.wymetro.com/blind-disabled/> please contact the Transport and Education team, PO Box 1253, Bradford BD1 9AB and they will send a paper application form. Tel: **01274 438723** Eml: [transport.concessions@bradford.gov.uk](mailto:transport.concessions@bradford.gov.uk)

**Disabled Person's Travel Permit** The person with the disability may be allowed to have another person travelling with them who would get the same concession. You will be able to get a disabled person's travel permit if you:

- are blind or partially sighted, are profoundly or severely deaf or are without speech;
- have a disability which has a substantial & long-term adverse effect on your ability to walk;
- do not have arms or have long-term loss of use of both arms;
- have a substantial learning disability;
- have been refused a driving licence or would be refused a driving licence on medical grounds.

**AccessBus** - 0113 348 1903, Mon to Fri 7.30am - 4pm email: [accessbus@westyorks-ca.gov.uk](mailto:accessbus@westyorks-ca.gov.uk) [www.wymetro.com/plan-a-journey/accessible-travel/accessbus/](http://www.wymetro.com/plan-a-journey/accessible-travel/accessbus/)

A dial-a-ride bus service providing door-to-door local transport, seven days a week between 9am and 5pm. Anyone of any age can register for AccessBus. Once registered you will receive a welcome letter with your reference number and details of how to book the service.

## Services and organisations providing support

**Able4life** - phone the Access Team on 01274 435400 email: [ACS.Access@bradford.gov.uk](mailto:ACS.Access@bradford.gov.uk)  
[www.Able4lifebradford.org.uk](http://www.Able4lifebradford.org.uk) A self-assessment tool for your wellbeing and needs in the home. Bradford Council are the providers of Able4Life.

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**Bradford District Senior Power (BDSP)** - 01274 921211 07944656281

7 John Street Bradford BD1 3JS [infoBDSP4040@gmail.com](mailto:infoBDSP4040@gmail.com)

BDSP aims to help take the pressure off older adults who are experiencing loneliness. Their main focus is to develop one-to-one befriending links between trained volunteers and adults who may be living with mental health problems and isolation. They also run a variety of social and learning groups open to seniors throughout the week at various venues.

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**Bradford Libraries** - <https://www.bradford.gov.uk/libraries/learning/computers-and-learning/> - All Bradford's libraries offer free access to computers and the Internet.

They are all UK Online centres where you can enrol on a [free Learn My Way course](#) to learn how to use a computer. As you become a confident computer user, you will be able to access the wealth of information available online. Staff will be on hand to help you to learn the basics, and then help you to set up your own email account. There are lots of small 'taster' courses on subjects of interest such as digital photography, socialising online, and using a mobile phone. For more information you can speak to staff at any of the district's libraries or call **Shipley library** on 01274 437150, or **City library** on 01274 433600.

**Connect to Support (Bradford District)** - <https://bradford.connecttosupport.org/>

developed by Bradford Council and stakeholders the website provides information for adults with care and support needs. With a focus on empowering people to live happy, healthy lives, where they are in control.

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**The Contented Dementia Trust** - <https://contenteddementiastrust.org/>

formerly known as SPECAL, is an independent charitable organisation with an innovative approach to the care of people with dementia, a world where a diagnosis of dementia is no longer viewed with fear. Their mission is to ensure that the person with dementia, and their carer, can lead as close an approximation to the life they would have wished to live without dementia.

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**Carers UK** - telephone Helpline is available on 0808 808 7777 from Mon to Fri 9am –

6pm or you can contact by email: [advice@carersuk.org](mailto:advice@carersuk.org) [www.carersuk.org/](http://www.carersuk.org/) Expert telephone advice and support service to talk about caring. If you need somebody to talk to or a listening ear, **Samaritans** is also available 24 hours a day, 365 days a year on 116 123 or you can email [jo@samaritans.org](mailto:jo@samaritans.org)

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**DEEP** – [www.dementiavoices.org.uk/](http://www.dementiavoices.org.uk/) On the website find out more about the DEEP network of around 80 groups of people with dementia all across the UK. DEEP connects them together to share their experience, and to support each other. Some groups come together for support and friendship in the beginning. Many become involved in campaigning and awareness raising about dementia. They **all** have a voice. You can also download lots of resources on a range of topics created or co-created by members.

**Dementia UK and Admiral Nurses** – [www.dementiauk.org](http://www.dementiauk.org) for support from a dementia specialist nurse or if you're looking for information or advice about dementia or Alzheimer's call the free [Dementia Helpline](tel:08008886678) on 0800 888 6678 open 9am to 9pm Monday to Friday and 9am to 5pm on Saturday & Sunday.

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**Meri Yaadain** – phone Akhlak Rauf on 07966 166 665 or email: [info@meriyaadain.co.uk](mailto:info@meriyaadain.co.uk)  
[www.meriyadain.co.uk](http://www.meriyadain.co.uk) Meri Yaadain (meaning My Memories) work in the wider community to raise the awareness of dementia amongst the black Asian and minority ethnic communities to understand dementia and its impact, especially for the person living with dementia and their carers.

### **NHS Social Care & Support guide –**

<https://www.nhs.uk/conditions/social-care-and-support-guide/>

If you or someone you know needs help with day to day living because of illness or disability this website explains your options and where you can get support.

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**Pathways group** – phone Clare Mason on 07917 751478 email: [c.mason3@bradford.ac.uk](mailto:c.mason3@bradford.ac.uk) or [pathwaysdementia@gmail.com](mailto:pathwaysdementia@gmail.com) <https://www.dementiavoices.org.uk/group/pathways/>  
 Part of the DEEP Dementia Voices network, a support group for those affected by young onset (working-age dementia) in the Bradford district. They meet monthly and provide information, contact, and support in a non-judgemental, supportive, fun environment. They have regular speakers and activities as well as a chance to chat to others in a similar situation. They also have social outings and an annual supported holiday.

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**Together in Dementia Everyday** - Tel 0151 237 2669. [carers@tidecarers.org.uk](mailto:carers@tidecarers.org.uk)  
**TIDE** believe that carers and former carers have the experience and knowledge to improve health and social care, research, and policy development throughout the UK. With tide you can learn to champion your rights as a carer and create real change.

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**Treacle** - <https://www.treacle.me/> a free and easy-to-use social prescribing directory. It gathers together information about small local groups, as well as national help and support, into one site.

**Connecting People** If you need more personal support then you can see a Social Prescriber by simply calling your GP surgery and asking for an appointment. Social Prescribers can help you with social, emotional, or practical problems.

**Improving Health** They can help you find help to improve your health by connecting you to local services best suited to your needs.

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**West Yorkshire Fire Service - Safe and Well** - is a free service offered by firefighters or dedicated prevention officers who visit members of our community in their own homes. Our officers will then carry out a fire risk assessment and offer tailored advice and interventions to help reduce the risk of fire in their property. There is an online link to request a visit <https://secure.westyorksfire.gov.uk:50251/public/> or contact - **Fire Safety at Home, Bradford District Fire Prevention** [01274 385432](tel:01274385432).

**Sources of information - help sheets to read, download, order or listen to:**

- **Dementia Friendly Keighley – 01535 602529** a variety of support and information guides for anyone to access [www.dementiafriendlykeighley.org.uk](http://www.dementiafriendlykeighley.org.uk)
- **Age UK – 01274 391190** various information guides including Health & Wellbeing, Money & Legal, Home & Care to factsheets on Advice for carers, Caring for someone with dementia, and LGBT+ information and support.  
[www.ageuk.org.uk/services/information-advice/guides-and-factsheets/](http://www.ageuk.org.uk/services/information-advice/guides-and-factsheets/)
- **Alzheimer's Society – 0330 333 0804** a wide range of publications and factsheets designed to support and inform anyone affected by dementia.  
<https://www.alzheimers.org.uk/get-support/publications-factsheets>

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**Online groups** offering first-hand experiences, advice & support.

**Dementia Talking Point** – online support and advice forum for all questions about dementia: [www.forum.alzheimers.org.uk](http://www.forum.alzheimers.org.uk)

**Facebook groups:**

- Safeguarding Futures Health & Social Care Support
- Dementia & Alzheimer UK Carers Group

# Adult Social Care



**Adult Social Care** is about supporting adults of all ages, disabilities, and backgrounds to live happy and fulfilling lives mainly through support at home and in the community.

The **Independence Advice Hub** can help if you or the person you care for need extra support or you need a break from your caring responsibilities, social care staff will talk to you about your circumstances in order to support you.

Adult Social Care is part of the Department of Health and Wellbeing for people 18 years and over. Contact the Independence Advice Hub to discuss your situation -

**Monday to Thursday: 8.30am to 5pm**

**Friday: 8.30am to 4.30pm**

**Tel: 01274 435400**

or

**Email: [IAHinbox@bradford.gov.uk](mailto:IAHinbox@bradford.gov.uk)**

**Visit the website: [bradford.gov.uk](http://bradford.gov.uk)** - On the opening page you will see blue subject headings – go to **Adult Social Care** and click the heading '**New to Adult Social Care**' where you will find all the information of what to do next and what to expect. You can also **complete an online form and one of the team will get in touch with you.**



Outside normal office hours in an **Emergency** contact the **Duty Team** on **01274 431010**

**Monday to Thursday from 5pm to 7.30am the following morning.**

**On Fridays from 4.30pm throughout the weekend to 7.30am Monday morning and Bank Holidays with 24-hour cover.**





We work with each community through:

- **Information Points** – providing access to a range of Age UK information booklets and relevant local community information.
- **Help & Support** – with access to a 'drop in' chat zone for friendly chats with others.
- **Advice and Casework** – on issues including welfare benefits and support.
- **Activities & groups** – delivered in local areas.

**Phone: 01274 391190**

**Monday to Thursday: 9.30am to 3.00pm, 1pm on Friday**

**Email: [info@ageukbd.org.uk](mailto:info@ageukbd.org.uk)**

**Or check the website: <https://www.ageuk.org.uk/bradforddistrict/> for details of 6 Hubs around the district: Shipley, Keighley, Idle, Allerton, Queensbury, and the main office at: Age UK Bradford & District, 73-75 Wrose Road, Wrose, Shipley BD18 1HX.**

**Each hub features Area Impact Teams and offer a wide range of services more responsive to local needs - advice, support, & signposting as well as the Age UK shops.**

- **AgeCo - [tel: 08000 461501](tel:08000461501)** Age Co is 100% owned by Age UK and gives its profits to the charity enabling them to support those older people most at need <https://www.ageukincontinence.co.uk/radar-disabled-toilet-key.html>  
Incontinence products and Radar Keys, an easy to use key that grants access to over 9000 disabled toilets around the UK.

**If you need support or information outside of office hours, contact  
Age UK's Advice Line: 0800 678 1602  
Open 8am-7pm, 365 days a year**

Or contact the **Silver Line's 24-hour  
helpline 0800 4 70 80 90**

Silver Line is the only free confidential helpline providing information, friendship, and advice to older people.





**Bradford  
Dementia  
Hub**

The **Bradford Dementia Hub** is the new dementia support information and services in the Bradford district commissioned by Bradford Council and is a partnership between mental health and wellbeing provider, Community Links, and Bradford based community support service, Khidmat Centres. **A new drop-in centre is opening soon in Bradford. Referrals to the service can be made via the website or to the above email address.**

Bradford Dementia Hub works to ensure that people in Bradford have access to a wide range of dementia information and advice to help them to manage their condition and live well with dementia.

**The service is for** anyone in Bradford affected by dementia. We support adults of any age concerned about their memory, living with dementia, as well as their family, friends, and carers. **Please look out for information updates on the website and via** <https://www.facebook.com/people/Bradford-Dementia-Hub/>

**enquiries:** 07759 708657 **email:** [bradfordhub@commlinks.co.uk](mailto:bradfordhub@commlinks.co.uk)

**website:** <https://bradforddementia.com/>



**Alzheimer's  
Society**

The Alzheimer's Society is the UK's leading dementia charity. It is a care and research charity for people with dementia and their carers providing support. [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Call the Dementia Connect national support line on 0333 150 3456 at evenings and weekends - dementia advisers will give you support and advice, connecting you to the help you need.

Talking Point - online support and advice forum for all questions about dementia - <https://forum.alzheimers.org.uk/>

Dementia Together magazine – sign up for free copies of the Alzheimer's Society magazine to be posted to you or listen to articles from them, or get twice-monthly e-newsletter updates at <https://www.alzheimers.org.uk/get-support/publications-and-factsheets/dementia-together> or ring the customer care team on 0330 333 0804

Join the 3 Nations Dementia Working Group 3NDWG - <https://www.alzheimers.org.uk/get-involved/engagement-participation/three-nations-dementia-working-group>

hope to bring the lived experience as experts with their personal knowledge of dementia that people value whether in a professional or non-professional capacity. As such their aim is to become the 'go to' group within the three nations (of England, Northern Ireland and Wales) for anyone seeking input from people with dementia.





**Advice Line: 0808 501 5939** (free number) **Tel: 01274 499660**

[www.carersresource.org](http://www.carersresource.org)

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness, or disability. They may even be juggling paid work with caring responsibilities at home. Carers have a tough job – it can mean unrelenting pressure, little chance to relax and a lot of worry. The system is complicated, and the issue is hidden.

**Carers' Resource provides support for carers, no matter what their age, race, religion or needs. Check the website or call to discover what support they can offer you as a carer.** Carers need information, but due to the demanding nature of their role they may not have the time, energy, or ability to find it. They can provide information on a range of topics including:

- finance and benefits, paying for care, assessment for services
- arranging help at home, transport and holidays, equipment, and courses.

**The Emergency Planning scheme** is run by Carers' Resource in partnership with [Safe and Sound, Bradford Metropolitan District Council's \(BMDC\) Community Alarm System](#). It offers carers peace of mind should they be involved in an emergency situation which takes them away from their caring role, by creating an Emergency Plan. Along with the plan, carers also receive a wallet-sized plastic card and a keyring to ensure they are identified as a carer if they have an accident or are unable to identify themselves in an emergency. The carer's card contains no personal details other than a unique ID number and a 24-hour contact phone number, which is phoned in order to activate the Emergency Plan. You can apply for the card via the website.

You are entitled to a **Carer's Assessment** if you look after a relative or friend who needs your support to live at home. It provides an opportunity for you to discuss all aspects of your caring role. If you think you may be entitled to a Carer's Assessment, please get in touch. They produce a factsheet ***What's involved in a Carer's Assessment?*** which you can [order from their factsheet page](#).

**The Carer's Wellbeing Grant** is a fund from Bradford Council for carers to help with personal wellbeing. It is a one-off payment of up to £150 and is intended to enable carers to promote their own health and wellbeing and to help carers continue caring. You would **need to have an informal review about your health and wellbeing** with a Carers' Resource member of staff, who will then be able to recommend you for a grant.