

## Age UK Bucks

*age@ageukbucks.org.uk* Office hours are 09.30-13.30 Monday to Friday

Has a quarterly magazine available online or by phoning 01296 431911. Offers a range of help services including help in the home, handyman services, hairdressing, foot care etc., plus Computer Training [www.ageuk.org.uk/buckinghamshire/our-services/computer-training](http://www.ageuk.org.uk/buckinghamshire/our-services/computer-training).

Also has a telephone befriending service on 01296 431911 (option 3)

## The Alzheimer's Society

National no. 0333 150 3456 / [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

They produce a large number of free booklets, which can be downloaded or obtained through the post. Their booklet The Dementia Guide (174 pages) gives a wealth of information, and there are many other free booklets available too. This should be available in the Marlow Library. They also produce an information sheet for Bucks every quarter.

On the website, information can be found on support for daily living, equipment and adaptations, as well as advice for supporters and carers. In Bucks they offer information and support sessions, details of which can be found in the services information sheet or by calling 01296 331749. Also, on their website is a link to their shop which sells a wide range of aids, such as simple to use TV remotes, clocks, jigsaw puzzles etc.

## Beacon

0345 548 0300 [www.beaconchc.co.uk](http://www.beaconchc.co.uk) Social enterprise offering consumers free advice, clear info & expert casework on NHS continuing healthcare funding Working in partnership with key charities and the NHS.

## British Red Cross

[www.redcross.org.uk/get-help/borrow-a-wheelchair](http://www.redcross.org.uk/get-help/borrow-a-wheelchair)

Borrow a wheelchair or a commode. Also help with getting people home from hospital.

## Buckinghamshire Social Services

01296 395000 / [www.careadvicebucks.org](http://www.careadvicebucks.org)

They publish a directory of services available, which can be requested by phoning 01296 387821. For information and paying for care, contact the Directory Helpline 0800 389 2077.

## Bucks Mind

01494 463364 [www.bucksmind.org.uk](http://www.bucksmind.org.uk) **(Please check first on the status of events)**

As part of the support from Bucks Mind, The Older Adults' Service has been supporting service users at home during the Covid-19 pandemic by sending out Reminiscence Packs. These aim to stimulate memories and encourage conversations. To view and download the Reminiscence Packs, please see:

[www.bucksmind.org.uk/services/older-adults-service-chiltern-and-south/reminiscence-packs](http://www.bucksmind.org.uk/services/older-adults-service-chiltern-and-south/reminiscence-packs)

## Carers Bucks

0300 777 2722 / [www.carersbucks.org](http://www.carersbucks.org) (Please check first on the status of events)

Providing information, guidance and support for carers.

They also hold information sessions for carers - dates and times vary, please check website for further information.

## Carers UK

020 7378 4999 [www.carersuk.org](http://www.carersuk.org)

Provide support, understanding and strive for lasting change. Discover everything you need to know as a carer with **Carers UK**. Supportive Community. Get Help & Advice.

## Claire Edwards Eldercare Consultant

07415 387129 / [www.eldercareconsultant.co.uk](http://www.eldercareconsultant.co.uk)

Claire Edwards Eldercare Consultant is owned and run by registered nurse Claire Edwards, an independent care advisor and professional eldercare consultant. She offers a range of personal and professional services, guiding older people to navigate the NHS and Social Services, find the right care solution and access all available funding. These include consultations and independent health and care needs assessments, either face to face, online or by telephone, as well as a bespoke search and report of the most suitable care options.

## Dementia UK

Helpline 0800 888 6678 / [www.dementiauk.org](http://www.dementiauk.org)

A national charity committed to providing quality of life for all people affected by dementia. The charity provides Admiral Nurses, specialist dementia nurses who provide practical and emotional support to family carers of people with dementia.

## FirstStop Advice

Advice line 0800 377 7070 / [www.firststopcareadvice.org.uk](http://www.firststopcareadvice.org.uk)

FirstStop Advice is an independent, impartial and free service offering advice and information to older people, their families and carers on housing and care options for later life. They have a number of useful leaflets available including how to choose accommodation, staying in your own home and getting support from your local council.

## Healthwatch

01844 348839 (Monday – Thursday 9am-5pm) / [info@healthwatchbucks.co.uk](mailto:info@healthwatchbucks.co.uk)

Healthwatch offers advice and information about access to local care services. It can give advice and information about how to choose a care home or get physiotherapy through the NHS. It will also offer help in understanding what you can expect from the NHS.

## The Independent Sector Complaints Adjudication Service

[www.iscas.org.uk](http://www.iscas.org.uk)

Patient complaints adjudication service about private healthcare providers.

## John's Campaign

[www.johnscampaign.org.uk/participants](http://www.johnscampaign.org.uk/participants)

Founded with the goal to enable families to spend more time with relatives with dementia while in hospital. The website lists institutions that have and have not signed up to a pledge to make family carers welcome.

## Lewy Body Organisation

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

Charity focusing on Lewy Body dementia.

## The Library in Marlow

[www.buckscc.gov.uk/services/libraries/find-a-library/marlow](http://www.buckscc.gov.uk/services/libraries/find-a-library/marlow)

Institute Road, Marlow SL7 1BL 01296 382415 email: [lib-mar@buckinghamshire.gov.uk](mailto:lib-mar@buckinghamshire.gov.uk)

*The library was refurbished in 2021 and with support from MMDF now includes an area focused on Dementia. Overall, the library holds a wealth of information and leaflets including many from the Alzheimer's Association, and local groups. On the third Thursday of every month they run a Knit and Natter group. The Library hopes to restart the Reminiscence Club Coffee Morning in 2022.*

**There is also a free on-line service including newspapers, books & magazines**

[www.buckinghamshire.gov.uk/libraries/search-library-item](http://www.buckinghamshire.gov.uk/libraries/search-library-item)

### ***Current opening hours for Marlow Library are:***

Monday: Closed

Tuesday: 10am – 6pm

Wednesday: 10am – 5pm

Thursday: 10am - 4pm

Friday: 10am – 5pm

Saturday: 10am – 4pm

Sunday: Closed

**(Please check first on the status of events)**

## **Home Library Service**

01494 475573 / [homelibraryservice@buckscc.gov.uk](mailto:homelibraryservice@buckscc.gov.uk)

This service is for Buckinghamshire residents who are **housebound** and unable to visit a library due to age, illness or disability. Carers who are unpaid are also eligible. This service could benefit dementia clients by keeping their minds active. The Home Library Service is a free monthly service delivered to your home at a suitable time for you by volunteers.

## **The Local Government Ombudsman**

[www.lgo.org.uk](http://www.lgo.org.uk)

This free and impartial service will look at individual complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services.

## **NHS Oxford Health**

[www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

## **Memory Services**

This is the organisation that is commissioned to provide a range of mental health services for the residents of Buckinghamshire. Once you have seen your GP about dementia or memory problems, they can refer you for an assessment to the Memory Clinic.

## **Memory Clinic**

Shrublands Day Hospital, Queens Road, High Wycombe HP13 6PT

01865 901239

Part of the diagnosis process will usually involve an MRI scan which may be at Stoke Mandeville. The Memory Clinic will do the diagnosis, provide a relevant information pack and refer you to the Memory Support Services, part of the Alzheimer's Society, who are commissioned to provide follow up support.

## Memory Support Services (part of the Alzheimer's Society)

01865 901 600.

They are commissioned to run Memory Support Services including periodic courses both for those with dementia and for carers. You should be advised once you have seen them, otherwise they can be reached by email or phone.

## PALS – The Patient Advice and Liaison Service.

PALS – The Patient Advice and Liaison Service. PALS is essentially a customer service team for the hospitals and can help with the following:

- Help you to resolve concerns or problems when you are using the NHS
- Tell you how to get involved in your own healthcare
- Explain the NHS complaints procedure including how to get independent help making a complaint.

PALS can be particularly helpful if you need action immediately, such as a problem while in hospital or with an upcoming appointment. However, PALS cannot provide clinical advice and if you require medical attention you should always contact your GP, 111 or attend A&E.

PALS are available Monday to Friday between the hours of 9am and 5pm. For Buckinghamshire Healthcare NHS Trust PALS call 01296 316042 or email [bht.pals@nhs.net](mailto:bht.pals@nhs.net)

## Prevention Matters

01296 484322 / [PreventionMatters@connectionsupport.org.uk](mailto:PreventionMatters@connectionsupport.org.uk)

Prevention Matters works with GP surgeries, but you can self-refer online or over the phone. They offer a free programme of support of practical solutions to social and health problems that may be beginning to affect lives.

The practice workers meet with the person with dementia and carers to develop a plan of action, and then support them to make it happen. This can include advice on getting equipment, obtaining care either at home or in a care home, or getting financial support for a personal budget. They will visit up to six times over an eight-week period.

# TRANSPORT

## Transport to Hospital

[www.scas.nhs.uk/nepts](http://www.scas.nhs.uk/nepts)

CAS (South Central Ambulance Service) operates a NEPTS (Non-Emergency Patient Transport Service) for eligible patients attending appointments or being admitted or discharged from hospital.

**Thames Valley** patients' first NEPTS journey must be booked by a healthcare professional or by calling the Patient Eligibility Line. You can then use **NEPTS Patient Zone** to book subsequent journeys, manage your bookings and check your journey status. The Thames Valley Contact Centres are available on the following numbers:

- Patient Eligibility Line **0300 100 0015** available 07:00-19:00
- Health care Professionals Line in Thames Valley **0300 123 3235** available 24/7 365 days a year
- PTS Cancellation Line **0300 790 0143** available 24/7 365 days a year

## Chiltern Dial-a-Ride

01494 766123 / [www.chiltern-dial-a-ride.net](http://www.chiltern-dial-a-ride.net)

Offering a transport system for local residents who need it, e.g. to get to the hospital or make an important visit. They also do outings to interesting places. You need to be a member to use their services, and there is a small charge for the service.

## Driving Miss Daisy

0333 014 6211 / [www.drivingmissdaisy.co.uk](http://www.drivingmissdaisy.co.uk) – Monday – Friday 9am – 5pm

This is a business offering personalised transport. Note the telephone number can cost as much as 35p per minute to call from a mobile phone, landlines are free.

## DISABILITY AIDS / ADAPTIVE EQUIPMENT / TELECARE / ADAPTIVE TECHNOLOGY

### Red Cross – High Wycombe.

Red Cross Centre, West End Road, High Wycombe, HP11 2QB.

01494 521512. National Number 0300 456 1914.

They offer a range of aids such as wheelchairs for short term loan or hire, and a range of smaller items for sale such as eating aids, washing aids etc. They also sell second-hand equipment.

## **NRS Healthcare**

0345 1218111 / [productadvice@nrs-uk.co.uk](mailto:productadvice@nrs-uk.co.uk)

NRS is a supplier of disability equipment, mobility aids and rehabilitation supplies.

Opening hours Monday to Friday between 8:30am and 4:00pm.

## **Telecare Choice**

0800 635 7000 / [support@telecarechoice.co.uk](mailto:support@telecarechoice.co.uk)

Supplying personal alarms

NB: alarm pendants are also available from Age UK, Lifeline and Careline

## **BENEFITS – (Please also see the MMDF Benefits Guide)**

You may be entitled to benefits such as Attendance Allowance. The form can be obtained by phoning 0800 731 012 or contacting [www.gov.uk](http://www.gov.uk) website. The Citizens Advice Bureau can help – Local Helpline 0344 411 1444. Information can be found on [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) and [www.turntous.co.uk](http://www.turntous.co.uk). Age UK also has good information on their website [www.ageuk.org.uk](http://www.ageuk.org.uk). A person with dementia may be entitled to a council tax deduction. You will need to contact your local council.

## **SOCIAL ACTIVITIES**

### **The Bucks Older Persons Action Group (BOPAG)**

Secretary, Pat Robson 01628 440816 <https://bopag.org.uk/> (Please check first on the status of the event)

Their website also has some good information and links. Marlow Bottom has an active group who meet on the last Tuesday of every month at the Methodist Church. They have regular special outings.

### **Marlow Age Concern**

38 Glade Road Marlow SL7 1DH. Contact and Transport 01628 482883 (Please check first on the status of events)

[www.marlowageconcern.org](http://www.marlowageconcern.org) Office hours 9:00am to 1:00pm, Monday - Friday

Offers a day care centre for people suffering from social isolation. Attendees come each week for company, tea/coffee and a home cooked lunch. They also run a stroke club for stroke guests with physiotherapy and tea. Age Concern also provides a transport service for people coming to the centre and those attending hospital/doctors' appointments.

## Friday Club at Liston Hall

*Chapel St, Marlow SL7 1DD 01628 472558* (Please check first on the status of the event)

The Friday club provides a friendly day out for all those over 70 who are seeking company. The £4 charge includes lunch, raffle and games. Transport available.

## Regal Cinema Henley

2, Boroma Way, Henley-on-Thames RG9 2BZ. – 0871 902 5747

*www.picturehouses.com/cinema/regal-picturehouse*

Monthly daytime dementia friendly screenings. Tickets are at a reduced price including include free tea and coffee for 30 mins beforehand for a chance to socialise.

## CHURCHES

### St Peters

Parish Priest is Canon John Udris. 01628 483450 (Please check first on the status of the event)  
The St. Vincent de Paul Society is an international Christian voluntary organisation dedicated to tackling poverty and disadvantage by providing practical assistance to those in need – irrespective of ideology, faith, ethnicity, age or gender. The Marlow SVP meet weekly to focus on seeking out those in need, whether they are housebound, sick or just having a difficult time.

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### Please note:

- All details above have been collated and recorded as accurately as possible and will be updated regularly, with the most recent copy available on our website at *www.mmdf.co.uk*
- MMDF cannot endorse any service or organisation but can only signpost information. Individuals should make their own private enquiries to validate and ascertain suitability to their own requirements. It is best to check availability, suitability, advice and any particular restrictions that may apply to anyone's particular circumstances.