

# Support Information Directory

**Local and national  
information for anyone  
needing support and  
people affected by  
dementia in the  
Bradford District**

**Dementia Friendly  
Community Partnerships**



Affinity Care



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 ***Support Information Directory*** under the **Dementia** tab, and the ***Groups & Activities Directory*** under the **Community Groups** tab:

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

**For further information please contact:**

Anita Pearson

Dementia & Brain Health Project

Coordinator

Tel: 07950 553621

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



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



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



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

## DEMENTIA SUPPORT & ADVICE SERVICES

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

**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.

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**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.

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**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.

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**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.

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**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.

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**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** - [www.carersuk.org/](http://www.carersuk.org/) Helpline 0808 808 7777 from Mon to Fri 9am – 6pm or you can contact by email: [advice@carersuk.org](mailto:advice@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 email [jo@samaritans.org](mailto:jo@samaritans.org)

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**DEEP** – [www.dementivoices.org.uk/](http://www.dementivoices.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 include an online LGBTQ+ group called Speak out with dementia. They **all** have a voice. You can also download lots of resources on a range of topics created or co-created by members.



Need support? <https://dementiacarers.org.uk/> or

Call 0800 652 1102 to speak to a member of our friendly team

We believe that **dementia carers count**. We're working for a world where all family and friends taking care of someone with dementia feel confident, supported, and heard. We recognise the important challenge that you face – as a wife, a son, a daughter-in-law, a close friend – when you're responsible for that person who really needs you.

We provide free courses designed and delivered by healthcare professionals, that will help you develop skills and build confidence to navigate the highs and lows. Learning how to make your life manageable and maintain your own health and well-being is vital when you're caring for someone with dementia. We'll give you practical tips that you can use every day.

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**The LGBTQ+ Dementia Advisory Group** -<https://www.lgbtqdementiaadvisorygroup.net> - a group of individuals who are passionate about improving the lives of all people affected by dementia who identify as LGBTQ+. They believe that the key to successfully effecting positive change is to bring together like-minded people to share ideas, knowledge, and expertise and to develop a network of people who will work together to achieve this common goal. We value the combined input of people with lived experience of dementia, people with experience of caring for or supporting people with dementia, and people who identify as LGBTQ+ with an interest in dementia.

**Email:** [lgbtq.dementia@gmail.com](mailto:lgbtq.dementia@gmail.com)

More information about organisations supporting LGBTQ+ people with dementia and their care partners and families can be found at [alzheimers.org.uk](http://alzheimers.org.uk) and their booklet - **LGBTQ+: Living with Dementia** (code 1511) can be ordered, read online, or downloaded.

**LGBT Foundation 03453 303030** (9am–9pm Monday–Friday, 10am–5.30pm Saturday–Sunday)

[helpline@lgbt.foundation](mailto:helpline@lgbt.foundation) [www.lgbt.foundation](http://www.lgbt.foundation) LGBT Foundation is a national charity delivering advice, support and information services to lesbian, gay, bisexual and trans communities.

**Switchboard 0300 330 0630** (10am–10pm) [admin@switchboard.lgbt](mailto:admin@switchboard.lgbt) [www.switchboard.lgbt](http://www.switchboard.lgbt) Switchboard provides an information, support and referral phone and online service for LGBTQ+ people.

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**Living Well** - <https://mylivingwell.co.uk/> Making it easier for everyone in Bradford District to live healthier more active lives, Living Well is an initiative led by Bradford Council Public Health and NHS Bradford and Craven Health and Care Partnership working collaboratively in partnership with a wide range of key stakeholders and community groups.

It aims to address the rising levels of obesity and reduce the high levels of early and preventable deaths within the district. We want to make the healthy choice the easy choice for people in Bradford District. Physical, emotional, and mental wellbeing can be affected by choices we make and the communities where we live, work, play and learn. The Living Well approach is to enable everyone to work together to make it easier for people living in our district to overcome these challenges. Living Well provides information, advice, and support to create an environment that encourages and empowers people in Bradford district to eat well, move more and maintain good mental wellbeing.

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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.dementivoices.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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**The Wellbeing Network** - <https://wellbeingnetwork.org.uk/> 6 independent hubs across the district that provide a one stop shop to support you with a wide range of issues by trained and professional staff who provide a person-centred support plan for your journey to a happier and healthier life. A safe and confidential space for people to access a wide range of support for issues and concerns that are affecting your wellbeing including managing stress and mental or physical health, substance misuse, financial worries, domestic abuse, and relationship issues.

#### **Hub locations**

**City Hub** – Daisy House Farm, 44 Smith Lane, (behind BRI) Bradford BD9 6DA

Please call [01274 265222](tel:01274265222) or email [city.wellbeinghub@thebridgeproject.org.uk](mailto:city.wellbeinghub@thebridgeproject.org.uk) to find out more.

**Bradford East Hub** - Thornbury Centre, 79 Leeds Old Rd, Bradford BD3 8JX

**Manningham Hub** - Equality Together, Manningham Mills Centre, Lilycroft Rd, BD9 5BD

**Tong Hub** - Sutton Community Centre, 51 Kyffin Pl, Bradford BD4 8NB

**Shipley Hub** – Hale, 1 Westgate, Shipley BD18 3QX

**Keighley Hub** – Project 6, 15-17 Devonshire St, Keighley BD21 2BH

**The Bingley Bubble Wellbeing Hub** – Canalside Health Care Centre, 2 Kingsway, Bingley BD16 4RP – separate to the Wellbeing Network hubs but run on the same model offering benefits/welfare advice, carers' support and substance misuse support for anyone who lives in the Bingley Bubble CP catchment area.

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**West Yorkshire Police - The Herbert Protocol** is an initiative introduced by West Yorkshire Police and other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing.

Carers, family members and friends can complete, in advance, a form recording all vital details, such as medication required, mobile numbers, places previously located, a photograph etc. In the event of your family member or friend going missing, the form can be easily sent or handed to the police to reduce the time taken in gathering this information. <https://www.westyorkshire.police.uk/advice/personal-safety-and-possessions/dementia-awareness/herbert-protocol-missing-person-incident-form>

West Yorkshire Police is currently trialling the use of [a digital version of the Herbert Protocol via Safe and Found Online](#). Instead of completing a paper form, you would create a secure profile via this website which can be accessed by West Yorkshire Police only if you make a missing report.

**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).

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

**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/)

**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.

### Online groups offering first-hand experiences, advice & support

**Dementia Support Forum** - online support and advice forum for all questions and answers 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



## Department of 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 435400**

**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 -  
<https://www.ageuk.org.uk/bradforddistrict/activities-and-events/>

**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.







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.

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



**and** <https://www.facebook.com/people/Bradford-Dementia-Hub/>

**Referrals to the service can be made via the website, or**

**email:** [bradfordhub@commlinks.co.uk](mailto:bradfordhub@commlinks.co.uk) or by ringing the hub on **01274 065060**.



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

**Dementia Support Forum** - 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. 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.

**Alzheimer's Research UK** – 0300 111 5111 - the UK's leading dementia research charity providing free dementia health information to view, download or order.



Contact: [infoline@alzheimersresearchuk.org](mailto:infoline@alzheimersresearchuk.org)

Visit: [www.alzheimersresearchuk.org/dementia-information](http://www.alzheimersresearchuk.org/dementia-information)

Order: [www.alzheimersresearchuk.org/supporter-orders](http://www.alzheimersresearchuk.org/supporter-orders)

**Dementia UK and Admiral Nurses** – call the free [Dementia Helpline](http://www.dementiauk.org) 0800 888 6678

open 9am to 9pm Monday to Friday and 9am to 5pm on Saturday & Sunday.

[www.dementiauk.org](http://www.dementiauk.org) for support from a dementia specialist Admiral nurse or if you're looking for information or advice about dementia.



**Dementia Friendly Keighley** - 01535 602529 - [www.dementiafriendlykeighley.org.uk](http://www.dementiafriendlykeighley.org.uk) – drop-in, activities, advice, and a variety of support and information guides for anyone to access



**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 spouse (care-partner), relative, friend, or neighbour or 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. 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.

**Check the website or call to discover what support they can offer you as a carer.**

**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.