

Useful Addresses & Telephone Numbers

**Team Leader
Mental Health
Annsbrae Services**
Annsbrae House
Knab Road
Lerwick ZE1 0BP
Tel: (01595) 744345

**Reception and Duty
Social Worker**
Community Health &
Social Care Services
Grantfield
Lerwick
Tel: (01595) 744421
Fax: (01595) 744436
Out of hours:
Tel: (01595) 695611

Care Inspectorate
2nd Floor
Charlotte House
Lerwick
Shetland
ZE1 0HF
Tel: (01595) 741520
Fax: (01595) 741529

**Community Mental
Health Team (CMHT)**
Lerwick Health Centre
South Road
Lerwick
Shetland
Tel: (01595) 743006

Further copies of this leaflet
are available from
Resources
Hayfield House
Lerwick

ANNSBRAE HOUSE



Dementia Services



What is Dementia Services ?

Dementia Services is part of the Dementia Service Partnership developed in 2011 in response to forecast growth in the number of people who have a diagnosis of dementia. As part of Scotland's National Dementia Strategy the partnership promotes the integration of health, social care and voluntary services to create the individual's pathway with support and access to the assessed level of support.

Where is Dementia Services ?

Dementia Services is based at 2 Annsbrae House, Lerwick, working as part of the Mental Health Team.

What are Dementia Services aims and objectives?

Dementia Services aims and objectives are to support individuals with a diagnosis of dementia according to the standards of care outlined in the Dementia National Care Standards, based on the Charter of Rights, that a person with dementia or a carer has a right to:

- **a diagnosis**
- **be regarded as a unique individual and to be treated with dignity and respect**
- **access a range of treatments, care and support**
- **be as independent as possible and to be included in their community**

Standards of Care

All services run from Annsbrae House are inspected by the Care Inspectorate on a regular basis.

Copies of the National Care Standards are included in the induction pack when commencing a service.

Complaints

We hope that you will not have a complaint against our service, but if you do and it cannot be sorted out informally please contact:

Chief Social Work Officer
Community Health & Social Care Services
Shetland Islands Council
Hayfield House
Hayfield Lane
Lerwick
Shetland ZE1 0QD
Tel: (01595) 744000

Housing Service
Development Services
Shetland Islands Council
6 North Ness Business Park
Lerwick
Shetland
ZE1 0LZ
Tel: (01595) 744360

NHS-Shetland
Brevik House
South Road
Lerwick
Shetland
ZE1 0TG
Tel: (01595) 743000

You can also contact the Care Inspectorate

Page 7 (address overleaf)

Participation statement (cont.)

Care Plans will be developed with assistance, if appropriate, from their Key Support Worker and other key individuals or services, these will be reviewed regularly; minimum 6 monthly.

Annsbrae will be open and accessible for customers and visitors, whilst still protecting privacy and confidentiality.

Annsbrae resources will meet all minimum assessed requirements, as is the aspiration that staff training and qualifications will exceed minimum requirements.

Annsbrae will involve customers as closely as possible in their own support and recovery development

Any comments or suggestions from customers are welcomed, and will be acted on as appropriate.

The service aims to be accessible and easily contactable. We will be pro-active in seeking the views of customers in all areas of service delivery.

Annsbrae teams hold monthly team meetings, daily team meetings and all staff have two monthly supervision.

Annsbrae tenants forum has a quarterly meeting - everyone is welcome.

- have carers who are well supported and educated about dementia
- end of life care that respects their wishes.

What does Dementia Services have to offer?

Duty

Dementia Services offers customers a duty service which is available from 8am to 4pm, Monday to Sunday. Customers can access support either in person at Annsbrae or by telephone. The purpose of this service is to facilitate immediate access to support the customer. For example supporting home link call outs, door alarms and any short term additional services in time of need.

Home Support

The Home Support team supports customers with a diagnosis of dementia in their own home. All Home Support visits are tailored to individual needs and are intended to support a person to live as independently as possible. Home Support provides a person centred service supporting the individual's physical, emotional and social needs in a creative and flexible way to enable them to live in their own home.

Community Support

Provides a high level of support for people with dementia who want to continue to live in a home environment.

What does Dementia services have to offer ?

Community Support (cont.)

The emphasis is on supporting these people to participate in activities which are person centred and this is reflected in the support customers receive. This can range from attending day support activities, to doing their weekly shop, to baking.

Telecare

Telecare technology is a tool that enables individuals to remain independent at home with access to support and response when required. Providing alarms, sensors, alert reminders etc. in peoples homes allows customers to live without unnecessary intrusion into their lives.

Post Diagnostic Support

Customers with a new diagnosis of dementia will have the opportunity to have an allocated key-worker to support them through the first 12 months of their dementia journey. Customers will be supported through the five pillar model of post diagnostic support.

Carers

Dementia Services offers support, advice, information and assessments to carers and families.

Staffing

Dementia Services offers a key worker support system

where customers can identify a member of staff to engage with them to identify, plan and review all care and support requirements.

Accessing the service

Referrals should be made directly to the Dementia Service Partnership group where your individual needs will be identified with you and a key worker will be allocated if appropriate.

A care plan will be agreed with you, identifying the level of support required. Customers can feel confident that their own support will be reviewed at regular agreed intervals.

Any concerns should be brought to the attention of the Team Leader in Mental Health.

Annsbrae Participation Statement

Dementia Services staff team offers person centred support to each individual customer

This support will adhere to all National Care Standards and best practice guidance.

Each customer will be invited to discuss the appointment of a member of staff to act as a Key Support Worker