



DementiaUK
Helping families face dementia

Core Clinical Services – a lifeline to families facing dementia

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Dementia UK is a registered charity in England and Wales (1039404) and Scotland (SC 047429).

How our dementia specialist Admiral Nurses can support you



Dementia UK

Core Clinical Services background

- Offering telephone helpline support since 2006
- Expansion January 2023, addition of virtual clinics
- Support and advice to anyone affected by dementia



A lifeline to families facing dementia

- Accessible to anyone resident in UK
- Supported by team of over 60 specialist nurses
- Service is free of charge
- Offers direct contact with qualified nurses offering tailored clinical advice as well as psychological and emotional support

Improving service delivery

- Dual offer and self booking service offers choice and flexibility
- Introduction of call waiting system has increased call answer rate
- Triage process and ability for nurses to support both clinical systems ensures priority given to those in crisis
- Clear process for any disclosure of risk

The impact



1. Enabling carers to advocate for the person living with dementia



2. Accessing support



3. Providing carers with confidence and reassurance



4. Caring for the person living with dementia



5. Looking after own well-being and coping in their caring role

What carers told us

A huge thank you for listening to my ramblings this afternoon and for your emails and all the information.

You, and all of this, are really appreciated.

Thank you very much for the help and information given which has helped me understand what is happening to my wife and re-assured me. Thanks also for your support, I cannot put into words how you have relieved my worries. Thanks a lot.

Next steps....

Expansion of virtual clinics

Introduction of post diagnostic support sessions

Creation of clinics in specialist areas

Launch of 'without exception' initiative



Thank you for listening