

To speak to a dementia specialist Admiral Nurse about any aspect of dementia:

Contact our Helpline:
0800 888 6678 or helpline@dementiauk.org

Book a virtual clinic appointment:
dementiauk.org/book

Our charity relies entirely on donations to fund our life-changing work. If you would like to donate to help us support more families:

- Call **0300 365 5500**
- Visit dementiauk.org/donate
- Scan the QR code

Thank you.



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



Dementia specialist Admiral Nurse service Coventry, Rugby and Warwickshire North



Living with dementia can be challenging and confusing. The person with the diagnosis might be worried about what they may have to face in the future. And the people around them might be unsure how best to support them, and where to turn for help.

This is where Dementia UK comes in. We are the only UK charity dedicated to helping families face dementia with support from our specialist dementia nurses, known as Admiral Nurses.

These nurses offer appointments for people who care for someone with dementia who has complex needs (please see p7 for some examples of complex needs).



Victoria McGrath,
RMN – Admiral Nurse
Service Manager



Vicky Morris,
RGN – Admiral Nurse



Angela Furbank,
RGN – Admiral Nurse



Annie Newman,
RGN – Admiral Nurse



Sarah Lord, RGN
– Admiral Nurse



Angela Douglas,
RGN – Admiral Nurse

What is an Admiral Nurse?

Admiral Nurses are specialist dementia nurses. They provide life-changing support for families facing dementia, helping to prevent or manage complex issues. They can give tailored health

What are complex needs?

Every family has its own experience of dementia, but here are some examples of complex needs that the Admiral Nurse can offer support with.

- The person with dementia has been admitted to hospital in the past six months
- The person is at high risk of needing to go into hospital because of their dementia
- The carer is struggling to understand the diagnosis of dementia and how it affects the person
- The carer is under significant stress and at risk of a breakdown
- The carer needs support with managing challenging behaviour in the person with dementia
- The family needs support with advance care planning
- The person with dementia and their carer disagree about the person's care and treatment
- The person with dementia is approaching the end of life

Terms and conditions and privacy notice

By engaging with the service you are agreeing to our terms and conditions and privacy notice, both of which can be found at dementiauk.org/privacy-notice. If you have any difficulty accessing these, you must tell us before your clinic appointment.

care for change, you may become eligible for the service. In this case, please contact your GP again or get in touch with the Admiral Nurse service directly.

When is the Admiral Nurse service available?

Appointments and/or visits will typically be available:

Monday-Friday 9am-5pm.

Please note that we are not an urgent response service so we cannot accept urgent or same-day referrals. If we are unable to support you at this time, we can signpost you to other local and national dementia support services that may be able to help.

Contact the dementia specialist Admiral Nurse service in Coventry, Rugby and Warwickshire North.

Call: **0300 303 3131**

Email: cwccg.crgpaadmiralnurses@nhs.net

Sources of support

Dementia UK produces leaflets on many different aspects of living with dementia, from practical guidance on finances and planning for the future to understanding symptoms such as sundowning, delirium, and false beliefs and delusions.

Visit dementiauk.org/information-and-support to read, download or order these.

advice and emotional support and help build links with other health and care professionals. For many families, they can be a lifeline.

Admiral Nurses work in local communities, including making home visits to families who meet the referral criteria (see p4). They also work in GP practices and NHS hospitals, care homes, and hospices. They staff the Dementia UK Helpline and virtual clinic, offering appointments by telephone or video call – please see p5 for details.

Admiral Nurse dementia services

Admiral Nurse service appointments and visits give families affected by dementia the opportunity to seek specialist advice, support and clinical guidance, in confidence. Nurses have the skills, knowledge and experience to talk about:

- practical tips and advice on caring for a loved one with dementia
- coping strategies for families who are finding caring difficult
- feelings of loss and grief
- work/life balance when caring for someone
- coping with complex issues such as false beliefs, distressed behaviour, and family conflict
- managing changes in personality and behaviour
- strategies to improve the carer's mental and physical wellbeing
- signposting to other local and national dementia support services
- planning for the future and decision-making
- transition into a nursing or residential home
- support during and after a stay in hospital

- identifying risk and keeping the person with dementia safe

This list is by no means exhaustive. Every family living with dementia has its own unique circumstances. Admiral Nurses take the time to truly listen to each family's situation, and suggest methods to deal with symptoms and coping strategies for the challenges dementia can bring.

Who can access this service?

The Coventry, Rugby and Warwickshire North Admiral Nurse service is available to people with a confirmed or highly likely diagnosis of dementia and their family carers. The carer must be registered with a GP practice in Coventry, Rugby or Warwickshire North.

The person with a confirmed or likely diagnosis of dementia must be experiencing complex needs (please see p7 for examples), and meet one or more of the following referral criteria:

- significant difficulty for the person with dementia and/or their carer in accepting the diagnosis, which may result in psychological stress and affect their wellbeing
- significant other physical or mental health conditions in the carer or the person with dementia, leading to the needs of the carer or person with dementia not being met
- pre-existing or newly diagnosed mental health conditions which are being exacerbated by the caring role
- changes in behavioural and psychological symptoms in the person with dementia resulting in carer stress, for example agitation, disinhibited behaviour, and anxiety
- complex family dynamics affected by the diagnosis
- need for advance care planning (making plans for future care and treatment)



You can ask your GP to refer you to the service or refer yourself using the contact details on p6.

What to do if you do not meet the referral criteria

If you do not meet the referral criteria for the Admiral Nurse service at this time but you have questions or concerns about dementia, Dementia UK can support you in other ways.

- Register for Dementia UK's 'Dementia: what next?' online sessions, for information about living with the condition and what to expect after a diagnosis. Please visit dementiauk.org/dementia-what-next
- Speak to an Admiral Nurse on the free Helpline: call **0800 888 6678** (Monday-Friday 9am-9pm, Saturday and Sunday 9am-5pm, every day except 25th December) or email helpline@dementiauk.org
- Book a phone or video appointment with an Admiral Nurse at a time to suit you: please visit dementiauk.org/book

You can also find advice and information about dementia, symptoms and coping strategies at dementiauk.org

Please be aware that as your needs and the needs of the person you