Dementia Services
in the Royal Borough of
Windsor and Maidenhead
Introduction

You or someone you care about may have recently been diagnosed with dementia. This can be a very stressful time, but please be assured that you are not alone. There are services near to where you live that are available to support you.

This directory of dementia services has been specially designed to provide information on the dementia services available in the Royal Borough of Windsor and Maidenhead.

Symbols used in this guide

- 📞 Telephone
- ✉️ Address
- 🌐 Website
- 📧 Email
- ⏰ Opening Times
- 📄 Fax

Disclaimer:-

While we have taken every care to compile accurate and up-to-date information, we cannot guarantee its correctness and completeness. The information provided in this publication does not constitute business, medical or other professional advice, and is subject to change. The material is in no way intended to replace professional medical care or attention by a qualified practitioner.
Voluntary Services
AGE CONCERN SLOUGH AND BERKSHIRE EAST (ACSABE)

Area served: RBWM, in particular Old Windsor, Windsor and Datchet

DESCRIPTION OF SERVICE PROVIDED

This new service, set up by ACSABE in June 2013, presently operates a lunch and activities day service on Tuesdays and Thursdays, from 9.00 am to 3.30 pm. ACSABE has plans to introduce additional days to include a carer’s respite service and activity days for more independent older people. We are able to provide support for people with mild dementia who are able to self care. We hope to extend this in the future.

The present service provides opportunities for local older people to enjoy social contact and maintain their physical and mental well being through appropriate exercise and activities.

Activities include:

- Seated exercises
- T’ai chi
- Line dancing
- Carpet bowls
- Games
- Hairdressing
- Foot health specialist
- Information and advice surgeries
- Toe nail cutting
- Breakfast, freshly cooked hot lunch and afternoon tea
- A limited transport service for clients who attend all day

A nominal fee applies

HOW TO ACCESS THIS SERVICE

- Refer yourself
- Carer / family member referral
- GP / professional referral

Please contact the service directly for further information

CONTACT DETAILS

Centre Manager
Old Windsor Day Centre
27B Straight Road
Old Windsor SL4 2RW

☎ 01753 854117 or 01753 822890
⏰ Tuesday and Thursday 9.00am - 3.30pm
AGE CONCERN WINDSOR

Area served: Windsor

DESCRIPTION OF SERVICE PROVIDED
The atmosphere at Age Concern Windsor is very welcoming and we aim to treat everyone as an individual and enable carers to have a break. The service can only manage clients who are mobile, with mild dementia or confusion and there is no provision for personal care.

Activities include:
- Exercises
- Talks
- Games
- Activities
- Speakers
- Information sessions
- Three course freshly cooked lunch and refreshments
- Monthly Carer’s Drop-in
- S.M.I.L.E. - So Much Improvement with a Little Exercise. The SMILE programme is an exercise and activity club for you if you’re aged over 50, 60, 70 or 80

A nominal fee applies

HOW TO ACCESS THIS SERVICE
- Refer yourself
- Carer / family member referral
- GP / professional referral

Please contact the service directly for further information or for the Manager to visit you and assess eligibility

CONTACT DETAILS
● Centre Manager
Age Concern Windsor
Spencer Denney Centre
Park Corner
Clewer Hill Road
Windsor SL4 4EB

☎ 01753 860685
✉️ info@ageconcernwindsor.org.uk
▷ www.ageconcernwindsor.org.uk

Toyota - Tuesday - Friday 9.00am - 3.30pm
Alzheimers Dementia Support ‘ADS’

All local areas served

DESCRIPTION OF SERVICE PROVIDED

We are a local charity, formed to support the needs of people living with Alzheimer’s and dementia, their carers and families, within our community.

Our sole purpose is to provide a wide range of services, including positive guidance and information, for all those caring for a loved one with this very difficult and complex condition. Our Drop-Ins are informal, lively and well attended by both carers and people with dementia. They benefit greatly from socialising at “Their Club”.

Activities include:

- Telephone helpline: 07516 165665 (Monday - Friday 9.00am - 4.30pm). An out-of-hours answering machine message service means messages will be responded to as soon as possible
- Drop-in sessions
- Alzheimer’s Café
- Lunch Clubs
- One-to-one and group advice
- Support, guidance and signposting
- Home visits are available by appointment
- Singing for Pleasure
- Monthly newsletter
- Social events
- Pamper mornings
- Annual weekend holiday breaks
- Advocacy
- Dementia awareness training
- ‘Out-and-About’ - a fun and purposeful day out for people with dementia, offering respite for the carer
- ‘Mates with Plates’ - Men’s lunch club
- ‘Moves and Grooves’ - tea dance

A nominal fee applies

HOW TO ACCESS THIS SERVICE

- Refer yourself
- Carer / family member referral
- GP / professional referral

Please contact the service directly for further information
CONTACT DETAILS

Alzheimers Dementia Support (postal address only)
Unit 113, 5 High Street
Maidenhead SL6 1JN

07516 165665 or 07516 165647
christine.price@alzheimersdementiasupport.co.uk
terrie.hall@alzheimersdementiasupport.co.uk
www.alzheimersdementiasupport.co.uk

“Moves and Grooves’ tea dance at ADS”
THE ALZHEIMER’S SOCIETY

Areas served: Windsor and Maidenhead

DESCRIPTION OF SERVICE PROVIDED

The Alzheimer’s Society is the UK’s leading support and research charity for people with dementia, their families and carers. We provide information and support to people with any form of dementia and their carers through our publications, website, national helpline and over 2000 local services. We campaign for a better quality of life for people with dementia and greater understanding of dementia.

Activities include:

• Activity group for people with dementia
• ‘Young at heart’, a supported day out for people with dementia
• Group and one-to-one advice by telephone, email or appointment
• Home visits by experienced and trained Dementia Support Workers
• Information and signposting to other relevant services
• Carers support group
• Singing for the brain
• Befriending
• Empowerment group
• Dementia awareness training
• National dementia helpline 0845 300 0336 Mon-Fri 9am-5pm, Sat-Sun 10am-4pm
• Leaflets and factsheets (other languages available)
• Living with Dementia magazine
• Online ‘Talking Point’ forum

A nominal fee applies

HOW TO ACCESS THIS SERVICE

• Refer yourself
• Carer / family member referral
• GP / professional referral

Please contact the service directly for further information

CONTACT DETAILS

Day Centre Manager
The Alzheimer’s Society
Memory Lane, Highview
6 North Road, Maidenhead SL6 1PL

☎ 01628 626331 or 07703 608120
✉ berkshire@alzheimers.org.uk
🌐 www.alzheimers.org.uk
ASCOT DAY CENTRE

Areas covered: Ascot, Sunninghill, and Sunningdale

DESCRIPTION OF SERVICE PROVIDED

This is an independent, charity-run, day centre with the aim of providing an environment in which the elderly can meet friends, enjoy a meal and join in various activities. The centre can only take people with mild dementia who do not need personal care.

On weekdays we are open to over 60s, have a great range of activities for people to take part in if they wish, and a warm welcome awaits all. Saturday is a quieter day with nursing staff available for those requiring extra medical attention.

Activities include:

- Transport is available if required
- Lunch and refreshments
- Darts, indoor bowls, T’ai Chi, chair based dance classes, bingo, reading, knitting, quizzes and raffles
- Cake, fashion, card and gift sales
- Hairdressing and chiropody
- Fully equipped bathroom with a hoist for an assisted bath
- Local and Talking newspapers
- Prescription collection service
- Citizens Advice Bureau visits
- Day trips and weekend breaks
- Christmas, Easter and birthday parties

A small daily donation is requested to cover food, refreshments and transport.

HOW TO ACCESS THIS SERVICE

- Refer yourself
- Carer / family member referral

Please contact the service directly for further information or to book a visit.

CONTACT DETAILS

Ascot District Day Centre
The Chandler Centre
Bagshot Road
Sunninghill
Ascot SL5 9PD

☎ 01344 624923
@ ascotdaycentre@btconnect.com
BERKSHIRE CARERS SERVICE

All local areas served

DESCRIPTION OF SERVICE PROVIDED

We are here to support carers - people of any age who provide unpaid support to family or friends who could not manage without this help due to illness, disability, mental ill-health or a substance misuse problem.

Activities include:

- Advice and information
- Support for carers from local Black, Asian and minority ethnic communities
- A friendly listening and emotional support service
- Help with carer’s assessment forms
- Social activities
- Monthly carers support groups in Windsor, Ascot, Maidenhead and Datchet
- Quarterly ‘Berkshire Carer’ newsletter
- Dedicated work with GP practices to increase awareness of carers issues
- Co-ordination of local Carers Week / Carers Rights Day events
- Carers Line: Wednesday evenings 7.00pm - 9.00pm (Tel 0800 988 5462)
- Working age carer support group

HOW TO ACCESS THIS SERVICE

- Refer yourself by phone or on our website
- Carer / friends / family member referral
- GP / local authority referral
- Voluntary Organisations

Please contact the service directly for further information

CONTACT DETAILS

Berkeley Carers Service
Highview, 6 North Road
Maidenhead SL6 1PL

Helpline 0800 988 5462
helpline@berkshirecarers.org

www.berkshirecarers.org

Monday - Friday 9.00am - 5.00pm
CROSSROADS

All local areas served

DESCRIPTION OF SERVICE PROVIDED

Our mission is to promote, provide and support quality services for carers within the Royal Borough of Windsor and Maidenhead. We provide breaks for carers to enable them to have a few hours each week away from their 24 hours a day caring duties, knowing that the person they care for is in the reliable hands of a trained Crossroads Carer Support Worker.

We provide a home-based individually tailored, person centred service.

Our service is delivered by a well trained, competent, dedicated caring team, backed by an appropriate level of management and support. We are adaptable and flexible to respond promptly and to evolve naturally as each service user’s situation progresses.

Charges will apply

HOW TO ACCESS THIS SERVICE

• Refer yourself
• Carer / family member referral
• GP / professional referral

Please contact the service directly for further information

CONTACT DETAILS

¤ Windsor and Maidenhead Crossroads
  Dedworth Clinic
  Smiths Lane
  Windsor
  Berkshire SL4 5PE

☎ 01753 833788

✉ info@wmcrossroads.co.uk

⚑ www.crossroadswindsorandmaidenhead.org.uk
RENDEZVOUS

Areas served: Maidenhead and Cookham

DESCRIPTION OF SERVICE PROVIDED

We are a group of volunteers who welcome people with dementia and their carers to come along and socialise with us. We are completely non-denominational, although we are affiliated to churches in Cookham. A warm and friendly welcome awaits all visitors.

Activities include:
- A weekly drop-in on a Thursday at Elizabeth House for cups of tea, a chat, and some shared activities
- Advice and Information

HOW TO ACCESS THIS SERVICE

- Just come along!

Please contact the service directly for further information

CONTACT DETAILS

่ม Rendezvous
Elizabeth House
Station Hill
Cookham SL6 9BS

📞 01628 521349
07709524384

✉️ Rosiecoop@aol.com

⏰ Opening hours Thursday 3.00pm-5.00pm
TRIPLE A (ASCOT AREA ALZHEIMERS)

Area served: Catchment area served by Heatherwood Hospital

DESCRIPTION OF SERVICE PROVIDED

We are a local voluntary group offering respite care and support.

If you are caring for someone with Dementia, need help and support, and would like a break, WE CAN HELP!!! We are a friendly group and offer a warm welcome to everyone of all ages.

Activities include:

• Respite service
• A fun and purposeful day out for younger people with dementia, offering respite for the family carer
• Lunch club
• Support group
• Singing for wellbeing
• Alzheimer’s Café
• Quiz night
• Theatre trips
• Picnic in the park
• Christmas party

Some services are free but others may have a nominal charge

HOW TO ACCESS THIS SERVICE

• Refer yourself
• Carer / family member referral
• GP / professional referral

Please contact the service directly for further information

CONTACT DETAILS

☎ 01344 621491

✉ www.ascotareaalzheimers.co.uk
Statutory Services
Boyn Grove Dementia Resource Centre

Areas served: Maidenhead and Windsor

DESCRIPTION OF SERVICE PROVIDED

We are a day care centre offering a specialist service for people living with dementia. We offer a safe and stimulating environment supporting the person to maintain their identity, embracing their past. We recognise ways we can meet individual needs and support for the future. Our dementia care staff are qualified and skilled in promoting the wellbeing of the person. We feel privileged to offer support to the individual and their families.

Activities include:

- Outings to museums, libraries, garden centres, shopping etc.
- Music and dance
- Gardening and flower arranging
- Cooking
- Art and crafts
- Seasonal projects
- Table games and quizzes
- Two course lunch and hot and cold drinks are provided

HOW TO ACCESS THIS SERVICE

- Refer yourself
- Carer / family member referral
- GP / professional referral

To assess eligibility to attend the service an assessment would be carried out by adult social care staff, followed by a financial assessment.

Please contact the service directly for further information or to book a taster session.

CONTACT DETAILS

Boyn Grove Dementia Resource Centre
11 Courthouse Road
Maidenhead
SL6 6JE

01628 685725
boyngrove.dementiaservice@rbwm.gov.uk
Monday to Friday 8.30 am to 4.15 pm
Community Older Adults Mental Health Team

All local areas served

DESCRIPTION OF SERVICE PROVIDED

This is a multi-disciplinary team of professionals providing support and treatments for those requiring more specialised care. This includes people with dementia and other mental health conditions. The team’s main aim is to help people remain independent and safe in their own homes.

Activities include:

- Assessments
- Treatment and therapy e.g. Cognitive Stimulation Therapy and Carer’s Group
- Monitoring and support
- Coordinating care
- Carer’s Assessments
- Signposting and referral onto other services
- Memory clinic for diagnosis and treatment
- Home treatment team
- Psychology services including individual and group treatment for people with dementia and carers

HOW TO ACCESS THIS SERVICE

- GP / professional referral (Go to your GP to access this service)

This service is provided by the NHS and is, therefore, available at no cost.
Windsor Day Centre

*Area served: Windsor and Ascot*

**DESCRIPTION OF SERVICE PROVIDED**

We are a day care centre offering a specialist service for people living with dementia. We offer a safe and stimulating environment, supporting the person to maintain their identity and embrace their past. We recognise ways we can meet their individual needs and offer support with the future. Our dementia care staff are qualified and skilled in promoting the wellbeing of the person. We feel privileged to offer support to individuals and their families.

**Activities include:**

- Gardening, arts and crafts, baking, manicure, aromatherapy, gentle massage, and exercises to promote mobility and wellbeing.
- A hairdresser is sometimes available at an additional charge to help enhance self-esteem.
- Occasionally, outside professionals will come to the centre to enhance drama, music, and art activities.
- Two-course lunch and hot and cold drinks provided.

**HOW TO ACCESS THIS SERVICE**

- Refer yourself
- Carer / family member referral
- GP / professional referral

To assess eligibility to attend the service an assessment would be carried out by adult social care staff, followed by a financial assessment.

Please contact the service directly for further information or to book a taster session.

**CONTACT DETAILS**

☆ Windsor Day Centre
  Imperial Road
  Windsor SL4 3RU

📞 01753 778549

⏰ Monday to Friday 8.00am - 4.00pm
Useful contact details for further information

**BENEFITS**

The Department for Work and Pensions (DWP) Benefit Enquiry Line
Offer advice on disability over the phone 0800 88 22 00

Disability Living Allowance / Attendance Allowance helpline
Information and Advice 0845 7123 456

Carer’s Allowance Unit
Making a claim, information and advice 0845 608 4321

Pension Credit Application line
0800 991 234

**CARE**

The Berkshire Care Directory
A directory providing information and advice to help you if you feel you need assistance with your everyday living arrangements. It contains details of home care agencies and care homes, the needs they cater for and other sources of information and advice. To obtain a copy ask at your local council or download a copy from www.carehomeguides.com/berkshire/

**LEGAL**

Lasting Power of Attorney (LPA)
A power of attorney is a legal document that allows a person to give another person authority to make a decision on their behalf. Information on how to make an LPA and the forms required to do so are available from the Public Guardianship Office website www.publicguardian.gov.uk/arrangements/how-to-lpa.htm or contact Customer Services at the Public Guardianship Office 0300 4560300

Wills
If there is not a valid Will then a deceased person’s estate is distributed according to the laws of intestacy. The outcome of this may not reflect the person’s wishes, so it is useful to have a Will drawn up. More information can be found at www.direct.gov.uk
**Advance Decisions**

An advance decision allows a person to make the choice to decline specific kinds of future medical treatments, if they lose the ability to decide for themselves. This will help to ensure that a person’s wishes are taken into account. A person can also make an advance statement which describes their general beliefs and aspects of their life that they value. This may be something that you may wish to consider and discuss with your family and loved ones. More information can be found on the Alzheimer’s Society website at http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=143 Or you can telephone their helpline on 0300 222 11 22.

**ALARMS and TELECARE**

**Lifeline Alarm System**

A Lifeline is a personal alarm system which allows people to seek help if they fall or feel unwell. A pendant with an alarm button is typically worn around the neck or wrist and is used to alert the company that provides the monitoring service via the lifeline unit which is installed next to the telephone. The operator then arranges for appropriate neighbours, relatives, friends or emergency services to respond.

The service is available from Housing Solutions on Tel: 0800 876 6060 or at www.housingsolutions.co.uk or email: contact@housingsolutions.co.uk

Housing Solutions also run **Repair with Care**, a home improvement agency for people over 55 who own their own home, are a private tenant or have a disability. Repair with Care can help to find reliable tradesmen to repair and improve your home. For more information contact Repair with Care on Tel: 01628 545000 or at www.housingsolutions.co.uk/SupportedServices/Repairwithcare.aspx

Alternatively for Lifeline Alarms you can contact Maidenhead and District Housing Association Tel: 01628 543160.

**Telecare Service**

Telecare is a service that provides a home safety and personal security system that enables people to live independently in their own homes. Telecare is the remote monitoring of a person’s health and wellbeing with the use of technology, within their own home, using a variety of unobtrusive sensors and detectors.

With a 24 hour telephone link to a control centre, sensors can indicate household problems (e.g. flood alerts) and personal problems (e.g. the person having fallen and unable to get help). Telecare provides a rapid response to such situations. To be considered for this service contact the RBWM Advice and Information Team Tel: 01628 683744

*This is a small selection of areas which you may wish to consider further.*