

Community Memory Assessment Service CMAS

A service user and carer's guide



Contact details

Community Memory Assessment Service
Mariner House
43 Handford Road
Ipswich
Suffolk
IP1 2GA

Telephone: 01473 296194
Email: CMAS@nsft.nhs.uk

Referrals to the Community Memory Assessment Service should be made via a GP to ensure that essential health checks have been undertaken.

Getting help in urgent situations

Life-threatening situations

In any immediate life-threatening situation, please call 999 and request an ambulance and / or the police.

Other urgent situations

CMAS does not provide an emergency out-of-hours service.

Call 111 if you need help urgently, but it is not life-threatening.

NHS 111 offers urgent medical help or advice when it isn't a life-threatening situation. Calls are free from landlines and mobile phones.

Getting help in less urgent situations

To contact the Community Memory Assessment Service call the team on 01473 296194.

Lines are open from 9am to 5pm
Monday to Friday.

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters for patients, their families and carers.

PALS can help you with health-related questions and can help resolve concerns or problems when you're using the NHS.

For Suffolk PALS, call 01473 329110 or
BT Freephone: 0800 58 55 44
Lines are open from 9am to 5pm
Monday to Friday.

Contents

1. When memory problems become a concern	07
2. The benefits of memory assessment	08
3. Understanding the memory assessment process	09
4. Getting your diagnosis	14
5. After your diagnosis	15
6. Healthy living	16
7. Planning ahead – driving and your memory	20
8. Planning ahead – legal and financial issues	22
9. Information for carers	28
10. Directory of local resources	33



1. When memory problems become a concern

Forgetfulness is something that we all experience from time to time, but if you feel memory problems are beginning to have an impact on your day to day life then it is important to seek medical advice.

It can often be difficult to identify the cause of memory problems, which can be a result of a number of conditions including stress or depression, the side-effects of tablets you may be taking, or other health conditions. Alternatively, your symptoms may be an indication of dementia in its early stages.

If you have noticed that you are struggling to remember things and are worried, then this might be a sign that you need to seek help, in which case it is important to make an appointment to see your GP.

2. The benefits of memory assessment

Understandably, many people will be very worried about receiving a diagnosis of a memory problem, which can in some instances be a sign of dementia in its early stages. However, there are many potential benefits of being diagnosed sooner rather than later.

If your GP refers you to the Community Memory Assessment Service, you will usually be seen and assessed within around six weeks. This means that we can ensure that if you need any treatment it will be available to you promptly. The benefits of early diagnosis are wide-reaching and can include:

- Earlier planning of your treatment and access to support
- Earlier access to your medication, where this may help slow memory loss
- Better mental wellbeing for you
- Enabling family and friends to help you

3. Understanding the memory assessment process

As it can be difficult to identify the cause of memory problems, the process of memory assessment will usually involve a series of four appointments:

We will contact you to confirm details of your practitioner appointment within a week of receiving a referral from your GP.

Step 1
Visit your GP



Step 2
Memory Service practitioner appointment



Step 3
Specialist tests



Step 4
Memory Service diagnostic clinic

Your appointment at the diagnostic clinic will normally be within one month of your initial practitioner appointment.

This provides enough time for arranging any specialist tests required by the doctor before you attend the diagnostic clinic.

Step 1 Visit your GP



Before being referred to the Community Memory Assessment Service, you will have seen your GP, who will have talked to you about your memory problems. Your GP will also have arranged standard physical tests (e.g. blood tests), and asked you to complete a short mental exercise to help make an initial assessment of your memory.

Step 2 Memory Service Practitioner Appointment

After any physical tests have been completed, if you and your GP are still concerned, your GP will refer you to our Community Memory Assessment Service. We will contact you to arrange an appointment to see a specialist practitioner in a community-based centre. If necessary, the practitioner may see you at your home instead.

When attending your practitioner appointment it is helpful for you to bring along a friend or family member who knows you well and can offer you support during your assessment.



Please remember to bring with you:

- Any medications you are currently taking
- Your glasses and hearing aids - if you wear them

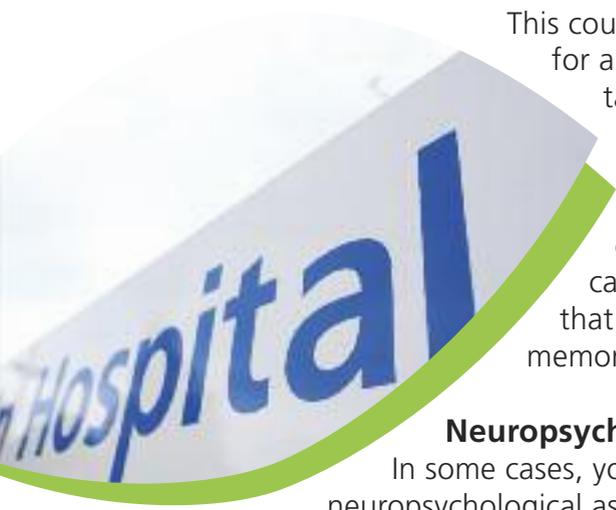


The practitioner will ask you about your memory problems and spend time talking to you in order to help establish your symptoms. During this assessment, you will also be given further mental exercises designed to test your memory. The appointment will usually last around 1½ hours.

Step 3

SPECIALIST TESTS

In many cases, it will be necessary to organise further specialist tests in order to help make a diagnosis.



This could include visiting a hospital for a CT scan, which uses X-rays to take pictures of the brain.

These pictures can help to show any unexpected changes or problems. They can also help to illustrate causes other than dementia that could be behind your memory problems.

Neuropsychological Assessment

In some cases, you may be referred for a neuropsychological assessment. This will involve an interview with a psychologist, who will ask you to carry out a more detailed set of mental tests to help establish the possible causes of any memory changes or changes to other cognitive functions. The results of these tests will enable the psychologist to identify strategies to help you cope with your condition. The assessment will usually last around two hours, and does not involve the use of any medical equipment.

Step 4

DIAGNOSTIC CLINIC

Following your initial assessment with the CMAS practitioner, and once all specialist tests have been completed, you will be offered a consultation with a doctor at a local GP surgery.

Diagnostic clinics are held throughout the region, so although we might not be able to see you at your own GP's surgery, we can book your clinic appointment at a GP surgery that is local or convenient for you.

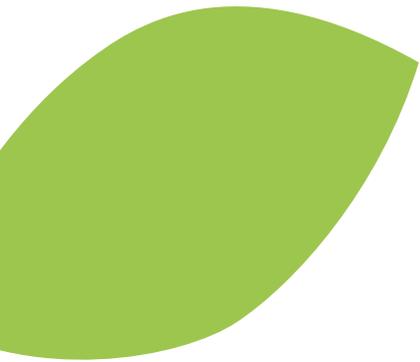


4. Getting your diagnosis

When you attend the Diagnostic Clinic, the doctor will ask you if you wish to know the outcome of your memory assessment, which may include a diagnosis of dementia. The doctor will also ask you if there is anyone else that you would like to be told of the outcome. You will be given time to talk about your diagnosis and to ask any questions you may have.

Unless you decide otherwise, your doctor should explain to you and your family:

- The type of memory problem that you may have, or if any further investigations will be needed. Sometimes the diagnosis may not be clear, in which case the doctor may want to see you again after a period of time to review your symptoms
- Details about symptoms and how any illness might develop
- Appropriate treatments depending upon your needs



5. After your diagnosis

If you have had a diagnosis of dementia, you may be feeling worried and feel that you have more unanswered questions.

Everyone who has attended a Diagnostic Clinic will be offered a follow-up appointment with a CMAS practitioner or other experienced member of our team. As well as discussing any treatment, the practitioner will be able to answer your questions and help you think about making plans for the future.

If you have received a diagnosis of dementia, we will help you to access the services and support that are available to you.



6. Healthy Living

There can be much to consider after receiving a diagnosis of dementia. Once you have had some time to adjust to your diagnosis, it makes sense to start considering changes you can make to help you manage your condition and continue your usual activities. Healthy living can make it easier for people with dementia to stay positive and to remain independent for as long as possible.

Staying active

We all know the importance of leading a healthy lifestyle. Eating a healthy diet, getting enough sleep and drinking enough fluids can make a difference to your health.

Regular exercise provides real health benefits and staying active can help you to live well with dementia.

Every little helps

Inactive people get more immediate health benefits from being active again than people who are already fit. Any gentle exercise or physical activity is better than none at all.



Preventing falls

Older adults at risk of falls, such as people with weak legs, poor balance and some medical conditions, should do exercises to improve balance and coordination on at least two days a week. These could include dancing or gentle yoga.



Maintaining your fitness

If you are generally fit and have no health conditions that limit your mobility, then ideally you should continue to aim to do at least 150 minutes (2 hours and 30 minutes) of moderate-intensity aerobic activity every week. This might include walking fast, heavy gardening, ballroom dancing, water aerobics, riding a bike, or playing tennis.



Living well

Besides staying physically active, if you or someone you care for has dementia, keeping busy and enjoying an active social life can make a difference to your overall health and wellbeing.

Staying socially active

Along with staying in touch with friends and family, you might consider joining one of the local social groups that have been established specifically for people with memory problems and their families and carers. You may not be someone who would normally join a group, but Synergy Cafés offer a relaxing and supportive environment in which you can find out information, socialise and enjoy a coffee morning (or afternoon).

See the directory of local resources at the end of the booklet for further details.



Sleeping well

People with dementia often experience disturbed sleep and may wake up during the night or be restless. There are some simple rules that can help you to avoid or reduce sleep problems. These include avoiding naps during the day, keeping regular bedtimes and avoiding alcohol or caffeine at night.

Some medication can cause sleepiness during the day and interfere with sleep at night. Sleeping pills can be used with care in people with dementia.

Other activities

Pursuing a wide variety of creative, social, and mental activities can also help you to live well with dementia. There are so many possibilities, but to list just a few examples, you might consider:

- Reading books or magazines, or listening to audiobooks
- Doing crosswords or puzzles, or playing cards
- Joining a music, singing or dancing group
- Keeping up or taking up arts and crafts
- Visiting a Memory Café run by a local voluntary group (see the local resources section for details)

7. Planning ahead – driving and your memory

As you get older there are many conditions that impact on your ability to drive such as failing eyesight. However, other abilities such as coordination, reaction times and assessment of hazards are also important skills for driving.



If it is felt that your skills are significantly impaired, you may be advised to stop driving or need to be assessed at the local accredited driving centre - East Anglian DriveAbility.

See the directory of local resources at the end of the booklet for further details.

Driving and your statutory obligations

If you have received a diagnosis of a significant memory problem then you have a legal responsibility to let the DVLA and your insurers know that you have this condition.

Letting the various authorities know does not necessarily mean that you have to stop driving. The DVLA - with your consent - will usually contact your doctor to find out the extent of the problem.

If the DVLA has any concerns they will ask you to have a driving assessment. If you carry on driving without informing the DVLA and your insurer, then you could be liable to a fine and in the event of an accident your insurance company may refuse to honour your claim.

Maintaining your independence

If you find that you can no longer drive it might seem like a major blow, but it is important to recognise that there are other ways of maintaining independence. Organisations such as Dial-A-Ride and other volunteer groups are there to help you. Older people are entitled to free off-peak travel on local buses anywhere in England once they reach pensionable age. This can be applied for through Suffolk County Council.

Travel voucher scheme

If you live in Suffolk and are unable to travel by conventional public transport, because of your location or disability, you may be eligible to receive travel vouchers to assist with the cost of taxis or community transport services. These are offered instead of, not in addition to, the free travel bus pass.

See the directory of local resources at the end of the booklet for further details.

8. Planning ahead – legal and financial issues

One of the potential benefits of receiving early diagnosis of memory problems is that it gives you more time to make plans around legal and financial issues that might need to be tackled.

Lasting power of attorney in England and Wales

There may be a time in the future when your symptoms mean you are no longer able to arrange your own financial and legal affairs. You may wish to give a relative (or relatives) you trust the power to make decisions on your behalf in the event that you should lose the capacity (or ability) to arrange your own affairs. The legal document to arrange this is called a lasting power of attorney. The 'attorney' – the person(s) appointed to take decisions on your behalf – can only take decisions that are in your best interest.

There are two different types of power of attorney:

1. Lasting power of attorney (LPA) for matters relating to property and affairs
2. Lasting power of attorney (LPA) for matters relating to healthcare and welfare

The LPA has to be made in a fixed legal way and is not legally recognised until it is registered with the Office of the Public Guardian (OPG).

Application forms are available from the OPG online at <http://www.justice.gov.uk/about/opg> or by telephone on 0300 456 0300.

Power of attorney and capacity

LPAs relating to property and affairs can be arranged by the person with dementia if they still have the mental capacity (or ability) to make relevant decisions – they can then be used even if the person with dementia still has capacity. In contrast, a personal welfare LPA can be arranged, but will only come into use with decisions made by the attorney once the person with dementia has lost capacity.

Benefits of making an LPA

There are a number of reasons you may wish to make an LPA:

- It can be reassuring to know that if you are unable to make a decision for yourself in the future, your chosen person will make these decisions for you
- Making an LPA ensures that the person you want to make decisions for you will be able to do so. This prevents a stranger, or someone you may not trust, from having this power
- An LPA can reduce problems that may occur in the future. It can be more expensive and time-consuming for family or friends to try to gain a similar power in the future
- Making an LPA can help prompt discussions with your family or others about your future wishes

Enduring Power of Attorney

From 1 October 2007, in England and Wales, Lasting Power of Attorney replaced the previous Enduring Power of Attorney (EPA) - any EPA established before October 2007 remains valid.



Advance care planning

You may also wish to draw up an advance decision after first receiving a diagnosis of dementia. An advance care plan allows you to make your treatment preferences known, in case you are unable to do this in the future. Subjects covered by an advance decision can include:

- What treatment you would consider having and in what circumstances
- What types of treatment you would never wish to have, no matter what the circumstances
- What type of end-of-life care you would wish to have
- If you are willing to donate organs after your death

Wills

A will lets you decide what happens to your assets (money, property and possessions) after your death. Writing a will is the best way of ensuring that your wishes are carried out the way you want when you die. If you die without making a will, the government will decide what happens to your assets. You can write your will yourself, but it is a good idea to get legal advice. It will need to be formally witnessed and signed to make it legally valid.

If you have a diagnosis of dementia, you can still make changes to your will provided you can show that you understand the decisions you are taking and the likely consequences. Your solicitor will be able to give you further advice on changing your will.

Government advice recommends that your will includes details of:

- Who you want to benefit from your will
- Who is going to sort out your estate and carry out your wishes after your death (your executor)
- What happens if the people you want to benefit die before you

You should keep your will safe and tell your executor (the person chosen to carry out your wishes) where it is.

Benefits

If you are diagnosed with a memory problem, or if you care for someone with dementia, then there are various benefits that you might be entitled to. Some, but not all, of the possible available benefits are means-tested (or may depend on you and / or your carer's existing financial circumstances).



Your local Citizens Advice Bureau will be able to give you further advice and help in accessing benefits.

The Suffolk Dementia Helpline can also answer your questions on benefits and a range of other issues. To contact a Suffolk Dementia Advisor please ring:

01473 353 055



See the directory of local resources at the end of the booklet for further details of your local Citizens Advice Bureau, and more information on the Suffolk Dementia Helpline.

Working

Coping at work can be worrying for people with dementia, but some people of working age prefer to stay in work and feel this helps to stay physically and socially active.

You should speak to your employer as soon as you feel ready. Some employment contracts require that you let your employer know if you are diagnosed with dementia. Even if this is not a legal requirement, it is worth keeping in mind that your employer is legally obliged to make 'reasonable adjustments' to help you to keep working if you are able to do so. You could continue to work or return to work by asking your employer if you can change your workload.



If you are struggling to cope at work, you can get advice from the disability employment adviser at your local Jobcentre office, your trade union, the Advisory, Conciliation and Arbitration Service (ACAS), or your local Citizens Advice Bureau.

In terms of obtaining advice on benefits if you are of working age, we would again recommend that you contact your local Citizens Advice Bureau or Age UK.

If you decide to leave work, the Suffolk Dementia Helpline or your local Citizens Advice Bureau can provide advice about your pensions and benefits.

See the directory of local resources at the end of the booklet for further details of your local Citizens Advice Bureau, and more information on the Suffolk Dementia Helpline.

9. Information for carers

As a carer for someone with memory problems, you will be facing a range of new challenges and having to adapt to the changes in your relationship with the person that you care for.

As a carer, there are a wide range of organisations offering advice and support to help you, such as:

- Handy hints on improving the home environment of the person you care for with dementia
- Details of special courses available to you
- Advice on legal and financial issues
- Information on support available to help you with the emotional demands of caring

Contact details for national and local organisations can be found in the directory of resources at the end of this booklet.



It is also important that you do not neglect your own needs when caring for others. (Information on looking after your own wellbeing is also provided in this section of the booklet.)

As their condition progresses, a person with dementia will come to rely on you more and more for everyday support. You will also play an important role in providing reassurance as they may feel more vulnerable or lose independence as their condition worsens.

Helping someone with dementia with everyday tasks

Involving the person you look after in everyday tasks will make them feel useful and improve their sense of self-worth. They could help with the shopping, laying the table or sweeping leaves in the garden, for example.

As the illness progresses, these tasks may become harder for them to manage independently, and you may need to give them more support:

- Offer support sensitively and try not to be critical of their attempts. It can be very important for the person with dementia to feel that they are still useful
- Using memory aids around the house will help the person with dementia remember where things are

Memory aids can be as simple as placing pictures on cupboard doors of what's inside, such as cups and saucers. This will help to trigger the individual's memory and enable them to retain their independence a little longer.

Keeping up hobbies and interests when someone has dementia

Many people with dementia continue to enjoy their hobbies or interests, such as cooking, listening to music or playing a board game. Going for a walk or gardening provides exercise and fresh air and caring for a pet brings a lot of pleasure to many people.

If the person you care for was very sociable and outgoing, or if they have a large family, they may really enjoy visits from one or two family members or friends. But remember that they may struggle to keep up with conversations if they have a lot of visitors at the same time.

Maintaining good health and nutrition

It's important that the person you care for eats healthily and gets some exercise. The longer they stay fit and healthy, the better their quality of life will be.

People with dementia may not recognise foods, or forget what foods they prefer or refuse food. It's likely that the person you care for will change their eating patterns and habits over time. Staying calm at meal times and finding plenty of time for meals can help, as problems are frequently due to confusion. Alternatively, changes in eating behaviour could be a sign of dental problems, in which case it is important to get this checked with a dentist.

Other local carers may be able to share advice or hints. For information on carers' groups, see the directory of local resources at the end of this booklet.

If you become concerned about an individual's diet or eating habits, you should speak to their GP.

Alcohol and smoking

If the person you care for drinks any alcohol, you should ask a GP to confirm that this is compatible with any medication they are taking.

If the person you care for smokes, replace matches with disposable lighters to lower the risk of them accidentally causing a fire.

Incontinence and washing

Suffering with incontinence, having difficulty washing and keeping up usual standards of personal hygiene are problems that can affect people of all ages. However, dementia can be associated with some of these difficulties, whether as a result of confusion or forgetfulness, or sometimes as a side effect of some medications.

These can, of course, be difficult issues for both the carer and the person with dementia. Further advice on how best to provide care in these circumstances can be obtained by contacting organisations listed in the directory of local resources in this booklet.

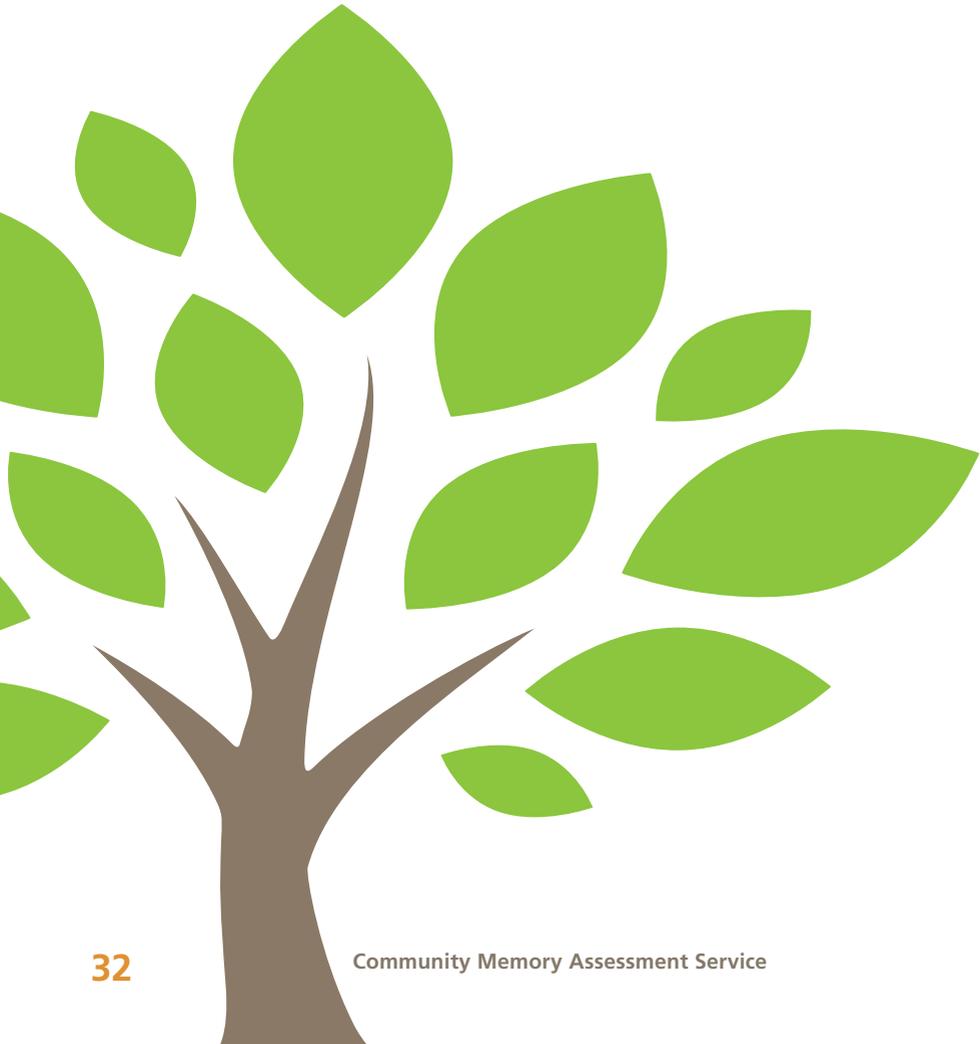
Taking care of your own wellbeing

As a carer you may sometimes find it difficult to stay positive. Remember that you are not alone and that help and support is available. Talk to someone about your worries. This could be a family member or friend, or a member of your local dementia support group. Your GP can also refer you to a counsellor in your area.

It is important for your physical health and psychological wellbeing that you are able to take a break (respite) from care particularly if you have to go into hospital or meet other important commitments. Friends, relatives and neighbours can often provide respite care at home.

Care away from home can confuse some people with dementia, both while they are away and when they come back. If you decide on respite care away from an individual's home, it is a good idea to visit beforehand to check that it meets the needs of the person with dementia.

Caring for someone with dementia can be frustrating and stressful at times, but there are many organisations that can help. See the directory of local resources at the end of the booklet for carer support organisations that can help.



Directory of local organisations and resources

We can direct you to key sources of support, advice and information to meet your needs.

This section of the guide provides a short directory of information, including key organisations with a local presence in Suffolk that can provide further sources of information, help and support.



Alzheimer's Society provides a range of services and resources to support people affected by dementia, their families and carers.

Dementia support workers provide support and information. We also have an advocacy service and training is provided by an approved trainer.

Alzheimer's Society covers the whole of Suffolk, with offices in Ipswich, Bury St Edmunds and Lowestoft.

Alzheimer's Society has support groups for people with dementia and their carers. They are in Felixstowe, Ipswich, Kesgrave, Stowmarket, Aldeburgh, Halesworth, Leiston, Lowestoft, Southwold, Bury St Edmunds, Mildenhall and Sudbury.

There are two drop-in services at Ipswich Hospital and Beccles.

To contact Alzheimer's Society about their support services in East Suffolk, please call:

01473 237301

Hours available: Monday to Friday **9am** to **4pm**

Email: suffolk@alzheimers.org.uk

Dementia Partnership for Suffolk

Alzheimer's Society, Sue Ryder, Suffolk Age UK and Suffolk Family Carers have joined forces to offer help and support to people with dementia and their carers.

If you or someone you care for has a diagnosis of dementia, please telephone the Suffolk Dementia Helpline on:

01473 353350

Hours available: Monday to Friday, 24 hours a day.



The helpline can offer advice and support to any Suffolk resident who has a diagnosis of dementia and their family carer. Dementia Advisors can help you by:

- Being available after diagnosis and throughout your journey with dementia
- Having someone available at the end of a telephone or through personal visits to your home
- Helping to prevent situations deteriorating

- Enabling quicker access to benefits and support, so improving your ability to live independently
- Enabling you to understand and manage the illness effectively, maintaining quality of life so you can live well

Synergy Cafés

Synergy Cafés offer a relaxing and supportive environment where you can find out information, socialise, and enjoy a coffee morning (or afternoon).

A small team of staff experienced in dementia work alongside trained volunteers provide a supportive environment.

Synergy Cafés are open across Suffolk - see opposite for details of venues and days.

For any information or queries that you have about Synergy Cafés, please telephone Carmella Miller on:

01473 295200

Or email: carmella.miller@sueryder.org

Website:

<http://www.sueryder.org/What-we-do/Care-services/Day-opportunities/Synergy-cafes>



Synergy Café venues

Synergy Café	Address	Day	Open hours
Felixstowe	United Reformed Church, Tomline Road, IP11 7PA	Monday (weekly)	11am - 3pm
Brandon	Heathcote House (Orbit), Warren Close, IP27 0EE	Monday (weekly)	11am - 3pm
Ipswich	The Stables, The Chantry, IP2 0BP	Tuesday (weekly)	10am - 4pm
Haverhill	West End Congregational Church Withersfield Road, CB9 9LA	Tuesday (weekly)	11am - 3pm
Lowestoft	Opening soon	Tuesday	11am - 3pm
Shotley Peninsula	Chelmondiston Village Hall, Main Road, IP9 1DX	Wed (fortnightly)	11am - 3pm
Snape	Aldeburgh Music Concert Hall, IP17 1SP	Wed (weekly)	11am - 3pm
Bury St Edmunds	Opening soon	Wed (weekly)	11am - 3pm
Hadleigh	Ansell Centre, Market Place, IP7 5DL	Thursday (weekly)	11am - 3pm
Stowmarket	Redwood at Red Gables, IP14 1BE	Thursday (weekly)	11am - 3pm
Newmarket	Childwick House (Orbit), Howard de Walden Way, CB8 0QZ	Thursday (weekly)	11am - 3pm



The Citizens Advice Bureau (CAB) offers independent and confidential advice on numerous issues including legal and financial planning, matters relating to work, pensions and disability, and advanced healthcare planning.

Bury St Edmunds

The Risbygate Centre
90 Risbygate Street
Bury St Edmunds
IP33 3AA
Tel: 01284 753675

Felixstowe

2 – 6 Orwell Road
Felixstowe
IP11 7HD
Tel: 01394 275958

Ipswich

19 Tower Street
Ipswich
IP1 3BE
Tel: 01473 219777

Leiston

14 Colonial House
Station Road
Leiston
IP16 4JD
Tel: 01728 832193

Newmarket

Foley Gate
Wellington Street
Newmarket
CB8 0HY
Tel: 01638 665999

Stowmarket

5 Milton Road South
Stowmarket
IP14 1EZ
Tel: 01449 676060

Woodbridge

Framfield House Surgery
Ipswich Road
Woodbridge
IP12 4FD
Tel: 01728 832193

Transport

Suffolk on Board Community Transport

There are a range of local transport services for those who cannot access conventional public transport, either because of mobility impairment or because conventional services are difficult to access due to their location. These transport services are operated by not-for-profit community groups.

For information on Dial-a-Ride, Community Car Services, local Travel Voucher Schemes and other services that might be able to help you meet your transport needs, please contact:

0345 606 6171

passenger.transport@suffolk.gov.uk

Age related free travel bus pass

For further information contact the Free Travel Bus Pass information line on **0345 600 0659** or apply online at: <http://www.suffolkonboard.com>

Travel voucher scheme

People who are unable to access free travel on conventional bus services can apply to Suffolk County Council for Travel Vouchers which can be used towards the cost of community transport, taxis or private hire vehicles. The value of the vouchers is £100 per annum.

Customers who have travel vouchers waive their right to a free bus pass.

You can apply:

- Online at <http://www.suffolkonboard.com>
- By calling **0345 600 0659**
- Alternatively you can pick up an application form from Suffolk County Council Offices or libraries

Driving Assessments

If you need or want to arrange an 'assessment of fitness to drive', you should telephone East Anglian DriveAbility on:

01842 753029

Please note that there is a charge for undertaking an assessment.

Essential contacts for carers

Caring for someone with dementia can be frustrating and stressful at times, but there are many organisations that can help. We recommend that carers seek additional advice and support by making contact with either the Dementia Partnership for Suffolk or NHS Carers Direct.

Dementia Partnership for Suffolk

If you or someone you care for has a diagnosis of dementia, please telephone the Suffolk Dementia Helpline on:

01473 353055

Hours available: Monday to Friday, 24 hours a day.



For information, advice and support for carers, call Carers Direct on:

0300 123 1053

Hours available: Monday to Friday 9am - 8pm,
Weekends 11am - 4pm.

Glossary

- **Advance care plan:** this sets out the treatment you would like to receive in the future.
- **Assets:** your money, property and possessions.
- **Cognitive function:** Mental abilities including perception, thinking, reasoning, and remembering.
- **Counsellor:** a trained professional who can offer support through therapy sessions.
- **CMAS practitioner:** a trained nurse or equivalent who will see you at your first Community Memory Assessment Service appointment, and offer you follow-up appointments after you have seen the doctor.
- **CT scan:** a computerised tomography (CT) scan uses X-rays and a computer to create detailed images of the inside of the body. During a CT scan, you'll usually lie on your back on a flat bed. The CT scanner consists of an X-ray tube that rotates around your body.
- **Dementia:** Dementia is a syndrome (a group of related symptoms) associated with an ongoing decline of the brain and its abilities. This includes problems with memory loss, thinking speed, mental agility, language, understanding, and judgement.

- **Diagnostic clinic:** your diagnostic clinic appointment will be at a GP surgery convenient for you, and will be with a doctor, who will take all the information gathered from the practitioner assessment, blood tests, and scans, to make a decision about what is causing your memory problems.
- **Follow-up appointment:** these appointments take place after your diagnostic appointment and are usually with the nurse practitioner. They last for half an hour and include a review of any medication you have been prescribed by the CMAS doctor.
- **Initial assessment:** an appointment with the practitioner during which you will be asked about your memory problems, as well as general information about your life and health.
- **Lasting power of attorney:** a legal document that lets you (the 'donor') appoint one or more people (known as 'attorneys') to help you make decisions on your behalf.
- **Mental wellbeing:** your mental state – how you are feeling and how well you can cope with day-to-day life. Our mental well-being can change from day to day, month to month, and year to year depending on what is happening.

- **Neuropsychological assessment:** a measurement of your ability to perform mental functions, such as remembering things, concentrating on things, etc. It involves a number of 'brain tests' that measure your strengths and weaknesses in a variety of thinking skills.
- **Clinical Psychologist:** Clinical psychologists deal with a wide range of mental and physical health problems including addiction, anxiety, depression, learning difficulties and relationship issues. They are trained to carry out and understand the results of neuropsychological assessments.
- **Synergy Café:** Synergy Cafés bring together people affected by dementia and their family carers in a relaxed and informal atmosphere. They offer education, information and practical advice in addition to a weekly programme of fun activities. A small team of staff experienced in dementia work alongside trained volunteers to provide a supportive environment for those living with dementia and their family carers.



For further information contact:

For further details about the Community Memory Assessment Service, please visit the Norfolk and Suffolk NHS Foundation Trust website: www.nsft.nhs.uk

Norfolk and Suffolk NHS Foundation Trust values and celebrates the diversity of all the communities we serve. We are fully committed to ensuring that all people have equality of opportunity to access our service, irrespective of their age, gender, ethnicity, race, disability, religion or belief, sexual orientation, marital or civil partnership or social & economic status.



If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact PALS and we will do our best to help.

Email: PALS@nsft.nhs.uk
or call: PALS Freephone 0800 279 7257

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**Ipswich and East Suffolk
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