**Ask us about Dementia– information sheet**

**What is it?**

*Ask us about dementia* is an advice line where you can book an appointment with an experienced dementia practitioner to talk through a situation you may need some extra help or advice about.

The practitioner will work through ideas and solutions with you. It could be ideas for meaningful activities or could be about a change in someone’s behaviour. They can also help with signposting to further support or services.

**What doesn’t it do?**

The advice line is to support you with ideas and solutions to a specific issue.

* This is not a crisis response service.
* This service does not replace your local support or services.
* The service does not provide long term interventions.
* This service will not directly refer to any other services.

**Who is it for?**

People working in health or social care settings and family carers.

**When will it run?**

Initially, it will run twice a week. You will be able to book a twenty minute appointment. If required, you will be able to book a follow up call. The service will run during normal working hours.

**How do I book on?**

For social care settings your manager will be given a link to share with you all. For helplines your call handler/operator will be given a link to share with family carers. You will be able to click on the link to book your appointment. You can choose a one to one session or a session with two practitioners.

You’ll be asked to give us some information about the reason you are booking the appointment so we can let the practitioner on the call know in advance what you want to talk about.

The booking link can be found at <https://www.eventbrite.com/e/ask-us-about-dementia-pilot-servicegwasanaeth-peilot-holwch-ni-am-dementia-tickets-123004579007>

**Who will I be speaking to?**

Our practitioners work in health and social care services across Wales. They work across a range of disciplines. In order to help you decide who you would like to speak to, we will provide you with information on each individual practitioner and their specific areas of expertise and skills.

**What happens on the call?**

You’ll be directed to a video call with an experienced dementia practitioner. You’ll then be able to explain the situation you would like some advice about.

Calls are secure and anonymous. However, the practitioner will be making a note of some of the themes, as this will help us develop the service. We will not share those notes with others outside of this service, with the exception of safeguarding concerns. We can send you a summary of what was talked about on the call.

The call will last around 20 minutes.

Here’s a short video showing you what appointments look like <https://youtu.be/o-64JK4nLuE>

**Feedback from you**

As part of the pilot, we’re asking you to let us know about your experience of using the service. You’ll be asked to fill in a short survey at the end of the call. We’ll also contact you a week or so after the call to ask you how the advice has helped you and to ask for any ideas how we can improve the service.

This is the pilot stage, so we are asking you to work with us to help develop and refine the service before it is made more widely available. The final service may need to look different.

If you have any concerns or compliments about your experience of the service please try to discuss them with the practitioner during your call in the first instance. If this is not possible, or they are not able to respond to your satisfaction please contact Natalie Elliott or Rebecca Cicero on natalie.elliott@wales.nhs.uk or rebecca.cicero@socialcare.wales

**How long will the pilot last?**

The pilot will run throughout the autumn. After that, the service will pause so we can gather feedback and see if this can be made available across Wales.

**Who can I contact to find out more?**

If you have any questions, please contact dementia@socialcare.wales