



ILLAWARRA  
DIVISION OF  
GENERAL  
PRACTICE



# **A Carer's Guide:**

**For people in the Illawarra  
looking after someone with dementia**

**August 2009**



National Prescribing Service Limited

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## Contacts

The doctor can explain what is happening and provide a referral to a geriatrician or other specialist.

**Name of local doctor:** \_\_\_\_\_

**Telephone number** \_\_\_\_\_

**Name of specialist:** \_\_\_\_\_

**Telephone number:** \_\_\_\_\_

## Medication

For concerns or questions about medication, you can talk to a pharmacist.

**Pharmacist Name:** \_\_\_\_\_

**Pharmacy Phone number:** \_\_\_\_\_



**National Prescribing Service Medicine Line**

**1300 888 763**

**(for free and independent information about medicines)**

**Diagnosis:** \_\_\_\_\_

## Psychometric testing

**Betsy Lilley (Private)**

**0400 833737**

**Northfields Clinic**

**4221 3747**

**Port Kembla 3<sup>rd</sup> Floor**

**4223 8232**

## Financial Assistance

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<b>Centrelink:</b>	<b>132 717</b>
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Centrelink entitlements for carers include Carers' Payment, Carer Allowance or Pharmaceutical Allowance.

<b>Department of Veterans Affairs (if eligible):</b>	<b>133 254</b>
<b>Seniors Card Scheme:</b>	<b>1300 364 758</b>

[www.seniorcard.nsw.gov.au](http://www.seniorcard.nsw.gov.au)

Seniors' card offers various concessions. Application forms available from Shellharbour, Albion Park, Warilla and Kiama libraries, Wollongong Council office and some ANZ bank branches; or by calling the above phone number.

## Legal Issues

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You may have to make some important decisions on financial matters or about future living arrangements for the person you are caring for. Some of these decisions require you to have enduring power of attorney and/or enduring guardianship.

<b>NSW Trustee and Guardian (formerly Public Trustee):</b>	<b>4229 6511</b>
<b>Guardianship Tribunal:</b>	<b>1800 463928</b>

**Solicitor Name:** \_\_\_\_\_

**Solicitor Phone Number:** \_\_\_\_\_

## Information

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**Alzheimer's Australia National Dementia Hotline:1800 100 500**

**[www.alzheimers.org.au](http://www.alzheimers.org.au)**

Alzheimer's Australia offers advice, information, counselling and individual support. You can talk through your emotional, practical and family issues in confidence with a professional counsellor either face to face or via telephone. Call the above number to make an appointment.

## Younger Onset Dementia

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**FRONTIER**

**[www.ftdrg.org/](http://www.ftdrg.org/)**

**(02) 9399 1134**

FRONTIER is a clinical research group in Sydney - Australia, dedicated to the study of frontotemporal dementia (FTD) and related disorders. Information about research and services, and for publications:

## Taking a Break (Respite Care)

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Respite care can be arranged for short-term breaks and in emergency situations.

**South Coast Home Health Centre: 4274 0555**  
**(24 hour access)**

A private nursing agency for local government areas of Shoalhaven, Kiama, Shellharbour and Wollongong. Wound care, respite and overnight 24 hour care available.

**Wollongong City Council's Respite Services: 4227 7248**

Wollongong City Council's Respite Services offer support to carers by providing appropriately trained staff to give the carer a break or time out from caring.

**Home Respite Services** – for people with early stages of dementia to give the carer some time out. This may be provided in the home or the volunteer may take the person out.

**Illawarra Commonwealth Carer Respite and Carelink Centre**  
**Emergency Dementia Respite Service 1800 059 059**

Temporary in-home care for people with dementia at times of crisis. Care can be provided for up to 72 hours- must be an emergency. This covers Wollongong, Shellharbour and Kiama areas.

## Practical Help – in the home

Help can be arranged for things such as showering, dressing, meals, transport, shopping, mowing, special equipment, making your home safe, and for other tasks.

Call:

<b>Wollongong City Council Respite Services:</b>	<b>4227 7464</b>
<b>For Shellharbour region:</b>	<b>4257 9036</b>

**The range of services provided by the Wollongong Council are:**

**In-home Respite Service** – For people with early stage diagnosed Dementia

**Dementia Respite Options service** – 52 hours respite care available for carers of people with dementia. Respite is provided in the home of the person with dementia.

**Illawarra Dementia Respite Service** – Provides flexible respite to carers of people with dementia who also have a challenging behaviour.

**Dementia Monitoring Program** – One on one service with a paid worker for people with a diagnosed dementia in the community. Assistance with shopping, appointments, etc is provided.

**Twilight Tours** – A bus outing for people with dementia who become agitated in the afternoon. This covers the Wollongong and Shellharbour areas.

## Practical Help – in the home (ctd)

**Commonwealth Carelink Centre:**

**1800 052 222**

[www.commCarelink.health.gov.au](http://www.commCarelink.health.gov.au)

Aged person's services – information, day care, home maintenance, home care & support and dementia support.

**Chesalon Services Illawarra:**

**4226 3872**

Dementia care, meals, medication management, shopping, nursing/personal care, transport, respite services and house keeping; plus dementia-specific Day Care centres Tuesday – Thursday.

**Southern Hospitals Network Access & Referral Centre:**

**1300 792 755**

Call to organise an ACAT assessment which is necessary for many services and for nursing home placement. **ACAT is the Aged Care Assessment Team.** Any person, their carer or doctor can refer for an ACAT assessment.

**HammondCare Community Care Illawarra Region:4221 0400**

HammondCare offers the Extended Aged Care at Home Dementia (EACHD) package funded by the Commonwealth Government, which helps people living with dementia stay in their own homes. An ACAT assessment is required (see above).

**“Living with Dementia” resources**

[www.dementiatechnology.org.au](http://www.dementiatechnology.org.au)

This website provides information about how changes to the environment and use of assistive technology may support the independence, safety and leisure of people living with dementia. You will also find quick links to product information.

## Planning Ahead

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You can make arrangements now for the future in case the person for whom you care needs temporary or permanent care in an aged care facility. Call:

**Nursing Home placement service**

**4223 8204**

This service helps people with information regarding placement in nursing homes, respite care and hostels.

**Southern Hospitals Network Access & Referral Centre:**

**1300 792 755**

Call to organise an ACAT assessment which is necessary for nursing home placement.

**ACAT is the Aged Care Assessment Team.** Any person, their carer or doctor can refer for an ACAT assessment.

## “Challenging Behaviours”

To seek help in dealing with wandering, agitation, depression, restlessness, screaming, inappropriate sexual behaviour, hallucinations, physical and verbal aggression or resistance to care; call:

### **NSW Dementia Behaviour Management**

**Advisory Services (DBMAS):  
(24 hour access)**

**1800 699 799**

The NSW Dementia Behaviour Management Advisory Service (DBMAS) helps manage the care of people living in aged care facilities or in the community who have severe and persistent Behavioural and Psychological Symptoms of Dementia. You can call this number for advice if you care for someone with dementia who displays behaviours which cause distress or harm.

## Wandering

### **‘Safely Home’ Project – *Protection for people who wander***

**National Dementia Helpline:**

**1800 100 500**

[www.alzheimers.org.au](http://www.alzheimers.org.au)

For people with dementia that are at risk of getting lost, this project provides rapid and accurate identification and return of a wandering person to their home. Call to request an information kit on the ‘Safely Home’ project. Register and a stainless steel bracelet will be sent which can be worn at all times. The bracelet has a toll free number and an ID number that is linked to **NSW Police Safely Home** database. Call the above number or visit the website for more information.

## Your Needs

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If you are worried about your own physical health, well-being and emotional health, contact your doctor and explain you are a carer, or call:

**Carunya Dementia Support Service: 4297 1011**

Carunya provides day-time therapies for people who have dementia, and day respite for carers as well as carer support, counselling and education.

**Alzheimer's Australia: 1800 100 500**

[www.alzheimers.org.au](http://www.alzheimers.org.au)

Alzheimer's Australia offers counselling and individual support. You can talk through your emotional, practical and family issues in confidence with a professional counsellor either face to face or via telephone. Call the above number to make an appointment.

## In an EMERGENCY

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If you are worried that there is an immediate health risk or if the person you care for has fallen and you cannot get them up...

**Call:**

**Ambulance Service: 000**

## Specialised Medical Services

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### **Specialist Mental Health Service for Older People:4220 7900**

This service is for people 65 years and over who have mental health disorders (including dementia) and provides timely access to a comprehensive range of high quality services for their healthcare needs. The multidisciplinary team offers outpatient and community assessments, including visits to the home and also residential aged care facilities within the Illawarra area. **A GP can organise a referral if appropriate.**

Referrals are made through **Adult Mental Health Community Teams:**

**Wollongong (Helensburgh to Unanderra): 4254 1500**

**Lake Illawarra Community Health Team  
(Pt Kembla, Dapto to Gerroa) 4223 8001**

For after-hours assistance, call:

**The Mental Health Helpline: 1300 552 289**

## Geriatrician Clinics

**Geriatric Outpatient Clinics:**

**4253 4430**

Clinics are held at Bulli Hospital on Monday, Tuesday, Thursday and Fridays and Wollongong Hospital on Thursday afternoons. To make an appointment, call the number above. A referral will be required from the GP.

## Private Geriatrician Clinics

**Dr Jan Potter – Staff Specialist Geriatrician: 4267 2811**

(at Lawrence Hargrave Hospital on Tuesday mornings)

**Dr Tariq Khan – Specialist Geriatrician: 4285 4100**

**Northern Polyclinic 191 Princes Highway Corrimal**

**Dr Diana Lim - Specialist Geriatrician**

**42299337**

**0419 121 368**

**Level 2, 1 Rawson Street Wollongong [Diana@bluebaymedical.com.au](mailto:Diana@bluebaymedical.com.au)**

A referral from the GP is necessary for these clinics.

## ATSI – Aboriginal & Torres Strait Islander Dementia Service

<b>NSW Dementia Behaviour Management Advisory Services (DBMAS):</b>	<b>1800 699 799</b>
<b>Illawarra Aboriginal Medical Service</b>	<b>4229 9495</b>

DBMAS provide support and advice to improve the quality of life of people with dementia and their carers, and help manage behaviours such as dealing with wandering, agitation, depression, restlessness, screaming, inappropriate sexual behaviour, hallucinations, physical and verbal aggression or resistance to care. DBMAS guidelines cover Aboriginal and Torres Strait Islander cultural considerations.



## Illawarra Multicultural Community Services for Dementia (ctd)

**Multicultural Health Italian Dementia Carer Support: 42216789**

Last Wednesday of the month, ongoing support and education for Italian carers.

**Macedonian Dementia specific worker: 4275 2266**

Provides assistance to people with dementia and their carers of Macedonian speaking background. Emotional support provided. Some dementia services and dementia specific activity groups on Mondays, Tuesdays and Wednesdays.

**Cringila Home and Community Centre: 4276 4364**

[www.iecc.org.au](http://www.iecc.org.au)

Provides various craft activities, bingo & table games, guest speaker and bus trips. Lunch and morning tea are provided.

**Carunya Dementia Support Service: 4297 1011**

Provides day time therapies for people who have dementia. Provides day-respite for carers, and carer support, counselling and education.

**Illawarra Commonwealth Carer Respite Centre: 1800 059 059  
(24 hour access)**

The Illawarra Commonwealth Carer Respite Centre provides support and information to carers about respite options in the Illawarra region. The centre can provide carers of people with dementia and associated challenging behaviours, with access to residential respite through the residential respite vacancy project.

## Illawarra Multicultural Community Services for Dementia (ctd)

**Commonwealth Carelink Centre:**

**1800 052 222**

Services: information, day care, home maintenance, home care & support and Dementia support. Anyone can receive information they need and assistance with referrals, if required, by contacting the local Centre on the phone number above.

**'Safely Home' Project' – *Protection for people who wander***

**Alzheimer's Australia:**

**1800 100 500**

[www.alzheimers.org.au](http://www.alzheimers.org.au)

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**For Shellharbour region:**

**4257 9036**

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- **Dementia Respite Options service** – Block of 52 hours of respite care is available for carers of people with dementia. Respite is provided in the home of the person with dementia.
- **Illawarra Dementia Respite Service** – Provides flexible respite to carers of people with dementia who also have a challenging behaviour.
- **Twilight Tours** – A bus outing for people with dementia who become agitated in the afternoon. This covers the Wollongong and Shellharbour areas.