Dementia
How to improve your memory and help people with dementia in Runnymede

- Memory tips
- Services
- Activities
This booklet has been produced by the Local Dementia Action Alliance in Runnymede for Dementia Action Week 2018.

Members of the Local Dementia Action Alliance include:

- Achieve Lifestyle, Egham and Addlestone
- Alzheimer’s Society, London
- Dementia Care Team, St Peter’s Hospital, Chertsey
- Emma’s House Day Care, Rodwell House, Ottershaw
- Orchard Dementia Centre, Chertsey
- Parklands Manor, Chertsey
- Runnymede Borough Council
- Runnymede Medical Practice
- Runnymede Dementia Carers Support
- St Paul’s Church, Hebrews Café, Addlestone
- Sunrise Virginia Water
- Surrey County Council Libraries
- The River Bourne Club, Chertsey

and people with dementia and carers in Runnymede

If you would like to join the Dementia Action Alliance, or have any comments or views on this booklet, please contact:

Suzanne Stronge (Partnership and Policy Development Officer, Runnymede Borough Council)

**Telephone:** 01932 425869

**E-mail:** Suzanne.Stronge@runnymede.gov.uk
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Introduction

This booklet has been produced by the Local Dementia Action Alliance in Runnymede to support the Surrey Heartlands Health and Care Partnership’s strategy on dementia. By working together as an Alliance, we can support people with dementia by making services more dementia friendly, improving experiences from going shopping to visiting the opticians and dentist.

Frances Dyble-Goode is the Runnymede Dementia Carers Champion and founder of the Runnymede Dementia Carers Support Group. Frances has more than 20 years experience of helping carers looking after a loved one with dementia.

Frances says: “As a carer, the challenge is to get the most out of your day for you and your loved one by feeling the least frustrated and upset as possible.”

You may find the following helpful:

- Always smile when you see the person with dementia as this seems to connect strongly and can start the day or outing in the right way

- Try not to answer for your loved one as they may withdraw completely. Encourage them to join in as much as possible

- Join a support group so you can meet up with people who are in the same situation and understand. The details of the Runnymede Dementia Carers Support Group are on page 7
Redirect
Never argue

Repeat
Never say ‘I told you so’

Distract
Never shame

Reminisce
Never say ‘remember?’

Reassure
Never lecture

Ask
Never command

(source: Dementia Diaries, Four Generations One Roof)
Memory loss strategies and memory clinics

General memory tips that everyone can use

Relax ✅
Memory is better when people take time to store and recall information. Allow enough time to complete a thought and express oneself.
A quiet, peaceful place will help store information in one’s memory.

Focus on one thing at a time ✅
When parking a car, focus on the parking spot, look at the permanent structures nearby, such as a sign or shop front. Glance at the site a few times as you walk away to review the picture of your parked car.

Break information into smaller chunks ✅
Repeat information and you will retain it better. When you meet a new person, repeat the name aloud once and to oneself at least twice.
When a task is finished, saying words out loud helps to embed the memory, for example saying “The electricity bill has been paid”.
Establish a routine for demanding activities and include time to relax. This can make things easier to remember.

Talk About Your Day ✅
If you have been out for the day, talk to your partner, a friend, or family member afterwards. This is a good way of creating memories and feeling positive about it. Another tip is to write about your day.

(source: AlzOnline)
Memory Aids

Why not keep a memory notebook to list activities and remind you of the time they take place? The notebook needs to be pocket size to be carried around and can be split into easy to navigate sections:

- **Dates and times of things to do**
  - Money matters (e.g. how much money was spent and what was bought), bills that have been paid and when

- **Personal information**
  - Address, work address, telephone numbers, e-mails

- **Messages to and from other people**
  - Messages to give people and messages from other people

- **Diary**
  - Activities done that day, important names and dates

- **Facts**
  - Important facts and figures to note down

Verbal reminders are now possible through advanced speakers like Amazon’s ‘Alexa’.

Tablet and smartphone alarms can signal when actions, or medication, need to be taken.

Pictures and labels can help people find objects or remember friends and family.

(source: AlzOnline)
Memory clinics

Memory Clinics are run by health and social care professionals to assess, diagnose and support people with dementia and their families. Clinics can perform further diagnosis and memory tests. For instance, they might have a more in-depth look at the sort of memory problems that you may be having.

The following clinic is available in Runnymede:

St Peter’s Hospital Memory Clinic

Runnymede & West Elmbridge CMHT OP (Community Mental Health Team for Older People) run memory clinics for people who have concerns about their memory, in order to further investigate these concerns and receive an appropriate diagnosis, recommendations for treatment and advice about support services in the community.

Where: currently being held in Hayworth House, on St Peters Hospital site (this will move to Unither House, Chertsey later this year - date to be confirmed)

Contact: referral is via your GP

There is also a community memory session run by a local care home:

Sunrise Virginia Water Memory Sessions

When: The second and third Thursday of the month
Times: 3pm to 4.30pm
Where: Sunrise Virginia Water, Christchurch Road, GU25 4BE
Contact: 01344 843777
“We remember their love when they can no longer remember.”
— Unknown
Activities for people with memory loss

Dementia Carers Support Group: Telephone 01932 342910 / 07799 066219
Giving carers of those with dementia the opportunity to meet others in a similar situation whilst loved ones enjoy activities run by volunteers. Mondays 1.15pm to 3.15pm at Woodham & New Haw Centre KT15 3ET Tuesdays 10.30am to 12.30pm at St Paul’s Church, Egham Hythe Thursdays 10am to 12noon at Woodham and New Haw Centre
Website: www.dementiacarerssupport.co.uk

Outings are held throughout the year for all, including river boat trips, cinema visits, cream teas and garden visits. There is also a weekend trip for carers and their loved one together. All free of charge.

Other sessions at the Dementia Carers Support Group include:

Great Fun Golf Sessions
Great Fun Golf for carers and loved ones, with the presentation of a ‘Winners’ award each week, plus a chocolate bar. All free of charge.
Where: Woodham and New Haw Centre, New Haw KT15 3ET
When: Every Thursday from 10am to 12noon.

Arts and Crafts Class
The last Friday of every other month, A fun craft or painting class for carers and loved ones to enjoy together. Volunteers to help you. A cup of tea or coffee with a sandwich and cake for lunch. All free of charge.
Where: ‘Boscos’ All Saints Church, New Haw KT15 3DH
When: 1.30pm to 3.30pm. The next session is Friday 25 May.

Saturday Lunch Club
The first Saturday of every month. There is a two course lunch with refreshments, a fun raffle, entertainment and a glide around the dancefloor. All free of charge.
Where: Woodham and New Haw Centre, New Haw KT15 3ET
When: Lunch is from 12.30pm and entertainment from 2pm to 3pm
Alzheimer’s Society Side by Side Service: Telephone 01932 855582
From joining a local club, playing golf, or going for a stroll in the park – Side by Side helps people with dementia to keep doing the things they love with the support of a volunteer.

Emma’s House Day Care: Telephone 07711 530264
A day service for those with early, and mid-stage dementia.
Sessions offer a welcoming and calm environment for individuals to participate in stimulating and enjoyable activities.
Where: Rodwell House, Brox Lane, Addlestone KT15 1HH
When: Tuesday, Wednesday, Thursday, Fridays 10.30am to 3.30pm

Hebrews Café: Telephone 01932 846059
The café offers free refreshments for carers and their loved one.
Where: St Paul’s Church, School Lane, Addlestone, KT15 1TB
When: The café is open Tuesday to Friday during term time, from 9am to 2pm.

The Orchard Day Centre: Telephone 01932 565242
The day care and support service provides care and support in a safe and comfortable group setting. Stimulating activities are based on people's individual needs and interests.
Where: The Orchard Day Centre, Staines Lane, Chertsey, KT16 8PS

The River Bourne Film Club: Telephone 01932 560560
Monthly film sessions for people with dementia at The River Bourne Club. Cost £2.50 and hot drinks are only £1.50 if desired.
Where: Heriot Road, Chertsey KT16 9DR
When: Start time 11am, Dates: 4 June, 2 July, 30 July, 3 September, 1 October, 5 November and 3 December.
Please call to book in advance.
Surrey Libraries’ Reminiscence Collection
The Reminiscence Collection is available to anyone supporting a person with dementia, memory impairment or memory loss, whether they are a friend, family member, or healthcare professional. The collection features books, games, jigsaws, music and sensory items, designed to stimulate memories and encourage conversation.

To find out more about the collection and how to borrow materials, visit the Reminiscence Collection webpage found under 'Libraries for Health & Wellbeing' on the website www.surreycc.gov.uk/libraries, email community.connections@surreycc.gov.uk or phone 01483 541518.

Open Ticket
If you have a diagnosis of dementia, you are able to request an ‘Open Ticket’. This is designed for anyone with a short or long-term medical condition that affects their ability to visit the library, use printed books or borrow and return library items. The Open Ticket provides a longer loan period for books and audio books (six weeks), no hire charges for audio books, and reduced overdue charges.

More information: ask your local library or telephone 01483 543599.

Library Direct services
The Library Direct home service provides volunteers, Disclosure and Barring Service (DBS) checked, to deliver books to those unable to get into a library themselves, due to ill health, disability, mobility issues or caring responsibilities. The volunteers pick books and audio books based on the user’s recommendations, favourite authors and reading preferences and deliver them on an agreed and regular basis.

To register or find out more, please email libraries@surreycc.gov.uk or telephone 01483 543599.
## Libraries in Runnymede

### Opening times

**Chertsey**

<table>
<thead>
<tr>
<th>Day</th>
<th>Opening Time</th>
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<tbody>
<tr>
<td>Monday</td>
<td>2pm to 5pm</td>
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<tr>
<td>Tuesday</td>
<td>10am-1pm, 2-5pm</td>
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<tr>
<td>Wednesday</td>
<td>Closed</td>
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<tr>
<td>Thursday</td>
<td>10am-1pm, 2-5pm</td>
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<tr>
<td>Friday</td>
<td>10am-1pm, 2-5pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>10am to 4pm</td>
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<tr>
<td>Sunday</td>
<td>Closed</td>
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**Egham**

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<th>Day</th>
<th>Opening Time</th>
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</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Tuesday</td>
<td>9.30am to 5pm</td>
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<tr>
<td>Wednesday</td>
<td>9.30am to 5pm</td>
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<tr>
<td>Thursday</td>
<td>9.30am to 5pm</td>
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<td>Friday</td>
<td>9.30am to 5pm</td>
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<tr>
<td>Saturday</td>
<td>9.30am to 5pm</td>
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<tr>
<td>Sunday</td>
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**New Haw**

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<thead>
<tr>
<th>Day</th>
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<tbody>
<tr>
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<td>Friday</td>
<td>10am to 5pm</td>
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<tr>
<td>Saturday</td>
<td>9.30am to 4pm</td>
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<tr>
<td>Sunday</td>
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**Virginia Water**

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<th>Day</th>
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<tbody>
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<td>Tuesday</td>
<td>10am to 5pm</td>
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<tr>
<td>Wednesday</td>
<td>6pm to 8pm</td>
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<tr>
<td>Thursday</td>
<td>10am to 12.30pm</td>
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<tr>
<td>Friday</td>
<td>10am to 5pm</td>
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<tr>
<td>Saturday</td>
<td>10am to 1.30pm</td>
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<tr>
<td>Sunday</td>
<td>Closed</td>
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</table>

### Contact the libraries:

**Telephone**

01483 543599

(SMS: 07968 832414)

**E-mail**

libraries@surreycc.gov.uk

**Website**

www.surreycc.gov.uk/libraries

Libraries are closed on bank holidays.

Libraries in Runnymede

Addlestone

<table>
<thead>
<tr>
<th>Day</th>
<th>Opening Time</th>
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<tbody>
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<tr>
<td>Tuesday</td>
<td>9.30am to 5pm</td>
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<td>Wednesday</td>
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<td>Friday</td>
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<td>Saturday</td>
<td>9.30am to 5pm</td>
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<tr>
<td>Sunday</td>
<td>Closed</td>
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</tbody>
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**Libraries are closed on bank holidays.**
# Health and fitness

The River Bourne Club  
Heriot Road, Chertsey KT16 9DR  
**Telephone:** 01932 560 560  
**Email:** info@rbhealthclub.co.uk

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
<th>Time</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday</strong></td>
<td>Community Milon, <em>A tailored gym circuit for the over 50s</em></td>
<td>10.30 - 11.30am</td>
<td>£3.50</td>
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<tr>
<td></td>
<td>Table Tennis</td>
<td>12.30 - 2pm</td>
<td>£2.50</td>
</tr>
<tr>
<td><strong>Tuesday</strong></td>
<td>Walking for Health (by Cornerhouse), <em>The first Tuesday of each month.</em></td>
<td>1.15pm (2.5 to 3.5 mile walk - 90 minutes)</td>
<td>Free</td>
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<td></td>
<td>Meet in club foyer, return to the club to enjoy social time, coffee and cake in the café. For details call Tasha 07473 404962</td>
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<td></td>
</tr>
<tr>
<td><strong>Wednesday</strong></td>
<td>Otago strength and balance programme, <em>Please call to book in advance</em></td>
<td>11.30am - 12.30pm</td>
<td>£3.50/week or £24 for eight weeks</td>
</tr>
<tr>
<td></td>
<td>Table Tennis</td>
<td>12.30 - 2pm</td>
<td>£2.50</td>
</tr>
<tr>
<td></td>
<td>Film Night, <em>The first Wednesday of each month.</em> Includes the film, a glass of wine or soft drink and nibbles</td>
<td>6.30pm start</td>
<td>£5</td>
</tr>
<tr>
<td><strong>Thursday</strong></td>
<td>Tonic Time, <em>Seated pilates-style exercise class</em></td>
<td>11.15 - 11.45am</td>
<td>£2.50 taster then £5</td>
</tr>
<tr>
<td><strong>Friday</strong></td>
<td>Otago strength and balance programme, <em>Please call to book in advance</em></td>
<td>11.15am - 12.15pm</td>
<td>£3.50/week or £24 for eight weeks</td>
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Achieve Lifestyle— Egham and Addlestone Leisure

There are a range of activities on offer as well as the gym equipment to use. Some sessions are aimed at, but not limited to, those over 50.

**Walking basketball**— Egham Leisure Centre, Thursdays 12noon to 1pm. First session is free then £3 per session.

**Walking football**— Egham Leisure Centre, Saturdays 10am to 11am. First session is free then £3 per session.

**Walking netball**— Egham Leisure Centre, Fridays 12noon to 1pm. First session is free then £3 per session.

For more information telephone 01784 437695

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Living Well Week

Living Well Week 2018 will run 22 to 30 September. There will be free or low-cost health and wellbeing related activities taking place across Runnymede. Activities include pilates, swimming sessions, dance, seated exercise, talks, health checks, lunches and more.

To start the week there will be a launch event at Abbeyfields in Chertsey on Saturday 22 September from 10am until 2pm with stalls, music, food and drink, blood pressure checks, freebies and more. Entry is free so come and join us.

For details visit www.runnymede.gov.uk/livingwell, telephone 01932 425688, or email communitydevelopment@runnymede.gov.uk.

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What’s on in Runnymede?

There’s a new Facebook page full of events that are taking place in and around Runnymede. Search ‘What’s on in Runnymede’ and give the page a like to be kept up to date with events and activities near you.

You can also visit www.runnymede.gov.uk/carers for information and advice for carers in Runnymede.
How can Community Services support you?

Runnymede Borough Council provides a wide range of quality services designed to support you and the people you care for live independently and remain active within the community. The services can assist carers, give peace of mind to family and friends, provide reassurance for those living alone and improve quality of life for Runnymede residents.

Meals at Home
This service is perfect for those who find cooking for themselves difficult or a chore. The meals service is tailored to you, allowing choice on the food you like, delivered hot and ready to eat on the days you want them. They are nutritionally balanced with specialist dietary options available to suit all. View the food menus online or request one by post.

Community transport
Want to get out and about? Allow the fleet of fully accessible buses and on-hand friendly staff get you to where you need to go. With easy booking and competitively priced fares, call for a quote on your first ride. Caring for someone? You can ride free when accompanying the individual in your care.

Social centres
Fancy something new or need a little ‘you time’? Come to one of the friendly and welcoming centres. Hot, tasty two-course lunches are served daily. There’s entertainment, away trips, salon services and activities. Find your nearest centre on the website.
GPS location service
Peace of mind for people who may feel vulnerable outside their home. The GPS is a discreet device with two-way conversation at a touch of a button. When activated it links directly to the 24 hour control centre. Other smart features such as low battery alerts and safe zones can also be applied. This is available to all residents across Surrey.

Community alarms and telecare
This service allows reassurance at a touch of a button, keeping you safe in your home. The alarm links to the 24/7 control room operated by our friendly and professional team who are able to assist you in an emergency. Ask about smoke detectors, medication dispensers, fall alarms and bed sensors. Call the team to arrange a free, no obligation, demonstration.

Tel: 01932 425865
Email: community.services@runnymede.gov.uk
Website: www.runnymede.gov.uk/communityservices