

## Age UK Partners

Age UK Partners can offer an intervention called Cognitive Stimulation Therapy (CST) to help people with dementia improve their memory and thinking skills and to cope with memory loss.



Age UK North, South and West Dorset -  
**01305 269444** [cst@ageuknswd.org.uk](mailto:cst@ageuknswd.org.uk)



Age UK Bournemouth, Poole and East Dorset -  
**01202 530530** [cst@ageukbped.org.uk](mailto:cst@ageukbped.org.uk)

## What if I have any other questions?

Please contact us on the numbers below. We would be happy to answer any queries you may have.

**Memory Assessment Service - 0300 303 5342**

### Adult social care

- Poole, Bournemouth and Christchurch - **0300 1239895**
- Dorset - **01305 221016**

### Useful numbers and websites

- **Connection - 0800 652 0190** (24-hour mental health support)  
[www.dorsethealthcare.nhs.uk/access-mental-health](http://www.dorsethealthcare.nhs.uk/access-mental-health)
- **Dementia UK - 0800 888 6678** [www.dementiauk.org](http://www.dementiauk.org)
- **Alzheimer's Society - 0333 150 3456** [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- **Next Steps** (support while waiting for a memory assessment appointment) [www.nextsteps.org.uk](http://www.nextsteps.org.uk)

The information in this leaflet is available in additional languages and alternative formats. Please contact the Trust for further details.

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**Dorset HealthCare  
University**  
NHS Foundation Trust

# Memory Assessment Service



## Dorset HealthCare University NHS Foundation Trust

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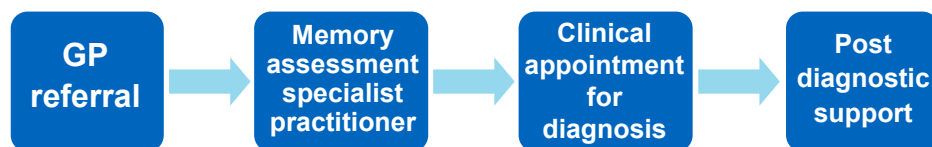
🐦 @DorsetHealth  
🌐 [www.dorsethealthcare.nhs.uk](http://www.dorsethealthcare.nhs.uk)

# Information for patients, relatives and carers

★ **Excellence**  
♥ **Compassion**  
🔍 **Expertise**  
in all we do

The Memory Assessment Service provides specialist help for residents of Dorset with a memory problem affecting their daily life. We aim to diagnose the cause, offer treatment and advice, and direct you to other services that can provide support. It is important to all of us to maintain our independence for as long as possible. We want to ensure people living with memory loss are able to lead the kind of life they want to live.

### How do I access the service?



Your GP asks you some questions and the answers – along with other relevant information, such as your medications or medical history – are used for a referral to the Memory Assessment Service. We will then arrange your first appointment.

### What will happen at my first appointment with the Memory Assessment Service?

Your first appointment will be with a Memory Assessment Specialist at an NHS clinic or it may take place by telephone or video-call. We can also visit you at home if you are not normally able to get to a clinic or are housebound.

Please allow around an hour for this appointment. You will be asked about the problems you face and how they affect your life on a day-to-day basis. We will ask about your health and any medications you are taking, and may take your blood pressure, pulse and weight.

Doing some memory exercises will also help us learn more about your memory and how this affects you.

We will ask who you would like your information shared with, such as your next of kin, partner or carer. We will discuss what information you would like about any diagnosis and what the possible implications of a diagnosis might be for you. However, you will not receive a definite diagnosis at this stage. After the appointment, the clinician will discuss your assessment with the team doctor. We may refer you for further investigations, such as blood tests and or a brain scan, if we feel they are needed before a diagnosis can be made.

### What should I bring with me to my appointment?

Please bring any glasses or hearing equipment you use. If you wish to, it will be helpful to bring a relative or a friend who knows you well, as their contribution can be very valuable.

### What are the ‘memory exercises’ I will be asked to complete?

Lots of people worry about what they may be asked in a memory assessment. It is important to know there is no pass or fail aspect to the exercises. They are designed to help us understand how the different parts of your memory are working, so we can help as much as possible.

The clinician will work through the exercises with you and explain things clearly. The kinds of exercises vary, but you may be asked to look at something on a piece of paper and identify what it is, or asked to draw something. Please say if you have any particular concerns about the exercises, and let us know if English is not your first language.

### Why might I need a brain scan?

A brain scan will help to show any changes which may have caused your memory problems so we can provide you with an accurate diagnosis.

### What happens next?

You will be offered an appointment with the team doctor or a clinician to discuss the outcome of the assessment and any scan results. There are many causes of memory loss, including dementia, stroke disease, depression and other mental health problems. We will work with you to help you understand your diagnosis, and what treatment and support is best for you.

### What support is available if I get a diagnosis of dementia?

Help & Care are working in partnership with us to provide comprehensive support and advice so people in Dorset can live well with dementia. You will be offered a named Dementia Co-ordinator to support you and those close to you.

**Help and Care - 0300 123 1916**

[www.helpandcare.org.uk/](http://www.helpandcare.org.uk/)

