# **East Cheshire Hospice**

# **Community Dementia Companion Service**

**Referral CRITERIA AND PROTOCOL**

**Who is the service for:**

We’re pleased to invite you to refer to our Community Dementia Companion Service which is designed for people:

* With a diagnosis of dementia and living with their main carer,
* Who have needs for companionship and activities that are not being met at present, and
* Are living within East Cheshire, including Congleton, Knutsford, Wilmslow and Macclesfield.

Naturally anyone you refer, and their carer, should be aware of and agree with the referral.

**Who can refer to the service:**

The person with dementia or their carer can themselves refer, and any professional supporting the person with dementia and carer can do so, including Hospice staff and those of partner organisations.

**How to refer:**

By completing the Dementia Companion Referral Form and emailing it to cmicb-cheshire.echospicesfc@nhs.net faxing to 01625 666 995, or posting/handing in at East Cheshire Hospice, Millbank Drive, Macclesfield, SK10 3DR for the attention of Claire Halsey.

The more detail you put on the referral the better able we’ll be to understand the needs of the person with dementia, please do fill out every section as far as you can.

You may want to contact the Service Co-Ordinator to talk through your referral in advance, you’d be welcome to do this by phoning Claire Halsey on 01625 666 990.

**What happens next?**

Once we’ve received your referral the Service Co-Ordinator will consider it as soon as possible and usually within one week. We may also contact the person with dementia and their carer and yourself for more information or clarification so we can make a good decision about what we can offer.

The Service Co-Ordinator will then get in touch with all of you to let you know the outcome of the referral.

**When the referral is accepted:**

The person with dementia and/or the carer will be contacted to further explain the service and how it can help.

This will be followed by a home visit from the Service Co-Ordinator to talk about hopes and expectations of the service, gather any further information to make sure the service is well matched to the persons needs and to discuss any safety issues or concerns.

Following the home visit, if all are agreeable, the Service Co-Ordinator will identify a suitable companion and arrange a joint visit with them. Once a suitable match has been made and everyone is happy the companion will arrange regular visits and activities to be engaged in.

Initially, a review of the service and need will be undertaken at three and six months and at six monthly intervals thereafter. There is no time limit to the provision of this service whilst it still meets the service user needs and referral criteria.

**Referral Protocol for access to East Cheshire Hospice Community Dementia Companion Service:**

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| **The service is suitable for:** | People with a diagnosis of dementia in the earlier stages of the illness, who live with their main carer in East Cheshire, have a need for companionship and social or other activities and are aware of the referral thus meeting all the referral criteria above.Upon receipt of a referral we may give referrers a call to find out more about the person and their carer to help us decide if we can help.If the person you refer does not have dementia or social needs or they live outside the East Cheshire area they won’t be eligible for this service.If this is the case we’ll let you know as soon as we can and, where possible, give you information about services which could also be helpful.Referrals to the Dementia Companion Service will not be accepted if:* The referral criteria listed above are not met.
* If the person with dementia has significant personal care needs, which would need attending to during a volunteer visit as volunteer companions will not be able to support personal care needs in the absence of carers.
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| **Agreement:** | Referrers, people with dementia and their carers will be provided with information on the Dementia Companion Service and can contact the Service Co-Ordinator for additional information. Referrers must discuss any referral with the person with dementia and their carers and ensure adequate information is available to enable them to make an informed choice and agree to a referral to the service. |
| **Declined referrals:** | Any referrals which are outside the remit of the Dementia Companion Service will be discussed with the referrer and returned with a rationale for the decision. Advice and signposting will be offered where possible. |
| **Service end/ completion:** | The Community Dementia Companion Service can be ended at any time by the service user, carer or East Cheshire Hospice. This may be due to a change in the condition or needs of the person with dementia, if personal care is required or if the service is not meeting the need of the service user. Any ending of the service will involve advice and signposting to other services where possible. |
| **If the service is declined by the service user or carer:** | In the event of the service being declined by the person with dementia or their carer this decision will be feedback to their referrer.The person with dementia and their carer will be informed of how to opt back into the service in future and provided with information about other services available to them if appropriate. |