

How can I give feedback about the service?

We want everyone to receive the highest level of service. We welcome both compliments, comments and complaints. Please liaise with a member of staff.

If you do not feel we have resolved your issue and you wish to make a formal complaint, please contact:

Customer Services Department

Livewell Southwest

First Floor, Windsor House

Tavistock Road

Plymouth, PL6 6FU

Tel No: 01752 435201

Email: customerservicespch@nhs.net

Website: www.livewellsouthwest.co.uk

Trust Smoking Policy:

Livewell Southwest has a No Smoking Policy. Smoking is not permitted in our buildings or grounds, with the exception of mental health residential units, where smoking is permitted by service users in grounds only. For the protection of our staff, we request that you provide a smoke free room when receiving a visit from an NHS staff member in your place of residence.

Useful information

Alzheimer's Society Tel No: 0300 222 1122 Website: www.alzheimers.org.uk

Memory Matters Tel No: 01752 243333 (Hub) Email: hel-lo.moments.cafe@gmail.com

Adult Social Care Tel No: 01752 306900
OR Tel No: 01752 346984 (out of hours)

Community Memory Pathway

The Community Memory Pathway operates between 9am-5pm, Monday-Friday (not including Bank Holidays). Outside of core working hours there is an answerphone available but messages will not be picked up till the next working day. If your situation has changed and/or you require immediate action please contact Devon Doctors on 111. If your situation requires the Emergency Services please dial 999.



Livewell Southwest



@livewellsw

Community Memory Pathway



Memory Clinic

Contact details:

Community Memory Pathway

Top Floor Local Care Centre

Mount Gould Hospital

Plymouth, PL4 7QD

T. 01752 435365

www.livewellsouthwest.co.uk

We support people to lead independent, healthy lives

The **Community Memory Pathway** aims to deliver a high quality assessment, treatment and intervention service for the people of Plymouth who are experiencing memory difficulties.

What does referral mean?

We have been asked to see you because you, a member of your family or a doctor have concerns about your memory.

Your referral has been made by your GP to the Devon Referral Support Services (DRSS).

What will happen?

With this leaflet you will be offered a first appointment at your home or in our assessment clinic. We will discuss your concerns and take a history of your difficulties and health problems. At this appointment further options will be discussed.

What are the options?

- You may decide that further assessment of your memory is not right for you at the moment.
- No further action required. In which case we will write to your GP and let them know.
- An appointment with a consultant psychiatrist.

Do I have to be seen alone?

You can have anybody with whom you feel comfortable at any Memory Pathway appointment.

Where will appointments be?

At Mount Gould Hospital (Outpatients), or if housebound, at your home address.

Who will I see?

You will see a nurse who specialises in memory difficulties, or a Clinical Psychologist or Occupational Therapist and/or a Consultant Psychiatrist (or member of their team). All of us have trainee professionals with us from time to time and we hope you will allow them to sit in on appointments.

Does a referral to the Memory Pathway mean I have dementia?

Memory problems arise from many causes of which dementia is one. The assessment aims to clarify this but dementia is hard to diagnose in its early stages and we may not be sure.

What about medication?

There are medications available which might be prescribed if the consultant feels it would be of benefit to you. Not everybody with memory difficulties are suitable for these medications. The medication is not a cure for Alzheimer's disease but can be of some benefit to some people.

Is there a waiting list?

Waiting lists can fluctuate due to demand but we aim to see you as soon as possible.

What next?

After your first assessment you may be referred to a consultant.

We look forward to meeting you and hope that this short leaflet has answered some of your questions.

If you need any more information you can contact us on :

Tel: 01752 435 365

We can be contacted from
9.00am – 5.00pm weekdays

Other things you need to know

You can bring someone with you to appointments.

However, you may be asked to be seen on your own during the appointment.

Will everything I say be kept private?

All our staff are trained to respect confidentiality. We may need to share information with other people helping you. If you are concerned about this, please talk to our staff.

What if I cannot keep my appointment?

Please ring the number above and we will rearrange the appointment for a more convenient time.