

ANNUAL REVIEW 2009/10

An independent charity working with, and for, people with dementia and their carers in Dartford, Gravesham & Swanley.

We aim to:

- Give continued practical and emotional support to people with Alzheimer's disease or other dementia, their carers, other relatives and supporters
- Deliver such support in a respectful way which recognizes individuality and safeguards dignity
- Work continuously with others for the improvement and expansion of services to meet the needs of people with dementia and their carers
- Promote awareness of the effects of dementia on the individual and their carers

Trustees – 2009/10

Tony Searles – Chairman, Sarah Neal – Treasurer, Justin Bateman, Bob Gladwell, Dr. Alisoun Milne,	Dr. Lynfa Price, Alan Putt, Bill Warne, Mick Whitehouse.
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Staff – 2009/10

Caroline Adams, Ranjit Bains, Sherrie Boyd, Jackie Bushell, Alison De-Ritter, Angela Farrell, Pat Frost, Sue Harman, Jola Kane,	Brenda Langford, Lynne Lidstone, Sarjit Matharoo, Stephanie McMillan, Lorraine Morriss, Karen Payne, Lynda Petley, Ita Petrie, Viniti Seabrooke,	Carol Smith, Rock Sturt, Rachel Swain, Jackie Thompson, Rosemary Tunbridge, Jenny Wheeler, Eve Wilkinson.
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Volunteers – 2009/10

Sheila Aitken, Wendy Bateman, Gordon Baylis, Vera Baylis, Margaret Burton, Karen Chadwick, Sophia Channa, Anne Child, Pat Clarke, Sapna Dabas, Edna Davies, Stan Day, Angela Ford, Kathrine Forsdyke,	Lindsay Garrett, Pauline Glanfield, Elaine Grooms, Alan Hilton, Audrey Jeeves, May Jones, Tajinder Kaur Kainth, Danny Kelly, Kevin Kennelly, Margaret Kirby, Sunny Knowles, Kam Lin Yau, Mollie Luckhurst, Lyndon Pickles,	Stephanie Reeves, Christine Rutherford, Lilian Savin, Julie Sizer, Jeannie Steele, Margaret Stephens, Maninder Tagore, Sallyann Taylor, Paul Thompson, Rosemary Tunbridge, Jean Ventham, Joy Wootten, Audrey Wadsworth,
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Alan Putt was a respected and dedicated volunteer and Trustee to ADSS over many years. It was with great regret that we learnt of his death in February 2010. Our thoughts go to his family and friends. We will miss him.

Chairman of the Trustees – Tony Searles

Carol Smith retired as Chief Executive Officer of ADSS at the Annual General Meeting of the organisation in November 2009 after 18 years of service. She was an inspirational leader of the organisation and she will be sorely missed by staff, volunteers and clients alike.



Carol and her son at the AGM

More than 100 people attended the celebration which followed the AGM and a number of them got up to speak of how highly they thought of her and the great things that she had achieved.

During the period covered by this report 164 new referrals were received. 307 families received a service from ADSS and all services were fully utilised. The day centre provided care to 101 people, which gave their carers much needed respite. The Support at Home Scheme provided a service to 34 people with over 1,750 hours of support given and our Carers' Support Groups had over fifty members.

The Monday Club for people in the early stages of dementia has gone from strength to strength. There have been trips to museums, pubs, garden centres, country parks as well as talks and visits from local artists and musicians.

The Early Intervention Project has developed very well. 7 surgeries have taken part in the project so far and have mailed out to a total of 3,552 patients. 31 patients have been referred to our service. Information packs have been sent and follow up calls have been made to them all. 22 of the 31 received home visits and 16 have subsequently taken up ADSS Services.

Our Black & Minority Ethnic (BME) project began in August 2009. It has quickly become established in the area with the project worker networking across all communities. This has increased the uptake of ADSS services by people from the BME community and increased awareness of dementia and support services in these communities.

The West Kent 24 hour helpline was launched at last year's AGM in November and it is developing well. There are 14 volunteers staffing the helpline supported by a co-ordinator based at ADSS. This is a joint project with the Alzheimer's Society Kent & Medway Locality.

Finally, I would like to thank the staff, volunteers and trustees for their hard work and commitment over the past year and I look forward to working with them as the organisation goes from strength to strength in the years ahead.

Chief Executive Officer – Jackie Thompson

I have been in post since 1st October 2009. My first seven weeks were spent alongside Carol Smith, the former CEO and this was an invaluable time of learning about the organisation, the service it provides and the milieu it operates in. I am very grateful to Carol for her help during this time.

I have been very fortunate to inherit a great team of staff, trustees and volunteers. You will see in other parts of the Annual Review that I have asked staff members to write about their roles and their projects. I think this will give you a good idea of what we do and how the organisation works.

People using our services have grown as have the number of services we offer. This year has been a year of change and growth as I suspect the year ahead will be.

Our aim for the next financial year is to consolidate our recent growth and to look at the sustainable development of our services. With the recent national financial crisis and the difficulties that have arisen, and will arise, from it we need to ensure that ADSS can weather the storms of a changing financial and political climate.

We have innovative and successful projects such as the Early Intervention Project, BME Project & the 24 hour Helpline, and we are confident that they will continue to perform strongly. There are plans for the 24 hour Helpline to expand to cover the whole of Kent and Medway.

Our core services of Day care and Support at Home are popular and have been fully utilised. There is an excellent management and staff team in place in these services who work to very high standards in their care of our clients. It is hoped that the Support at Home service will develop further into a specialised dementia domiciliary service during the coming year.

The Carer Support Groups at Dartford, Gravesend & Meopham are operating very well and giving support and friendship to people with dementia and their carers. We are looking at setting up an additional Carer Support Group in the northern parishes of Sevenoaks.

We are setting up a dementia cafe in Gravesend. This will run once a month, probably in Gravesend. This will be open to people with dementia and their carers to meet socially, support each other, listen to speakers and enjoy entertainment.

Membership Report – Jenny Wheeler

Membership continues to grow steadily year on year. The increase in the number of members was 3% whereas donations increased by 36%. Contributions to Unrestricted Funds from membership donations totalled £3,541.00.

A membership drive takes place each year; all existing users of ADSS services are invited to become members. ADSS received an 11% response with a total contribution of £370.00

The Role of the Client Liaison Officer – Stephanie McMillan

When a person or their family becomes aware that there may be a problem with their memory they may seek support and signposting to services available in the community. One of the roles of the Client Liaison Officer is to offer this support and to give families information about the services that the Alzheimer's and Dementia Support Services offer as well as services available from other voluntary and statutory organisations.

Initial information is taken in the form of a referral. This referral can be from family members, friends, neighbours, from statutory organisations such as the NHS and Social Services, or from other Voluntary organisations. After this information is logged on our data base an information pack is sent to the main carer. This pack is very comprehensive. Carers have fed back to us that the information is a very helpful and useful resource. It helps them to identify changes they have noticed in the person they are caring for as being due to dementia. I will follow this up with a telephone call to the carer within 3 weeks at which time we will discuss whether they would like me to arrange a home visit to the client. Sometimes the carer may wish to see me on a one to one basis before this visit is arranged or they may feel that the information pack is all that is needed at that particular time.

When a home visit is arranged, in nearly every case it is with the client and the main carer. Often it is with several family members or friends. At the time of the visit I will complete an assessment identifying the needs of the Client and their carer and which of our services are appropriate to meet these needs. I will also signpost to other services and check that they are aware of benefits which they may be entitled to.

Carer Support is ongoing throughout their journey with dementia. This can be by telephone support, one to one support in the office or the Carers home or as a participant in the Carers only Groups which meet in Northfleet on a monthly basis. I also offer one to one support with the Members of our Early Stages Monday Group. This support is ongoing throughout the family's journey with dementia and beyond if required.

Garden Lodge - Day Care Service – Brenda Langford



Day care opened in 1993 starting with 3 days a week open from 10am until 2pm, initially having six clients. The numbers grew and in 2001 we extended our service to five days a week with a 3pm finish. In 2003, we responded to a demand for Saturday day care and now operate from Monday to Saturday 10am – 3pm.

Currently, we have over 50 clients attending Day Care and are open 10am until 3pm Tuesday through to Saturday. There are 16 clients each weekday and 13 on Saturdays. We have four members of trained staff and a volunteer each day operating with two buses providing an escorted door to door service. Clients in the outer areas can be provided with a volunteer car driver. Other clients prefer to make their own transport arrangements.

The team offers a friendly client focused environment, with a Key Worker System. This system allocates a member of staff their own clients enabling us to best meet their individual needs. We encourage our clients to maintain their personal and social skills and give assistance where needed. We have both physical and cognitive activities selected to encourage and stimulate the well-being of the individual. Some of our activities involve gentle exercise e.g. Skittles, Putting and Quoits. Others, such as Quiz and Reminiscence sessions, provide cognitive stimulation.

Outside entertainers visit us on occasions to mark special days or just for fun. We have good connections with school choirs, local bell ringers and cultural dance groups.

While at the Lunch Club, our clients are provided with refreshments and a two course lunch from a selected menu. This is a very popular service and attendance on a second day is often requested.

Support at Home Service – Brenda Langford



Referrals for Support at Home are passed to me via my colleague Stephanie. I make contact with the main Carer to provide further information on our service and arrange a visit to the client to assess for suitability to receive this service. Once this has been agreed, a further visit takes place to link up the Support Worker with the Client.

Support at Home is tailored to suit the needs of the client with dementia living alone, or equally suitable for people who live with their Carer. The service provides a trained Support Worker visiting the client each week for a minimum of two hours but currently no set maximum time limit and it operates from Monday to Friday. The aim is to offer a service tailored to meet the needs of each individual and is formulated as a 'doing with' not 'doing for' service. We encourage independence, maintenance of life skills and continuance with hobbies and interests. The service is based on building a good rapport and trust between the client and the Support Worker.

Support Workers are selected for their skills and experience, receiving ongoing training and supervision. We currently have 5 Support Workers who visit 21 clients covering 52 hours weekly between them.

The Support Workers cover all sorts of interesting activities with our clients providing assistance with weeding gardens/allotments, nail polishing, helping to use microwave ovens, visits to chiropodist, dentists, hairdressers and weekly shopping as well as sharing games of scrabble, crosswords, cards, dominoes and reading newspapers. Our Support Workers have driven clients to see their family, visited garden centres, had pub lunches, strolled along Gravesend prom, driven through the countryside revisiting old home towns, dog walking and encouraging clients to practice their hand writing or just sitting reminiscing about the 'good old days'.

The success of the service is demonstrated when a second weekly visit is requested.

Early Stage Group (Monday Club) – Lynne Lidstone



The Early Stage Group started in January 2009. We meet every Monday between 10am and 3pm. The Early stage Group is a Peer Support Group which runs with assistance from the staff/volunteer team. The club started with nine members and soon grew to eleven. There was a waiting list and we expanded to full capacity of sixteen clients.

We provide transport and organise a monthly activity programme. The programme format was decided by the group members in our early days. Part of the programme is to visit local places of interest. We have visited Museums, had behind the scenes visits to police stations, football clubs, and theatres. Another part of the programme is to run a walking group once a month (weather permitting). We have been walking in Hall Place, Lullingstone, and the local country Parks among other venues. We go out for lunch to a pub or Café and in nice weather we take out a picnic. On our centre based days, we send out for Fish and Chips, sometimes cook a barbecue or prepare a light lunch. We have had speakers visit occasionally and have had some nice talks from local history experts and local police officers who took questions and provided useful information. A local Artist has encouraged us to have a go in an Art Class. These are a small example of the activities we have arranged.

We also provide cognitive stimulation with quizzes and discussion groups. We look through newspapers and talk about current affairs. We provide one to one support if our clients feel they need it. This can be a short chat with us or we can arrange for a confidential meeting with Stephanie, our Client Liaison Officer. We are usually a fun lively group however we do accommodate for the times our clients may be feeling sensitive and we endeavour to provide positive support. Sometimes there are no answers and the client may feel the need to off-load and then we provide a listening ear. There has been positive feedback about our Group and Carers have reported “a lift in spirits” and a more stimulated time spent with our clients on their return home. The Early Stage group is in great demand.

When a client progresses past the stage where the Monday club can best meet their needs, we discuss this with our client and their carer. At this stage, they often change to one of our regular Lunch Club days. The transition is made easier for our clients because they will still be in familiar surroundings with familiar faces.

Carer Support Groups – Lorraine Morriss

Dartford Support group meet fortnightly on Mondays from 2pm – 4pm where tea, coffee and cakes are enjoyed by the group. They arrange lunches out at various restaurants throughout the year.

Gravesend Support Group meet every Thursday from 10am – 1.30pm. Tea, coffee and biscuits are provided and lunches are ordered from Age Concern. Regular trips to the surrounding coastal areas are arranged during the summer months, and lunches out are also arranged for the group. There is always a Christmas Lunch and a theatre trip on offer for the group members and their family and friends to attend.

Meopham Support Group meet every Tuesday from 10am – 1.30pm. Tea coffee and biscuits are provided and lunches are ordered from Age Concern. Lunches out are arranged for the group and they also join the Gravesend Support Group outings.

The groups are self supporting through monies raised by group members. All groups continue to provide a friendly, social atmosphere where the members feel comfortable and supported.

“I find being able to talk to people at the support group very helpful and it also brings John out of his shell a bit.” Carer, Meopham Support Group.

“Being with other people at the support group who have experienced some of the difficulties I am facing makes me feel that I am not alone” Carer, Dartford Support Group.

“I think the support group is marvelous, it’s one of the highlights of the week for us. They are a very friendly and understanding group of people and it gives both me and my wife a break. We wouldn’t want to miss it” Carer, Gravesend Support Group.

Caring with Confidence Programme – Sue Harman

In November 2008 ADSS expressed an interest to tender for the Department of Health’s ‘Caring with Confidence’ programme. As several other voluntary sector organisations in Kent were also interested in the programme, we put together a joint bid as a consortium of organisations. In April 2009 the ‘Kent Consortium’ was awarded the contract to deliver the Caring with Confidence Programme in Kent.

Caring with Confidence is part of a package of measures to support carers. It is a national programme aimed at helping carers improve their own situation and that of the person they care for. Sue trained as a facilitator for the programme and was awarded her Passport to Practice as a licensed facilitator. She commenced delivery of the programme in March 2010 and has since facilitated 17 three hour sessions for carers across Kent.

Within 9 months of the start of the delivery of the programme in Kent a total of 155 sessions had been delivered to 1294 carers across the county and 450 of these were in Gravesham and Dartford.

Early Intervention Project – Viniti Seabrooke

The Early Intervention Project has progressed well and at the end of this year, we have worked with five GP surgeries and raised dementia awareness among 3163 patients. 120 of these patients (3.8%) had concerns and took up the 20 minute assessment to screen for cognitive impairment. 15 patients were referred onto the memory clinic and several others were referred onto either ourselves, secondary mental health services or are being 'watched' by their GP. Work is currently in progress with another 4 surgeries and will be completed over the next year.

Meeting the milestones of this project has not been without its difficulties. Several surgeries delayed taking part because of seasonal flu vaccinations and the anticipated swine flu pandemic. Difficulties with loading the project template onto computers at surgeries resulted in mail outs being postponed and eventually the GP IT department NHS West Kent kindly agreed to help with this task.

This year ADSS has received 21 referrals as a result of this project. 10 beneficiaries have taken up day care, 2 have Support at Home, 3 have 1:1 support and 2 couples attend the support groups.

In January, February and March the three hour training module to raise awareness of dementia and the Early Intervention project was delivered to another 27 Community and Practice nursing staff.

ADSS projects continue to be recognised nationally and in October Viniti delivered a presentation at the CPPS (Centre for Public Policy Seminars) conference in London, entitled 'Addressing unmet needs - How best can we engage both users and practitioners in minority communities in the planning and implementation of any dementia strategy?' In September the project was presented at a Kent wide training session for Practice Nurses.

Feedback from both carers and staff at surgeries highlights the benefits of the project:

"Talking to you has been very helpful. It's the first time anyone has acted and I'm impressed with the GP and your follow up". - Carer.

"I have found the project has heightened my awareness and I offer screening to more patients" Nurse Practitioner

Black and Minority Ethnic (BME) Project – Rock Sturt



I began work as the Black and Minority Ethnic (BME) Service Development Officer in Dartford, Gravesham, and Swanley in August 2009. Dementia awareness presentations are part of my remit, and I am the main contact for referrals. I look to enable folk from BME communities to access relevant services, and also to signpost carers to other finances/facilities that may be available to support them.

Another part of the role consists of networking with other statutory and voluntary agencies in order to develop multicultural services and improve BME uptake of dementia services. In West Kent, I have a consultative role as well.

Rock has been very busy with a total of eleven new referrals from the BME community. This represents a significant increase. The reason for the rise in referrals has been the focus on networking with leaders, and representatives of BME communities, and then following this up with visits to their groups. In addition, there were network meetings with Health, Social Care, and Voluntary organisations. There were 180 of these visits. 33 Dementia Awareness presentations (mainly through Power Point presentations, showing DVD's, running quizzes and holding focus groups) were done in different community groups and this was also a major factor in the rise in referrals. Return visits were made to a number of community groups in order to develop relationships with the members of these groups and to foster trust. Posters in other languages were produced as well. There were 24 services taken up by BME clients during this period.

Culturally relevant activities were arranged for our Day Care clients. I invited Bhangra dancers and African dancers to make presentations at Garden Lodge.

Kent & Medway Dementia Helpline – Alison De-Ritter



In November last year 'The Alzheimer's Society' based at Park Lodge Tonbridge, were providing a 'telephone helpline Service' to their local community. Staffed by 8 volunteers, for many years they had been giving information and emotional support to callers; making their lives easier by telling them about local services and support networks. In what can be a difficult and confusing time, this help was invaluable in easing isolation and confusion.

As this service was proved to be so successful, a decision was made to collaborate with Alzheimer's & Dementia Support Services, based at Northfleet, to roll this service out to cover the whole of 'West Kent', allowing more people to benefit. These two well known and respected charities began working together to realise this.

Alison De-Ritter started with the helpline in November 2009 as the Helpline Co-ordinator. She began to recruit more volunteers to extend the service. She advertised locally in shops, newspapers and 'hot spot meeting places'. From this campaign, 8 new volunteers applied and were taken on.

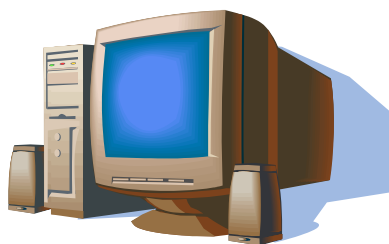
Soon the new volunteers were well on their way, training on 'Dementia Awareness', 'Adult Protection' and the 'Mental Capacity Act'. They were CRB checked and receiving helpline training, including 'mock calls' to test their skills.

By March it was clear that the whole of Kent and Medway could benefit from this service and talks began on rolling the service out to the whole of 'Kent and Medway', ready for the helpline launch on the 18th of May.

Call volume continues to grow as more people hear about this new extended service. In the forthcoming year we hope more and more people will benefit, as news about the service spreads. Both professionals and organisations have shown a keen interest. But it has been the feedback from the callers themselves which gives us the most satisfaction.

"the service is invaluable" Helpline caller

DementiaWeb Kent & Medway – Elizabeth Pilgrim



DementiaWeb is a Kent and Medway website, providing information and advice about dementia. It has details of local support services, help and care options and can also link you to other internet sites dealing with dementia.

It aims to empower people with dementia, their carers, social and health care professionals by providing information about dementia and the support and care services available to them in Kent and Medway.

DementiaWeb is owned and managed by Guideposts Trust, a registered charity with headquarters in Oxfordshire. Guideposts Trust started their first DementiaWeb in 2005 in Oxfordshire.

The DementiaWeb Kent and Medway was created in collaboration with local partners working in the dementia field. These include:

- The Alzheimer's Society
- Alzheimer's and Dementia Support Services
- Kent County Council
- Kent Adult Social Services
- Department of Health
- Kent and Medway Partnership Trust
- Medway Council
- NHS Medway PCT
- NHS West Kent
- NHS East Kent
- NHS Eastern and Coastal Kent

DementiaWeb Kent and Medway will be launched in Maidstone & Gillingham in May 2010. Further information can be obtained by contacting Elizabeth Pilgrim on 0787 254 8492 or email to epilgrim@guidepoststrust.org.uk or via www.dementiawebkentandmedway.org.uk

Donations In Memory of

H. Brindle T. Wiseman J. Elson J.J. Davies M. Parrott M. McClelland D. Connell J. Smallwood J. Marriott A. Yarham E. Evenson B. Putt D. Williams E. Pyall G.I. Turner I. Kirby	J. Prendergast G. Gregory J. Gould J. Spencer E. Bunyan P. Stockburn C. Lawson A. Carson Bill B. Waller D. Gosbee M. Melvin H. Stokes K. McNais Mrs. Alexander V. Wood	J. Turley A. Chaplin Lena W. Richardson M. Russell M. MacLachlan F. Wallace G. Aird D. Everett D. Wilson V. Jones B. Rivers A.V. Lynch J. Dixon K. Payne J. Barnes
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Donations from Individuals, Events & Organisations

A. Mann B. Gates B. Warne B.J. Stringer C & E Wells C. Smith D & G NHS Cancer Services Team Danslow Butcher – Collection Tin E. Gould E. Gould Keep Fit Group E. Grooms – collecting tin Emmanuel Baptist Church Fancy Dress Event (Rosemary Tunbridge) Friends of Southfleet Glaxo Smith Kline Gravesend Ladies Cameo Group Gravesend Rotary Club – Sponsored Cycle Ride H. Krief & family Huggens College I & P Bosley I. Abrams J & S Sheehan J. Lankester Jo's Hairdressers – Collection Tin John Lewis – Nursery & Childrenswear KPA Imprest Gravesend M. Baker M. Harvey	Mayor of Gravesend Meopham Gardeners Association N. Blackmore Probus Club of Meopham R & H Borrow R. Holt R. Vine Soroptomist International Gravesend T & P Hearn – Plant Evening T. Macklin – Collection Tin Temple Hill Wine Circle The Boat Pub – Collection Tin V. Rowlands Waitrose Darford – Comm. Matters Waitrose Longfield – Comm. Matters Cuppa for a Cause/Tea Dance A. Farrell A. Jarman B & B Catering D & J Sowter (Tea Dance) D. Wells H. McGill K & P Jackson M. Cheesman Northfleet and Ebbsfleet Lions Club P & J Moss S. Barden
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Treasurer – Sarah Neal

Our unrestricted reserves have increased by £25,218 and our restricted reserves by £11,164. This means that we have spent 91% of the money that we received on the charities activities. The unspent funds will be carried forward for spending in future years.

The trustees aim to maintain free reserves in unrestricted funds at a level, which equates to approximately 3 months of unrestricted charitable expenditure. This will allow ADSS to meet its obligations should it be required to close down and to meet any shortfall due to the late payment of grants. Should any service be overspent, it is ADSS policy to address this from unrestricted reserves.

ADSS continues to be dependent upon KCC grants to carry out its main activities, which amounts to 63% of its total income.

ADSS Gift Aid Claim to H.M. Revenue & Customs this year was £798.

ADSS acknowledges the contribution made by its dedicated volunteers of 6,000 hours.

ADSS is not dependant on voluntary donations to carry out its work.

Barbara White continues to run ADSS payroll and Ann Hales is our Bookkeeper. ADSS banker's continue to be CAF Bank at West Malling.

Following his retirement, we would like to give our thanks to Patrick Reynolds, our Independent Examiner, for the excellent level of service and support that he has given to ADSS over many years. His help and advice has been invaluable and we shall miss our regular contact with him.

RISK MANAGEMENT

Accounting and Reporting by Charities – Statement of Recommended Practice (SORP 2005) requires ADSS to make the following statement.

'The major risks to which the charity is exposed, as identified by the trustees, are reviewed and systems or procedures have been established to manage those risks'.

Areas: Governance & Management: Financial Risk

These areas were reviewed and updated by the Finance and Personnel Committee on September 21st 2010 and reported to the Board of Trustees on September 21st 2010.

Lastly, I would like to thank the finance staff Ann Hales & Ita Petrie for their excellent work and record keeping. A full set of accounts is available from the CEO on request and can also be viewed online at the Charity Commission website.

Alzheimer's & Dementia
SUPPORT SERVICES

Thank you to all of the people who have made Alzheimer's & Dementia Support Services such a great organisation. This includes

- the people who use our services, their carers, friends and families
- the Trustees, staff and volunteers
- the members of ADSS
- other local organisations in the community, faith and voluntary sector
- our colleagues in Kent Adult Social Services and the National Health Service
- our funders Kent Adult Social Services, Primary Care Trust and the Big Lottery Fund
- the people, groups and organisations that have kindly donated money, time and services in kind
- Ann Hales, our book-keeper and Barbara White, pay clerk

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