

## Confidentiality

We will store all personal information securely and treat it with the strictest confidence. We may need to share information about you with other professionals involved in your care, but we will ask you before doing this.

## Equal opportunities

We are committed to giving an open and inclusive service. The service is open to all adults over the age of 18, regardless of culture, ethnicity, religious identity, gender or sexual orientation.

## Complaints

If you are not happy about something, please speak to member of our team directly. You can also contact the Patient Advice and Liaison Service (PALS) for help, advice and information. PALS phone: 0800 731 2864  
PALS website: [www.pals.slam.nhs.uk](http://www.pals.slam.nhs.uk)  
PALS email: [pals@slam.nhs.uk](mailto:pals@slam.nhs.uk)

If you would like to make a formal complaint, please contact the Complaints Department. Complaints Department, Maudsley Hospital, Denmark Hill, London SE5 8AZ  
Phone: 020 3228 2444/2499  
Email: [complaints@slam.nhs.uk](mailto:complaints@slam.nhs.uk)

## Other versions of this leaflet

If you would like a large print, Braille, audio or translated version of this leaflet, please ask us.

## How to contact us

If you are worried about your memory, please speak to your GP, who will refer you to our service if necessary. If you would like any more information about us please contact us using the details below:

### Southwark and Lambeth Integrated Memory Service

The Gatehouse  
Ann Moss Way  
Rotherhithe  
London SE16 2TH  
Phone: 020 3228 0570  
Fax: 020 3228 0571

### Other Useful Contacts:

SlaM Switchboard: 020 3228 6000  
SlaM 24-hour Information Line: 0800 731 2864  
SLaM website: [www.slam.nhs.uk](http://www.slam.nhs.uk)

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# Southwark and Lambeth Integrated Memory Service

Information for  
clients and carers

## About the Service

Southwark and Lambeth Integrated Memory Service works with people experiencing mild to moderate memory problems. We offer a full assessment, followed by a range of options for treatment and support.

### Who can use the service?

We work with anyone aged 18 or over who lives in the London boroughs of Southwark or Lambeth, and who has not already been diagnosed with dementia. You can access our service through your GP, who will refer you to us directly.

When we receive the referral, we may contact you for more information. We may also ask your permission to speak to a relative, friend, or another professional about the problems you are having.

We will then contact you to arrange a meeting. This will take place in your home or another place of your choice and will give us a clearer idea of how we can help you.

### What happens next?

At your assessment meeting, we will ask you how your memory difficulties are affecting your life. We may also ask you to have further tests such as blood tests or scans. We will give you more information about this as necessary.

The team will discuss the assessment results and talk to you about this as soon as possible. If we need to, we will visit you again to explain your diagnosis and discuss the support we can offer.

### How can we help you?

If you need more support, a member of our team will work with you to create a care plan based on your needs. This may include:

- Individual and/or group support
- Medication (where appropriate)
- Signposting to other services
- Follow up by dementia care advisers
- Support for carers
- Assistive technology (eg pendant alarms)
- Problem solving strategies
- Psychological therapy

### Who are we?

Our team is made up of a variety of professionals, including doctors, community practitioners, an assistant psychologist and dementia advisers. We will work with other organisations and services to give you the best possible care.

### How do we work?

We work using the recovery model, which means helping you to live life to the fullest and in a way which is meaningful to you. We aim to treat you as an individual and help you maintain your independence and quality of life.

We have a close relationship with the memory clinics at Guys, St Thomas's and Kings College Hospitals, to make sure that we provide high quality specialist care.

We realise that some people may find this process daunting and we are committed to listening to you and supporting you during your contact with us. We welcome any comments or suggestions you may have about our services and how we can improve and develop them.