

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
PALS email: 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

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

GPs can refer clients to us by faxing us on the number below. If you are unsure about the appropriateness of a potential referral, the duty member of staff would be very happy to discuss this with you.

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

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Southwark and Lambeth Integrated Memory Service

Information for referrers

About the Service

Southwark and Lambeth Integrated Memory Service (SLIMS) works with people experiencing memory problems. We offer a full cognitive assessment, followed by a range of options for treatment and support.

Who can use the service?

The team accepts referrals for people who

- are experiencing memory problems
- are aged 18 years or over
- reside in the London boroughs of Southwark or Lambeth
- do not have an existing diagnosis of dementia
- are not currently on the caseload of a South London and Maudsley (SLaM) community mental health team.

We do not accept referrals for people who

- present with memory problems in connection with the use of alcohol and drugs or following a traumatic head injury
- have been in the care of adult mental health services within the last 2 years
- need to be seen in an emergency or in a crisis.

How do we make a diagnosis?

We carry out a comprehensive assessment covering factors such as the individual's physical and mental health, the history and nature of their memory problems and the impact which these are having on their day-to-day life.

All assessments are discussed within the multi-disciplinary team before a diagnosis is agreed and discussed with the client. We may also ask clients to undergo MRI scanning and neuropsychological testing if we feel that this would be helpful.

What support do we offer?

A member of our team will work with the individual to create a care plan based on their needs. This may include:

- individual and/or group support
- medication (where appropriate)
- signposting to other services
- follow up by dementia advisers
- support for carers
- assistive technology (eg pendant alarms)
- problem solving strategies
- psychological therapy

What should I look for?

Some early warning signs that an individual may be suffering from cognitive impairment include:

- missing scheduled appointments
- increased forgetfulness and confusion
- disorientation to time and place
- changes in usual mood or behaviour
- expressing unusual thoughts and ideas
- reduced awareness of personal safety
- reports of other risky behaviour (e.g. leaving the gas on)
- reduced awareness of, or attention to, personal hygiene
- difficulty taking medication regularly or ensuring adequate nutrition
- difficulty undertaking activities of daily living (eg shopping, cleaning etc)
- concerns expressed by relatives and friends

How do I refer?

All referrals should be made through the client's GP. Please also ensure you have carried out tests to rule out any reversible physical causes (such as infections) before referring a client to us. Please see our contact details overleaf for information on how to refer clients to the service.