

LGBT: Living with dementia

For more information
alzheimers.org.uk
0300 222 1122





LGBT: Living with dementia

If you are lesbian, gay, bisexual or trans and have dementia, this booklet is for you. In it we explain how you can live well with dementia. We talk about the things you can do to remain independent, get the emotional and practical support that's right for you, and plan for your future.

You may feel that lots of the information and advice you are given, or lots of the support available, isn't right for you. You may have, or feel you have, different circumstances to heterosexual or cisgender people (someone whose gender identity is the same as the sex they were assigned at birth). This could be because of your experiences, your living arrangements, the support you receive and who you have around you.

Dementia is challenging for everyone, and everyone's situation will affect what living with dementia is like for them. However, being LGBT and having dementia can present extra difficulties. It can also mean that living well with dementia means something different to you – something that you don't hear talked about as much.

It's important to know that you aren't alone. Support and advice is available, there are services and care settings designed to support you, and the law protects your rights to equal treatment and privacy. By knowing your rights, finding the right support, and planning for your future, it is possible to live well with dementia.



For advice and support call the National
Dementia Helpline on **0300 222 1122**

L, G, B and T

The term 'LGBT' is widely used and can mean different things. In this booklet we use it to mean the following groups:

- **Lesbian** – a woman who has an emotional, romantic or sexual orientation towards women
- **Gay** – a man who has an emotional, romantic or sexual orientation towards men
- **Bisexual** – a person who has an emotional, romantic or sexual orientation towards men and women
- **Trans** – someone who doesn't identify with their assigned gender at birth, or who sees themselves as between, beyond or outside of the two standard categories of male and female.



This booklet has been written for a person with dementia. While it may be useful for a carer to read, if you are supporting an LGBT person with dementia you should also read factsheet 480, Supporting a lesbian, gay, bisexual or trans person with dementia.

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For advice and support call the National Dementia Helpline on **0300 222 1122**



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What is dementia?

Understanding what dementia is can help you to know what to expect. In this section we talk a bit about dementia and some common symptoms.

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The word ‘dementia’ describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language, and sometimes changes in mood or behaviour.

These changes are often small to start with, but in dementia they are bad enough to affect your daily life. Common symptoms include having problems with:

- day-to-day memory – for example, forgetting things that happened recently
- concentrating, planning or organising – for example, making decisions or carrying out a sequence of tasks, such as cooking a meal
- language – for example, with following a conversation or finding the right word for something
- ‘visuospatial’ skills – for example, judging distances and seeing objects in three dimensions
- orientation – for example, losing track of the day or date, or becoming confused about where you are.

Living with dementia as an LGBT person

No two people are the same, and dementia will affect everyone differently. This is partly down to your diagnosis and partly down to your personality, situation, past experiences and the support you get.

Some of the symptoms of dementia may have particular implications for LGBT people. This could be because of changes you have experienced in your past, or because of



things you have to think about on a day-to-day basis. For example, memory problems might make it harder for you to remember who you have told about your sexual orientation or gender identity.

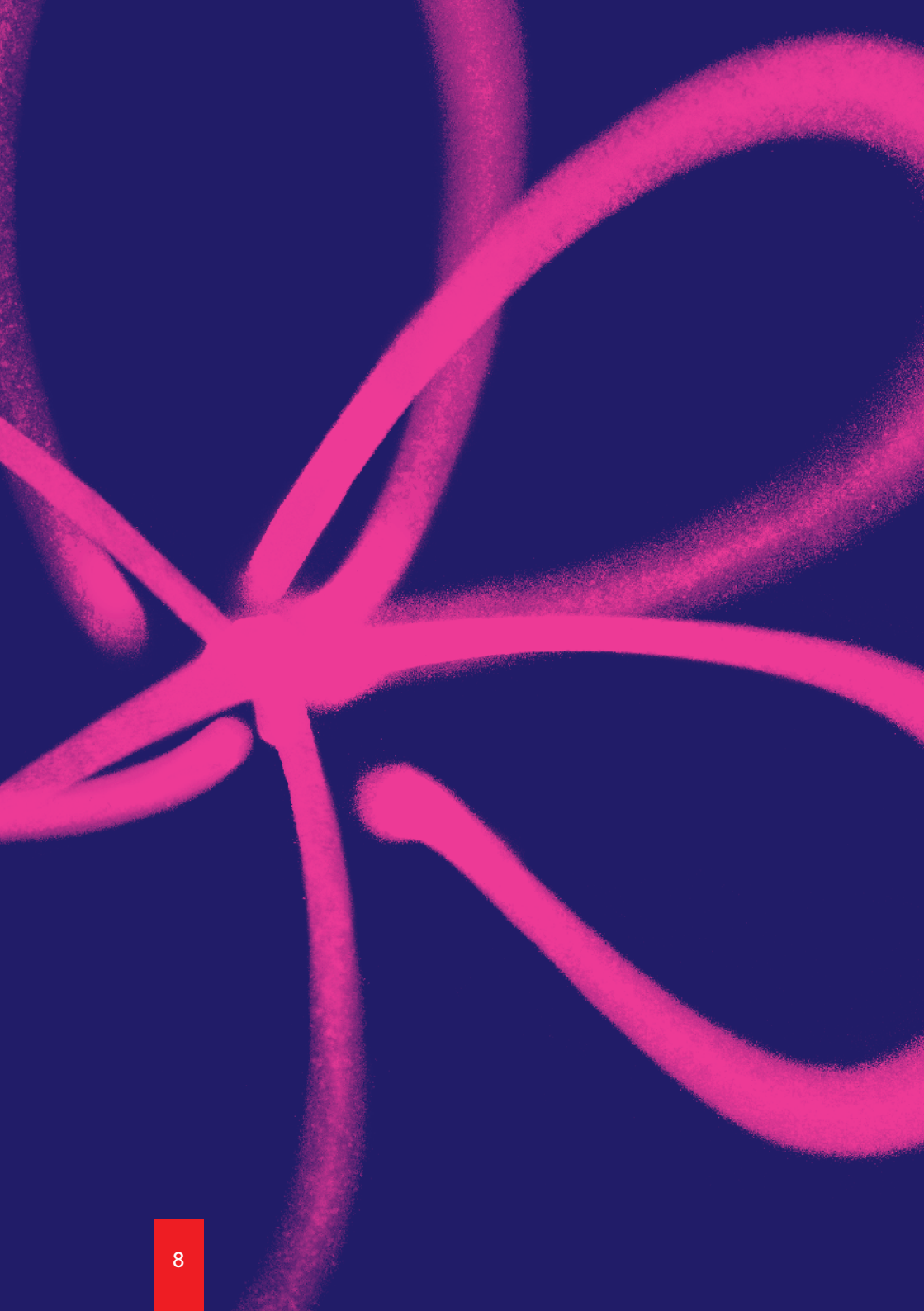
Dementia is a progressive condition. This means that the symptoms get worse over time. As your condition progresses you will find it harder to manage day-to-day things and you will need more help and support. Planning ahead can help you prepare for this, and there may be some specific things to think about if you are lesbian, gay, bisexual or trans. For example, getting a Gender recognition certificate or giving your partner the ability to make decisions on your behalf.

You may also want different things from the kinds of services and support you need. For example, you may look to the LGBT community for support, or want services that are inclusive and understand that your identity is important to who you are and don't just treat you 'the same as everyone else'.

We discuss all of these in the following chapters.

'We have to understand what our rights are and what individually we need. Never be afraid to remind service providers what their responsibilities are and even sometimes to challenge them if they don't appear to be listening to you.'

LGBT person living with dementia



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Memory problems and reminiscence

Memory problems are a common early symptom in dementia. If you identify as LGBT, they can be more difficult to deal with. In this section we talk about how memory problems might affect you, and the things you may need to think about.

You may find memory problems more difficult to deal with as an LGBT person. This is because of decisions you have to make on a daily basis, or because of memories or changes from your past.

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Below, we list some possible problems and how to deal with them.

These issues are sensitive and may be difficult or distressing for you to think about. Some of them are about problems you may have in the later stages of your condition and you may not want to think about them now.

They don't affect everyone, and there are things you can do to make sure that any future decisions are based on your wishes. It is also important that you talk about anything that you're worried about with people who can help. This could be a partner, friends or a professional, such as a counsellor.

- If you are LGB or T, you may have to make decisions on a day-to-day basis about whether to disclose your sexual orientation or gender identity – whether to be 'out'. As your dementia progresses, you may lose your ability to make this decision. You may also be unable to stop yourself disclosing your orientation or gender identity by mistake. For example, you may refer to a partner without meaning to. This could mean that you are 'out' without choosing to be. You should talk to those close to you about this, and what you would want to happen when the time comes. For example, talk about whether you would be happy to be 'out' to staff and other residents in a care home.



- If you are trans, you may have complex bodily needs as a result of medical procedures or your body may not align with your gender identity. You may be undergoing long-term hormone therapy, for example. Dementia can make it harder to manage these problems. You may experience memory loss or problems with planning that can make it harder to remember to take medicines and tablets. It can help to find practical strategies to cope with these.



For practical help with coping with memory loss, including strategies to help you remember things, see booklet 1540, The memory handbook.

- As your dementia progresses, older memories are likely to stay with you longer than newer memories. This means you might remember your childhood better than the past few years. Eventually, you may feel like you are back in an earlier time in your life. This can sometimes cause very distressing symptoms for LGBT people:
 - If you identify as LGB, you might go back to a time before you came out.



Alzheimer's Society produces extensive information on all aspects of living with dementia. This includes information on the specific types and symptoms of dementia. You can read about all the different resources available at alzheimers.org.uk/publications

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- If you are trans, you may go back to a time before you transitioned. This can be problematic both practically and emotionally. It can be very distressing (for you and those supporting you), but it can also make day-to-day things like going to the toilet confusing and difficult.
 - If you have experienced prejudice, discrimination or harassment earlier in your life, these memories can become more pronounced, and this can cause you distress.
- Some of the treatments for dementia aim to improve a person's memory by getting them to talk about events from their past. These are known as 'reminiscence' therapies, and are often done in a group. This can be difficult if you have ever experienced prejudice, discrimination and rejection and you may want to think about whether this is something you want to do.

'I always said my memories are all I ever had, but now they are being taken away from me, how will I manage? Make new ones, listen to the music that reminds you of who you are, smell the perfumes from those special occasions, read the books that captured your interest, keep the pictures around you that make you smile and watch the movies that made you happy.'

LGBT person living with dementia





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Your support

As your dementia progresses you will need more support to be able to live well. In this section we talk about how to get the help you need.

It is important to have a good support network around you when you have dementia. This could include people who can help you with the day-to-day things you find difficult, like shopping or cooking, or people you can talk to about what you're going through.

As an LGBT person you may look to different people or groups for support. Some of the following may be true for you:

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- You may get a lot of support from within the LGBT community.
- You may have what is called a 'family of choice' instead of a biological family.
- You may no longer be in touch with, or have a complicated relationship with, your biological family.
- You may not have disclosed your sexual orientation or gender identity to your family, or even some of your friends.
- You may not have children to support you.
- You may have more support from people your own age, rather than people of a different generation to you.
- You may be single, or living alone.

'Friends and family are so important but there is also a time when you might need to think about getting paid help too.'

LGBT carer for a person living with dementia

How people can help: practical tips

Whatever your social group and whatever support you have, it is important to get the help you need. You should try to make the most of whatever help those close to you can provide, and know where to get the support that's available. The following tips may help.

- Talk to those close to you about how they can help you and what they can do for you – for example, helping you out with shopping or tasks around the house. You may also like to talk to them about how you want to approach services and what you want them to know. This might include whether or not you want to be 'out' or not.
- You may find it helpful to talk to friends and family about how you feel and any worries you have. They may have their own experiences to share or may be able to provide support so you don't have to do things alone, if you don't want to.
- You may want to start keeping a memory or life history book. This can include information on your past, your experiences and the memories that are important to you. It can help others to know more about what is important to you and it can be an enjoyable process.
- It's helpful to talk to the people close to you about the future, and any wishes you have. This might include the care you want to receive, or where you want to live. You may want to put things in place now and it can help people to know what you want if you are unable to make decisions for yourself in the future. For more see Planning ahead on page 27.

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- Talking to other people who are in a similar situation to you can also be helpful. They might understand what you are going through better. It can be harder to find other LGBT or T people with dementia. Online communities and forums are a good place to look for this, such as Alzheimer's Society's Talking Point, which has a group for LGBT people and their families and carers. Some local Age UKs have support groups for LGBT people. For more see 'Services and care settings for LGBT people' on page 38.
- You may want to look at what support options there are for people with dementia where you live. These may not be specific to LGBT people, but you may want to try them. For more on this see 'Services and support' on page 33.
- If you live alone, you might want to continue doing so. There is no reason why you can't, but you might find it harder to manage some day-to-day tasks.



There is lots of practical advice on staying independent and safe in booklet 1508, Living alone.

- If you don't have a support network, or need more support than can be provided, you may need to think about getting professional help and support. For more on this see 'Services and support' on page 33.





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Your rights

As an LGBT person, the law protects your right to equal treatment, to not be discriminated against, and to privacy. It is important to know the laws that exist, to know your rights and what to do if they are not being respected.

Stigma and discrimination

Many LGBT people, especially older LGBT people, will have experienced some form of stigma and discrimination in their lives. You may have had previous negative experiences with health and social care services.

After a diagnosis of dementia, it may feel like a double stigma. This may mean you don't want to access services now. You may be worried about how you will be treated. However, the law protects your rights and those of the people you support in the following ways.

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- It is illegal for someone to be treated differently or discriminated against because of their sexual orientation or gender identity. This applies to areas like health and social care, meaning all service providers including GP surgeries and hospitals must treat you equally.

In England and Wales, this law is called the Equality Act 2010. In Northern Ireland, it is a combination of the Equality Act (Sexual Orientation) Regulations (Northern Ireland) 2006 and the Sex Discrimination (NI) Order 1976.

- These laws also apply to the people close to you. It can reassure you to know that they cannot be discriminated against in relation to things like visiting rights, should you need to go into a care home or hospital.
- If you are trans and choose not to disclose (tell people) about this, your right to privacy is protected by the Gender Recognition Act 2004. This applies throughout the UK and means that someone providing care or medical services to you – for example, a doctor or care worker – cannot tell other people about your trans status without your permission.



- It can be helpful to know that the term ‘next of kin’ has very little meaning in law. People often think it has to be a blood relative or a husband or wife, but this is not true. If a hospital or care home asks for details of next of kin to be contacted in an emergency, you can choose whoever you want. You don’t have to be married to them – they can be a same-sex partner, friend or someone else you want to be contacted.
- Those close to you often have the right to be consulted about your treatment and care. This doesn’t have to be blood relations or married partners. If you are in a same sex relationship, this would apply to your partner.

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Equality

Equality doesn’t necessarily mean being treated ‘the same as everyone else’. Everyone is different and everyone should be allowed to be who they are. Equality means that you have the right to express your sexual orientation, gender identity and your relationships just as heterosexual and cisgender people do. You shouldn’t feel like you have to pretend to be the same as everyone else in order to get the care and support you need.

Everyone should be treated and respected as an individual, and encouraged to express their identity. People shouldn’t assume that your gender identity or sexual orientation doesn’t make any difference, or that it doesn’t make you any different to anyone else. They should allow you to be the way you are. The care and support you receive from friends, family or professionals should be based around this idea.



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What to do if your rights are not respected

If you feel that you have been treated unfairly because of your sexual orientation or gender identity – for example, at a service, care setting or hospital – you may want to make a complaint.

The process you should go through is as follows:

1. Try to resolve the complaint locally. For example, if you have a complaint about the care you have received, ask the organisation for their complaints procedure and follow the steps listed.
2. If you follow this procedure and still don't feel your complaint has been properly addressed, you can take the complaint further. The complaints procedure should explain what to do next. If not, you can contact the relevant Ombudsman to make a formal complaint. These are listed on pages 48-50. Which one you talk to will depend on what the complaint is about and where you live.
3. If you need advice or support when making a complaint, there are lots of organisations that can help and support you through the process. These are listed in the Other useful organisations section on pages 45-51.
4. In some cases, if you feel you need more help with the process, you might need to talk to a solicitor to get legal advice.



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Planning ahead

It can be hard to think about the future, but it is important to do it as early as you feel ready. It can also be reassuring to get things in place early.

As your dementia progresses, there will come a time when you no longer have the ability to make decisions for yourself (known as ‘mental capacity’). Thinking about what you want to happen in the future means your wishes will be taken into account when this time comes.

Planning ahead is important for everyone with dementia. As an LGBT person it can be particularly important for the following reasons:

- If you don't say who you want to make decisions for you, it is likely to be left to, or influenced by, health professionals or your biological family. This may or may not be what you want to happen.
- If you are trans, the law may not recognise your gender identity unless you go through a formal process to have it recognised.
- If you don't make a will, your partner may not be entitled to the things you would want them to be when you die. They may also not be involved in arrangements after your death, such as your funeral.

By filling in some forms now to make your wishes clear, you can avoid these problems in the future. This means that you will get the care you want, and the people you want to be involved in making decisions will be.



For more general information and guidance on planning ahead see booklet 1510, Planning ahead.



Planning ahead: practical tips

- **Lasting power of attorney (LPA) or Enduring power of attorney (EPA)** – these are legal documents that give someone the authority to make decisions for you, when you can't make them yourself. If you don't think your family or a health or social care professional will know what you want, or will contradict you, you can choose someone else to make some of these decisions on your behalf. This can be anyone you choose – for example, your partner or a close friend.

In England and Wales, you can give someone the right to make decisions about your health and welfare, or your property and financial affairs (or both) using a Lasting power of attorney. In Northern Ireland, the system is called Enduring power of attorney and only applies to property and financial decisions.

- **Gender recognition certificate** – if you are trans, you may want to get a Gender recognition certificate. This legally recognises your change of gender, if you meet certain criteria, and gives you the right to be treated legally as a person of your gender. For more information on the current process for this see the GOV.UK website.

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'Please enjoy and live in the moment but don't think that something cannot or will not happen to you. Plan for the worst and hope it doesn't happen. Make a living will.'

LGBT person living with dementia

- **Advance statement (or ‘living will’)** – this is a tool you can use to record your wishes and preferences for future care. It is different from an advance decision, which is used to refuse treatment you don’t want. An advance statement is about the care you want to receive. It is not legally binding but should be taken into account in decision-making as far as possible. It is a good idea for all people with dementia to make one, but there may be some extra things for you to think about:

If you are trans, you might want to specify:

- how you wish to be dressed
- any prostheses you use
- the pronoun you want to be referred to by (for example ‘he’, ‘she’).

You might also want to specify the kind of care home or care setting you would feel comfortable in, so this is taken into account when you need it.

- **Make a will** – everyone should make a will, but this is especially true after a diagnosis of dementia. Making a will ensures that those people who are close to you will be able to receive the things you want them to. This is particularly important if you aren’t close to your family, or have a ‘family of choice’. This is because, if you don’t make a will, your possessions would pass to your biological family unless you are married or in a civil partnership. Even if you are, there may be circumstances where your biological family may benefit – even if it is against your wishes.

In your will you can record what sort of funeral you would like to have. You can also do this using a ‘letter of wishes’. A letter of wishes is not legally binding, but it is a good way of setting out what you want to happen when you die.





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Services and support

Getting professional help and support can enable you to live well with dementia. But it can be hard to find the right kind of support. In this section we explain what is available, and how to find the services that are right for you.

As your condition progresses, you are likely to need more help and support. This may come from a partner, friends or family. However, there will come a point when you will probably need to think about other forms of support.

- You might want to think about accessing local services for people with dementia such as a dementia adviser or dementia support worker. They can provide information and support around your diagnosis, and help you to plan for the future. They will also know about any local services, such as activity groups, that might be of interest.
- You may want to go along to a dementia or memory café or a support group to meet other people with dementia who you can talk to. This can be really valuable as a way to come to terms with your diagnosis and get the emotional support you need to deal with your condition.
- You might want to think about getting help at home – for example, from a care worker through a homecare agency. They can help with things that you find difficult and help you to manage at home.
- If you have a partner or someone who is supporting you, you might want to talk to them about getting support for themselves. This may be in the form of a support worker or a local carer's group.
- If you are finding it hard to come to terms with your diagnosis, or you are experiencing apathy, depression or anxiety, you may want to think about counselling or another talking therapy to help with these problems.
- As your condition progresses, you may not be able to get the help and support you need at home, and you will need to think about moving into supported living or a care home.

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Worried about accessing services?

As an LGBT person, you may feel reluctant to access services. You may be worried about having to disclose your sexual orientation or gender identity, or having to go back 'in the closet'. You may also worry about stigma and discrimination, or that your identity and needs will not be properly understood. You may feel that you will become isolated from the things that are important to you, and you may worry about being lonely because your experiences are different to other people's.

These feelings are all understandable, and you won't be the only one who feels this way. However, when you have dementia it's really important to get the right help and support to enable you to live well. You might look to those close to you for help and support, but you may need to access services too. The key is to find services that are inclusive and LGBT aware, that understand your needs, identity and past experiences and that you would feel comfortable with. This might take a bit of work, but it will be worthwhile to find the right help.

If and when the time comes, you may feel the same about care settings. For more information see the next section on page 41.

Understanding your needs

If you decide you need or want to access services or move into a care home, you may worry that your identity and needs will not be properly understood.

Often services assume that people are heterosexual. For example, they may run reminiscence sessions where you look back at times in your life. These will often focus on a family and children which may not be relevant for you. If you've not opened up about your sexuality or mentioned your partner (if you have one), you might feel uncomfortable talking about them. You could feel that you have to hide a very important part of your life.

Even if services and support workers know you are LGBT, they may assume that treating people equally means you want to be treated 'the same as everyone else'. They may not understand that your sexual orientation or gender identity are important parts of who you are, and that you want to be able to be yourself.

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Making assumptions about your sexual orientation or gender identity like this may not be intentional, but it can make you feel excluded and make it harder for you to get the support you need.

If you feel comfortable, you could try to explain to the staff or care workers that you want to be able to express your identity, and not be treated the same as everyone else.



You could even suggest they read our factsheet on the topic – 480, Supporting a lesbian, gay, bisexual or trans person with dementia.



How to find services that are right for you

It's important for you to find services and care settings that understand you and can meet your needs. Although there are lots of good services for people with dementia that are LGBT aware, not all of them will be. The following suggestions and things to think about might help you to find the right ones.

- Ask others in the LGBT community to see if they have any suggestions for services.
- Look for services and care settings that are LGBT aware. They may have a kite mark or a sign (usually the rainbow sign) that shows this.
- If there is a website or brochure, do you see any lesbian or gay couples, or any transgender people? Do they suggest the service is LGBT aware?
- What kind of words do they use? This is usually a good way of seeing if they are LGBT aware (for example using 'they' instead of 'he' or 'she').
- Ask them if they have any LGBT awareness training or how staff support LGBT people to access their services.
- Ask them how they would deal with any discrimination, if it occurred.
- If you feel comfortable, talk to the people who run the group or service. Tell them about your needs and what you're looking for. They may not have thought about the needs of LGBT people before, but if they are aware of what you need they might be able to help make the service work for you.



It can be harder to find services that meet your needs. This means it can be good to think ahead and look around for what is available, even if you don't feel like going to anything yet. You may need to try a few services until you find one that works for you. Try not to be disheartened by this.

Services and care settings for LGBT people

You may look to other lesbian, gay, bisexual or trans people with dementia for emotional support. You may be used to being within LGBT social groups, and they may understand what you are going through better. This can also mean you feel more comfortable accessing services from the LGBT community, as they are likely to have a better understanding of, and be more tailored to, your needs.

The LGBT Consortium has a directory that might be useful. It includes services and support groups for older people. You might want to check if there is anything in your area. You can find details of the LGBT Consortium on page 47.

You may also want to contact a local LGBT organisation in your area. They may know about any groups or services that are available locally for LGBT people with dementia.

Some Age UKs now also run LGBT support groups. Check with your local Age UK to see what is available.



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Care settings

It is important to find the care settings that are right for you. In this section we explain what to look for.

With the right support, it is possible for people with dementia to live in their own homes for as long as possible. However, as your condition progresses, you will need more support. Eventually there may come a time when you need to think about moving into supported living or a care home.

This may be difficult for you. Your home may be where you feel safest and the idea of having to move may be distressing. You may be worried about having to move into supported living or a care home for many reasons – for example, having to go back ‘in the closet’, or fear of being isolated and not having your needs met.

There is a shortage of suitable housing options for LGBT people with dementia. There are some good ones, but it can be harder to find them. It may help to look into options as soon as you feel able, and then you will be ready if the time comes. It might feel very early to think about this right now, but it is important to do so as soon as you feel ready.

It can also help to talk to those close to you, where appropriate, about what you want in the future. You might also want to record your wishes about the kind of care setting you would want, when the time comes. For more information on this see ‘Planning ahead’ on page 27.

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When looking for supported living or a care home, it is a good idea to look into as many options as possible. You may want to contact or visit a variety of places to see if they seem suitable. First impressions are often a good guide too – if you don’t feel comfortable and safe then it is unlikely to be the right place for you.



The tips on page 37 about choosing a service will apply to supported living or a care home as well. Some other things to think about include:

- Does the culture of the home make you confident that your sexual orientation or gender identity will be respected?
- Are there private areas for visitors to talk to residents?
- Will you be able to express your relationship without threat and be given the same respect as different-sex couples?
- Is there space for you to be intimate with your partner if you want to be?
- If you have LGBT friends, ask them if they know anything about the home you are considering. For example:
 - Has anyone you know been a resident?
 - Do you know of any LGBT members of staff who work at the home? The existence of LGBT members of staff does not guarantee an LGBT-friendly environment, but it might give you some confidence.
- You could ask if you can choose who can support you. You may feel more comfortable with a certain person or you may want to have one or two people who know you and your needs and are able to meet them, rather than potentially having different people who aren't aware of your situation.

For information and advice about housing options, including for older LGBT people, Stonewall Housing may be able to help. Their contact details are on page 50.





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Other useful organisations

Community Health Councils in Wales

[www.wales.nhs.uk/ourservices/directory/
CommunityHealthCouncils](http://www.wales.nhs.uk/ourservices/directory/CommunityHealthCouncils)

Independent bodies who listen to what individuals and the community have to say about the health services provided for them. To find your local one, use the NHS direct Wales page above.

EASS (Equality Advisory and Support Service)

0808 800 0082 (helpline, 9am–7pm Monday to Friday,
10am–2pm Saturday)
www.equalityadvisoryservice.com

Provides support and advice about your rights in England, Wales and Scotland.

Equality Commission for Northern Ireland

028 90 500 600
information@equalityni.org
www.equalityni.org/Home

Provides information and advice about your rights in Northern Ireland.



GIRES (Gender Identity Research and Education Society)

01372 801554

info@gires.org.uk

www.gires.org.uk

www.gires.org.uk/the-wiki

Aims to improve the lives of trans and gender non-conforming people, including those who are non-binary and non-gender. Hosts Tranzwiki, a comprehensive directory of the groups campaigning for, supporting or assisting trans and gender non-conforming individuals.

GOV.UK

www.gov.uk

www.gov.uk/apply-gender-recognition-certificate

Government website with information, guidance and links to services and resources for LGBT people, including gender recognition certificates.

LGBT Consortium

020 7064 6500

admin@lgbtconsortium.org.uk

www.lgbtconsortium.org.uk

www.lgbtconsortium.org.uk/directory

Organisation focusing on the development and support of LGBT groups, organisations and projects. Has a directory where you can search for LGBT services by location.

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For advice and support call the National
Dementia Helpline on **0300 222 1122**

Local Government Ombudsman

0300 061 0614 (8.30am–5pm weekdays)

www.lgo.org.uk

The final stage for complaints about councils and some other organisations providing local public services. Also includes adult social care providers (such as care homes and home care providers).

National LGB & T Partnership

020 7064 6506

nationallgbtpartnership@gmail.com

www.nationallgbtpartnership.org

Group of organisations that aims to reduce health inequalities and improve access to health and social care for LGBT people. Website includes resources and links to local organisations.

Opening Doors London

020 7239 0400

info@openingdoorslondon.org.uk

www.openingdoorslondon.org.uk

Charity providing information and support services with and for older lesbian, gay, bisexual and trans people in London.

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The Northern Ireland Public Services Ombudsman

0800 34 34 24 (9am–5pm weekdays)

nipso@nipso.org.uk

www.nipso.org.uk

The Northern Ireland Ombudsman's role is to investigate complaints where local resolution has not been possible.

The Parliamentary and Health Service Ombudsman

0345 015 4033 (8.30am–5.30pm weekdays)

www.ombudsman.org.uk

The Parliamentary and Health Service Ombudsman's role is to investigate complaints about the NHS in England where local resolution has not been possible.

Patient Advice and Liaison Service

www.nhs.uk

Offers confidential advice, support and information on health-related matters in England and Wales. They provide a point of contact for patients, their families and their carers at your local hospital. For details of your local PALS, see the NHS choices website.

Patient and Client Council (Northern Ireland)

0800 917 0222

info.pcc@hscni.net

www.patientclientcouncil.hscni.net

An independent voice on health and social care issues. Can help people with complaints, and provide advice and information.



For advice and support call the National
Dementia Helpline on **0300 222 1122**

The Public Services Ombudsman for Wales

0300 790 0203

ask@ombudsman-wales.org

www.ombudsman-wales.org.uk

The Public Services Ombudsman for Wales is an independent body whose role is to investigate and consider complaints where they have not been resolved locally.

Stonewall

020 7593 1850

08000 502020 (information service)

info@stonewall.org.uk

www.stonewall.org.uk

Campaigns for the equality of lesbian, gay, bisexual and trans people across Britain. Website includes information and advice for LGBT people.

Stonewall Housing

020 7359 5767

(advice line, 11am–1pm and 2pm–5pm Monday–Friday)

info@stonewallhousing.org

www.stonewallhousing.org

The specialist lesbian, gay, bisexual and transgender (LGBT) housing advice and support provider in England.



Switchboard

0300 330 0630 (10am–10pm)

chris@switchboard.lgbt

www.switchboard.lgbt

Provides an information, support and referral phone and online service for lesbians, gay men and bisexual and trans people, and anyone considering issues around their sexuality and/or gender identity.



We would like to thank the LGB&T partnership and Opening Doors London for their support, advice and expertise that were invaluable in producing this booklet.

It can be downloaded from our website at alzheimers.org.uk/publications

A list of sources is available on request.

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This booklet was also reviewed by LGBT people affected by dementia.

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Alzheimer's Society is the UK's leading dementia charity. We provide information and support, improve care, fund research, and create lasting change for people affected by dementia.

If you have any concerns about Alzheimer's disease or any other form of dementia, visit **alzheimers.org.uk** or call the **Alzheimer's Society National Dementia Helpline** on **0300 222 1122**. (Interpreters are available in any language. Calls may be recorded or monitored for training and evaluation purposes.)

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