

*We would like to hear from you regarding what you think about this service. Your comments are important to the development of future dementia support services. Please contact us by:*

- *Telephoning our office on (01792) 798656 and asking to speak to Eryl Pellow or Simon Rogers*
- *Writing to us at the address below*
- *Emailing us at: [eryl@taiesgyn.org.uk](mailto:eryl@taiesgyn.org.uk) or [simon@taiesgyn.org.uk](mailto:simon@taiesgyn.org.uk)*

*We would like to contact you sometime in the future as part of the ongoing development of the service.*

*Service provided by:*

**Tai Esgyn Housing, Beaufort House  
Beaufort Road, Swansea, SA6 8JG  
(01792) 798656**

**[www.taiesgyn.org.uk](http://www.taiesgyn.org.uk)**

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IN PEOPLE | MEWN POBL**



**Blaenau Gwent Dementia  
24 Hour Support Line**

## Do You or does Someone You Care For need support with Dementia?

The **Blaenau Gwent  
Dementia 24 Hour Support  
Line** can help you if:

- You live in Blaenau Gwent and
- You, or an adult you care for has had a diagnosis of dementia and
- You, or the adult you care for is receiving a service from the Community Mental Health Team.



## Support Line

The Blaenau Gwent Dementia 24 Hour Support Line can help you with:

- Emotional support - being an understanding, listening ear
- Information on mental health issues and a wide range of welfare rights and housing
- Signposting - help with contacting other people or organisations that may be able to help.
- Pre-arranged planned telephone contact for continued support.

The Support Line is available 24 hours a day, 7 days a week, 52 weeks a year.

In some cases, a call-out may be required. The Call-Out Service operates between 6.00pm and midnight, 7 days a week.

## Call-Out Service

The Call-Out Service is available to the same people who can use the Support Line.

The Call-Out Service will assist when there is a breakdown of usual caring arrangements or in the event of a sudden change of circumstances.

The purpose of the Call-Out is to prevent inappropriate admission to hospital or care home and to manage and prevent a crisis situation.

The Call-Out Service is not a medical service; in the event of a medical emergency, please either contact your GP or dial 999.



You can contact the Call-Out Service by ringing the Support Line number. All calls to the Support Line are free.

If you would like any further information on the Support Line, the Call-Out Service or the wider range of Tai Esgyn Services, please telephone the office on (01792) 798656 and ask to speak to Eryl Pellow or Simon Rogers.

# 0800 232 1368