

After a diagnosis

West Essex

Receiving a diagnosis of dementia is likely to be a very emotional time for you, your family and friends. Some people feel in shock and find it hard to accept their diagnosis. Other people feel that the diagnosis makes sense of their problems. People describe a rollercoaster of emotional reactions: denial, anger, sadness and acceptance.

People's first reaction to a diagnosis is often denial - not being ready to believe the diagnosis is correct. You may feel anger, having thoughts like 'why me?' and 'it's not fair'. People can feel sadness about changes that the illness brings, but we would like to help people focus on living well with dementia. Accepting your diagnosis is likely to take time for you, your family and friends.

Some people can be uncomfortable with their diagnosis and not want to let many people know. Others are happy to talk about it with their friends and family. Either way, support after your diagnosis is very important to help you cope and still enjoy your life. Talking with people you trust can help you think through how you can best carry on living an independent and active life, as well as planning for the future.

We realise that you have a lot to take in at the moment so we have put together this information pack for you, your family and your friends to look over when you have questions.

Services for people who have just received a diagnosis

Medications

The psychiatrist you saw assessed whether 'anti-dementia' medication may be beneficial to you. This will depend on the type of dementia you have been diagnosed with and on your general health. If you are prescribed one of these medications one of our Memory nurses will contact you to arrange a review appointment, due to COVID-19 this may be done over the phone.

Memory nurses will usually see you within three months of diagnosis and also offer advice on community services. Usually you are discharged from this service after 1-3 review appointments. Only people with the most complex of needs will be seen for ongoing care by the Specialist Dementia Frailty Service.

Memory nurse contact numbers:

Harlow – 01279 621919

Epping – 01279 827 871

Stansted –01279 872900

Alzheimer's Society Dementia Support Workers

The Alzheimer's Society employs three Dementia Support Workers across West Essex. The Support Workers meet with anyone who has just received a diagnosis. They will see you for the first three months after a diagnosis and offer you practical and emotional support. If you require more support after the first three months, the Community Dementia Support team may be able to support you further. If you did not meet them at the memory clinic, they will contact you when they receive a letter from the psychiatrist you saw. Currently, they are offering support over the phone due to COVID-19. They are based within the Specialist Dementia services and can be contacted on the above numbers or call the Dementia Connect telephone support team on 0333 150 3456 (Monday-Wednesday 9am-8pm, Thursday-Friday 9am-5pm and Saturday-Sunday 10am-4pm)

Cognitive Stimulation Therapy (CST)

CST is a 14 week programme of themed group activities run by our Specialist Dementia Frailty Service therapies team in Epping, Harlow, Stansted and Saffron Walden. CST is an NHS recommended intervention in early dementia as research studies have shown that it improves people's thinking abilities and ratings of their well-being. If you could benefit from CST, the psychiatrist will refer you and you will be contacted by the Therapies team.

Working with dementia

If you are working when you receive your diagnosis, it is recommended that you tell your employer as they have a legal duty to take reasonable steps to help you continue working. If you work in the Armed Forces, on a plane or ship, or as a driver you MUST tell your employer.

If you are thinking about stopping work, it is advisable to first get advice on your pension and any benefit entitlements you may receive.

The charity Employ-ability support people with mental healthcare needs in West Essex to find and retain employment. You can be referred to them by members of your mental healthcare team or by your GP. For information on Employ-ability visit their website www.employ-ability.info

For further information, please read the Alzheimer's Society booklet 1509 Employment. This is available from their website www.alzheimers.org.uk or from your Dementia Support Worker.

Driving and transport

Many people with dementia are able to drive safely for some time after diagnosis.

If you have been diagnosed with dementia, you **must** inform the DVLA and your insurance company. The DVLA will ask for a report from your Memory Clinic and/or your GP before they decide whether you can continue driving or if you need to surrender your licence. If they say you may keep your licence this decision will be reviewed, usually in one year. You can call the DVLA on 0300 790 6806 or visit www.gov.uk/dementia-and-driving. Their postal address is Drivers Medical Enquiries DVLA, Swansea, SA99 1TU

If you are not certain you are safe driving you can pay to take an independent driving assessment. Contact the Regional Driving Assessment Centre on 0300 3002240 or email them at info@rdac.co.uk visit their website www.rdac.co.uk for more information.

More information can be found on the Alzheimer's Society Factsheet 439 'Driving and Dementia'. Being asked to stop driving is a change that many people find very difficult to accept and is an issue which can lead to distress and tension. It may take time to see the benefits of not driving: lower costs; no parking issues, and other more sociable transport choices. You can apply for a bus pass from Essex County Council (ECC) on 0345 200 0388 or visit <https://apply.canigetapass.org.uk> Application forms are also available at your local library.

If you cannot use public transport due to restricted mobility or living in an isolated area, you can join one of the Community Transport charitable schemes:

Epping Forest Community Transport and Harlow Community Transport 01279 798 876

Uttlesford Community Travel 01371 875 787 or 01799 519 008 or 01245 279 052

Loughton Voluntary Care 0208 508 6114 (phone lines open on weekdays from 10am – 12pm and 2pm – 4pm)

Ongar and Villages Voluntary Care 01277 365 363

People who receive the High Rate Mobility Payments as part of their Disability Living Allowance are automatically entitled to a Blue Badge. People with Hidden Disabilities, such as mental health difficulties and dementia may also be eligible for a Blue Badge. You can apply to Essex County Council for a Blue Badge to use as a driver or as a passenger. Their number is 03457 430 430. Alternatively, you can apply online at www.essex.gov.uk/blue-badge/apply-for-a-blue-badge

Planning Ahead

After being diagnosed with dementia, you may start to think about the future and your wishes. There might come a time when people with dementia are no longer able to make certain decisions for themselves. It can be upsetting to think this far ahead, but now is a good time to think about and plan legal matters.

Wills

You may want to make a will to ensure that your money and possessions are passed on to the people you want them to go to. Having a diagnosis of dementia does not necessarily mean that you cannot make a will. The Government provides online information about making a will at www.gov.uk/make-will

Lasting Power of Attorney

Making a Lasting Power of Attorney (LPA) allows you to give someone you trust, such as a family member or close friend, the authority to make decisions on your behalf. To set one up you will need to have 'mental capacity' at that time. This is why it is a good idea to make these arrangements now.

Health and Welfare LPA covers decisions about your healthcare and welfare, such as your daily routine, medical care, life sustaining treatment and moving into a care home. It can only be used if you are unable, even with support, to make your own decisions. Property and Financial Affairs LPA cover decisions about your money, property and affairs; such as paying bills, managing your bank account and selling your home. It can be used, with your permission, as soon as it is registered with the Office of the Public Guardian.

You can apply online for an LPA at www.gov.uk/power-of-attorney. More information and help is available from the Alzheimer's Society Factsheet472 'Lasting Power of Attorney' at www.alzheimers.org.uk

The Office of the Public Guardian can advise you on deciding whether to make a lasting Power of Attorney. You can phone them on 0300 456 0300 or email them on customerservices@publicguardian.gov.uk

Age UK's Essex Information and Advice Line (01245 346 106) can offer advice on making a will and LPA and offer free support and advice via telephone for people who find it difficult to access the services.

If a person with dementia did not grant a Power of Attorney and loses their mental capacity, their family or carer can apply to the Court of Protection and ask to be their Deputy for health and welfare or financial decisions. This is more expensive than applying for an LPA and generally takes longer. More information is available at www.gov.uk/become-deputy or by calling 0300 456 4600.

Advance Decisions

An Advance Decision allows you to have a say in your future medical care by enabling you to refuse specific medical treatments and procedures in the future. You can contact your GP to set it up and it is legally binding.

Advance Statements

This is a record of your preferences and priorities for the future. It can cover big decisions such as where you want to live or everyday decisions like your favourite meals. It isn't legally binding but is helpful if others need to decide what is in your best interests in the future. If you make an Advance Statement, make sure you let someone you trust know where it is kept.

More information can be found on the Alzheimer's Society Factsheet 463 'Advance Decisions and Advance Statements'.

Essex Police have launched the 'Herbert Protocol'. It is a form for you to fill in with information about you to help the police respond more quickly if you ever go missing. You can download the form at www.essex.police.uk/herbertprotocol

Financial matters

Finances

You may want to check that your financial affairs are in order with all your information in one place so that you feel prepared for the future. Some people choose to make their financial affairs simpler by arranging to pay bills by standing order or direct debit. Other people opt to open a joint bank account or set up a third party mandate to nominate someone to also have access to their account.

Disability Benefits

You may be eligible for one of the following benefits: Personal Independence Payment for people under 65, or Attendance Allowance for people 65 and over. Eligibility is not dependent on your financial situation or on National Insurance contributions and both are tax free.

If you live alone and receive one of the above benefits you will be exempt from Council Tax, or if you live with someone else you are eligible for a 25% reduction. Contact your local District Council for further information about Council Tax. Those on low incomes may be entitled to Pension Credit or Income Support and pensioners are entitled to Winter Fuel Allowance.

If you are a carer for 35+ hours per week, and the person you care for receives Attendance Allowance or Personal Independence Payment then you may be entitled to Carers' Allowance. This is taxable and means tested. If you receive it, it may also affect other allowances your relative or friend with dementia can claim. If you are a carer for 20+ hours a week you may be entitled to Carers' Credit, a National Insurance Credit.

Information and forms are available online from the Government at www.gov.uk/browse/benefits and the Government provide online benefits calculators at www.gov.uk/benefits-calculators

Attendance Allowance: www.gov.uk/attendance-allowance 0800 731 0122

Disability Living Allowance: www.gov.uk/dla-disability-living-allowance 0800 731 0122

Personal Independence Payments: www.gov.uk/pip 0800 121 4433

Carers Allowance: www.gov.uk/carers-allowance 0800 731 0297
www.gov.uk/carers-credit 0800 731 0297

If a person in receipt of benefits cannot manage their own financial affairs a carer can apply to be their Appointee. This gives the carer the responsibility to claim the benefit on their behalf and to spend the benefit received on the person.

As the rules around benefit entitlements are complex you may want to seek advice. The Department of Work and Pensions can offer advice, their phone number is 0800 7310469. Age UK's Essex Information and Advice Line also offers advice on benefits. Their phone number is 01245 346 106 and their email is benefits@ageukessex.org.uk. Their website also offers an online benefits calculator at <https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/benefits-calculator/>

The Citizens Advice Bureau offer free, independent and confidential advice on benefits. Contact details are:
Epping Forest CAB, 0300 330 2107 www.citizensadviceefd.org.uk
Harlow CAB 01279 770189 www.harlowcitizensadvice.org.uk
Uttlesford CAB 01799 618 840 www.uttlesfordcab.org.uk

Keeping healthy West Essex

Physical illness on top of your dementia can make it harder for you to cope so it is even more important to take care of your health.

Health promotion: make sure that you have eyesight, hearing and dental checks. Eating a balanced diet and drinking plenty of fluids help maintain your physical and mental health. Exercise also helps with your well-being: it helps lift your mood; improves sleep; helps maintain your skills, and prolongs your independence.

Infections and pain: physical health problems are often less quickly recognised and treated in people with dementia. This makes it important for you, your family and friends to watch out for signs of illness and pain you may experience. Becoming more confused, more irritable or aggressive and having hallucinations can all be signs of an infection, such as a chest or urine infection. People with infections are also more likely to suffer falls. Being more agitated or irritable, changes in activity levels or in body language can also be signs of being in pain.

Emotional well-being: depression is very common in early dementia. If you regularly feel low, anxious or irritable you should speak to your GP about treatment options. Keeping in touch with people and engaging in social activities are good for your well-being and your carer's. Also focusing on the things you can do and still enjoy will help you feel more positive.

Falls: around one third of people over 65 years of age each year have a fall. If you are experiencing falls and would like to be referred to the Falls Prevention Team, ask your GP or health professional to refer you.

Hospital stays: if you need to stay in hospital we recommend that you let the ward staff know you have dementia so they can better support you. Re-ablement can be arranged to support people for up to six weeks to regain their confidence and independence after a hospital admission for a physical healthcare problem.

Urgent care:

Call 999 or visit your nearest A & E if you are in immediate danger due to poor health.

If you have an urgent mental healthcare need you should contact the 24 hour Crisis number, **111** press option **2** for Mental Health support.

COVID-19: While dementia does not increase risk for COVID-19, having dementia might make it harder to remember to practice good health promotion. You might find it helpful to place reminders to wash your hands more frequently next to your sinks or place a face covering near your front door.

Keeping active and independent

West Essex

Keeping active and involved is important for everyone. It helps you maintain your skills and independence, keep physically healthier, have more fun, keep up your self-confidence and enjoy other people's company.

Receiving a diagnosis of dementia does not mean that you have to change your activities. We recommend you carry on with your usual activities for as long as possible. These include activities at home such as housework and gardening or those outside of your home such as shopping, walking and clubs. At most clubs for retirees there are likely to be a number of people with memory problems. Dementia is more common these days and people are likely to have more understanding of any difficulties you may have.

For people less able to socialise independently, Age UK Essex also coordinates a befriender service. The service can offer telephone calls with a volunteer. Contact details are 01268 525 353 or email befriendingwest@ageukessex.org.uk

Rainbows is a charity that runs social clubs every weekday across all Harlow neighbourhoods. www.rainbowservices.org.uk Kelly 07793 007 737.

Community Agents Essex is a charity that offers support to each local area to help people to be more active and independent. www.communityagentsessex.org.uk 0800 977 5858

Epping Forrest District Council have a leisure programme for people aged 50. Due to the Covid 19 pandemic they are only running groups online at present. These can be booked at <https://eppingforestdc.bookinglive.com/>

The Alzheimer's Society runs a number of services across West Essex. They also run groups for people with dementia and for carers, for example 'Singing For The Brain' call 0333 150 456 or email essex@alzheimers.org.uk for further information. These groups are being delivered virtually due to the COVID-19 pandemic.

Action for Family Carers run 'Keeping Active' groups and 'Active Minds' groups in Dunmow, Harlow and Epping with a charge of £18 per 2.5 hour morning session. They continue to run in person sessions, with restricted numbers in compliance with COVID-19 government guidelines. They can be contacted on 0300 770 8090

Having a holiday can be enjoyable but it is important to remember that the journey and a new environment can be very confusing. Make sure other people understand your needs and that you have enough support. It is recommended you inform your travel insurance company of your diagnosis. More information can be found on the Alzheimer's Society Factsheet 474 'Travelling and Going on Holiday'.

Travel companies offering holidays for people with dementia are: Dementia Adventure (Essex based charity), 01245 237548 or email info@dementiaadventure.co.uk and Revitalise, 0303 303 0145. Due to COVID-19, you may not be able to travel to some countries or you may have to quarantine after your holiday. For more information visit: <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>.

Frontline websites provide details of local health and wellbeing services for people and people with mental healthcare needs and disabilities.

www.uttlesfordfrontline.org.uk
www.eppingforestfrontline.org.uk
www.harlowfrontline.org.uk

Longer term support services

West Essex

Essex County Council (ECC) and Healthwatch Essex have set up a website at www.livingwellessex.org which gives information about support and services available for people with dementia in Essex. AgeUK's Essex Information and Advice Line can also offer advice on what statutory and non-statutory social care services are available. They will explain eligibility criteria for social care services and equipment. Their phone number is 01245 346 6106.

Social care assessment

If you think you need some support to manage day-to-day tasks you can ask for your needs to be assessed by an ECC social worker. It can be useful to talk through your situation with a social worker who can review the difficulties you're experiencing and offer suggestions to help make things easier for you. You can be referred to social care for a community care assessment by a professional or you can request an assessment yourself by contacting Essex Social Care on 0345 603 7630 or by email at socialcaredirect@essex.gov.uk. Their emergency number for out of office hours is 0345 4503456. A Social Worker will look at your level of needs and assess whether or not you are eligible to receive funding from Essex County Council. They will assess your situation first via telephone and will work remotely where they can due to COVID-19. In some cases they may need to see you at home. The types of support available are:

- equipment to help you stay independent
- gadgets to keep you safe in your home
- help looking after yourself at home
- help with going out
- respite care to give your family or carer a break.

Depending on your financial assessment, you may be asked to pay towards the cost of the support that your Council helps you arrange. You will be asked to complete a financial assessment so they can assess how much you should pay. If you are eligible for support you will be allocated a personal budget and receive a sum of money called a Direct Payment. You can arrange and pay for the support yourself or ask the Council to arrange for the support on your behalf.

Help looking after yourself at home and help with going out is usually provided by privately owned care agencies. The Care Quality Commission (CQC) inspection reports of home care agencies are on their website at www.cqc.org.uk

Not for profit organisations

The Alzheimer's Society provides a community dementia support service that gives ongoing one to one advice to people with dementia and their carers across Essex. The Community Dementia Support Team can be reached by calling 0333 150 3456

Two other national charities offer support. Dementia UK has an Admiral Nurse Dementia Helpline 0800 888 6678. Their website is www.dementiauk.org. Young Dementia UK support people with young onset dementia and their website is www.youngdementiauk.org

Essex Community Agents support older people and carers in Essex. They can offer free home visits and can be contacted on 0800 977 5858 and by email at www.communityagentsessex.org.uk

Essex Wellbeing Service:

If you require support in the community with a range of everyday tasks to help you stay well and healthy call the Essex Wellbeing Service on 0300 303 9988 or email them at provide.essexwellbeing@nhs.net

Voluntary Action Epping Forest have a Handyperson service and a gardening service for disabled people aged 60+ living in Epping Forest District Council property.

Home adaptations and housing

Making changes to your home and using assistive technology gadgets can help you to stay independent. Some examples are:

- memory joggers: a note by the front door reminding you to lock it when you go out; labels on cupboards to help you remember where things are; clocks that show the date and time
- medicine containers: dosset boxes with different compartments for morning and evening for each day of the week
- phones and remote controls: easy to use versions with a few large buttons with the pictures of each person whose number is pre-programmed
- detectors and sensors: gas sensors; fire sensors; flood detectors; lights with sensors; movement sensors
- telecare: sensors linked to a telecare system and pendant/wrist alarms
- physical aids: grab rails; shower tools etc.

The Disability Living Foundation have produced two factsheets: the Memory and Safety Factsheet and the Telecare and Personal Alarms Factsheet. These give a very good summary of the range of appliances available and information about funding. Their website is <https://www.livingmadeeasy.org.uk/> and phone number is 0300 999 0004.

Essex County Council community care assessments will assess whether you have a need for any gadgets and adaptations. Their phone number is 0845 603 7630. Telecare is provided free of charge for people on some benefits, there is a charge for others. The three local councils in West Essex all provide a telecare service, where you wear a wrist or pendant alarm at home to call for help in an emergency.

Supported housing

Many people worry about whether they will be able to continue to live in their own homes. Community Care Services support people to remain independent for as long as possible.

Most people with dementia continue to live in their own home. For those who have care needs and no longer feel able to manage their homes, the District Councils run sheltered housing schemes in West Essex. They offer the benefits of having your own flat in a complex with support services such as a warden and communal lounge. You can apply for supported housing by contacting your District Council Housing Office.

Many older people choose to avoid 'cold calls'. You may want to register with the following free services:

Telephone preference service UK 'cold calls' 0345 070 0707 www.tpsonline.org.uk

Mail Preference Service 0207 291 3310 www.mpsonline.org.uk

Fundraising Preference Service, 0300 303 3517 www.fundraisingpreference.org.uk

For your carer

You think of them as your relative or friend but professionals may call them your 'carer'. If you now need more support from your relative or friend this is a big change in roles for both of you.

All families and friendships have their own dynamics - some people might find these changes in roles easier to adapt to, others may find it harder. Most carers find that it's a 'job' that comes with many challenges but also many rewards. The following services will support you with these changes, helping you to look after each other and yourselves.

Carers' assessments

All carers are entitled to a carer's assessment. This looks at the care you give to your relative or friend who has dementia and also looks at the other demands on you: work, other family needs and your own health. A carer's assessment can be carried out by staff from Essex Social Care or by staff from a community mental health team. You can discuss whether you feel your relative or friend needs any additional support from care services such as care in their home, help with going out or respite care to give you a break. Respite care could be a sitting service for a couple of hours to enable you to go out alone, the person who has dementia attending a day centre to give you both a break, or a short stay in a care home. Depending on the Essex Social Care financial assessment there may be a charge for these services. To request a carer's assessment, contact Essex Social Care on 0345 603 7630.

These respite care services are usually provided by private care agencies, care homes and day centres. Age UK Essex, a not for profit organisation, also provides a sitting/companionship service to give carers a break for an hourly fee. Their number is 01245 423 333

Alzheimer's Society support for carers

The Alzheimer's Society runs peer support groups specifically for carers supporting someone who has dementia. These are peer support groups and are facilitated by a Society staff member. At the same time, there is an activity group that you will be invited to attend. These groups are currently taking place online or via telephone. You can ask for your Alzheimer's Society Dementia Support Worker to refer you if you would like to join the groups.

The Society also produces guides for carers, covering topics such as how to look after yourself, how to offer every day care, communication strategies and ideas for coping with any behavioural difficulties. These are available on their website at www.alzheimers.org.uk and from their local offices.

Samaritans

Caring for someone with dementia can be a difficult experience. If you feel like you need to talk to someone you can call the Samaritans, at any time, day or night, on 116 123.

Carer's emergency planning

Essex County Council currently offers the Carers Emergency Planning Service (EPS). Carers carry a carer's emergency card which has the EPS number and your registration ID. If you have an emergency and are unable to offer care, call them and they then call the emergency contacts you listed. If none of these are available to step in, they will arrange for a professional care worker to provide emergency cover. To arrange this call Carers First on 0300 303 1555 .

Carer charities

Carers First is the organisation for carers in West Essex. Their phone number is 0300 303 155 and their website is www.carersfirst.org.uk.

Action for Family Carers provide a range of support for carers. They offer practical and emotional support, information on financial and legal matters and training for carers. They can be contacted on 0300 770 8090.

NHS Healthy Minds provide therapies and support for people experiencing stress, anxiety, depression and other difficulties. If you are struggling emotionally with caring you may benefit from a referral. NHS Healthy Minds can provide support to explore the emotional impact associated of being a carer. To self-refer call 0300 222 5943

Preventing dementia

When you receive a diagnosis of dementia your family members may ask how they can reduce their chances of developing a dementia. There is no certain way to prevent dementia, but there is evidence that suggests leading a healthy lifestyle can reduce the risk of developing dementia in later life. Living healthily can prevent diseases such as stroke and heart attacks which are risk factors for Alzheimer's disease and vascular dementia. Therefore, by reducing the likelihood of a stroke or heart attack, you also reduce your risk of developing dementia.

Diet and dementia

A diet that is high in saturated fat, salt and sugar can increase the risk of vascular illness. Instead, try to eat a healthy, balanced diet. Visit <https://www.nhs.uk/live-well/eat-well/the-eatwell-guide/>

Weight and dementia

Being overweight may increase your blood pressure and the risk of type 2 diabetes. This can increase the risk of developing Alzheimer's disease and vascular dementia. Try the NHS health weight calculator to check if your weight is in healthy range: <https://www.nhs.uk/live-well/healthy-weight/bmi-calculator/?tabname=you-and-your-weight>

Exercise and dementia

Individuals who do no exercise are more likely to have problems with their memory and thinking. Lack of regular exercise can increase your risk of cardiovascular disease which is linked to a higher risk of dementia. Try to complete 150 minutes of exercise each week.

Alcohol and dementia

Drinking excessive amounts of alcohol increases your risk of cardiovascular disease and can damage your nervous system, this includes your brain. Adhere to the drinking recommendations of no more than 14 units of alcohol per week ie. 6 pints of average-strength beer or 10 small glasses of low-strength wine.

Smoking and dementia

Smoking causes your arteries to narrow which raises your blood pressure. This then increases your risk of cardiovascular disease. If you smoke, try to quit. Call the free Smokefree National Helpline on 0300 123 1044

Depression and dementia

There is a complex relationship between depression and dementia. Research suggests that untreated depression increases your risk of dementia. Low mood can make it harder to engage with activities that are stimulating for the brain. If you are concerned that you, a relative or friend may be experiencing depression, speak to a GP.

The NHS offers a free check-up of your overall health for individuals aged 40 to 74. The NHS Health Check is offered every 5 years for people who do not have heart disease, diabetes or kidney disease. This check-up can help identify early signs and alert you if you are at higher risk of particular health problems that can also increase the risk of dementia.

Patient Advice and Liaison Service (PALS)

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to PALS on [0800 085 7935](tel:08000857935) or you can email epunft.pals@nhs.net

This leaflet can be produced in large print, CD, Braille and other languages on request.



Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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