

# Wayfinding Service

supporting you through  
your dementia journey



**Sage**   
**HOUSE**  
Where Memories Matter

## The Wayfinding Service

A familiar face will always be available to support people living with dementia, their families, carers and friends.

Dementia Support offers a unique Wayfinding Service at Sage House. The team provide information, guidance, a listening ear and active support throughout the entire dementia journey.



## What is the Dementia Journey?

When someone is diagnosed with dementia it is new and unknown, and can feel like an uncertain time. Dementia changes the life of the person diagnosed with the condition, and it also has a significant impact on the family and the people who are their carers.

Our Wayfinder staff will support you from the start and throughout the entire Dementia Journey.



## Wayfinding Service and what it provides:

- The Wayfinder will stay with you and will be your named contact throughout your journey.
- Emotional support including help when you may be anxious about receiving a diagnosis.
- Accurate, accessible information to make informed decisions.
- Support and signposting to the right services at the right time.
- Support for individuals to live well with dementia and maximise your quality of life.
- Support for you from the earliest signs to end of life care.
- Planning for the future - support and information when planning and choosing long term care.
- Peer Support groups for you to share experiences.

## How to access the Wayfinding Service:

**Phone – Sage House  
on 01243 888691**

Ask for the Wayfinding team.

The team are available Monday to Friday, 9-5pm. There is an out-of-hours answer machine and we will call you back during office hours.

**Appointments** – You can make an appointment with one of our Wayfinders at Sage House and talk to them in confidence in one of our comfortable private meeting rooms.

**Drop-in** – Come in to Sage House and speak to one of the team, who can assist you.

**Email** – contact us on [wayfinding@sagehouse.org](mailto:wayfinding@sagehouse.org)

## Pre-Diagnosis

- Information & advice
- Immediate emotional support pre and post diagnosis
- Advice & Support with practical issues and strategies, e.g. driving, financial care planning, Power of Attorney.



## Diagnosis

- Emotional support
- Advice & Support with practical issues

*"The moment we walked in [to Sage House] – everyone looked up and smiled. They understood. I admitted that I wasn't coping. I was offered an appointment with the Wayfinding team straight away. It was such a relief."*

## Supporting individuals to live independently

- Emotional and Peer support groups
- Advice & Support with practical issues & care planning
- Smart Zone for technology & equipment

*"It's the little everyday problems that make dementia into one big problem. We've been really pleased with the support we've had at Sage House. Everyone is really nice, they make time for you."*



## Support in choosing & planning long term care

- Emotional support during decision making
- Advice & Support with financial and practical issues
- Peer Support Groups
- Befriending

*"My father and I appreciate the trouble you have taken to help us, and for your kindness and professionalism when we met. I'm finding it quite overwhelming that you took the time to listen to us, and as good as your word you have now followed through on the conversation."*

## End of Life

- Planning in advance with advice & support on financial and practical issues e.g. advanced directives
- Emotional support for Carers
- Peer Support Groups

**Appointment Details** – please note all appointments take place at Sage House.

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Sage House, City Fields Way, Tangmere, Chichester, West Sussex, PO20 2FP

Tel: (01243) 888 691

Email: [wayfinding@sagehouse.org](mailto:wayfinding@sagehouse.org)

[info@dementia-support.org.uk](mailto:info@dementia-support.org.uk)

## Who are Dementia Support

**Dementia Support** is a local charity that runs **Sage House**. Our vision is a society where dementia is understood and accepted, enabling people living with dementia to be fully supported throughout the whole of their journey. We reduce loneliness, give the best quality care and provide hope.



Please support us by making a donation, volunteering or raising funds through your company or community group. To find out how you can help Dementia Support deliver more services to people living with dementia visit [www.dementia-support.org.uk/support-us](http://www.dementia-support.org.uk/support-us)

Dementia Support is a charitable company limited by guarantee in England and Wales

Company no 9044373. Registered charity no. 1158640

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