



Free, impartial,  
independent and  
confidential information  
and advice

Citizens Advice Hartlepool  
87 Park Road  
Hartlepool  
TS26 9HP

We are an advice, information and advocacy service helping people with:

- Welfare benefits
- Debt and money advice
- Housing and homelessness
- Employment law
- Consumer matters
- Advocacy for Mental Health and learning Difficulties
- Energy and fuel advice

#### **Action 1**

##### **Raise awareness with staff and volunteers within our organisation**

Using the knowledge and training that The Bridge and other organisations have given us, we will cascade this to all staff members making them aware of how to approach and speak to clients with memory issues

#### **Action 2**

##### **We will look at other methods of passing information to client**

This could be done through clear booklets with pictures. Also, appointments could be made clear and we could send reminders or letters where appropriate.

#### **Action 3**

##### **Advertise that we are dementia friendly**

We will advertise both in our offices and to other organisations and in the public place. We will also advertise on our website and facebook page.

#### **Action 4**

##### **Take part in dementia awareness events**

Having a close relationship with The Bridge and Memory Cafe, we are already aware of events that take place and try to ensure our attendance.

