The Dementia Service

Early Detection, Better Outcomes.



EXPERT PRIVATE DEMENTIA DIAGNOSTICS

Clarity, compassion, and answers when you need them most.

www.thedementiaservice.co.uk

0203 475 9339



Understanding Dementia in the United Kingdom

Nearly one million people in the United Kingdom are living with dementia, and that figure is projected to reach **1.4 million by 2040**. For many families, the path to diagnosis is shaped by **long NHS memory clinic waits**, diagnostic gaps, and the quiet weight of uncertainty at a time when clarity matters most.

The Dementia Service exists to change that. We provide a faster route to a comprehensive understanding of cognitive health, delivered by a specialist multidisciplinary team and regulated by the **Care Quality Commission (CQC)**.

Whether you are seeking answers for yourself, for a family member, or for a patient in your care, this brochure will guide you through our services and help you find the pathway that is right for you.

> ***We believe no one should have to wait months for clarity about their cognitive health.***

Key Facts

982,000
people in the UK are estimated to be living with dementia.

1 in 3
people born in the UK in 2015 are projected to develop dementia in their lifetime.

1 in 3
people with dementia in England and Northern Ireland do not have a formal diagnosis.

137 Days
is the median wait from referral to diagnosis at memory assessment services in England and Wales.

Sources: Alzheimer's Society (Carnall Farrar, 2024; diagnosis rates, 2024); Alzheimer's Research UK analysis of lifetime dementia risk; National Audit of Dementia, 2025 Survey of Memory Assessment Services (published 2026).

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Foreword and Introduction

A Message from Our Director

The Dementia Service was founded on a simple conviction: that every person **deserves timely, expert answers** about their cognitive health, delivered with the care and respect that such a profound moment demands.

Too often, individuals and families find themselves caught in a system that cannot move quickly enough. Referrals are delayed, waiting lists grow, and the uncertainty of not knowing becomes a burden in itself. We have seen, first hand, **the toll that waiting takes**, not only on the person experiencing symptoms but on those who love them.

We were established to bridge that gap. Our multidisciplinary team, led by Consultant Psychiatrists specialising in Old Age Psychiatry, delivers a comprehensive diagnostic pathway that returns **clarity within weeks rather than months**. Every assessment is conducted to rigorous NICE clinical standards, regulated by the Care Quality Commission, and built around the individual.

We do not simply provide a diagnosis. We provide understanding. We explain what the results mean, what options are available, and what the future may hold.

> ***No one should leave our service without a clear picture of their situation and a confident pathway forward.***

Whether you are a patient, a family member, a carer, or a referring professional, we hope this brochure gives you confidence that you are in expert hands.



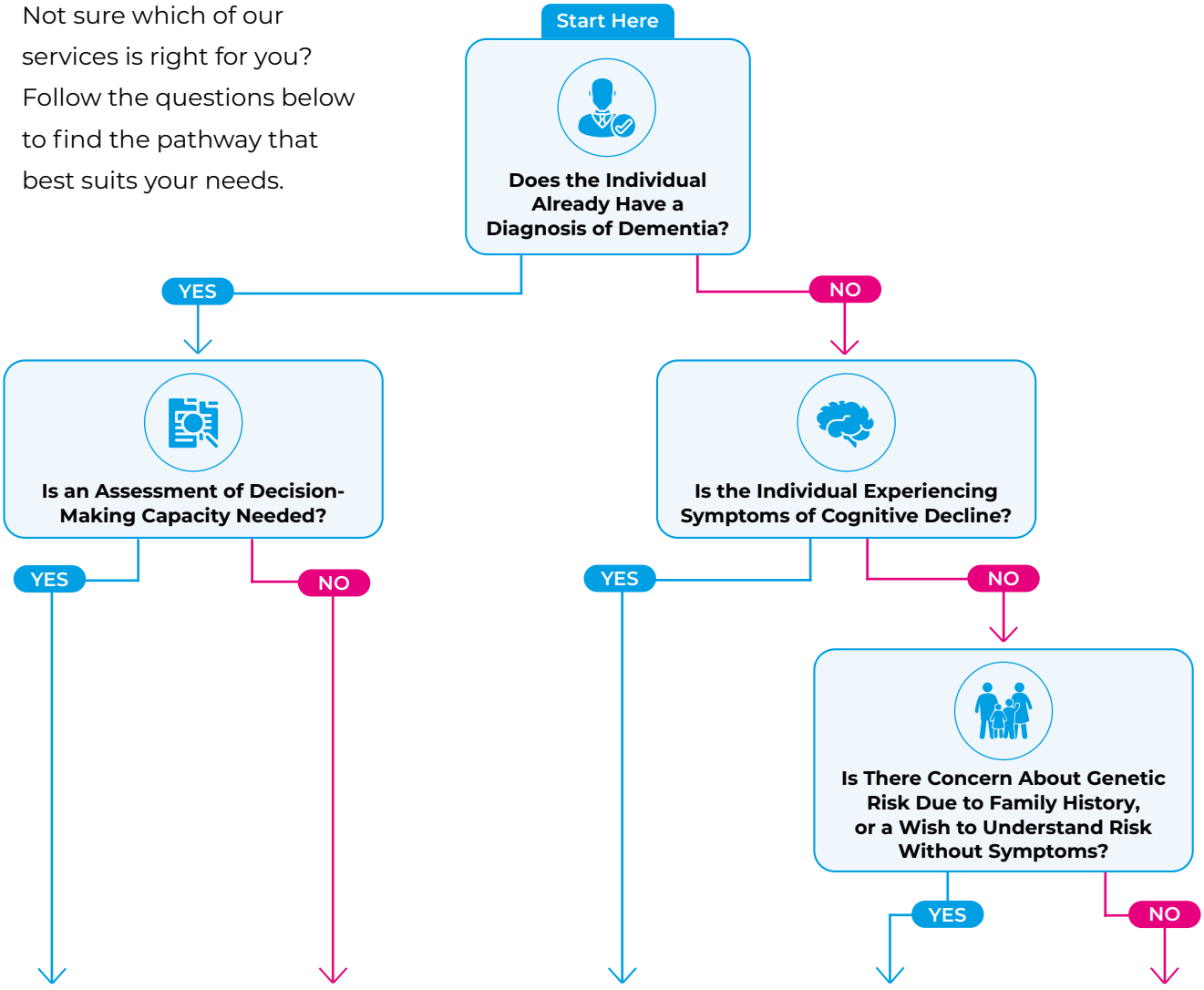
Paul Hatton

Paul Hatton
Director and CQC Registered Manager

Our commitment is to provide **answers**, **support**, and **hope** when they are needed most.

Which Service Is Right for You?

Not sure which of our services is right for you? Follow the questions below to find the pathway that best suits your needs.



Capacity Assessment

For individuals with a diagnosis who need a clinical assessment of their ability to make specific legal, financial, or health decisions, on a solicitor's instruction.

Pages 16-17

Old Age Psychiatry Consultation

For individuals with a diagnosis who would benefit from specialist support with anxiety, mood changes, behavioural symptoms, medication reviews, sleep disturbances, or coping with life changes.

Pages 18-19

Dementia Assessment

For individuals experiencing memory loss, confusion, behavioural changes, or other signs of cognitive decline who need a comprehensive diagnostic assessment.

Pages 5-15

Genetic Testing

For people without symptoms who want to understand their genetic risk profile for dementia or Parkinson's disease.

Pages 20-21

Contact Us

For all enquiries outside of our main service list.

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Dementia Assessment

A Comprehensive, Specialist-Led Diagnostic Pathway

The Dementia Service provides a thorough private dementia assessment led by a specialist multidisciplinary team. Our CQC-regulated service is designed to give you a compassionate, complete understanding of your cognitive health, in weeks rather than months.



What Makes Us Different

Speed

The full pathway, from initial enquiry to final report, is typically completed in weeks. Many families come to us after being told that an NHS diagnosis could take six to twelve months.

Thoroughness

Our six-stage process brings together cognitive assessment, specialist clinical interview, brain imaging, blood analysis, and a consultant-led diagnostic discussion.

Specialist-Led

Every assessment is led by a Consultant Psychiatrist specialising in Old Age Psychiatry, supported by Registered Mental Health Nurses.

Accessibility

We offer virtual appointments nationwide, face-to-face assessments at our London clinic in Capital Tower, and face-to-face consultations at selected partner locations in England, priced on request. Investigations are coordinated through a national network of partner imaging and pathology providers, chosen for the convenience of the patient.

Regulated

We are registered with and regulated by the Care Quality Commission, the independent regulator of health and social care in England.



Who This Service Is For

Our dementia assessment is suitable for anyone experiencing symptoms of cognitive decline, including memory loss, confusion, difficulty with daily tasks, changes in personality or behaviour, or problems with language and communication.

Referrals are welcomed from GPs, other healthcare professionals, solicitors, and families. Self-referrals are also welcome.

GPs

Healthcare Professionals

Solicitors

Families

Self-Referrals

Fees

£2,999

Our comprehensive private dementia assessment is £2,999 and covers the full six-stage pathway, from initial enquiry through to your Clinical Interview and final diagnostic report. Face-to-face options at our London clinic start at £3,499 (see pages 14-15), and translation can be arranged for an additional fee.

There are no hidden fees, and we are transparent about costs from the outset.

Our assessments can be paid in full or in two equal instalments.

"We have been very impressed at the comprehensiveness and speed of the assessment process, the clear information provided throughout the process and the responsiveness of all of the team."

Emma H., Trustpilot review, February 2026

Your Assessment, Step by Step

From the moment you contact us, our team will guide you through every step. Here is what to expect at each stage of our six-stage diagnostic pathway. First appointments are usually available the same week, and most families have a diagnosis within around 20 working days of booking.



Stage 1

Initial Enquiry and Triage

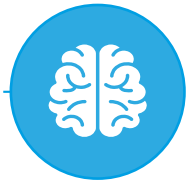
Your journey begins with a conversation. When you contact us by telephone, email, or through our website, a member of our team will discuss your concerns, explain the process, and answer your questions. We gather preliminary information to ensure the service is appropriate for your needs, and we schedule your first appointment.



Stage 2

Pre-Assessment Questionnaires

Before your clinical appointments, we send a short set of questionnaires covering medical history, current symptoms, daily functioning, and medication. A family member or carer is invited to complete a separate questionnaire to provide their perspective. This preparation allows our clinical team to arrive at your assessment fully informed.



Stage 3

Cognitive Examination

A Registered Mental Health Nurse conducts a comprehensive, structured cognitive examination covering attention, memory, language, verbal fluency, and visuospatial ability. The Nurse also completes a detailed nursing assessment covering your background, daily routine, risk factors, and current social circumstances. The session is calm and supportive, and typically takes around 120 minutes. After the appointment, your nursing report is uploaded to your secure online account. You will be notified and asked to review it; once you have, the resulting Clinical Interview can be booked.

Your Assessment, Step by Step

Stage 4

Diagnostic Investigations

Where clinically indicated, we arrange further investigations to support the diagnostic process. These may include a brain scan, by magnetic resonance imaging (MRI) or computed tomography (CT), to examine the structure of the brain, blood tests to exclude reversible causes of cognitive impairment such as thyroid dysfunction or vitamin deficiencies, and, on occasion, cardiac monitoring prior to any medication that requires it. We coordinate everything through our network of partner providers across the United Kingdom to find the most convenient locations for you.

Stage 5

Clinical Interview with a Consultant Psychiatrist

Once your results are back, you meet a Consultant Psychiatrist specialising in Old Age Psychiatry, by secure video or face-to-face at our London clinic. Your Consultant reviews everything gathered so far, explores the history and pattern of your symptoms, then explains the diagnosis, treatment, and support options. The appointment lasts around 60 minutes, and a family member or carer is welcome to attend.

Stage 6

Your Diagnostic Report

Your Consultant Psychiatrist writes a detailed clinical letter setting out the findings, the diagnosis and the reasoning behind it, and recommendations considered against NICE dementia guidance. Every letter is checked by hand before it is released to your secure online account, with a plain-English summary. With your consent, a copy goes to your GP. Letters are shared only with you, or with someone who holds a Health and Welfare Lasting Power of Attorney for you.

> ***"From the first initial phone call to getting the results took less than 5 weeks, the service we received was outstanding and everything was explained and easy to follow... The whole journey was stress free and took a huge amount of pressure off the family and my dad."***
>
> Sarah H., Trustpilot review, February 2026

What to Expect
at Each Appointment

Every stage of your assessment is designed to be clear, supportive, and focused on your needs. Below is what happens, in practice, at each of your appointments.

1 The Cognitive Examination

Duration: Approximately 120 minutes.

Conducted by: A Registered Mental Health Nurse.

Format: Secure video call, or face-to-face at our London clinic.

Who should attend: The patient and, ideally, a family member or carer.

Before you start: For a video appointment, you receive a secure link by email. Join from a laptop or tablet with a camera, in a quiet room, with your glasses, hearing aids, a pen, plain paper, and a list of your current medications to hand.

During the appointment: The Nurse introduces themselves, explains what will happen, and checks you are comfortable to go ahead. Much of the time is spent talking about your background, daily routine, health, medication, and how things have changed. Your family member or carer is asked for their view too.

For the cognitive test, the Nurse asks you to complete a series of short tasks. These include remembering and recalling information, finding words, answering questions, and copying or drawing simple pictures on paper, which you hold up to the camera. Your family member stays quietly in the background during this part, so the results reflect your own abilities. Some tasks are designed to be harder than others, and nobody is expected to get everything right. You can ask for a break at any time.

At the end: The Nurse explains what happens next. Your nursing report is uploaded to your secure online account for you to review, and our team books your investigations.

2 Your Brain Scan

Duration: Around 25 minutes for MRI; a few minutes for CT.

Conducted by: A radiographer at our partner imaging centre.

Format: At a partner scan centre near you, or on the first floor of Capital Tower.

Who should attend: The patient. A family member or carer is welcome to come along and wait.

Before your scan: When we book, you answer a short set of scan safety questions. On arrival, the radiographer checks these with you and asks you to remove metal items such as jewellery, your watch, and hearing aids. You may be asked to change into a gown.

MRI: You lie on your back on a padded table, with your head resting in a support. The table moves slowly into the scanner, a tunnel that is open at both ends. The scanner makes loud knocking and buzzing sounds, so you are given earplugs or headphones. Your only task is to keep your head still. The radiographer can see and hear you throughout, and you hold a call button. Please tell us when booking if you find enclosed spaces difficult.

CT: The scanner is a large ring rather than a tunnel. The table passes through it, and the scan is quick and quiet.

Afterwards: You can carry on with your day as normal. A radiologist reports on the images for your Consultant Psychiatrist.

What to Expect
at Each Appointment



3 Your Blood Test and Heart Monitor

Blood test

Duration: A few minutes.

Conducted by: A phlebotomist or nurse.

Format: At a partner location, by home visit, or at our London clinic.

A small sample of blood is taken from a vein in your arm with a fine needle and collected in a few small tubes. Afterwards, a small plaster goes over the spot. We will tell you if any preparation is needed.

Heart monitor

Duration: Worn for 24 hours.

Format: Posted to you with instructions.

The monitor is a small, lightweight recorder connected to sticky pads that sit on your chest under your clothing. You wear it for 24 hours while carrying on as normal, including overnight. Keep it dry, so no bath or shower while it is on, and note down any symptoms such as dizziness or a racing heart. You then remove it and return it. The monitor cannot be worn during an MRI scan.



4 The Clinical Interview

Duration: Approximately 60 minutes.

Conducted by: A Consultant Psychiatrist specialising in Old Age Psychiatry.

Format: Secure video call, or face-to-face at our London clinic.

When: On a separate day, once your results are back and you have reviewed your nursing report.

Who should attend: The patient and a family member or carer (recommended).

Before you start: You receive a secure link in the same way. Your Consultant has already read your questionnaires, nursing report, and results. Many families find it helps to write their questions down beforehand.

During the appointment: Your Consultant talks with you about how you have been and how your symptoms developed, and may ask a few questions to see how you are today. They also speak with your family member or carer, and may offer each of you a little time alone. Your Consultant then explains what the cognitive test, scan, and blood tests showed, and gives the diagnosis. They talk through the treatment options, including any medication and how it would be prescribed with your GP, the support available, and practical matters such as driving and planning ahead. There is time for all your questions.

At the end: Your Consultant explains the next steps. Your clinical letter and plain-English summary follow in your secure online account.

> ***"The whole process was professional and straightforward. My mum had a thorough comprehensive assessment and tests with friendly professionals...***
> ***We got my mum's diagnosis within weeks."***
>
> Jo A., Trustpilot review, February 2026

After Your Diagnosis



A Diagnosis Is the Beginning of a New Chapter

A diagnosis is not an end point; it is a starting point. The Dementia Service is committed to ensuring that support continues beyond the assessment, with clear guidance on the options available.

Treatment and Medication

Where appropriate, your Consultant Psychiatrist may recommend medication to help manage symptoms. We liaise with your GP regarding prescribing, and your report sets out recommendations for ongoing review.

Onward Support

We can direct you to a range of services, including local dementia support groups, the Alzheimer's Society, Dementia UK, and other charitable organisations that offer practical and emotional help. We also work alongside care providers and social services where additional support at home may be beneficial.

Continuity with Your GP

With your consent, a detailed report is sent to your GP, supporting continuity of care and enabling any necessary follow-up. The report includes the full diagnostic findings, the clinical reasoning, and recommendations for ongoing management.

Ongoing Availability

Our team remains available after your assessment. Should your circumstances change, should new symptoms emerge, or should you simply have questions, please do contact us.

> ***"We now have an in depth analysis and my wife is already taking a recommended medication. The whole experience was well coordinated and all the people we conversed with were very friendly and professional."***
>
> Richard G., Trustpilot review, April 2026

Our London Clinic
Capital Tower, Waterloo



A Private Memory Clinic in Central London

If you would rather meet our team in person, our London clinic offers face-to-face assessments in a calm, private setting. Capital Tower stands opposite Waterloo station, so the clinic is easy to reach by rail, Underground, or bus. It is also our registered location with the Care Quality Commission.

Why Families Choose Our London Clinic

One Visit

Your cognitive examination, blood test, and brain scan can all take place on the same day.

Scanning in the Same Building

Your magnetic resonance imaging (MRI) scan takes place at our imaging partner's centre on the first floor of Capital Tower.

Easy to Reach

Waterloo station is opposite the building, with rail, Underground, and bus links on the doorstep.

A Private, Comfortable Setting

Your appointments take place in our own consultation room, with a family member or carer by your side.

Your Single-Day Assessment

Several appointments in different places can be tiring, especially for someone living with memory concerns. Our Single-Day Assessment brings the key appointments together into one visit to Capital Tower.



Step 1
Arrival
Please arrive 10-15 minutes early and check in at the ground-floor reception, where you will be directed to our clinic. Bring photo ID, your glasses if you wear them, and a family member or carer.

Step 2
Cognitive Examination
A Registered Mental Health Nurse carries out your cognitive examination and gathers your history, with your family member or carer present. This typically takes around 120 minutes.

Step 3
Blood Test
Your blood sample is taken at the clinic during the same visit. We will tell you if any preparation is needed.

Step 4
Brain Scan
Your MRI scan takes place later the same day, on the first floor of the building. If a computed tomography (CT) scan is more suitable, we arrange it at a partner centre in central London.

Step 5
Heart Monitor
Where needed, a 24-hour heart monitor is posted to you before your visit. As it cannot be worn during the MRI scan, we show you how to fit it afterwards.

Step 6
Clinical Interview
Your Consultant Psychiatrist meets you by secure virtual consultation on a later date, once your results are back, or face-to-face at Capital Tower if you prefer. Your diagnostic report follows.

> ***"Everyone we have dealt with has been friendly, efficient and professional whilst also being considerate of the emotional load involved in seeking a diagnosis."***
>
> Julia F., Trustpilot review, September 2026

Choose the Option That Suits You

Every option includes the full six-stage pathway, from your first conversation with our team to your Clinical Interview and diagnostic report. The clinical standards are the same; only the setting of your appointments changes.

Remote Assessment

£2,999

- Cognitive examination by secure virtual consultation
- Brain scan and blood test arranged near you
- Clinical interview by secure virtual consultation

Single-Day Assessment

£3,499

- Face-to-face cognitive examination at Capital Tower
- Blood test and brain scan on the same day
- Clinical interview by secure virtual consultation

Single-Day Assessment with Face-to-Face Clinical Interview

£3,999

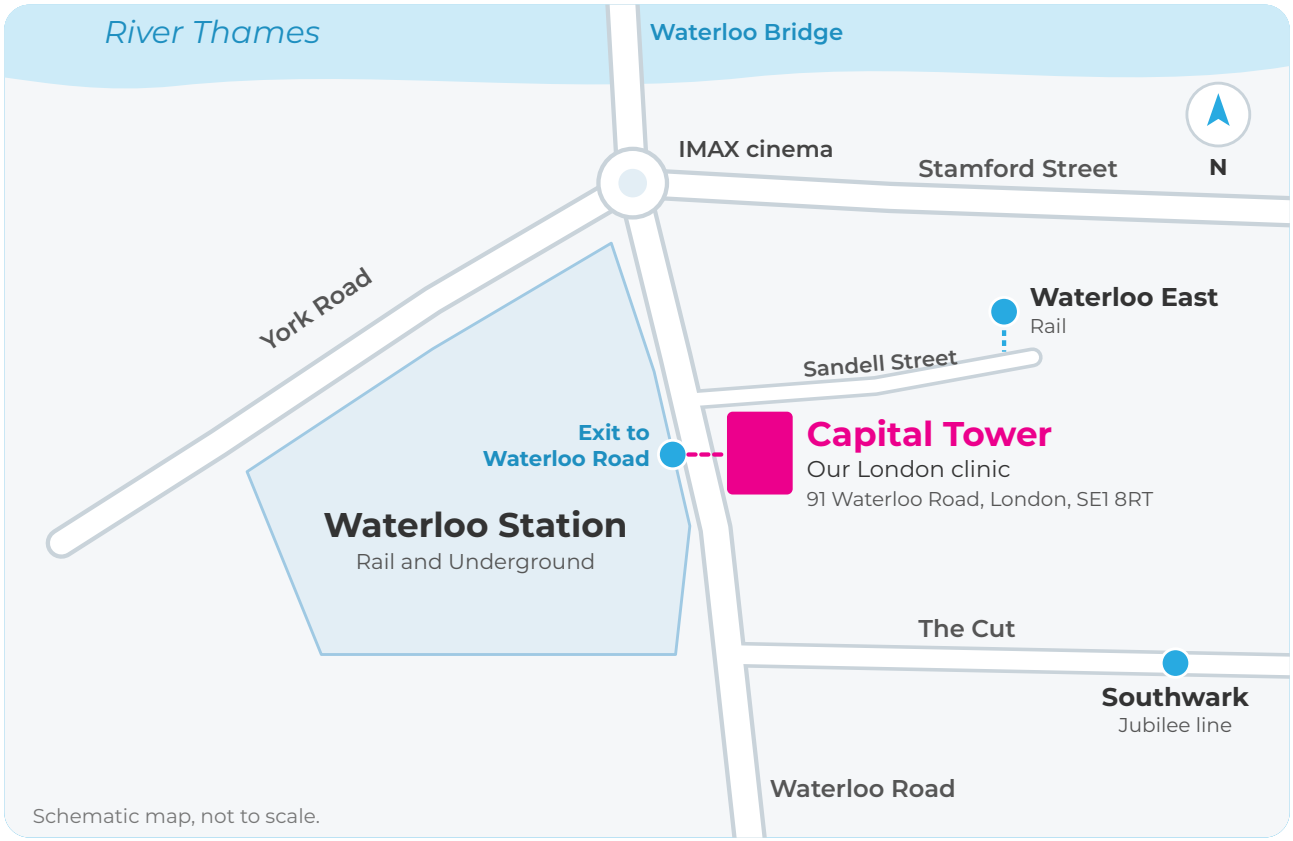
- Everything in the Single-Day Assessment
- Clinical Interview face-to-face with your Consultant Psychiatrist at Capital Tower

Each option can be paid in full or in two equal instalments. There are no hidden fees.

Face-to-face appointments at other locations in England are priced individually. Please ask our team for a quotation.

> ***"This was money well spent as we received a diagnosis within 4 weeks and started treatment."***
>
> Ms M., Trustpilot review, June 2026

Visiting
Capital Tower



Address

Capital Tower, 91 Waterloo Road, London, SE1 8RT. The glass-fronted building on the corner of Waterloo Road and Sandell Street, opposite Waterloo station.

By Rail and Underground

From the main concourse, follow signs for Exit 2 (Waterloo Road) and take the escalators or lift down to street level. From the Jubilee line, follow the Way Out signs to the same exit. Capital Tower is across the road.

By Bus

Many routes stop around Waterloo station. Plan your journey at tfl.gov.uk.

By Car

Use SE1 8RT for satellite navigation. The building is inside the Congestion Charge zone. Parking in the secure basement car park can be arranged in advance; please ask our team when you book.

Accessibility

Please tell us about any mobility needs when you book, and we will help you plan your visit.

Also at Capital Tower

Face-to-face capacity assessments, on a solicitor's instruction.

To book a face-to-face assessment, call our team on 0203 475 9339.

Capacity Assessments

Private Mental Capacity Assessments for Legal, Clinical, and Family Matters

The Dementia Service provides independent mental capacity assessments, on instruction from a solicitor or legal representative, for individuals with a diagnosis of dementia or another condition affecting cognitive function.



What Is a Capacity Assessment?

A mental capacity assessment evaluates whether an individual is able to understand the information relevant to a specific decision, retain it, use or weigh it, and communicate their decision, at the time the decision needs to be made. Assessments are conducted in accordance with the Mental Capacity Act 2005 and are often required for legal, financial, and healthcare purposes.

Who We Work With

- Solicitors and legal professionals acting in matters such as Lasting Power of Attorney, deputyship, wills, property, and litigation.
- Families, who are welcome to discuss a case with us before their solicitor instructs.
- Health and social care professionals, who are welcome to discuss a case before a solicitor instructs us.
- Court of Protection proceedings, including COP3 completion, through the solicitor acting.

Types of Capacity Assessment

Health and Welfare capacity.

Lasting Power of Attorney capacity.

Testamentary capacity (capacity to make or change a will).

Property and financial affairs capacity.

COP3 form completion for Court of Protection proceedings.

How the Process Works

1

Instruction

Your solicitor or legal representative sends us a formal instruction, setting out the specific decision to be assessed.

2

Assessment

A Consultant Psychiatrist conducts a structured interview with the individual, face-to-face or remotely, applying the functional test of capacity as defined by the Mental Capacity Act 2005.

3

Report

A detailed report is provided, setting out the clinical findings, the assessment of capacity in relation to the specific decision, and the reasoning behind the conclusion. Reports are suitable for use in legal proceedings.

This service is offered on a solicitor's instruction.
Fees start at £1,500, with a written quotation and timescale before any work begins. Capacity assessments are available in England and Wales. We assess a person's capacity at the time of assessment. We do not provide retrospective assessments of capacity at an earlier date, including after death.

Old Age Psychiatry for Care Providers



Specialist Mental Health Support for Your Residents

Not every concern about an older person's mental health relates to dementia. The Dementia Service partners with national care providers to add specialist Old Age Psychiatry to their own service offering, giving residents and service users timely access to a Consultant Psychiatrist.

Support for Residents Experiencing:

- **Anxiety or persistent worry** that interferes with daily life.
- **Low mood or depression**, including following bereavement or other life changes.
- **Behavioural or psychological symptoms**, such as agitation, withdrawal, or changes in personality.
- **Sleep disturbances**, including insomnia or disrupted sleep patterns.
- **Difficulty coping with major life changes** such as retirement, loss of independence, or bereavement.
- **Medication concerns,** including side effects or the need for a specialist review of psychiatric medication.

How a Partnership Works

Each partnership is agreed with your organisation and contracted around your residents, services, and locations. Consultations are led by a Consultant Psychiatrist specialising in Old Age Psychiatry, who takes a thorough history, explores current difficulties, and develops a management plan.

This may include recommendations on medication, psychological strategies, lifestyle adjustments, or onward referral. A written report and management plan is shared, with consent, with the patient's existing NHS and/or private clinical team(s).

Pricing

Partnerships are priced by agreement. Please contact our team to discuss your organisation's needs.

This service is available to care providers by partnership agreement. To discuss a partnership, call 0203 475 9339.

If you are a family member, please speak to your relative's care provider, or contact us to discuss the support available.

"Completely professional and could not have been more supportive of my mum and the family throughout the entire process."

Mark C., Trustpilot review, March 2026

Genetic Testing

Confidential Genetic Risk Assessment for Dementia and Parkinson's Disease

For individuals who are not currently experiencing symptoms but who wish to understand their genetic predisposition to dementia or Parkinson's disease, The Dementia Service offers a comprehensive genetic testing service.

It is particularly relevant for those with a family history of these conditions, or for anyone wishing to take a proactive approach to their cognitive health.



What the Test Covers

Testing can look at a single gene, or at two or more genes associated with dementia and Parkinson's disease, providing a detailed analysis of your genetic risk profile. Full panel details are on our website.

Samples are collected at home: one of our partner phlebotomists visits your chosen address to take a blood sample.

How the Service Works

Your pathway is designed around consultant-led input at each key stage. Our pre-test and, where applicable, post-test consultations follow a rigorous, ethically led clinical framework to ensure testing is appropriate, fully informed, and supported, with careful consideration of potential personal and family implications.

1

Pre-Test Consultation with a Consultant Geneticist

This appointment focuses on clarifying the clinical context and whether testing is appropriate, including:

- Personal and family history review
- Test selection and limitations
- Consent, confidentiality, and family implications
- Next steps, sampling, and results timeline

2

Pre-Test Consultation with a Consultant Neuropsychologist (If Required)

A structured psychosocial assessment and support consultation, including a battery of psychosocial assessments to explore readiness for testing and support needs.

The Dementia Service

Early Detection, Better Outcomes.

3 Sample Collection and Results

Testing is arranged via our partner network of nationwide home phlebotomists, who will visit your chosen address to collect a blood sample. Results are typically returned within six to eight weeks in a secure digital format, which you can share with other clinicians involved in your care if you wish.

4 Post-Test Consultation with a Consultant Geneticist (If Required)

If findings of clinical significance are identified and you would like a follow-up consultation, this appointment covers:

- Results explanation and interpretation
- Clinical and family implications, including cascade testing for relatives
- Recommended actions, referrals, and follow-up

5 Post-Test Consultation with a Consultant Neuropsychologist (If Required)

A follow-up psychosocial consultation to support understanding of the result, emotional impact, and planning for next steps.

Please **contact us** to discuss this service in confidence.

Important Considerations

For most genes we test, a positive result means a higher risk than the general population, not a certainty that you will develop the condition. A small number of rare genes carry a much higher likelihood. Your Consultant Geneticist explains what a result would mean for each gene before you decide whether to test.

A negative result does not guarantee you will not develop the condition. Many factors beyond genetics influence cognitive health.

Results are entirely confidential. They are not shared with insurers, employers, or any third party without your explicit consent.

Fees

Steps 1 and 2: Suitability Consultations - **£999**

This includes consultant-led pre-test appointments to assess suitability and readiness for testing, and to ensure the decision is fully informed and ethically supported.

Step 3: Testing (If Suitable)

Single Gene Testing: **£999**

Two or More Genes: **£1,999**

Full panel details are on our website.

Steps 4 and 5: Post-Test Consultations (If Required) - **£499**

Optional post-test consultations, payable only if your digital results identify a clinically significant finding and you choose to proceed.

Real Stories
Real Outcomes

Every family's situation is unique, but our aim is always the same: clarity, support, and a way forward.

Here are the experiences of real people who found the answers they needed with The Dementia Service.



A Daughter's Story: Answers After a Long Wait

A daughter in the North West had been on an NHS waiting list for her mother's memory assessment for more than six months. The family were increasingly concerned about her mother's forgetfulness and confusion, but felt powerless to speed things along. She found The Dementia Service online and made contact.

Within weeks, her mother had completed the full assessment, including the cognitive examination, a clinical interview with a Consultant Psychiatrist, blood tests, and brain imaging at a partner centre close to home.

The diagnosis of early-stage Alzheimer's disease, while difficult to hear, allowed the family to plan ahead, access medication, and put the right support in place.

> ***"Exceptional service from start to finish... A diagnosis was made and although it isn't good, we all now have peace of mind knowing and can plan her future care."***
>
> Andrea P., Trustpilot review, March 2026

A Partner's Story: From Worry to a Way Forward

A gentleman in his late sixties had watched his partner's memory decline sharply over the autumn. Struggling to make progress through NHS routes, he contacted The Dementia Service in late November. An initial triage call was followed by the cognitive examination, brain imaging, blood analysis, and a cardiac check, ahead of the specialist clinical interview.

Within twenty days, he and his partner had a clear diagnosis, a treatment plan, and a pathway for the next steps.

> ***Excellent fast service to diagnose and treat dementia - and tremendously helpful team.***
>
> TF, Trustpilot review, January 2026

A Solicitor's Perspective: Capacity Assessment for Legal Proceedings

A solicitor acting in a contested legal matter required an independent capacity assessment for an elderly client, with a report suitable for court proceedings.

The Dementia Service arranged a remote assessment with a Consultant Psychiatrist within days, and the completed report was with the firm within two weeks of instruction.

Real people. Real stories. Real peace of mind.

At The Dementia Service, we are proud to make a genuine difference at a time when it matters most.

The Dementia Service

Early Detection, Better Outcomes.



Get in Touch

Whether you are seeking answers for yourself, for a family member, or for a patient, we are here to help.

Our team is available to discuss your needs, explain our services, and guide you to the right pathway.

Telephone
0203 475 9339

Email
brochure@thedementiaservice.co.uk

Website
www.thedementiaservice.co.uk

Registered Office
167-169 Great Portland Street, Fifth Floor, London, W1W 5PF

London Clinic
Capital Tower, 91 Waterloo Road, London, SE1 8RT

Regulated by Care Quality Commission

Registered and Regulated

The Dementia Service is a trading name of Telesphorus Health Limited.

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Regulated by the Care Quality Commission.

CQC Provider Number: 1-14852216699.