

North Ayrshire Carers Centre



CARERS Information Booklet



**174 High Street—Irvine
KA12 8AN
Tel: 01294 311333**

OPENING HOURS

Monday - Friday / 9am - 4pm

You can find a Carers Registration Form at the back of this pack >>>>

ABOUT THE CARERS CENTRE

The North Ayrshire Carers Centre opened its doors in June 1998 to provide information, advice and support to Carers living within North Ayrshire, Arran and Cumbrae.

The Centre situated within Irvine town centre, provides a comfortable, informal environment for Carers to feel relaxed in. We are located on street level, with access for wheelchair users and fully adapted disabled toilet facilities.



We are located at 174 High Street, Irvine KA12 8AN

For details on how to contact us, refer to page 8.

Table of Contents

INTRODUCTION	Page No
About the Carers Centre /How to Get There	2
Who is a Carer	6
What We offer	7
How to Contact Us	8
Opening Times and Accessibility	8
How we Protect Your Privacy	9
Complaints Procedure	10-11
YOUNG CARERS/ YOUNG ADULT CARERS	
What is a Young Carer/Young Adult Carer?	12-13
What Can We Do To Help?	14
Useful Numbers for Young Carers	14
Young Befriending	15
COMMUNITY CARE / CARERS ASSESSMENT	
What is Community Care?	16
Who is Community Care for?	16
What Sort of Help is Available?	17
How to Get A Community Care Assessment	17-18
How to Get Help—A Carers Assessment	19
Requesting An Assessment	19

HEALTH Page No

Health Professionals and their Roles	20-21
Hospital Discharge	22
Patient Confidentiality	22
Useful Contacts	23

BENEFITS

Benefits for Carers	24-31
Benefits for the Person You Care For	32-37
Other Benefits	37-40
What to do if Benefit is Refused	40
Useful DWP / Benefits Contacts	41

TRANSPORT

Concessionary Travel Schemes	42
MyBus	43
Shop Mobility	44
Red Cross	44
Rail Travel	45-46
Taxis / Volunteer Cars	47
Parking, Including Blue Badge Scheme	48-49
Road Tax Exemption	49

TAKING A BREAK

Taking A Break	50
Who To Contact	51
Type of Care	51-52
Holidays	53
Accessibility.....	53

COPING WITH STRESS

Page No

Stress	54
To Help You Cope	55
Things That May Help	55-57

OUTREACH & OTHER CARER GROUPS

What is Outreach?	58
Outreach Groups & Calendar	58-59
Other Groups	60

TRAINING OPPORTUNITIES

Training	60
----------------	----

CARERS APPRECIATION CARD

Carers Appreciation Card.....	61
-------------------------------	----

WHEN CARING ENDS

When Caring Ends	62-66
------------------------	-------

NORTH AYRSHIRE HEALTH & SOCIAL CARE PARTNERSHIP

Telephone/addresses of your local office	67
--	----

USEFUL ORGANISATIONS & CONTACT INFORMATION

Useful Tel and Contact Information	68-75
--	-------

Who is a Carer?



Carers may be young, old, male or female. They may be partners, sons, daughters, parents, neighbours or friends. They come from all racial, ethnic and religious backgrounds.

Carers may help with a variety of tasks such as housework and personal care. They also provide company and emotional support to the person they care for and may take responsibility for their financial affairs. Some Carers provide care for short periods each week, some for 24 hours a day, 7 days a week.

The majority of Carers take on this role willingly, out of a sense of love and commitment; others become Carers because they feel there is no choice. Caring can be exhausting and can cause difficulties for the Carer including: financial problems, stress, loneliness, isolation and health problems.

Carers are people whose lives are restricted by taking responsibility for the care of someone who needs help because of an illness, drug or alcohol misuse, disability or the effects of age.

The 2011 census showed that 492,231 people in Scotland see themselves as Carers, and that there are around 14,000 Carers living within North Ayrshire.

What We Offer...

- ◆ **INFORMATION** on any Carers issues, e.g. benefits, respite, transport
- ◆ **ADVICE** on Carers rights
- ◆ **CONTACT** with other Carers
- ◆ **HELP** with form-filling
- ◆ **ADVOCACY** representing Carers
- ◆ **RELAXATION*** in the form of alternative therapies
- ◆ **REGULAR SUPPORT GROUPS**
- ◆ **OUTREACH**
- ◆ **COUNSELLING**
- ◆ **TRAINING**
- ◆ **INFORMATION ON CARERS ASSESSMENTS**
- ◆ **1:1 SUPPORT**
- ◆ **YOUNG CARERS SUPPORT**
- ◆ **YOUNG CARERS BEFRIENDING**

The above services are offered to Carers while they are still in a caring role. When the caring role comes to an end, the Centre still offers support for a further 12 months. At this point, a review meeting can be held to establish circumstances and the way forward, if the carer wishes. *Please note there is a charge for this service.

How to Contact us:

You can contact the Carers Centre by telephone, post, fax, e-mail OR ON Facebook. Alternatively you can drop into the Centre to make an appointment.

Find us on 

Tel:..... 01294 311333

Fax:01294 311942

Address:174 High Street, Irvine KA12 8AN

Email:.....northayrshire.carers@unity-enterprise.com

Our Opening Hours:

MONDAY-Friday

9.00am—4.00pm.

If you require an out of hours appointment then please give us a call at the Centre. There is also an out of office hours answer phone out with these times where you can leave a message.

How to Get Here: See Location Map on Page 2 .

Parking: There is a free public car park behind the High Street, accessed via East Road. There are several access lanes from the car park leading to the High Street. Turn right from any of these lanes and we are located a few doors along from Irvine Library.

By Bus: We are located on all main bus routes.

Home Visits: If you are unable to come into the Carers Centre, and would prefer someone to visit you at home, this can easily be arranged. Please let us know if this would be more convenient.

How We Protect Your Privacy

Personal information about yourself and the person you care for, is often needed to ensure we maximize the service and support we provide for you.

For your peace of mind, we would like to explain to you what we do with this information :

- ◆ Confidentiality is paramount.
 - ◆ We do not pass on information to any other body or individual, without your prior knowledge and approval.
 - ◆ All information on paper file is always kept under lock and key. There is no unauthorized access permitted.
 - ◆ All information entered into our databases is password protected. There is no unauthorized access permitted.
 - ◆ You are entitled to see your personal information we have on file.
 - ◆ No information is kept on file any longer than necessary.
 - ◆ We are registered under the Data Protection Act 1998.
-

COMPLAINTS PROCEDURE

We aim to provide a responsive and effective service. If you can see ways in which we can improve or develop any aspect of our services, or if you feel dissatisfied with the service we offer, then please ask for an evaluation sheet or alternatively, contact the Carers Centre for details of our Complaints Procedure.



North Ayrshire Carers Centre

Complaints Procedure

All service users and Carers have the right at any time to raise a complaint about any aspect of our service, or a member of staff.

Complaints about the service can be made in person to any member of staff, by telephone or letter.

If you have a complaint against a member of staff, this should be raised with the Centre Manager, or raised directly with:

Emma Soanes

Unity

46 Trongate

Glasgow

G1 5ES

Any complaint should be made as soon as possible after the event.

If a complaint is made we agree to adhere to the following:

- ◆ The complaint will be taken seriously.
 - ◆ We will acknowledge the complaint within 5 working days and try to resolve it immediately.
 - ◆ The complaint will be recorded along with progress updates.
 - ◆ You will be kept fully informed of the progress of your complaint and once investigated you will be informed of the outcome.
 - ◆ We aim to resolve the complaint within 20 working days. However if the details of the complaint are complex, the investigation may take longer.
 - ◆ If you are not happy with the outcome you may request that your complaint be referred to the managing agent, Unity Enterprise Ltd.
-

What is a Young Carer/Young Adult Carer?



Anyone between the ages of 8 to 18 (Young Carer), and from 18–25 (Young Adult Carer) who look after someone in their family: a parent, grandparent or sibling and whose life may be affected by:

- Drug/alcohol dependency
- Mental Illness
- Physical illness/ disability
- Learning difficulties
- HIV/Aids
- Sensory impairment
- Any other Chronic Illness, i.e. MS, Cancer etc

North Ayrshire Young Carers provides time-out and support for Young Carers through out North Ayrshire. Young Carers/ Young Adult Carers may be carrying out any number of duties such as:

- Looking after siblings/ parent or any other family member
- Helping out around the house
- Providing emotional support or listening to worries
- Helping to wash or dress the person they care for
- Managing the family finances



Due to their extra responsibilities

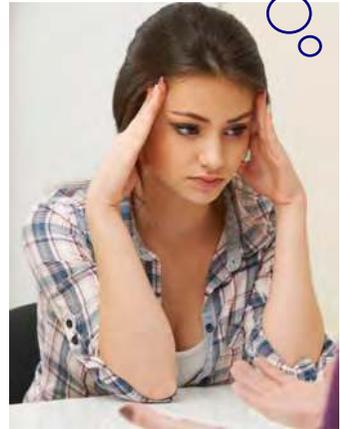
Young Carers may:

- Find it difficult to do homework
- Be late for school
- Find it difficult to make friends
- Lose out on time as a family
- Miss attending social activities and may feel socially isolated
- Neglect their own health and well-being.

People think I don't care about school, but since my mum can't walk anymore she needs me there to help her some days."

*Due to their **extra responsibilities** Young Adult Carers may:*

- have difficulty accessing further education due to their caring role
- be unaware that they are entitled to benefits
- have a lack of time for social activities
- have problems juggling education, employment and home life



As a result the young person may feel:

- Lonely/ Isolated
- Upset/Worried about the person they look after
- Tired
- Stressed

What Can We Do To Help?

- Provide information, advice and support
- Individual and group activities, dependent on need
- Access to other resources within the community



If you think you may be, or know someone else who could be a Young Carer and would like some more information on the project, or if you would like to refer a young person to us, please contact the Centre on **01294 311 333** and ask for a Young Carers Support and Development Officer.

Some Other Useful Numbers:

Childline 0800 11 11
Childline Bullying Line 0800 11 11
Breathing Space 0800 83 85 87
Local Police (Non Emergency)..... 101
Crosshouse Accident and Emergency 01563 521 133
Emergency Services 999
Emergency Services From a Mobile 112

Emergency (North Ayrshire Council)
Health & Social Care Partnership, Standby No.....0800 328 7758

YOUNG CARERS' BEFRIENDING SERVICE

It was recognised that in addition to the extensive support offered within the Young Carers groups, some Young Carers may require additional support to deal with a specific issue, for example:

- lack of confidence,
- low self-esteem,
- difficulty with homework
- help to access local activities.



This service provides Young Carers with focussed one to one support for a period of 12 weeks.

Befrienders undergo a selection process and training programme to equip them to undertake this important role. Befrienders and Young Carers are then carefully matched in terms of interests and personality in order to ensure the best experience for both the Young Carer and the Befriender.

If you, or someone you know is aged between 18 and 30 and would be interested in learning more about becoming a Befriender, please contact the centre on 01294 311333 and ask to speak to Karen Hughes.

What is Community Care?

The idea behind community care is to enable people to live at home or in a community setting, by ensuring the appropriate means of support is in place. Whilst much of that support may be provided by family and friends (carers), local Health and Social Care Partnerships are responsible for providing and arranging services which will enable people to live as independently as possible within the community, and to ensure that Carers are supported.

Other agencies involved in community care include the NHS, voluntary organisations, housing and education departments and also some independent providers, such as private homecare agencies.

Who Is Community Care For?

Community care services are intended to support people who:

- ◆ are ill or elderly
 - ◆ have dementia
 - ◆ have mental health problems
 - ◆ have a sensory impairment
 - ◆ have a learning disability
 - ◆ have AIDS or HIV
 - ◆ have drug or alcohol problems
 - ◆ have a physical disability
-

What Sort Of Help May Be Available?

The range of services provided or arranged may include:

- ◆ respite care
- ◆ lunch clubs
- ◆ help with housework
- ◆ provision of meals
- ◆ equipment & house adaptations
- ◆ help with shopping
- ◆ alarm systems
- ◆ day care provision
- ◆ care attendants
- ◆ transport
- ◆ occupational therapy
- ◆ nursing home care
- ◆ residential care
- ◆ welfare benefits advice
- ◆ social clubs

How To Get Help and to Request a Community Care Assessment

To access any of the services listed, you will first have to contact your local Health & Social Care Partnership Office.

Adults and older people are assessed via the Supported Self Assessment Questionnaire (SSAQ).

See over the page for more information on SSAQ.

>>>>cont

Supported Self Assessment Questionnaire (SSAQ)

The SSAQ is an outcome focused assessment to decide what care and support is most appropriate for people over the age of 18.

It will take into account:

- any medication you are taking
- your health history
- your home environment
- your ability to perform personal care tasks
- support from your family and friends
- your work history

They will ask you about how you are coping with things like:

- your independence
- your personal safety involvement in family, social, work activities, etc.

Children's assessments fall under the Scottish Government's Getting it Right for Every Child (GIRFEC) programme.

Carer's Assessment - Help for Carers

The **“Carers Act 1995”** recognises that Carers also have an entitlement to an assessment in their own right, if you are providing regular, substantial care. This means that Carers can ask the Health and Social Care Partnership to assess their needs in relation to the needs of the person they care for.

You do not have to be living with the person you care for in order to qualify for a **“Carers Assessment”**. It should look at the tasks you have to perform and how you are coping with caring. It should take account of your circumstances, age, views and the amount of help you receive. It should not be assumed that you are able or willing to continue caring or to continue to provide the same level of support. You are entitled to receive a copy of your assessment and its conclusions.

A Carers Assessment is not a guarantee of services, but the local Health and Social Care Partnership should take the result of the assessment into account when deciding what services and support to offer the Carer and the person they care for.

Assessment services and advice are provided free of charge. Some services, however, will incur a charge. However, you and the person you care for should be informed of any costs before services are set up. The charge for any service will depend on individual income and capital. You also have the right to refuse any services offered if you choose.

Requesting A Carer's Assessment

If you want to request an Assessment, you can telephone, write or visit your local Health and Social care Partnership Office (see page — for local offices). Alternatively you can contact the Carers Centre for further information.

Health Professionals and their Role

GPs - Are based in the community and are there to help with health problems or related matters. GPs are well placed for putting you in contact with services which may help you, so talk to your GP about any difficulties that you are experiencing. Do not feel that you are wasting his/her time.

District/Community Nurses - Will visit people in their own homes and offer help and advice on the practical and medical aspects of caring such as physical care, tablets and medicines. District Nurses may also work in treatment rooms and clinics at local health centres or doctors surgeries. They can be contacted through your GP.

Health Visitors - They are qualified nurses with additional specialised training in child health, health promotion and health education. They focus on promoting health and preventing illness and disease. They provide advice on a wide range of health issues and can also refer people to other health / social work services such as Occupational Therapists. Ask your GP for further details.

Practice Nurses - They work in GP surgeries. Their work can include well women clinics and chronic disease management clinics such as asthma and diabetes. They may also deal with vaccinations and immunisations.

Occupational Therapists - Occupational Therapists (OTs) work in hospitals and in the community and are often based in the Health and Social Care Partnership. They advise people with disabilities, and their Carers, about personal care (going to toilet, washing, dressing etc.) and can recommend gadgets and equipment to help in the home (special cutlery, handrails for stairs or baths etc.) They can be contacted through the Independent Living Service on:

Tel: 01294 476148

Mental Health Officers - Mental Health Officers are Social Workers with special experience and training in the area of mental health difficulties and mental health law. They are appointed by the local authority to carry out duties under the Mental Health (Scotland) Act. MHOs may be involved in assessment concerning a person's need to be admitted to hospital for treatment, or to be the subject of a guardianship order. They may also be involved in offering support and advice to individuals and families in matters of mental health. A relative can request the involvement of a MHO to carry out an assessment under the Mental Health (Scotland) Act. They can be contacted through your GP or local Health and Social Care Partnership.

Community Psychiatric Nurses - When someone in the family has a mental health problem (e.g. depression, schizophrenia) or dementia, CPN's can offer support to the whole family. They can visit people in their own homes. They can be contacted through your GP, hospital or Health and Social Care Partnership.

Pharmacists - Pharmacists are experts on medicines and can tell you all you need to know about medicines, whether prescribed or purchased over the counter. The pharmacist can also offer advice on the treatment of common ailments and will refer you on to your GP if medical help is needed. Most pharmacists now keep confidential patient medication records to allow them to check that people are not using drugs which, if used with other medication, may cause side effects.

Hospital Discharge

When a member of your family is discharged from hospital it can be a worrying and confusing time, particularly if they now require help and care that they did not need before. It can be difficult to know who to turn to for assistance and information.

People should not leave hospital until suitable arrangements have been agreed with them and their Carers. For those requiring Community Care Services following discharge from hospital, the Consultant or nurse should make a referral to the social work team based in the hospital.

Carers should check that a referral has been made and suitable services are in place prior to discharge.

Patient Confidentiality

There may be times when it is necessary for you to see a health care worker on behalf of the person you care for.

However, as every patient has the right to privacy, doctors and nurses can be reluctant to give information about patients to their Carers. It will help if the person you care for informs the doctor that they agree to information being shared with their Carer, or if you explain to the doctor why you need the information. The doctor should give you enough information about the person you care for to enable you to care safely and with peace of mind. In any case, it is worthwhile if the person you care for asks the practice to make a note of your role as their Carer. If you have any worries, make your concerns known.

Health Council

Health Councils offer advice and information on a range of health matters such as health service provision, including how to register with or change your GP, NHS complaints procedures, patients rights and changes to the health service.

The Participation Network

By joining the Participation Network you can become involved in helping shape local health and care services—also;

- ◆ You will receive up to date information about health or care topics that interest you
- ◆ You can share your views and opinions about health or care topics
- ◆ Allows you to take advantage of a range of volunteering opportunities
- ◆ You can attend local health events that are publicised through the network
- ◆ By join the health or care groups your views can help influence decision making.
- ◆ You can access a range of benefits and local discounts

For more information please contact :

Person Centred Care Team, The Participation Network
Kirklandside Hospital, Kilmarnock KA1 5LH
Tel: 01563 575416

You can also request a registration form by emailing:
participationNetwork@aaapct.scot.nhs.uk

Advice and Support on Healthcare Concerns

The Citizens Advice Bureau Service is a professional, trusted, source of help. Their service is free, confidential, independent and impartial.

For Advice and Support for all NHS users, contact:

Patrice Graham: East and North Ayrshire Citizens Advice

Independent Advice & Support Service.
Casework covering NHS Ayrshire & Arran.

Freephone: **0800 328 2519**

Email: patricegraham@nacasadvice.org.uk

Many Carers experience financial difficulty as a result of caring. This can be due to a loss of earnings or additional expenditure which caring may involve. However, there are government benefits which Carers, or the people they care for, may be entitled to claim.

As you will be aware, the benefits system is continually changing, so we have tried to bring to you, the most up to date information available to us.

If you have any further queries about the benefits you may be entitled to, then please do not hesitate to get in touch with us.

We will be more than happy to assist you with any form filling and to signpost where appropriate to those organisations who could provide further advice.

Benefits for Carers

CARERS ALLOWANCE

This is the only benefit which is specifically aimed at Carers. You may be able to apply for Carers Allowance if you are :

- Over 16 and not in full-time education.
- You are caring for someone for at least 35 hours per week.
- You are caring for someone who is receiving Attendance Allowance or Disability Allowance (middle or higher rate care component) or PIP (either standard or enhanced Daily Living Component)

>>>

- If employed/self-employed but do not earn over £110 take home pay per week although certain work expenses can be deducted from this
- It does not matter if you have savings as these will not be taken into account.
- You do not have to have paid any national insurance contributions to get Carers Allowance.

In some cases you may fit all the criteria to receive Carers Allowance but will not receive a payment because you are in receipt of certain other benefits. However, it may still be worth applying as you will normally be credited with National Insurance contributions.

Also if applicable, the amount of Income Support or Pension Credit etc. you are entitled to may be increased as a Carers Premium as it is included in the calculation.

Important Note About Carers Allowance:

Before you make a claim for Carer's Allowance, you should check with the person you are caring for, as it may affect some of the benefits they receive if you're successful, such as losing a severe disability premium from the following benefits:

- Income Support
 - income-based Jobseeker's Allowance
 - Employment and Support Allowance
 - Pension Credit
 - Housing Benefit
-

Carer's Allowance and your other benefits / income

You cannot usually be paid Carer's Allowance (CA) if you receive one or more of the following benefits:

- Contribution-based ESA
- Incapacity Benefit
- Maternity Allowance
- Bereavement or widow's benefits
- Severe Disablement Allowance
- Contribution-based JSA
- State Retirement Pension (however exceptions do apply, so please check)

However, if any of these are paid at less than the amount of CA, you could be paid a small amount of CA on top of the other benefit you get. Although in most cases you cannot be paid CA if you get one of the benefits above, you will still have 'underlying entitlement' to CA if you meet all the conditions.

This 'underlying entitlement' means that the carer premium or carer addition can be included in calculations for means-tested benefits.

Income Support

This benefit is for anyone aged 16 or over but under Pension Credit qualifying age who is on a low income. It is means tested, which means that other money you have coming in and any savings you have, will be taken into account.

You may be eligible for Income Support (IS) if you are:

- A lone parent
- Registered sick or disabled
- A student and either a lone parent or disabled
- A Carer

The following must also apply :

- You don't have savings of £16,000 or more
- You are not working, or you work on average less than 16hrs per week
- You must not be in full time education (exceptions may apply)

Even if you only qualify for a small amount of Income Support, it is still worth claiming, as you will then be entitled to other help such as free prescriptions and Housing Benefit & a Council Tax Reduction.

Housing Benefit and Council Tax Reduction Scheme

These are benefits for people on low income to help pay rent and Council Tax. If you claim Income Support, Income-based Jobseekers Allowance or Pension Credit you may receive the maximum amount of these benefits, subject to possible deductions for other people living in your household. If you do not receive Income Support and have less than £16000 savings you may still be eligible for these benefits on low income grounds.

Please note that Housing Benefit recipients may be subject to an under-occupancy charge.

There are other ways of reducing your Council Tax bill:

Discounts:

There are special discounts for Carers, people with learning disabilities, dementia or on-going mental health difficulties.

Disability Reduction Scheme:

If someone in your household uses a wheelchair, or if you have made changes to your household because of someone's illness or disability, your bill may be reduced to the Council Tax for the next lower valuation band in your Council Tax Band.

Scottish Welfare Fund

From April 2013, changes to the Social Fund scheme mean that Crisis Loans for Living Expenses and Community Care Grants will stop. Crisis Loans and Community Care Grants were previously administered by the Department for Work and Pensions but in Scotland this new scheme is now delivered through local authorities.

The Scottish Welfare Fund provides help when you need it most through two types of grant:

- [Crisis Grants](#)
providing you with a safety net in the event of a disaster or emergency.
- [Community Care Grants](#)
helping you to leave care and live on your own, or to continue living in your own home

Eligibility

To be eligible to receive a grant from the Scottish Welfare Fund, you should be 16 years or over and receive one or more of the following benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Employment and Support Allowance (income related) or
- Pension Credit.

>>>continued >>>

A Crisis Grant may help if either:

- you are in crisis because of a disaster like a fire or flood, or an emergency such as losing all your money or having to visit a sick child in hospital
- you need help with costs that have arisen as a result of the disaster or emergency, to keep you and your family safe from harm

If you qualify for a Crisis Grant, the help you receive will depend on the particular difficulties you face. You may be given money or another form of support, for example, a store card, travel voucher or furniture.

A Community Care Grant may help if either:

- you are about to leave care to live on your own in the community, for example after being in hospital or in prison, or face going into care because you don't have the things you need to continue living at home
- you are struggling to provide a safe and secure home for your family
- you need help to get essential household items like a cooker or washing machine but don't have the money to buy it.

As with the Crisis Grant, if you qualify for a Community Care Grant the help you receive will depend on your circumstances. You will be given furniture or items or may receive support in another way, for example, a store card or travel voucher.

How to apply: [Tel 01294 310001](tel:01294310001) or complete an application form online at www.north-ayrshire.gov.uk

What Other Benefits May I Be Able to Apply For?

- Sure Start Maternity Grants
- Funeral Payments
- Cold Weather Payments
- Winter Fuel Payments
- Job Seekers Allowance
- Hardship Payments

Welfare Reform April 2017 Benefit Changes

If you require further information on these changes, please contact us at the Carers Centre.

You can contact the Energy Saving Trust also, to find out other ways you can save on your energy bills

Call **HOME ENERGY SCOTLAND** now on

0808 808 2282

www.energysavingtrust.org.uk/scotland

Benefits for the Person You Care For

DISABILITY LIVING ALLOWANCE

(NEW CLAIMS FOR CHILDREN UNDER 16 ONLY)

To qualify for Disability Living Allowance, usually the following applies:

- Be under the age of 16
- Need extra looking after or have walking difficulties
- Be in GB, another EEA country or Switzerland (exceptions apply)
- Be habitually resident in the UK (exceptions apply)
- Lived in GB for at least 2 out of the last 3 years if aged 3 +
- Not be subject to immigration controls
- Have had difficulties for at least 3 months and these are expected to continue for at least 6 months (except if terminally ill)

There are two parts to DLA depending on the needs of the child you are applying for

- **Care Component**
Awarded at Lower, Middle and Higher Rates.
 - **Mobility Component**
Awarded at Lower and Higher Rates
-

DLA Care Component:

- Your child has care needs if they need help with 'bodily functions', e.g.: eating, washing, getting dressed and going to the toilet.
- These care needs can also include help which allows your child to take part in social activities.
- Your child has to need more care and attention than other children of the same age. However, this extra condition only applies if your child is under 16 when their Disability Living Allowance starts. It no longer applies when the child reaches the age of 16.

DLA Mobility Component:

- Your child has mobility needs if they cannot walk outdoors or go on an unfamiliar route without guidance or supervision from someone else. For example, this might apply if your child is blind, is unable to walk or has a lot of difficulty walking.
- Your child may also be treated as having mobility needs if they have severe learning difficulties or severe behavioural problems.
- You cannot claim the mobility part of DLA before your child reaches the age of three (for the higher rate) or five (for the lower rate).

Please Note: If you were 65 or over on 8th April 2013 then you will remain on DLA and not be requested to apply for Personal Independence Payment.

PERSONAL INDEPENDENT PAYMENT (PIP)

Personal Independence Payment (PIP) is a new benefit for working age, replacing Disability Living Allowance (DLA)

PIP is a benefit paid to people of working age (16-64*) to help with the extra costs of long-term illness or disability. You will need to meet the disability conditions for PIP for a period of three months before making a claim, and be expected to continue to meet them for a further nine months after making the claim.

No qualifying period applies if you are terminally ill, or if you are transferring onto PIP from DLA.

Income and savings do not affect whether you can get PIP.

Carers may also qualify for PIP if they have their own health problems.

- **Daily Living Component**
- **Mobility Component**

There are two parts called components, you may qualify for one or both of these. Each component can be paid at either:

A **standard** rate – where your ability to carry out daily living/mobility activities is limited by your physical or mental condition.

An **enhanced** rate – where your ability to carry out daily living/mobility activities is severely limited by your physical or mental condition.

Daily Living Component

The Daily Living Component is for disabled people whose ability to carry out daily living activities is limited by their physical or mental condition. This is similar to the existing care component of DLA.

You may get the daily living component of PIP if you need help with things like:

- preparing or eating food
- washing, bathing and using the toilet
- dressing and undressing
- reading and communicating
- managing your medicines or treatments
- making decisions about money
- engaging with other people

Mobility Component

The Mobility Component is for those individuals whose ability to carry out mobility activities is limited by their physical or mental condition.

If you are asked to move from DLA to PIP

If you are currently receiving DLA and were 16-64 on 8th April 2013, you will be invited to make a claim for PIP at some point over the next few years. Not everyone may be entitled or to the same rate of payment. However, keeping DLA is not an option and failure to respond to invitation to claim will bring current DLA claim to an end.

Over 65s will remain on DLA and will not be changing over. *However if you were 64 on or before 8th April 2013 and were in receipt of DLA at that time, then you may be re-assessed for PIP at some time in the future.

Please contact the Carers Centre if you require assistance to complete your new application or for more information.

Assessments:

The DWP will send your completed form and any evidence you have provided to a health professional. In most cases you will be asked to attend a face to face assessment.

DWP makes the decision about your claim based on the results of the assessment, your application and any supporting evidence you include. If there is any change in your condition please tell DWP straight away.

How to claim:

Phone the Department for Work and Pensions (DWP - see below). You'll be asked for information like:

- your name
- national insurance number
- Full address and postcode
- Daytime contact number
- Nationality
- Information about time spent abroad in the last 3 years
- Information about time spent in a care home or hospital
- doctor's or health worker's details
- Bank or building society details
- Someone else can call on your behalf, but you'll need to be with them when they call.

New PIP claims:

Tel: 0800 917 2222

ATTENDANCE ALLOWANCE

You may be able to claim AA if you are:

- Over 65 years of age
- Need help with personal care because of illness or disability
- Need help for a further 6 months
- Are terminally ill

The type of help you need may include help with washing, dressing, using the toilet, or you may need someone with you to make sure you are safe and to keep an eye on you. Attendance Allowance is not affected by any savings you have, or any money you receive.

AA is paid at two different rates:

- **Lower Rate** For those who need frequent attention or continual supervision during the day **OR** during the night.
- **Higher Rate** For those who need frequent attention or continual supervision during the day **AND** night.

Special rules apply if someone is terminally ill and is not expected to live longer than 6 months. They may qualify for the higher rate of AA even if no help is needed. A claim can be made on their behalf without their knowledge.

OTHER BENEFITS: PENSION CREDIT

This is a means tested benefit for people who have reached the qualifying age. It has two parts:

- Guarantee Credit—where your income will be made up to a guarantee level if it falls below this
 - Savings Credit—paid to people who have made modest provision for their retirement
-

OTHER BENEFITS

This is a brief summary of some of the other benefits available:

- **Employment Support Allowance**

If you're ill or disabled, Employment and Support Allowance (ESA) offers you:

- ◇ financial support if you're unable to work
- ◇ personalised help so that you can work if you are able to
- ◇ You can apply for ESA if you're employed, self-employed or unemployed.
- ◇ You might be transferred to ESA if you've been claiming other benefits like Income Support or Incapacity Benefit.

ESA Work Capability Assessment

You must have a Work Capability Assessment while your ESA claim is being assessed. This is to see to what extent your illness or disability affects your ability to work.

You'll then be placed in one of 2 groups if you're entitled to ESA:

- ◇ **work-related activity group**, where you'll have regular interviews with an adviser
 - ◇ **support group**, where you don't have interviews
-

- **Working Tax Credit**

Can be paid to some low-paid workers (criteria applies).

- **Child Tax Credit**

Can be paid to some people responsible for at least one child. (criteria applies).

- **Independent Living Fund (Scotland)**

For severely disabled people (Scotland) with insufficient income or savings to pay for their care needs.

- **Industrial Injuries Benefit**

For people who are disabled as a result of work related accident or disease.

- **Funeral Payments**

You could get a Funeral Payment if you are on a low income and need help to meet the costs of a funeral you need to arrange. How much you receive depends on your circumstances. To check whether you qualify refer to www.gov.uk/funeralpayments or contact the Carers Centre or Welfare Rights Office. (Refer to section 12 for more information on 'When Caring Ends').

There are also many other benefits which are available to people who are sick, injured or disabled. Please contact the Carers Centre for more information.

Universal Credit

Universal Credit will be introduced to North Ayrshire in stages from April 2015. Universal Credit will replace:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support,
- Working Tax Credit
- Child Tax Credit
- Housing Benefit

Important Note Before Applying for Benefits:

It is very important to get expert advice before applying for any of these benefits, as it could affect entitlement to other payments. Here at the Carers Centre we provide such information, please ask and our staff will be happy to assist you.

If Your Claim is Refused

If you apply for a benefit, and the claim is refused there are a number of ways to challenge the decision. A decision may be revised 'on any grounds' within 1 month of the original decision, by asking the Benefits Agency to look again at the claim (mandatory reconsideration). Outside this period, a decision can only be revised in limited circumstances e.g. where there has been an official error.

There is then a further period of 1 month available to 'appeal' if the revised decision is still to refuse the claim.

Useful Contacts

Attendance Allowance.....	0345 605 6055
Carers Allowance	0345 608 4321
DLA.....	0345 712 3456
ILFS (Independent Living Fund Sco)	0300 200 2022
Local Jobcentre Plus Office	0800 055 6688
Motability	0345 456 4566
Pension Service	0800 731 7898
Pension Service (Report Changes).....	0345 606 0265
Pension Credit	0800 99 1234
P.I.P. (New Claims)	0800 917 2222
P.I.P. (Enquiry Line).....	0345 850 3322
North Ayrshire Council Social Welfare Fund .	01294 310001

Money Matters.....01294 310456

North Ayrshire Council's Money Matters Team offers free, impartial and confidential expert advice for people with debt problems. An adviser can also assist you to deal with emergencies such as:

- Gas or electricity being disconnected
 - Wages or bank account arrestment
 - Court action being taken against you
-

If the person you care for has a disability or illness which affects his or her mobility, it can be very difficult for them to travel, as most transport has been designed with able-bodied people in mind.

However there are some services available to meet the needs of people with limited mobility.

Concessionary Travel Scheme

Concessionary travel gives free or discounted trips on public transport through the National Entitlement Card. The card is available if you meet one of the following criteria:

- You are over 60
- Young People aged 16, 17 and 18 through their Young Scot or national Entitlement card
- Full-time volunteers under the age of 26
- If you are blind/partially sighted
- Profoundly or severely deaf
- You receive middle or high rate Care component or high rate Mobility component of Disability Living Allowance
- You receive standard or enhanced rate Personal Independence Payment
- You are receiving treatment for a mental health illness
- You have been told not to drive based on medical grounds

The list above is non-exhaustive: Please contact the Carers Centre or SPT (number below) if you have any further queries relating to your eligibility.

For further details, North Ayrshire Residents should contact:

Strathclyde Passenger Transport on 0141 333 3211.

Companion Entitlement

Your companion may be entitled to travel for free if you meet one of the following criteria:

- You receive the higher or middle rate of the care component of DLA
- You receive the standard or enhanced rate of daily living component of Personal Independence Payment
- You receive Attendance Allowance
- You are Certified Blind and on a register maintained on behalf of a council

MyBus

MyBus is for anyone who has mobility difficulties or is over 80 years old. It can even be used by people with a temporary disability – such as a broken leg – for up to four months.

You will need a National Entitlement card.

For further information Contact:

MyBus
Consort House
12 West George Street
Glasgow, G2 1HN

Tel: 0845 128 4025

Shopmobility

Anyone who has a mobility or sensory impairment, which restricts their ability to use the shops and other facilities within the town centre are able to use these services. The schemes are run on a pre-booked basis, although there may be equipment available out with peak times.

In some cases there may be charge for using equipment, parking facilities or bus service however many offer this free of charge including the main Glasgow ones listed below:

- **Braehead Centre** 0141 885 4630 (£25 per annum)
- **Silverburn** 0141 880 3233
- **St Enoch's Centre** 0141 404 0224 (but need to register)

And also **Kilmarnock**, based at the Bus Station (01563 541420).

British Red Cross

The British Red Cross provide short term loans of mobility aids including wheelchairs, commodes and walking sticks. There is no charge for using their equipment, however a donation is requested.

A refundable deposit may also be required for some items. Further details can be obtained from:

The British Red Cross
18 Wellington Square
AYR
KA7 1HA
Tel: 01292 263 946

Rail Travel

There are systems in place to assist disabled people travelling by rail:

- **Scotrail**

Provides free booklets which give advice and information on services provided for rail travellers with disabilities. Booklets aim to help passengers plan their journey so that they use stations and trains best equipped to meet their needs.

Wheelchair passengers requiring assistance should phone ahead to their local station or telephone:

Assisted Travel Helpline: 0800 912 2901.
www.scotrail.co.uk

- **Virgin Journey Care**

Provide help and assistance to passengers with disabilities to make their journey as easy and relaxing as possible. For further information or to book assistance contact: 08000 158 123.

Disabled Persons Railcard

The Disabled Persons Railcard is available at the cost of

- £20 for one year
- £54 for three years

It is for disabled passengers in receipt of certain benefits.

This allows the disabled person and a companion to travel anywhere in the network at a concessionary rate - presently 1/3 off certain fares.

An application pack should be available at your local railway station.

For full details on eligibility contact:

Disabled Persons Railcard **0345 605 0525**

Their website www.disabledpersons-railcard.co.uk contains a lot of useful information including application and renewal forms.

For other information contact:

National Rail Enquiries **08457 48 49 50**

Taxis

Recommended Taxi Companies

The taxi companies listed below have vehicles which are designed to take wheelchairs and have ramps which can be put in place to aid both elderly and disabled people. Their drivers will assist you to board and leave the vehicle.

- T.O.A Taxis, Stevenston **01294 465000**
- Irvine TOA **01294 272020**
- Springside Taxis **01294 275777**
- Lawthorn Taxis..... **01294 222207**

Volunteer Car Schemes

The following organisations provide transport via volunteer drivers to take individuals to appointments. Some schemes limit themselves to transporting individuals to hospital, GPs surgery, shopping or providing an occasional emergency service; other schemes are more flexible. There may be a policy of referrals, charging or donations. Contact each individual scheme for details.

The British Red Cross 01292 263946

Available only for Arran residents: transport to hospital on Arran and from ferry port when attending hospital on mainland.

Ayrshire Cancer Support01563 538008

North Ayrshire Cancer Support.....01294 552223

North Ayrshire (excludes Irvine Area)

Irvine Cancer Care 01294 311887

For Irvine Area Only

PARKING Blue Badge Scheme

Automatic Qualification

You may automatically qualify, without requiring an assessment, if you are over 2 years of age* and meet one of the following criteria:



- ◆ You are registered blind /severely sight impairment
- ◆ In receipt of a war pensioner's mobility supplement
- ◆ You receive the mobility component of Personal Independence Payments (PIP) on the basis of either:
 - ◇ being awarded 12 points (enhanced rate) for planning and following journeys, or
 - ◇ being awarded 8 points (standard rate) or more for moving around
- ◆ In receipt of DLA with a high rate mobility award.
- ◆ You are in receipt of a lump sum benefit from the Armed Forces and Reserve Forces Compensation Scheme (within tariff levels 1 to 8) and have been certified as having permanent, substantial disability which causing inability to walk or extreme difficulty in walking.

**It is expected that parents of children under 2 years of age will meet their mobility needs. If a child must always be accompanied by bulky medical equipment, which is difficult to carry, or needs immediate access to transport for treatment, then you may apply on a discretionary basis. You will need an assessment for a blue badge if you are over 2 years old and either:*

Discretionary Qualification

Anyone over 2 years of age may be eligible for a Blue Badge on a discretionary basis if they:

- ◆ have a permanent and substantial disability which causes them to be unable or virtually unable to walk (cont>>>)
-

- ◆ have a temporary disability that will last for at least 12 months but less than 3 years which means that they are unable or virtually unable to walk
- ◆ are a driver and have a severe disability in both arms which means that they are unable to turn the steering wheel by hand or work all or some types of parking meters

To apply on a discretionary basis, you will be asked a series of eligibility questions. You may then be referred for an independent Mobility Assessment by an occupational therapist or occupational therapy assistant. At this stage you will be advised whether or not you meet the criteria for the award.

To apply contact your nearest Health and Social Care Partnership Office. Please note if successful, there is a charge of £20 for a Blue Badge.

ROAD TAX EXEMPTION

All vehicles on the road are liable to Vehicle Excise Duty, known as Road Tax. However exemption for one car is given to the following:

- ◆ If you receive the higher rate mobility component of Disability Living Allowance/ enhanced rate mobility component of Personal Independence Payment **OR**
- ◆ A War Pension Mobility Supplement

Full details on exemption are available from:

Customer Enquires
Driver Vehicle and Licensing Agency
Swansea SA99 1AR
Tel: **0300 790 6802**

Taking A Break

No-one who is a carer needs to be told how stressful it can be, or how much you need a break from the responsibilities. Even just a few hours to do some shopping, visit friends or catch up on some sleep can make a huge difference.

While a few hours respite per week might be enough for some Carers, others may require a break for a number of days or weeks throughout the year. Or of course you may need respite at short notice, perhaps in the case of an emergency.

There can be difficulties in taking a break from caring. The person you look after may be reluctant to accept care from anyone else or you may feel that the alternatives on offer are unable to meet their needs in the same way that you can.

Many Carers feel guilty about spending time away from the person they care for but it is important to remember that in order to look after them, you must take care of yourself. It is also worth remembering that the person you care for can also benefit from a change in surroundings and a chance to meet new people.

Who To Contact

Different services are available in different areas. Some organisations which provide care can be contacted directly, while other services are only available following an assessment of need by a Health and Social Care Partnership Team. A good first point of contact would be your local North Ayrshire Council Health and Social Care Partnership Office—refer to page 17 for details.

On contacting your local Health and Social Care Partnership Office, you will be asked some details and for the majority of people this will lead to an assessment.

The purpose of this assessment is to find out your needs and the needs of the person you care for, and to decide which option would be best.

There may well be a charge for services that are offered.

Types of Care

There is a whole range of respite care available, depending on individual circumstances and need. Some examples are listed overleaf but other popular options include sitter schemes and befriending services....see next page for details.

Day Care

There are many different types of day care which may be organised by statutory agencies, voluntary organisations or the private sector. Day care provides companionship for the person you care for, while giving you a few hours to yourself.

Residential and Nursing Care

Some local authority or private residential homes or nursing homes are able to provide care for a number of days. This will depend on whether the home you choose has vacancies for the time you need. Although this can be used for one-off occasions e.g. if you need to go into hospital, this type of respite can be used on a regular basis and the frequency will depend on your needs.

Home Based

In this instance, either the person you care for goes to stay with another family, or a Carer comes to stay in your home to look after them.

Private Care Agencies

Another way of organising help at home is through a private care agency. For some people, using a private care agency is simply not an option due to the costs involved, however if you decide to explore the possibility of arranging private care you will find agencies listed in the Yellow Pages.

Alternatively, contact the Carers Centre and a member of staff will be happy to help.

Holidays

If the person you care for is in respite care for a period of time, you may wish to stay at home and enjoy a rest, you may decide to visit friends or you may decide to go on holiday. The Carers Centre has information on Carers breaks, group holidays and other holiday alternatives. We also have information on grants for breaks and holidays.

Alternatively, you and the person you care for may wish to go on holiday together and in some cases this may mean that special arrangements have to be made such as special transport arrangements, finding accessible accommodation, or finding a holiday where help with nursing or personal care is available.

Useful contact:

Tourism for all

7A Pixel Mill

44 Appleby Road

KENDAL LA9 6ES

Tel: 0845 124 9971

Email: info@tourismforall.org.uk / Website: tourismforall.org.uk

Accessibility

North Ayrshire Access Panel

c/o Michael Lynch Centre, 71 Princes St, Ardrossan KA22 8DG

Tel: 07946 146011 or 07896 486111 / www.naap.org.uk

The Access Panel is a group of people, either with a disability or having an interest in disability, who work to improve access for all disabled people

www.disabledgo.com

A website you'll find detailed access information to thousands of venues across the UK and the Republic of Ireland: shops, pubs, restaurants, cinemas, theatres, railway stations, hotels, universities, hospitals and more.

Stress

Stress is a natural feature of everyday life; we may experience it when we are caught up in a traffic jam, late for a doctor's appointment or even when we burn the toast! However, Carers may experience unusually high levels of stress as a consequence of pressures associated with their caring situation; changes in circumstances, financial worries or relationship strains. Even when the person you care for is someone you love, you may at times feel isolated, exhausted or resentful.

Too much stress can take a toll on our health. The result can be illness and a general inability to cope. So how can we recognise stress and what can we do to try and reduce stress levels?

The Warning Signs of Stress:

- insomnia (difficulty in sleeping)
 - headaches
 - frustration
 - difficulty in making decisions
 - increased heart rate
 - tiredness—even exhaustion
 - digestive problems
 - irritability or tearfulness
 - problems in concentrating
 - inability to relax
 - loss of appetite or tendencies to drink, smoke or eat more than usual
-

TO HELP YOU COPE

You may be able to access our Stress Relieving Therapies in Irvine and Outreach. The times of appointments in Irvine are detailed below and bookings can be made through the general office number 01294 311333. Each half hour session costs £7.50.

Tues a.m.	10am, 10.30am 11am & 11.30am	A range of Massage Therapies
Wed a.m.	10am, 10.30am , 11am & 11.30am	A range of Massage Therapies
Wed p.m.	1.30pm, 2.00pm, 2.30pm, & 3.00pm	A range of Massage Therapies <u>AND</u> Beauty
Thu p.m.	1.30pm, 2.00pm, 2.30pm & 3.00pm	A range of Massage Therapies

Therapies are subject to availability. If you need to cancel your appointment, please give us at least 24hrs notice to enable us to fill the appointment. Failure to attend without sufficient notice (i.e. 24hrs) will result in Carer being charged for the session. We apologise for any inconvenience this may cause.

THERAPIES AVAILABLE AT OUTREACH LOCATIONS

Therapies are also available at Outreach throughout North Ayrshire

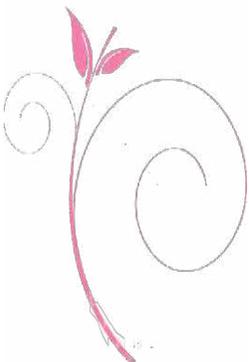
- Kilbirnie
- Largs
- Saltcoats

(see page 57 for more information on venue, dates and times)

Please contact the Carers Centre for further details or to book (same cancellation conditions apply as above).

Some things that may help.....

- Try to find the time to think about what it is that makes you stressed. You may want to write a list. Is there any way you can avoid or change these situations?
- Give yourself some advice. Imagine what you would say to another Carer if they were in a similar position to you; sometimes it's easier to resolve something if you detach yourself from the situation.
- Exercise is increasingly being recognised as a valuable way of not only improving overall physical fitness, but as a way of helping people unwind. You could contact your local community centre to find out current activities, e.g. Tai Chi, Yoga, Aerobics. It may be sensible to consult with your GP prior to embarking on any exercise. Contact the Carers Centre also, to find out on discounted KA Leisure Membership.
- Be kind to yourself and try to unwind. Identify something which helps you relax. Have a soak in the bath, listen to your favourite music or invite a neighbour round for coffee and a chat. You could also access the Centre's Therapy Service or Stress Relief Programme.
- If you have access to a computer and the internet, log onto www.moodgym.anu.edu.au. This is an interactive website which helps you to identify and overcome problem emotions. It also shows you how to develop good coping skills for the future so that you can enjoy good mental health. An app is also available for smart phones. See over the page also for more apps/websites.
- Try to have a healthy diet. You are what you eat and your general well being is affected by what you eat—try to ensure that you are eating a balanced diet, e.g. eat regular meals and snacks, include 5 fruit and vegetables daily, drink 2 litres of water, etc.



- It's good to talk! Don't keep your worries or anxieties to yourself. If you are unable to speak to a member of your family or friend, there are options. If you are of a religious faith, you may wish to talk things over at your place of worship; or you could contact us at the Carers Centre for more information about our Counselling Service.
- Perhaps you need to review your situation. Are you able to go on caring? If it is possible, consider arranging some respite care so that you have some time and space to think through your options. You may wish to talk to your family, friends, doctor or social worker about this. Also think of what help might enable you to continue caring if you feel this is what you want to do. But remember, the ultimate decision is yours. You must decide if you are able to carry on caring or if it is causing too much strain on your physical and mental health.

Useful Contacts, Websites and Apps:

Mental Health Services

North Ayrshire Council
Tel: 01294 47600

(SAMH) Buccleuch Clubhouse

Tel: 01294 604384
www.samh.org.uk

The Samaritans

Tel: 08457 909090

Action on Depression

www.actionondepression.org

Carers Trust

www.carers.org

Living Life to the Full

<http://www.lltff.com/>

Smartphones Apps have proven to be highly beneficial as well as convenient for many people. There are apps for almost all conditions and feelings. Here is a list of some of the more popular ones:

- ◆ Pacifica
- ◆ Headspace
- ◆ Breathe2Relax
- ◆ PTSD Coach
- ◆ Recovery Record
- ◆ Worry Watch
- ◆ Relax Melodies
- ◆ I Can Be Free

OUTREACH

What is Outreach?

The Carers Centre Outreach Program is a service that enables carers in the outlying areas of North Ayrshire to access the information, help and advice that they may require to help them in their caring role.

Relaxing therapies such as, reiki, reflexology, aromatherapy massage and beauty therapy are available in many of these locations as well as support groups. Support Groups allow carers to meet in an informal and friendly environment and is a place for them to enjoy a relaxing cuppa and a chat. Occasionally a speaker may be invited along on the day to address issues which are topical and relevant to carers needs.

Outreach is available throughout North Ayrshire.

We have Support Groups in the following locations:

(T) denotes therapies available

Ardrossan

Arran

Ardeer

Kilbirnie (T)

Kilwinning

Largs (T)

Saltcoats (T)

Outreach Locations

Arran Ormidale Centre Shore Road Brodick KA27 8BQ	1st Wed Monthly* Excluding School Holidays	11am— 12.45pm	No Therapies
---	---	------------------	--------------

Outreach Locations....cont

Ardeer Neighbourhood Centre Shore Road Stevenston KA20 3LA	Monthly 3rd Mon	10am—12pm	No Therapies
--	--------------------	-----------	--------------

Ardrossan Civic Centre 150 Glasgow St Ardrossan KA22 8EU	Monthly 1st Mon	10am—12pm	No Therapies
--	--------------------	-----------	--------------

Saltcoats Saltcoats Library Springvale Pl, Glebe St, Saltcoats KA21 5LS	Monthly 2nd Mon	10am—12pm	Therapies Available Book through the Carers Centre
--	--------------------	-----------	---

Kilbirnie (Garnock Valley) 17 Bridgend, Kilbirnie KA25 7DJ	Monthly 1st Thu	10am—12pm	Therapies Available Book through the Carers Centre
---	--------------------	-----------	---

Kilwinning Dirrans Centre	Monthly Last Thu	10am—12pm	No Therapies
----------------------------------	---------------------	-----------	--------------

Largs Meeting Room—1st Floor Brooksby Medical & Resource Centre 31 Brisbane Road, Largs KA30 8LH	1st Wed	10am—12pm	Therapies Available
	2nd Wed	10am—12pm	No Therapies
	4th Wed	10am—12pm	Therapies Available

CARERS GROUPS

As well as the Outreach Programme, Carers Groups also take place in the Carers Centre on a regular basis.



Carers Craft & Chat

Carers are welcome along to the Carers Centre for this informal crafting group. So regardless of experience or ability, why not come along and join us.

Groups held monthly:
Every 1st Tuesday
1.30pm-3.00pm

Carers Chit Chat

Carers are welcome along to the Carers Centre for this informal support group .

Enjoy a cuppa and a chat with other Carers and hopefully make new friends in the process.

Groups held monthly:
Every 3rd Tuesday
1.30pm-3.00pm



TRAINING OPPORTUNITIES

Training opportunities will be offered throughout the year on a variety of subject. Please refer to Newsletter, Facebook page or Posters in Centre for details of any upcoming training.

NORTH AYRSHIRE CARERS APPRECIATION



North Ayrshire Health and Social Care Partnership would like to encourage unpaid carers to register with us at Carers Centre so that they can take advantage of the Carers Appreciation Card.

This card entitles carers to discounts, concessions and offers at a growing range of local shops and businesses who have pledged their support to building a caring community in North Ayrshire.

With the right support, carers can continue to care for their families, friends and neighbours.

The card is available to carers in North Ayrshire who are registered with ourselves at the Carers Centre.

If you would like to find out more about the card, contact North Ayrshire Carers Centre on **01294 311333**

To qualify for a card, Carers must be registered with the Carers Centre, live in North Ayrshire and be caring for someone living in North Ayrshire also.

When your caring responsibility ends, it can affect you emotionally and physically. Much of your time and emotional energy will have been used on caring for someone, perhaps for many years, you will probably feel 'lost' when the caring role ends. You may experience feelings of relief and sadness. There are no magic answers, but some of the following may help:

- Seek out support from others, find people who can understand your feelings of loss and allow you to express those feelings
- Take care of yourself, ensure that you eat well and get plenty of rest
- Put off major life changes (wherever possible), such as moving house, so that you have time to adjust to your new situation
- Be patient, it will take time to accept your changed life
- If your feelings of distress are too much for you to bear seek out professional help. It is a sign of strength, not weakness, to ask for help

When the Person you Care for Needs to Move into a Care Home.

The need to move into a care home may come about suddenly because of illness/crisis or after much long and hard thinking about the caring you have had to do and you decide you can no longer do it. It is often a decision that has to be made no matter how much you love the person you are caring for.

Deciding on a care home is never an easy decision, Carers often experience feelings of guilt, sadness and anxiety and, that they have let down the person they are caring for. Deciding to hand over the task of caring does not mean that you don't care about the person you are just making different caring arrangements. Your caring role may have changed but it is still as important. .

One way to help is by making sure the home knows about any special needs which need to be included in the care plan, and by checking that they are getting the care they need

The love and support you give will help the person keep their individuality and continue to make them feel that they are still a valued member of the family. You may be able to become involved with the daily life of the care home by talking to other residents and becoming involved in social activities.

Following the death of a loved one

Whenever the death of a loved one occurs you may have mixed feelings when it happens. You may feel relief that this person's suffering and your caring responsibilities are over, but mixed with feelings of sadness too. You may feel guilty for feeling this way but there is no right way to feel after the death of someone you have been caring for. Many Carers have shed their tears long ago and feel relief, whilst others are overwhelmed with grief.

Some times talking about your thoughts can be helpful and helps to clarify your thoughts and feelings. Relatives and friends may initially be reluctant to talk about the person who has died as they think it will upset you, tell them it's okay.

If you are a very private person you may not want to share your feelings and thoughts with someone else. Do what feels comfortable and helpful for you, there is no right or wrong way of dealing with your emotions.

Death always comes as a shock, even if the person has been ill for some time. You will have emotions that are hard to deal with, and there will be lots of arrangements to be made. Try, if possible, to get friends or relatives to help.

If the death occurs in hospital

The hospital staff will inform the person named as the next of kin if they are not there at the time. The hospital doctor, if satisfied with the cause of death, will issue a medical certificate. There will at times need to be a postmortem performed.

If the death occurs elsewhere

If the person dies at home contact the GP. The GP who has attended the person must complete a medical certificate giving the cause of death. If the deceased person is going to be cremated there needs to be two signatures so it is important to tell the GP when she/he visits. If it is a sudden/unexpected death, the GP should still be contacted, but the procedure afterwards may be different. The GP will be able to give more information.

Registering a death

The death must be registered within 8 days.

A death occurring in Scotland may be registered in any Scottish registration office.

North Ayrshire Council operates an appointment system, call 01294 310000, Monday to Friday, 9am to 4.45pm to make an appointment.

You will need the following information and documents:

- i) The medical certificate of cause of death (normally given by the deceased person's doctor, or by the hospital in which the death occurred) (Form11)
 - ii) The deceased's National Health Service medical card, if available or the name of their registered doctor
 - iii) The deceased's birth certificate, if available
 - iv) The deceased's marriage or civil partnership certificate
-

‘Tell Us Once’ Service

North Ayrshire Council operate a ‘Tell Us Once’ service. If you wish to make use of this, the deceased's National Insurance Number will be required along with the following, where relevant:

- Passport/ Passport Number
- Driving Licence
- Blue Badge

Tell Us Once will notify:

- HM Revenue and Customs (HMRC) - to deal with tax and cancel benefits
- Department for Work and Pensions (DWP) - to cancel benefits, e.g. Income Support
- Passport Office - to cancel a passport
- Driver and Vehicle Licensing Agency (DVLA) to cancel a driving licence (you need to send the registration certificate (V5C))
- Appropriate council departments - to cancel Housing Benefit, Council Tax Benefit, a Blue Badge, inform council housing services and remove the person from the electoral register

Fees

There is no fee to register a death and you will be issued an abbreviated death certificate (Form 14) for the undertaker and form DB8 for the Pension Service free of charge.

Any other Death Certificates purchased at the time or within one month will cost £10.00 each, after that there will be a charge of £15.00. In each case please add £1 for postage

Fees

There is no fee to register a death and you will be issued an abbreviated death certificate (Form 14) for the undertaker and form DB8 for the Pension Service free of charge.

Any other Death Certificates purchased at the time or within one month will cost £10.00 each, after that there will be a charge of £15.00. In each case please add £1 for postage

Arranging the funeral

It is possible for family and friends to organise the funeral, but most people prefer the organising to be undertaken by a funeral director. The funeral director can be very helpful in arranging the funeral and advising you on the official processes. They will collect the person who has died from hospital/home and keep them at their chapel of rest until the day of the funeral. Before the funeral occurs the funeral director must have the certificate of burial or cremation. You will need to check if the deceased left any instructions in their will specifying funeral arrangements, or have made prior arrangements with a particular funeral director.

Paying for the funeral

Funeral costs are expensive. It can be paid out of the deceased estate, however it may be some time before that money is available. If the deceased had money in a bank or building society, they maybe prepared to release money to pay funeral costs. The person who makes the arrangements with the funeral director may find that they are responsible for the cost even if they are not a relative.

Benefit advice

BEREAVEMENT SERVICE HELPLINE / Telephone: 0845 606 0265

Monday to Friday 8am to 6pm

Local Health and Social Care Partnership Offices:

Arran	Council Offices — Lamlash Tel: 01770 600742
Irvine/Kilwinning	Bridgegate House, Irvine Tel: 01294 310300
Garnock Valley	Craigton Road, Kilbirnie Tel: 01505 684551
North Coast	Brooksby Medical Centre Brisbane Road, Largs Tel:01475 687592
3 Towns	The Town Hall, Countess St, Saltcoats Tel: 01294 310005
Cumbrae	Garrison House The Garrison, Millport Tel: 01475 530742
Out of Hours (Emergency)	If you need help outside normal office hours (evenings, weekends and holidays) call the Emergency Health and Social Care Partnership Standby Service on

ADVOCACY

AIMS ADVOCACY

70 New Street
Stevenston KA20 3HG

Tel: 01294 608 663

email: info@aimsadvocacy.org.uk

Supports those over the age of 16 years old who require independent advocacy and who are eligible to receive a community care service. This includes people who experience mental ill health or disabilities.

ALCOHOL & DRUG DEPENDENCY

North Ayrshire Drug & Alcohol Recovery Service

Caley Court Resource Centre
Moorpark Road West
Stevenston KA20 3HU
Tel: 01294 476000

NHS Ayrshire & Arran and North Ayrshire Council Addiction teams have merged together as one single team, North Ayrshire Drug and Alcohol Recovery Service (NADARS), within North Ayrshire Health & Social Care Partnership.

Ayrshire Council on Alcohol

24 Fullarton Street
Ayr KA7 1UB
Tel: 01292 281238

Advice and counselling service for people wanting to abstain from alcohol or control their drinking. Individual counselling, family support, group activities and referrals to other agencies. Specialist services for older people and family carers.

ARTHRITIS

Arthritis Care

Scotland Helpline Tel: 0808 800 4050
or: helplines@arthritiscare.org.uk

Information, guidance and practical support to help those with arthritis stay active, independent and connected.

Arthritis Care Young Persons Helpline

(The Source)
Tel: 0808 808 2000
thesource@arthritiscare.org.uk

The Source is a confidential helpline for children and young people with arthritis and their parents and families.

Provides support around juvenile idiopathic arthritis (JIA), self management of the condition and information on accessing health and education services.

www.arthritiscare.org.uk

AUTISM (ASD)

National Autistic Society

Helpline Number
0808 8004104
www.autism.org.uk

Provides information, support and services relating to Autism, including Aspergers.

Ayrshire One Stop Shop

07767 167854/ 07500 974323
Email ayrshire.oss@nas.org.uk

For local NAS support and advice, and for help on accessing services.

ADHD Alliance Ayrshire

07917 070833
carolcartwright1@nhs.net

Provide a forum for parents and carers to meet other parents and carers coping with a child who has a diagnosis of ADHD across primary, secondary ages and into further education.

BEFRIENDING

HOPE Project (Over 50's)

Tel: 01294 463444

- One to One Befriending (limited service)
- Telephone Befriending

BEREAVEMENT

CRUSE Scotland

Tel: 0845 600 2227

Offers face-to-face support, literature, support groups, plus support for children and young people following bereavement.

Ayrshire SANDS

office number 01563 825 402
mobile 0775 439 7685
support@ayrshiresands.co.uk

For anyone affected by the loss of a baby, this is a voluntary group run by bereaved parents and grandparents.

Touched by Suicide

01294 274273 or 01294 216895
07768188499
touchedbysuicidescotland@hotmail.co.uk

Aims to provide a safe confidential environment in which bereaved people can share their experiences and feelings so giving a gaining support from each other.

CANCER ADVICE AND SUPPORT

Ayrshire Cancer Support

22 Wellington Square
Ayr KA7 1EZ
Tel: 01292 269888
<http://www.ayrshirecs.org/>

Provides Counselling, Complementary Therapies, Support Groups, patient transport and information at their centres in Ayr and Kilmarnock. Services available throughout Ayrshire.

Ayrshire Hospice

35 Racecourse Road
Ayr KA7 2TG
Tel: 01292 269200
<http://www.ayrshirehospice.org/>

Supporting adults and families throughout Ayrshire and Arran with life-limiting illness such as cancer, neurological conditions, end stage heart failure and lung disease.

Ayrshire Hospice
Family Care

Offers specialised family support - for children.

Irvine & Troon Cancer Care

5 Kilwinning Road, Irvine
KA12 8RR
Tel: 01294 311887
<http://www.irvinecancercare.org.uk>
<http://www.irvinecancercare.org.uk>

A voluntary organisation who provide transport to help patients get to their hospital appointments as well as information and practical advice about locally available services.

North Ayrshire Cancer Care

Muirside Lodge,
Stevenston Road
Kilwinning KA13 6NQ
Tel: 01294 552223

(Covers North Ayrshire Excl Irvine)
Helps with transport to and from hospital—includes Arran & Cumbrae. Runs groups which promote a feeling of well-being through chatting, card making, painting or being pampered.

MacMillan Cancer

Information and Support Service
Saltcoats Library

A drop in service staffed by Macmillan trained, volunteers:
Wednesdays 10am-12pm
Fridays 11am-2.30pm

CHILDREN WITH SPECIAL NEEDS

Rainbow House

Ayrshire Central Hospital
Kilwinning Road, Irvine
Tel 01294 323070

Provide a wide variety of services, delivered by a team made up from staff from a number of disciplines specialising in working with children and young people to develop and learn skills.

DEMENTIA

Alzheimer Scotland

Irvine
Tel 01294 323259
&
Ardrossan
Tel: 01294 608219

Alzheimer's Scotland Offers confidential advice and support to people with dementia, their families and friends in the community. Services available throughout North Ayrshire.
www.alzscot.org

North Ayrshire Dementia Support Services

Tel 01294 469955

Provides advice, information and specialist support, at home or in the local community, on a short term basis. Also provides rehabilitation services including personal care to help the person with dementia remain in their home for as long as possible.

Respite Service

Anam Cara
Montgomery Court
Kilbirnie KA25 7JE
Tel: 01505 684371

Provides bespoke dementia respite. Guests have opportunities to participate in a range of activities which promote independence, wellbeing, mental stimulation, a sense of purpose or achievement and physical mobility.

DOMESTIC ABUSE

North Ayrshire Women's Aid

1—5 Union Street,
Saltcoats KA21 5LL
Tel: 01294 602424

A specialist service which provides a full package of emotional and practical support which is both needed and valued by women and children affected by domestic abuse.

Men's Advice Line

0808 801 0327
www.mensadvice.org.uk

Offers a range of support for men experiencing any form of domestic abuse.

ELDERLY**Age Scotland**

7 Lower Vennel
Irvine
KA11 1PQ
Tel: 01294 212354

Age Scotland

17-19 Lade Street
Largs
KA30 8AZ
Tel: 01475 674268

Age Scotland

43-45 Dockhead Street
Saltcoats
KA21 5DE
Tel: 01294 606475

Silverline**Tel 0800 4 70 80 90**

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

HOPE Project

(CLASP Resouce Centre)
10 Alexander Place
Stevenston KA20 3AE
Tel 01294 463444

Provides a wide range of services specifically for over 50's within the local community and throughout North Ayrshire. Their aim is to help older people remain independent within their own homes for longer and to help them enjoy life in the company of others through the provision of numerous services.

EPILEPSY**Epilepsy Connections**

Jim Thompson (Field Worker)

Ayrshire & Arran Project

Tel: 0141 248 4125**Epilepsy Scotland**

Freephone helpline: 0808 800 2200
helpline@epilepsyscotland.org.uk
Helpline text: 07786 209 501

FIBROMYALGIA**Fibromyalgia Friends
Scotland**

www.fibroscot.co.uk

UK Fibromyalgia

info@ukfibromyalgia.com
ukfibromyalgia.com

HEAD / BRAIN INJURY

Headway Ayrshire
Suite 4, Beresford Court
Beresford Lane
Ayr KA7 2DW
Tel: 01292 618090
info@headway-ayrshire.org.uk

HEART CONDITIONS

Chest, Heart & Stroke (Scotland)
www.chss.org.uk

Talk to one of the Advice Line
Nurses on 0808 801 0899 (freefone)

MENTAL HEALTH

(SAMH)

Buccleuch ClubHouse
And Community Horizons
21 Station Road Stevenston KA20 3NJ
Tel: 01294 604384

Action on Depression

21-23 Hill Street
Edinburgh
EH2 3JP
Tel: 0131 226 815

MULTIPLE SCLEROSIS

MS Society (Scotland)

0808 800 8000
www.mssociety.org.uk

The MS Society Scotland Council
represents people affected by MS in
Scotland, and works on their behalf.

PARKINSON'S DISEASE

Parkinson's Disease

Society of UK
National Helpline
0808 8000 303
www.parkinsons.org.uk

> Jeanette Appleby
Local Branch Chair (Ayrshire)
Tel: 07765 841 798

> Donald McNiven (Lamlash)
01770 700313

Trained advisers, including specialist
Parkinson's nurses, can provide
information and advice about all aspects
of living with Parkinson's, such as: medical
issues, including symptoms and
treatments, employment and benefits,
health and social care and emotional
support etc.

Local groups offer information, friendship
and support to local people with
Parkinson's, their families and carers.

LEARNING DISABILITIES

Hansel Alliance

Kilmarnock Rd, Symington,
Kilmarnock KA1 5PU
Tel: 01563 830340

**North Ayrshire Council Learning
Disabilities Team**

Caley Court Resource Centre
Stevenston KA20 3HU
Tel: 01294 476000

MENTAL HEALTH

(SAMH)

Buccleuch ClubHouse
And Community Horizons
21 Station Road Stevenston KA20 3NJ
Tel: 01294 604384

Action on Depression

21-23 Hill Street
Edinburgh
EH2 3JP
Tel: 0131 226 815

Refer to Page 57 for further information.

MULTIPLE SCLEROSIS

MS Society (Scotland)

0808 800 8000
www.mssociety.org.uk

The MS Society Scotland Council
represents people affected by MS in
Scotland, and works on their behalf.

PARKINSON'S DISEASE

Parkinson's Disease

Society of UK
National Helpline
0808 8000 303
www.parkinsons.org.uk

> Jeanette Appleby
Local Branch Chair (Ayrshire)
Tel: 07765 841 798

> Donald McNiven (Lamlash)
01770 700313

Trained advisers, including specialist
Parkinson's nurses, can provide
information and advice about all aspects
of living with Parkinson's, such as: medical
issues, including symptoms and
treatments, employment and benefits,
health and social care and emotional
support etc.

Local groups offer information, friendship
and support to local people with
Parkinson's, their families and carers.

STROKE**Chest, Heart and Stroke
(Scotland) CHSS**

Advice Line Nurses

Tel: 0808 801 0899

www.chss.org.uk

Chest Heart & Stroke Scotland improves the quality of life for people in Scotland affected by chest, heart and stroke illness. They provide advice and information, and support in the community.

Other ways that CHSS can help you

Talk in confidence, Advice Line Nurses

Order / download Health

Information resources: including booklets

and factsheets You could also apply for

a Personal support grant..

VISION IMPAIRMENT

RNIB National Helpline:

0303 123 9999

www.rnib.org.uk/scotland

Macular Society

Helpline:

0300 3030 111

General Enquiries:

01264 350 551

www.macularsociety.org



North Ayrshire Carers Centre

UNITY

174 High Street

Irvine

KA12 8AN

Tel 01294 311333 / Fax 01294 311942

email: northayrshire.carers@unity-enterprise.com



Last Updated: April 2017

A Registered Charity (20039)