

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.

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Unity Data Protection Disclaimer

Unity Enterprise hereby confirm that information and personal data submitted by you in relation to our services shall be collected, processed and stored in accordance with the requirements of personal data protection laws of the European Union as defined in the GDPR and all other applicable regulations.

By submitting your data you agree that the data shall be processed and stored as defined in our full privacy policy as required to provide our products and/or services to you and always as you would reasonably expect. In some cases we may need to store your data for a longer period of time for legal or regulatory reasons.

The data collected will not be transferred to third parties, except for when this is required to provide our products and services to you, or to carry out our contractual obligations to you. This applies to you as a potential customer, customer, employee or in any other relationship. Your data may be shared in case such duty is imposed by applicable laws.

We respect your rights under GDPR and will always respond to requests promptly and courteously. You shall be entitled at any time to require an update of your data, information regarding the use of your personal data, to object to processing, to request transfer of your data as well as to require deletion of your data by contacting us on the details provided.

For more info and access to our full privacy statement **click here**
www.unity-enterprise.com.

Who is a Carer?

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.

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 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.



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.

- ◆ **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**
- ◆ **TRAINING**
- ◆ **INFORMATION ON ADULT CARERS SUPPORT PLANS AND YOUNG CARERS STATEMENTS**
- ◆ **1:1 SUPPORT**
- ◆ **YOUNG CARERS SUPPORT**

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.

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

Tel:.....01294 311333

Address:174 High Street, Irvine KA12 8AN

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

Find us on  **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 and it will be arranged. 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/Outreach Visits: If you are unable to come into the Carers Centre, and would prefer someone to visit you at home or to meet in your locality, this can easily be arranged. Please let us know if this would be more convenient.

Arran and Cumbrae: We are able to visit Carers on Arran and Cumbrae. Please call us at the Centre to arrange.



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
0141 552 2611

Your 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



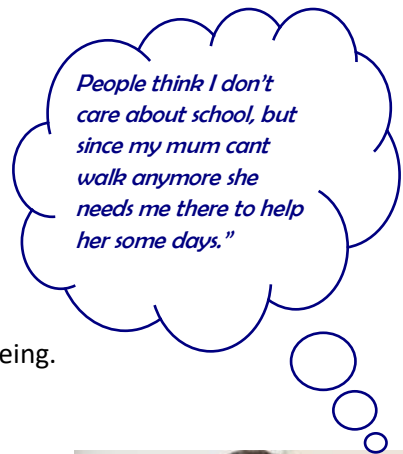
North Ayrshire Young Carers provides time-out and support for Young Carers through out North Ayrshire. Young Carers/ Young Adult Carers may be carrying out any number of duties such as:

- 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.



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

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).

You will be asked how you are coping with some things relating to your independence, your personal safety, your involvement in family, social, work activities etc.

Adult Carer Support Plan/Young Carers

As an adult carer you have the choice to complete an **Adult Carer Support Plan**. The support plan gives you the opportunity to identify the following:

- Your thoughts and feelings about caring
- Your relationship with the cared for person
- Your social and leisure activities
- Your physical and mental health
- Your education and work life goals
- What would make things easier for you to carry out your caring role
- What would help in the future if you were no longer able to care.

For further information on **Adult Carer Support Plans** please contact your **local Health and Social Care Partnership office**.

A **Young Carers Statement** can be completed for any young person under 18 years old or over 18 but still at school. The young carers statement will identify your individual outcomes and what matters to you as a person such as:

- Details about the person you care for and support you provide
- The impact caring has on your health and well being
- The extent that you are able and willing to provide care
- The nature and extent of the care provided is appropriate
- Any support which is needed, either for you or the person you care for
- What would help in the future if you were no longer able or willing to care.

You can ask the following for a **Young Carers Statement**:
Your head teacher (primary school) or pastoral staff (secondary school) OR ask the Carers Centre for help.

A Guide to 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 North Ayrshire Health and Social Care Partnership on: Tel: **01294 310005**

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 joining 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 :
participationNetwork@aaapct.scot.nhs.uk



www.careopinion.org.uk

Care Opinion is a place where you can share your experience of health or care services, and help make them better for everyone.

At Care Opinion they make it safe and simple to share your story online and see other people's stories too. You can see how stories are leading to change.

Carer's Allowance?

Carer's Allowance is the main benefit for carers. If you are looking after someone for 35 hours a week or more, you may be eligible.

The following should also apply:

- The person you provide carer for receives a qualifying disability benefit, which includes:
 - Attendance Allowance
 - Disability Living Allowance (mid or high care)
 - Personal Independence Payment (daily living component)
- you are aged 16 or over
- you are not in full-time education
- you don't earn over £1203a week (after deductions). This amount is subject to change at the start of each financial year
- you satisfy UK presence and residence conditions

How to claim:

Contact Carers Allowance Unit on Telephone: 0800 731 0297 and request an application pack. You can also go online at www.gov.uk/carers-allowance to make an online application.

Carers Premium: If you can't be paid Carer's Allowance due to the 'overlapping benefit rule', you may get: the carer premiums for Jobseeker's Allowance or Income Support; extra Pension Credit; contributory ESA or the carer element in Universal Credit.

Carers Credit This is a National Insurance credit that helps build your entitlement to basic State Pension and additional State Pension, ensuring there are no gaps in your National Insurance record. You must be: aged 16 or over; under State Pension age; and looking after one or more people for at least 20 hours a week. If the person you care for doesn't get a qualifying disability benefit (eg. AA, DLA or PIP) complete the 'Care Certificate' part of the application form and get a health or social care worker to sign it.

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. For further advice speak to the Carers Centre for more information .

Personal Independence Payment (PIP)

PIP is a tax free, non means tested benefit for people of working age (16 -64) for people who have difficulties with daily living or getting around.

PIP has two components:

- (i) daily living and
- (ii) mobility

both of which can be paid at standard or enhanced rates.

Disability Living Allowance (DLA)

DLA is a tax-free, non means-tested benefit for children and young people under 16 who need help with mobility or care costs.

There are two components:

care which is paid at lower, middle or higher rates, and the

mobility component which is paid at the lower or higher rate and can be paid if eligible from 3 years old.

To make a claim for DLA you will need to submit an application form and any supporting evidence. The amount awarded will be dependent on the level of support, care and supervision required.

PIP—How to claim

0800 917 2222

(8am - 6pm, Mon - Fri)

Carers can make this call but they need to be with the person making the claim.

Ensure you have the following:

- **Contact details**
- **Date of birth**
- **National Insurance number**
- **Bank account details**
- **GP or health workers name**
- **Time spent in hospital or care home, or time abroad**

The date of the claim is set at the point of the phone call.

You will receive a specially bar coded form which you need to complete with details about how your condition affects the person making the claim.

How to claim DLA Order a form by calling:

0800 121 4600

Adults who were under 65 on the 8/4/13 will continue to receive DLA—other adult recipients still on DLA will be advised when they need to migrate to PIP

Attendance Allowance (AA)

Attendance Allowance (AA) is a benefit for people aged 65 and over who need help with personal care or supervision to remain safe.

AA is not means tested and there are two rates.

- The lower rate is awarded if you need frequent help or supervision during the day or at night.
- The higher rate is for people who need help or supervision both day and night, or those who are terminally ill.

To apply, call **Attendance Allowance helpline** Telephone: 0800 731 0122

Income Support (IS)

Income Support is being replaced by Universal Credit. Most people are no longer able to make new claims for Income Support. If you are receiving a Severe Disability Premium or should be receiving one you can still make new claims for Income Support. If you or your partner are receiving a “legacy benefit” such as Child Tax Credit or Housing Benefit, you will lose these if you make a claim for Universal Credit.

If you are on Income Support and your situation stays the same, you won't have to claim Universal Credit at present. The Government started transferring people over to Universal Credit in July 2019, and aim to complete this process by December 2023.

Universal Credit (UC)

UC is replacing:

- * Income Support
- * Income-based Jobseekers Allowance (JSA),
- * income-related Employment & Support Allowance (ESA)
- * Housing Benefit
- * Child Tax Credit
- * Working Tax Credit.

These are referred to in this information as ***'legacy benefits'***.

If you are already getting a legacy benefit, and there are no changes in your circumstances, UC won't affect you until you are migrated over to UC. At the moment, managed migration isn't expected to happen until 2023.

Applying for Universal Credit:

Go Online:

www.gov.uk/apply-universal-credit

You can call the helpline to get help making your claim online.

Telephone: 0800 328 5644

Mon-Fri 8am-6pm

Council Tax Reductions & Discounts

Council Tax Reduction Scheme

Council Tax Reduction Scheme (CTRS) helps people on a low income pay all, or part, of their Council Tax. CTRS doesn't cover water and sewerage charges, you must pay these yourself.

Council Tax—Carers' Discount If you are a carer living with the person you care for, you can claim a carers discount for council tax. It is only available to carers who care for an adult child, elderly parent or a friend (so not your spouse, partner or child under 18 years old). The carer is disregarded for council tax leaving one person (the cared for) to whom the single person discount is applied. You must be providing 35 hours or more care per week and the person you care for must be in receipt of: Disability Living Allowance (higher rate care), Attendance Allowance (higher rate) or Personal Independence Payment (enhanced rate of daily living component).

Severe Mental Impairment

If two adults are living at home (regardless of their relationship), and one has a severe mental impairment, that person will be disregarded for council tax and the single person discount will be applied. The person with the mental impairment or someone acting on their behalf must complete a form, get it signed by their GP and return it to the council tax department to confirm their illness

Disabled Person's Reduction

This is not a discount. You can get a reduction of one band on your council tax (e.g. if you are on Band B you will get a reduction to Band A). It is available if:

- a disabled person needs to use a wheelchair indoors
- there is a second bathroom/kitchen needed by the disabled person
- there is a room (other than a bathroom, toilet or kitchen) needed and predominantly used by the disabled person.

For all enquiries about Council tax reductions and discounts, you can either go on line at north-ayrshire.gov.uk

Or contact North Ayrshire Council on

01294 310000

Housing Benefit

From 22 November 2017, no new Housing benefit claims will be accepted. Claimants should apply to Universal Credit for Housing Costs. Apply for Universal Credit if you:

- Are aged between 18 and 60.5
- Live in North Ayrshire
- Are not living in supported, exempt accommodation
- Have no more than 2 children.

Local Housing Allowance (LHA)

LHA is a housing benefit for people on a low income who rent accommodation from a private landlord.

From 22 November 2017, new claimants have to apply to Universal Credit for Housing Costs.

Private tenants can also contact CHAP (Community Housing Advocacy Project) on **01294 475636**

Discretionary Housing Payments

If you claim Housing Benefit and need financial help because your benefit is less than the full amount of your rent, Discretionary Housing Payments (DHP) can help cover this.

If you get Housing Benefit or Universal Credit you can claim a DHP to help pay your rent and that the Local Authority is satisfied that you need help with your housing costs. The decision may be based on a list of factors which can be found on the council's website.

Please refer to North Ayrshire Council's website
www.north-ayrshire.gov.uk
or call North Ayrshire Council Benefits Team for further
information on 01294 310000

Scottish Welfare Fund

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 generally receive one of the following benefits:

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

You may still be able to get help if you are not getting one of the benefits and are on a low income.

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

Crisis Grant cont.

If you qualify for a Crisis Grant, the help you receive will depend on the particular difficulties you face. If a lot of applications are received, only the highest priority cases will receive support, for example people who :

- Are vulnerable
- Have immediate need
- Would face significant adverse consequences if the item or payment is not provided

If awarded the Crisis Grant will be paid by PayPoint Cash Out. PayPoint allows for prepaid gas and electricity cards to be topped up with credit, where you have requested assistance with fuel costs.

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. You Must not buy items or pay for items as you will not be reimbursed.

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

Other Benefits

Here 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

Further to the roll out of Universal Credits, new claimants may be asked to apply for that instead, depending on circumstances.

- **Working Tax Credit**

Has been replaced by Universal Credit. Refer to: www.gov.uk for further information.

- **Child Tax Credit**

Has been replaced by Universal Credit. Refer to: www.gov.uk for further information

- **Independent Living Fund (Scotland)**

People aged 15—21 with a disability or impairment can apply for the Transition Fund for money to help participate in a new activity Or learn a new skill

Contact: 0300 200 2022 for further information.

- **Industrial Injuries Disablement Benefit**

Support people who are ill or disabled from an accident or disease Caused by work or whilst they were on an approved employment Training scheme or course.

- **Funeral Expenses Assistance**

Will replace Funeral Payments .For further information: www.gov.scot

There are also many other benefits which are available to people who are sick, injured or disabled.

Please contact the Carers Centre for advice and support, or to help in signpost you to other local agencies who could help.

Challenging A Decision

If you are refused a DWP Benefit, you can ask the Department for Work and Pensions (DWP) to look at the decision again. You must do this before you appeal. This is called a mandatory reconsideration.

If you still disagree once they have done this you must lodge an appeal with the Tribunal Service and attach a copy of the mandatory reconsideration notice with the appeal.

It is important to challenge a decision or get advice as quickly as possible because there are time limits that generally mean you must take action within one month. If you fall outside of this time limit then it may still be possible to challenge the decision.

Important Note Before Applying for Benefits:

It is very important to seek advice when 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—or signpost you to Money Matters or other local support such as Better Off North Ayrshire, or your social housing organisation etc.

Useful Contacts

Attendance Allowance.....	0800 731 0122
Carers Allowance	0800 731 0297
DLA.....	0800 121 4600
ILFS (Independent Living Fund Sco)	0300 200 2022
Local Jobcentre Plus Office	0800 055 6688
Motability	0300 456 4566
Pension Service	0800 731 7898
Pension Service (Report Changes).....	0800 731 0469
Pension Credit	0800 99 1234
P.I.P. (New Claims)	0800 917 2222
P.I.P. (Enquiry Line).....	0800 121 4433
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: 0345 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
- **Silverburn** 0141 880 3233
- **St Enoch's Centre** 0141 285 3734 0224 (but need to register)
- **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 817401

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 **03457 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.

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 59 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 (Tues, Wed & Thurs)

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 / More Info on 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 <u>AND</u> Beauty
Wed a.m.	10am, 10.30am , 11am & 11.30am	A range of Massage Therapies
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) may result in Carer being charged for the session, in the event we cannot fill the appointment.

THERAPIES AVAILABLE AT OUTREACH LOCATIONS (More information can be found on Page 51)

Outreach therapies are available at the following locations:

- Kilbirnie
- Largs
- Saltcoats

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

- 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 about discounted KA Leisure Membership through your Carers Appreciation Card.
- 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
- 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.
- Try some Mindfulness.



- 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:

Breathing Space

Tel: 0800 838587

The Samaritans

Tel: 08457 909090

Action on Depression

0808 802 2020

Carers Trust

www.carers.org

Living Life to the Full

<http://www.llttf.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

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 drop-in sessions for Carers, to 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 Drop-In Sessions in the following locations:

(T) denotes therapies available

Ardrossan (Constituted Group)
Arran
Ardeer (Constituted Group)
Kilbirnie (T)
Largs (T) (Constituted Group)
Saltcoats (T)

If you would like to find out more information about our services and drop in groups, or to book an appointment please phone the centre on 01294 311333.

Outreach Locations

Arran Ormidale Centre Shore Road Brodick KA27 8BQ	Contact Centre for dates		No Therapies
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Outreach Locations....cont

<p>Ardeer Neighbourhood Centre Shore Road Stevenston KA20 3LA</p>	<p>Monthly 3rd Mon</p>	<p>10am—12pm</p>	<p>No Therapies</p>
<p>Ardrossan Civic Centre 150 Glasgow St Ardrossan KA22 8EU</p>	<p>Monthly 1st Mon</p>	<p>10am—12pm</p>	<p>No Therapies</p>
<p>Saltcoats Saltcoats Library Springvale Pl, Glebe St, Saltcoats KA21 5LS</p>	<p>Monthly 2nd Mon</p>	<p>10am—12pm</p>	<p>Therapies Available Book through the Carers Centre</p>
<p>Kilbirnie (Garnock Valley) 17 Bridgend, Kilbirnie KA25 7DJ</p>	<p>Monthly 1st Thu</p>	<p>10am—12pm</p>	<p>Therapies Available Book through the Carers Centre</p>
<p>Largs Meeting Room—1st Floor Brooksby Medical & Resource Centre 31 Brisbane Road, Largs KA30 8LH</p>	<p>1st Wed</p>	<p>10am—12pm</p>	<p>Therapies Available</p>
	<p>2nd Wed</p>	<p>10am—12pm</p>	<p>No Therapies</p>
	<p>4th Wed</p>	<p>10am—12pm</p>	<p>Therapies Available</p>

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 Connect

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

Adult Carers Evening Group

Meets in the Carers Centre 4th Wednesday of the month from 6.00—7.30pm

CARERS TRAINING

Carers Training

All Carers training will be advertised in our newsletter please call into the Centre for a copy or find it on Unity website or on our Facebook page.

NORTH AYRSHIRE CARERS APPRECIATION CARD



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. Once you have registered with the Carers Centre please ask for an application form for a Carers Appreciation Card.

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 or Care Home

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—by appointment.

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

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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: 0800 731 0469

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 663email: 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: 0141 954 7776

email :scotland@arthritiscare.org.uk

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

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

07500 974 323
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 602711

- 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

0141 584 3211/01294 229087
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/>
5 Dundonald Road
Kilmarnock KA1 1EQ
Tel: 01563 538008

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>

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

Boots Irvine

A drop in service staffed by Macmillan trained, volunteers:
Wednesdays 10am-12pm
Fridays 11am-2.30pm
Wednesdays 11am-1pm
Fridays 12pm-2pm

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

Tel 01294 323259
Tel: 01294 469955/ 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 602720

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 Resource Centre)
10 Alexander Place
Stevenston KA20 3AE
Tel 01294 602711

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**

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)

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

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

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:

Tel: 0303 123 9999

www.rnib.org.uk/scotland

Macular Society

Helpline:

Tel: 0300 3030 111

General Enquiries:

Tel: 01264 350 551

www.macularsociety.org

Digital Resource for Carers

If you are a Carer living in North Ayrshire you are now able to access a digital resource brought to you by Carers UK in collaboration with North Ayrshire Health and Social Care Partnership.

There is access to:

E-Learning: building resilience, designed to help Carers access advice and information relevant to their situation, find and identify sources of support including technology, as well as promote Carers' own health.

Jointly: Care co-ordination app. A central place to store important information about the person you are caring for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more.

Free publications: Carers UK guides, essential reading for Carers including: upfront guide to caring, Looking after someone—Carers Rights Guide and Being Heard: A self-advocacy guide for Carers.

More resources & info: Link to local resources, access to further resources and sources of information and support for people who are looking after a loved one.

VISIT: carersdigital.org

Create an account using your free access code: **DGTL4110**

