

South Ayrshire Carers Centre



CARERS

Information Booklet

Unity
South Ayrshire Carers Centre
43 Sandgate
Ayr
KA71DA

OPENING HOURS

Monday - Friday / 9.30am - 4.30pm

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

ABOUT THE CARERS CENTRE

The South Ayrshire Carers Centre opened its doors on 7th November 1997 to provide information, advice and support to Carers living within South Ayrshire

The Centre situated within the Sandgate, 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 43 Sandgate, Ayr, KA7 1DA

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

COMMUNITY CARE

What is Community Care?	15
Who is Community Care for?	15
How to get Help and to request a Community Care Assessment ?	16
How to Get A Community Care Assessment	16
Help For Carers Adult Support Plan	17
Requesting An Assessment	17

HEALTH Page No

Health Professionals and their Roles	18-19
Hospital Discharge	20
Health Council	20
Get Involved	21

BENEFITS and ALLOWANCES

Benefits and Allowances	22-31
Scottish Welfare Fund	28-29
Other Benefits	30-31
Challenging A Decision	32
Useful DWP / Benefits Contacts	33

TRANSPORT

Concessionary Travel Schemes	34-35
MyBus	35
Shop Mobility	36
Red Cross	36
Rail Travel	37-38
Taxis / Volunteer Cars	39
Parking, Including Blue Badge Scheme	40-41
Road Tax Exemption	41

TAKING A BREAK

Taking A Break	42
Who To Contact	43
Types of Care	43-44
Holidays	45
Accessibility	45

COPING WITH STRESS

Page No

Stress	46
To Help You Cope	47
Things That May Help	48-49

OUTREACH & CARER GROUPS

What is Outreach?	50
Outreach Groups	50
Carers Groups	51-52

CARE TALK

Care Talk	53
-----------------	----

WHEN CARING ENDS

When Caring Ends	54-58
------------------------	-------

USEFUL ORGANISATIONS & CONTACT INFORMATION

Useful Tel and Contact Information	59-73
--	-------

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.

It is estimated, that in Scotland, there are 759,000 Adult Carers, and 29,000 Young Carers. It is estimated that there are around 20,000 Carers living within South 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 CARERS SUPPORT PLANS**
- ◆ **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 18 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, fax, e-mail or on Facebook. Alternatively you can drop into the Centre to make an appointment.

Tel:.....01292 263000

Fax:01292 618482

Address:43 Sandgate, Ayr, KA7 1DA

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

Find us on 

Our Opening Hours:

MONDAY-Friday

9.30am—4.30pm.

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: The nearest car park to the centre is Boswell Car Park on Fullerton Street, other car parks close by are The Kyle Centre Car Park on Carrick Street and Charlotte Street Car Park all charge per hour. There is limited free public parking on the shore front.

By Bus: We are located on all main bus routes and are a 2 minute walk from Ayr Bus Station.

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.
-

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.



South 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

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.
-

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



South Ayrshire Young Carers provides time-out and support for Young Carers through out South 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 **01292 263000** and ask for a Young Carers Support and Development Worker.

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
Ayr Hospital	01292 610555
NHS 24	111
Emergency Services	999
Emergency Services From a Mobile	112
South Ayrshire Social Work	0300 123 0900
Social Work Child Protection (out of hours).	0800 328 7758
Health & Social Care Partnership, Emergency No...	0300 123 0900
Samaritans.....	Freephone 116 123

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

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 the **South Ayrshire Carers centre** or your **local Health and Social Care Partnership office**.

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 the local social work department.

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 :

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

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 £123 a 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

Tel: 0800 917 2222

Textphone: 0800 917 7777

NGT text relay (if you cannot hear or speak on the phone): 18001 then 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:

Tel: 0800 121 4600
text phone 0800 121 4523

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
Textphone 0800 713 0317

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

If you are not already getting an existing (legacy) benefit and are thinking of claiming benefits please note the following:

Some parts of the country are called *'full (digital) service areas'*.

In these areas, you can no longer make a new claim for legacy benefits, and will have to claim UC instead.

The exception to this is if you are in a full (digital) service area, but have three or more children, you will generally not be able to make a new claim for UC and will still be able to make a claim for legacy benefits.

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

Income Support

To be eligible for Income Support, you must be between 16 and Pension Credit qualifying age.

All of the following must also apply to you (and your partner if you have one):

- you have no income or a low income, and no more than £16,000 in savings
- you're not in full-time paid work (you can work less than 16 hours a week, and your partner can work less than 24 hours a week)
- you're not eligible for Jobseeker's Allowance or Employment and Support Allowance

You must also be at least one of the following:

- pregnant
- a lone parent with a child under 5
- a carer
- on maternity, paternity or parental leave
- unable to work and you receive Statutory Sick Pay, Incapacity Benefit or Severe Disablement Allowance (or are appealing a decision about work capability for these benefits)
- in full-time education (not university), aged between 16 and 20, and a parent
- in full-time education (not university), aged between 16 and 20, and not living with a parent or someone acting as a parent
- other conditions, such as being refugee, prisoner etc.

How to claim

Jobcentre Plus - new claims

Telephone: 0800 055 668

It may be you will need to claim Universal Credit instead

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 [south-ayrshire.gov.uk](https://www.south-ayrshire.gov.uk)

Or contact South Ayrshire Council on:

0300 123 900

As of 22 November 2017, new claimants may have to apply to Universal Credit for Housing Costs.

Housing Benefit

Housing Benefit helps social housing tenants, on a low income, pay all or part of their rent.

If your home is let by a local authority, registered housing association, private landlord or other registered provider you may be eligible to claim Housing Benefit.

Local Housing Allowance (LHA)

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

As of 22 November 2017, new claimants may 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 South Ayrshire Council's website www.south-ayrshire.gov.uk
or call South Ayrshire Council Benefits Enquiries Team for further information on 0300 123 900 or
e-mail benefit.services@south-ayrshire.gov.uk

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
 - Universal Credit or Pension Credit
-

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 0300 123 0900](tel:03001230900) or complete an application form online at www.south-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 of Universal Credits, new claimants may be asked to apply for that instead, depending on circumstances.

- **Working Tax Credit**

Can be paid to some low-paid workers

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

- **Child Tax Credit**

Can be paid to some people responsible for at least one child.

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

- **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/funeral-payments 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 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—contact the Enquiry & Information Team on 0300 123 0900.

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
South Ayrshire Council Social Welfare Fund .	0300 123 0900

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, South 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)
-

Mobility Aids

For a small fee, Wheelchairs, scooters and walking aids can be hired from:

Mobility Aid Services
65 Main Street Ayr KA8 8DU
Tel: 0800 084 2336

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 **03457 48 49 50**

Taxis

The taxi companies listed below may 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.

- Streamline Taxis 01292 28 45 45
- Citadel Taxis 01292 40 22 04
- Ayr Premier Taxis 01292 40 40 40

Volunteer Car Schemes

The following organisation may 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 for details.

*** Ayrshire Cancer Support Kilmarnock Office 01563 538008**

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 Social Work Services team. A good first point of contact would be your local Social Work Department

On contacting your local Social Work 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

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 Ayr and Outreach. The times of appointments in Ayr are detailed below and bookings can be made through the general office number 01292 263000

Each half hour session costs £8.00.

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 50)**

Outreach therapies are available at the following locations:

- Troon
- Girvan

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:

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

What is Outreach?

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

Relaxing massage and beauty therapy are available in 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.

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 01292 263000

Outreach Support Group Locations

Troon Troon Library 5 South Beach KA10 6EF	2nd Monday of the Month	10am - 11.30pm	No Therapies
Girvan Carrick Building Henrietta Street KA26 9AL	2nd Monday of the Month	1.30pm - 3pm	Therapies Contact Centre to book an appointment

Outreach Therapy

Troon Sheltered Housing 68C Braden Road KA10 6DR	Last Thursday of the Month	To book appointment please contact the Carers Centre on 01292 263000
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Carers Groups

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

Wednesday Support Group

On the last Wednesday of the month we run a support group for carers from 1pm - 2.30pm

Carers Café

Our Carers Café is held on the first Wednesday of the Month from 12pm - 1.30pm.



Carers Reference Group

Want your opinion heard on the issues that affect you and the person you care for? The Carers Reference group gives you the opportunity to help shape services across South Ayrshire and comment on strategy and statutory services.

The group meets in the South Ayrshire Carers Centre on the 2nd Thursday of every month from 10:30pm - 12pm. All Carers are welcome to join the group even if you are not registered with the service.

CARERS GROUPS

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

Art Group

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

Art Group meets
fortnightly on Mondays
12pm - 2pm

Natter Group

Carers are welcome along to the Carers Centre for this informal group. Enjoy a cuppa and a chat with other Carers and hopefully make new friends in the process.

The Natter Group is on the
1st Monday of the month.
12.30pm - 2pm

Walking Group

The Walking Group is held on the 2nd Friday of the month, weather permitting between 1pm - 3pm. Contact the Carers Centre on 01292 263000 for more information.

Evening Support Group

On the last Tuesday of the month we run an Evening Support Group for carers who, due to work or caring role can't make it during the day.

6.30pm - 8pm

Care Talk

Providing a telephone link for Isolated Carers

Do you find it difficult to get out and about, maybe due to the demands of your caring role, transport or mobility issues etc?

Do you think you would benefit from a call from the Carers Centre every two weeks—just to see how you are?

If the answer is YES then “CARE TALK” is a service the Carers Centre can provide to you, in order to give you an opportunity to have a chat with a caring and friendly voice.

We hope you take this opportunity to think about contacting us, and we would be only too happy to give you the call, just to say, “Hello and how are you?”

**For more information, please contact the Carers Centre on:
01292 263000.**

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.

South Ayrshire Council operates an appointment system, call 01292 617617 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

South Ayrshire Council operate a ‘Tell Us Once’ service, this service is offered to anyone registering a death at Ayr Registration Office. 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.

Arranging the funeral

It is possible for family and friends to organize 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. In certain circumstances it may be possible to apply for a funeral payment please see page 31 for more information.

Or visit www.gov.uk/funeral-payments/overview

Benefit advice

BEREAVEMENT SERVICE HELPLINE / Telephone: 0800 731 0469

Monday to Friday 8am to 6pm

Advice & Information Hub SAC Tel: **0300 123 0900**

Ayr Customer Service Centre The Wallace Tower, 172-176 High Street
Ayr, KA7 1PZ
Tel: **0300 123 0900**

Girvan Customer Service Centre 17-19 Knocksushan Street, Girvan, KA26 9AG
Tel: **0300 123 0900**

Maybole Customer Service Centre 64 High Street, Maybole, KA19 7BZ
Tel: **0300 123 0900**

Prestwick Customer Service Centre 4-6 The Cross, Prestwick, KA9 1AJ
Tel: **0300 123 0900**

Troon Customer Service Centre Municipal Building, South Beach
Troon, KA10 6EF
Tel: **0300 123 0900**

South Ayrshire Life 57 Newmarket Street, Ayr, KA7 1LL
Tel: **0800 432 0510**

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 **0800 328 7758**.

ADVOCACY

Circles Network (Mental Health)

2 New Bridge Street, Ayr, KA7 1JX
Tel: 01292 264396

Information & Advice Hub

Advice on all welfare & DWP benefits
Tel: 0300 123 0900

ALCOHOL & DRUG DEPENDENCY

CAT (Community Addition Team)

NHS Addition Services (South), Ailsa Campus, Ailsa Hospital
Dalmellington Road, Ayr, KA6 6AB
Tel: 01292 559800

Addaction Scotland

1st Floor, 3 Killoch Place, Ayr
Freephone: 08081784549
Email: southayrshire@addaction.org.uk

Ayrshire Council on Alcohol

24 Fullarton Street, Ayr, KA7 1UB
Tel: 01292 281238

Drug & Alcohol Recovery Service

South Ayrshire: 01292 559800
North Ayrshire: 01294 476000
East Ayrshire: 01563 574237

ARTHRITIS

Arthritis Care

Scotland Helpline Tel: 0808 800 4050 email :scotland@arthritiscare.org.uk

AUTISM (ASD)

Autism Network Scotland

Web: www.autismnetworkscotland.org.uk

Ayrshire One Stop Shop

Tel: Clare on 07500974323

Email: ayrshireoss@nas.org.uk

Vasa, 27 Crown Street, Ayr, KA8 8AG

South Ayrshire Autistic Society

Sharon Stobbs (Chairperson)

Tel: 07539020799

The National Autistic Society (Nas) Scotland

Tel: 0141 221 8090

Email: Scotland@nas.org.uk

BEREAVEMENT

CRUSE - Bereavement Care: National Helpline

Tel: 0808 808 1677

Email: helpline@cruse.org.uk

Ayrshire SANDS

Support Group Office, Ayrshire Maternity Unit

Crosshouse Hospital, KA2 0BE

Tel: 01563 825402

Email: support@ayrshirsands.co.uk

Web: www.ayrshiresands.co.uk

CANCER ADVICE AND SUPPORT

Ayrshire Cancer Support

Ayr - 22 Wellington Square, Ayr, KA7 1EZ

Tel: 01292 269888

Kilmarnock - 5 Dundonald Road, Kilmarnock, KA1 1EQ

Tel: 01563 538008

Ayrshire Hospice - (Caring with a Life Threatening Illness)

35/37 Racecourse Road, Ayr, KA7 2TG

Tel: 01292 269200

Web: www.ayrshirehospice.org

Carers Café every Wednesday, 10am—4pm open to all.

MacMillan Cancer

Freephone: 0808 808000

Web: www.mcmillan.org.uk

CHEST, HEART AND STROKE

Chest, Heart & Stroke Scotland

Local Co-ordinator - Margo McCutcheon

Tel: 07918 690617

Email: margo.mccutcheon@chss.org.uk

Head Office

Tel: 0131 2256963

Web: www.chss.org.uk

Email: admin@chss.org.uk

Kyle Stroke Group

Meets on a Tuesday 1-3pm in Kingcase Church Hall, Prestwick

Diane Barclay: 07952 660267 or Mike Shute: 07576 802426

CHILDREN WITH SPECIAL NEEDS

Rainbow House

Ayrshire Central Hospital, Irvine, KA12 8SS

Tel: 01292 323070

Social Work Children & Family Disability Team

John Pollock Centre, Mainholm Community Campus

Mainholm Road, Ayr, KA8 0Q

Tel: 01292 559449

DIABETES

NHS A.&A Diabetes Support group Information call: 01294
323492 support group Diabetes UK. Tel: 0345 123 2399
www.diabetes.org.uk

DEMENTIA

Alzheimer Scotland

South Ayrshire Services

Unit 6, Arran Mall, Ayr, KA7 1SQ

Tel: 01292 318005

24hr Help Line Tel: 08088083000

South Ayrshire Dementia Support Association (SADSA)

2 Eglinton Terrace, Ayr, KA7 1JJ

Tel: 01292 283954

DOMESTIC ABUSE

South Ayrshire Womens Aid

First Floor, 28 Sandgate, Ayr, KA7 1BW

Tel: 01292 266482

Helpline : 0808 2000 247

Web: www.womensaid.org.uk

Men's Advice Line

0808 801 032

Web: www.mensadvice.org.uk

DYSLEXIA

Dyslexia Ayrshire

Tel: 01292 443648

Web: www.dyslexia-ayrshire.co.uk

ELDERLY

Age Concern

6 Garden Street, Ayr, KA8 0BB

Tel: 01292 265304

65 Club - Tea Room

65 Main Street, Prestwick, KA9 1JN

Tel: 01292 470992

EPILEPSY

Epilepsy Connections

Head Office - 100 Wellington Street, Glasgow, G2 6DF

Tel: 0141 248 4125

Web: www.epilepsyconnections.org.uk

Email: info@epilepsyconnections.org.uk

Jim Thompson (Field Worker)

Tel: 07585570466

Email: jthompson@epilepsyconnections.org.uk

FIBROMYALGIA

Fibromyalgia Friends Scotland

www.fibroscot.co.uk

HEAD / BRAIN INJURY

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

HOUSING SUPPORT

Ayr Housing Aid Centre
7 York Street, Ayr
Tel: 01292 288111

Homeless Standby Service

If you are homeless out of office contact: 0808 100 3151

Seascope

Top Floor, Boswell House, 10-12 Arthur Street, Ayr, KA7 1QJ
Tel: 01292 285424
Email: enquiries@seascopeayr.co.uk
Web: www.seascopeayr.co.uk

HIV-AIDS Carers & Family Service Provider Scotland

100 Elderpark Street, Glasgow, G51 3TR
Tel: 0141 445 8797
Email: hiv-aids_carers@lineone.net
Web: www.hiv-aids-carers.org.uk

LEARNING DISABILITIES

Hansel Alliance

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

Enable

Sutherland House, 123 Prestwick Road, Ayr, KA8 8NJ
Tel: 01292 266121

Lifeways Community Care

Suit 2i, Munro Business Park, Munro Place
Kilmarnock, KA1 2NP
Tel: 01563 535777

NetBuddy

A website for parents and carers looking after someone with a learning disability, Autism & Special Needs. Help on everyday issues experienced by parents.
Web: www.netbuddy.org.uk

MYALGIC ENCEPHALOMYELITIS (ME)

25% ME Group

21 Church Street, Troon, KA10 6HT
Tel: 01292 318611

MACULAR AYR DISTRICT GROUP

Meets last Tuesday of the Month, Holy Trinity Church, Ayr
2pm - 4pm Tel: Bob on 01292 270285

MENTAL HEALTH

Ayr Action for Mental Health

Strathyre House, 42 Prestwick Road, Ayr, KA8 8LB
Tel: 01292 619600

Penumbra

Supporting Mental Health & Wellbeing
Tel: 0141 229 2580
Email: enquiries@penumbra.org.uk

SANE

Out of hours helpline: 0300 304 7000
All Year 4.30pm - 10.30pm
Web: www.sane.org.uk

BREATHING SPACE

Tel: 0800 838587

SAMARITANS

Tel: 08457 90 90 90
Free Phone: 116 123

MOVING on AYRSHIRE

Professional one to one Counselling for adult survivors (aged 16+) of sexual abuse and rape, at venues throughout South Ayrshire.
21 Wellington Square, Ayr, KA7 1EZ
Tel: 01292 290546
Email: enquiries@movingonayrshire.com

MULTIPLE SCLEROSIS (M.S.)

Free M.S Helpline: 0808 800 8000

Web: helpline@mssociety.org.uk

SELF-HARM NETWORK

ChildLine 24/7 Self harm helpline: 0800 11 11

NSPCC Self harm Helpline: 0808 800 5000

SCOTTISH WAR BLINDED OUTREACH SERVICE

Free phone 0800 035 6409

NHS INFORM

Local Health Information Services : 0800 22 44 88

NHS Patient Advice & Support Services - Citizens Advice Bureau

Patients Rights - Feedback, comments & Complaints

Freephone: 0800 328 2519

Web: www.patientadvicescotland.org.uk

PARENTLINE

National confidential helpline providing advice and support to anyone caring for or concerned about a child. Open Mon - Fri 9am-9pm

Call free: 08000 28 22 33

Email: parentlinescotland@children1st.org.uk

Also provide a Webchat Service during opening hours.

Email: kindshipfostercarers@gmail.com

Grandparents Plus Helpline

Tel: 0300 123 7015

Web: advice@grandparentsplus.org.uk

LONE PARENT HELPLINE

Confidential information on any lone parent issues

Tel: 0808 801 0323

Monday - Friday: 9.30pm - 4pm

Web: www.loneparenthelpline.org.uk

CARERS SUPPORT GROUPS

Addaction

Are you affected by a Family member's Drug or/and Alcohol use?
Would you like support? Confidential advice, information & support
on a 1-1, or drop in basis.

Meet people with similar experiences and enjoy tea/coffee cake and
chat.

Every Wednesday 11am - 1pm, Lochside Parish Church, Lochside Road,
Ayr. For more information contact Alison or Lauren on : 01292 430529.

Alzheimer Scotland - South Ayrshire Services

Contact Jenni McKeand, Dementia advisor for more information at:
South Ayrshire Services, Unit 6, Arran Mall, Ayr, KA7 1SQ

Tel: 01292 318005

Mob: 07585331946

Email: jmckeand@alzscot.org

Ayrshire Bipolar Group

1st Tuesday of the month 7-9pm

Ayr Action for Mental Health, 42 Prestwick Road, Ayr, KA8 8LB

Contact Graeme at Bipolar Scotland: 0141 560 2050

Web: www.bipolarscotland.org.uk

CARERS SUPPORT GROUP**Kyle Stroke Group**

Meet on Tuesday 1-3pm in Kingcase Church, Prestwick.

Contact Diane on: 01292 261907

ONE STOP SHOP (OSS)

Contact Clare Kennedy

Tel: 07500 974323

Email: ayrshireoss@nas.org.uk

Parkinsons Disease

Lorna Fraser - Information & Support worker for Ayrshire & Arran, Dumfries & Galloway & Inverclyde.

Tel: 0844 2253 729

Email: lornafraser@parkinsons.org.uk

South Ayrshire Autistic Society

Morning support groups meetings, 10am - 12pm on the 3rd Monday of the Month, during term time, in the South Ayrshire Carers Centre 43 Sandgate, Ayr, KA7 1DA

Evening support group meetings 7-9pm at the MacDonald Education Centre, within Ayr Hospital, Dalmellington Road, Ayr. First Wednesday of each month throughout the year.

Weekly play activities for the children with ASD and their sibling during the Summer and Easter break.

For more information call or text: 07539020799

Email: saas.ayr@gmail.com

South Ayrshire Carers Centre

Contact the Carers Centre for more information on support groups that are available for carers to attend.

Tel: 01292 263000

Email: southayrshire.carers@unity-enterprise.com

CARERS SUPPORT GROUPS

The Way Forward

Self help groups, run by volunteers for people who experience depressive illness. Groups are Led by trained facilitators.

Monday evenings 7-9pm at Strathyre House, Ayr.

For more information email: wayforwardayr@gmail.com

OTHER CONTACTS

Ayrshire Independent Living network

Email: mail@ailn.org

Self - directed support services: 9am-4pm

Tel: 01294 475685/475686

SDS Payroll @ Budget Management Service

Tel: 01294 475684/475688

Advice . Scot

Citizens Advice Direct: 0808 800 9060

Web: www.cas.org.uk

Crossroads

South Ayrshire Care Attendant Scheme

Biggart Hospital, Biggart Road, Prestwick, KA9 2HQ

Tel: 01292 671331

Trading Standards

5/7 River Terrace, Ayr, KA8 0BJ

Tel: 01292 616060

VASA

Volunteer Action South Ayrshire

27-29 Crown Street, Ayr, KA8 8AG

Tel: 01292 432661

Email: enquiries@voluntaryactionsouthayrshire.org.uk

Web: www.voluntaryactionsouthayrshire.org.uk

Voluntary Action South Ayrshire (VASA) is the local Third Sector Interface.

It is recognised by Scottish Government and South Ayrshire Council as fulfilling a key role in ensuring the continued development of a robust Third Sector in South Ayrshire.

As VASA has been created from an amalgamation of Volunteer Centre South Ayrshire (VCSA) and Council for Voluntary Organisations in Kyle and Carrick (CVOKC) it is founded on a wealth of experience gained during decades of work with Third Sector organisations, agencies and groups operating in South Ayrshire.

Their primary purpose is to progress the 4 key Interface functions, as set out by Scottish Government. These are:

- Volunteering Development
 - Social Enterprise Development
 - Supporting and Developing a strong Third Sector
 - Building the Third Sector Relationship with Community Planning
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SOCIAL WORK DEPARTMENT	Address and Telephone number
Health and Social Care Partnership Children & Families Area Office	181 Whitletts Road, Ayr, KA8 0GU Tel: 01292 267675
Ayr - South Area Office Community Care Team	John Pollock Centre, Mainholm Road, Ayr, KA8 0GD Tel: 01292 281993
Ayr - North Area Office Community Care Team	John Pollock Centre, Mainholm Road, Ayr, KA8 0GD Tel: 01292 281993
Health and Social Care Partnership Children & Families Girvan Area Office	17/19 Knockcushan Street, Girvan, KA26 9AG Tel: 0300 123 0900
Carrick Area Team Community Care for Elderly	64 High Street, Maybole, KA19 7BZ Tel: 01655 883293
Prestwick & Monkton Community Care for Elderly	Biggart Hospital, Biggart Road, Ayr, KA9 2HQ Tel: 01292 470099
Advice & information Hub SAC	Tel: 0300 123 0900
Ayrshire Social Work (4.30pm - 8.30am)	Outside Office Hours Only Tel: 0800 328 7758



South Ayrshire Carers Centre

UNITY

43 Sandgate

Ayr

KA7 1DA

Tel 01292 263000 / Fax 01292 618482

email: southayrshire.carers@unity-enterprise.com



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A Registered Charity (20039)