

# UNDERSTANDING HELP IN THE COMMUNITY

## Community Care

The idea behind community care is to enable people to live in their own home by providing them with support. It is important that carers also feel supported and able to cope. There are various agencies involved in community care, which include the Social Work Department, the NHS, private and voluntary organisations, local council housing and education departments. All these professionals are there to advise and help you to adapt your home and your lifestyle. However it is important to realise that not all services may be available in all areas of Scotland.

## Help provided by the Social Work Department

The Social Work Department has a major responsibility for organising the services which will help people live as independently as possible at home including the following:

- Help and advice about personal care e.g. dressing, washing
- Help with the house work
- Help with the shopping
- Help with meals if unable to cook
- Lunch Clubs
- Day Care
- Sitter services/care attendants
- Respite care to give your carer a break
- Advice about equipment and housing adaptations
- Advice about transport
- Advice about finding alternative housing options e.g. supported accommodation and care homes

## Help provided by your GP's surgery

Your GP's surgery will have a Practice Nurse, Health Visitor and District Nurses attached to the surgery, who can also help. You can make an appointment with the Practice Nurse yourself, but you will need to ask your GP to refer you to the district nursing or health visiting services.

### HEAD OFFICE

65 North Castle Street, Edinburgh EH2 3LT

Tel: 0131 225 6963 Fax: 0131 220 6313 Advice Line: 0845 077 6000

E-mail: [admin@chss.org.uk](mailto:admin@chss.org.uk) Website: [www.chss.org.uk](http://www.chss.org.uk)

Scottish Charity No. SCO18761

## **Mobile services**

There are many services that can be provided in your own home – look for them in the Yellow Pages or try the NHS Helpline: 0800 224488

- Home dentist visits
- Home eye examinations
- Mobile hairdressers
- Mobile chiropodists

## **Other services in the community**

- Many chemists provide a repeat prescription and pick up service – ask at your GP's surgery or chemist.
- Organisations and companies that specialise in providing special equipment can be found in the phone book.
- Private care agencies can provide help at home and nursing care.
- Look for local support groups and activities.

## **Alarm systems**

You can get advice about various alarm systems from your District Nurse, Social Work Department, and Housing Authority or from private companies depending on what kind of alarm you need.

## **Taking a break – For carers**

- Carer's organisations can provide advice, information and support.
- Local organisations can provide sitting services.
- Befriending Network Scotland can match up a befriender.
- Shared Care can help provide respite care.

**Check the Useful Addresses section for more helpful contacts under general, benefits and carers.**

## **How do I get help from the Social Work Department?**

### **At home**

Organisation of these services is co-ordinated by a Home Care Manager (usually from either a social work or nursing background) who is based at your local Social Work Centre. Services are co-ordinated by means of an Assessment. This usually involves a visit to your home by the Home Care Manager to talk about your needs and exact situation.

### **In hospital**

If you have a partner/relative in hospital that will need some help at home, you should ask to see the hospital social worker, before they are discharged from hospital. Any services that they may require can then be organised before going home.

### **Carer's Assessment**

Carers are entitled to an assessment in their own right. This means that a carer can have their needs assessed in relation to caring for a partner/relative. The carer does not have to be living with you in order to qualify for an assessment. A Carer's Assessment is not a guarantee of services, but local authorities should take into account the results of the assessment when deciding what services could offer support.

### **Are you getting all the benefits you are entitled to?**

It is very important to be sure you are claiming all you can. To be sure of this, speak to your social worker or a Welfare Rights Officer at your local social work centre or ring the Benefits Enquiry Line (see contacts section). Carers Centres, Citizen's Advice Bureaux and local Money Advice Centres can also run a full benefits check for you, it's worth asking for help.

For example:

\* Even if you are not on a low income, you may still be entitled to:

- Help with your Council Tax
- Disability Living Allowance (*DLA*) if under 65
- Attendance Allowance (*AA*) if over 65

\* If you are on a low income, and have recently been awarded *DLA* or *AA*, you may also be entitled to Income Support.

**The Department for Work and Pensions can provide leaflets that explain your entitlements and has phone numbers of Help lines to assist with each benefit. You can view all of this on their website <http://www.dwp.gov.uk> or contact your local office, number in your phone book.**

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## USEFUL CONTACTS

### **Chest, Heart and Stroke Scotland**

65 North Castle Street, Edinburgh EH2 3LT

Telephone: 0131 225 6963

Fax: 0131 220 6313

Email: [adviceline@chss.org.uk](mailto:adviceline@chss.org.uk)

Website: [www.chss.org.uk](http://www.chss.org.uk)

**Advice Line: 0845 077 6000** (Monday – Friday, 9.30am – 12.30pm and 1.30 – 4pm).

*Chest, Heart and Stroke Scotland provides Community Support Services, information and advice, and Personal Support Grants.*

## BENEFITS

### Benefits Enquiry Line

Telephone: 0800 88 22 00

Textphone: 0800 24 33 55

*Offers confidential advice and information for people with disabilities about social security benefits and how to claim them.*

### Department for Work and Pensions website

[www.dwp.gov.uk](http://www.dwp.gov.uk)

### Disability Living Allowance and Attendance Allowance Helpline

Tel: 08457 12 34 56

## CARERS

### Befriending Network Scotland

45 Queensferry Street Lane, Edinburgh EH2 4PF

Telephone: 0131 225 6156

Fax: 0131 225 6290

Email: [info@befriending.co.uk](mailto:info@befriending.co.uk)

Website: [www.befriending.co.uk](http://www.befriending.co.uk)

*People who become isolated because of ill health, disability or social disadvantage often benefit from befriending services.*

### **Carers Centres**

The Princess Royal Trust for Carers (PRT)

See telephone book for your local centre.

Carers' centres offer local support, information and advice for carers.

### **Carers Scotland**

The Cottage, 21 Pearce Street

Glasgow G51 3UT

Tel: 0141 445 3070

CarersLine: 0808 808 7777

(Wednesdays and Thursdays only, 10am – 12pm and 2 – 4pm)

Email: [info@carersuk.org.uk](mailto:info@carersuk.org.uk)

Website: [www.carerscotland.org](http://www.carerscotland.org)

*Carers Scotland offers information to carers throughout Scotland as well as details of local support. It is the only Scottish carer led organisation working for all carers.*

*Carers Scotland campaigns for a better understanding of the issues affecting and services needed for carers.*

### **Shared Care Scotland**

Unit 7, Dunfermline Business Centre

Izatt Avenue

Dunfermline

Fife

KY11 3BZ

Tel: 01383 622462

Fax: 01383 622813

E-mail: [office@sharedcarescotland.com](mailto:office@sharedcarescotland.com)

Website: [www.sharedcarescotland.com](http://www.sharedcarescotland.com)

*Shared Care has a database of respite services throughout Scotland. They also have information about holiday provision, befriending schemes and sitting services.*

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## **GENERAL INFORMATION**

### **Assist UK**

*Assist UK is a UK wide network of Disabled Living Centres that introduce people to products and solutions which make life easier and safer creating greater choice and control.*

To find your nearest centre, contact:

Assist UK

Redbank House, 4 St Chads Street, Cheetham, Manchester M8 8QA

Telephone: 0870 770 2866

Minicom: 0870770 5813

Fax: 0870 770 2867

Email: [general.info@assist-uk.org](mailto:general.info@assist-uk.org)

Website: [www.assist-uk.org](http://www.assist-uk.org)

### **Citizens Advice Bureau Scotland**

See the telephone book for your local office.

### **Disabled Living Foundation (DLF)**

Helpline: 0845 130 9177 (Monday – Friday, 10am – 4pm)

Textphone: 020 7432 8009

Email: [info@dlf.org.uk](mailto:info@dlf.org.uk)

Website: [www.dlf.org.uk](http://www.dlf.org.uk)

Minicom: 0870 603 9176

*The DLF helps older and disabled people find equipment solutions that enable them to lead independent lives. They can provide information, advice and contact details on all aspects of disability equipment.*

### **NHS 24**

Tel: 08454 24 24 24

*24 hour health advice and information in Scotland*

## **RADAR**

The Royal Association for Disability and Rehabilitation

12 City Forum, 250 City Road, London EC1V 8AF

Telephone: 020 7250 3222

Fax: 020 7250 0212

Minicom: 020 7252 4119

Email: [radar@radar.org.uk](mailto:radar@radar.org.uk)

Website: [www.radar.org.uk](http://www.radar.org.uk)

*RADAR is a disability network that campaigns for better lifestyles for disabled people and their families. They provide many services including information on holidays and accommodation, civil rights and social services.*

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If you would like to speak to one of our nurses in confidence,  
please call the Chest, Heart and Stroke Scotland Advice Line

*Monday - Friday 9.30am - 12.30 and 1.30pm - 4.00pm*

**0845 077 6000**