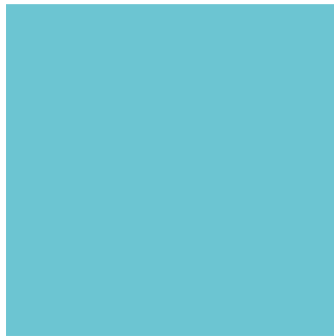




Aberdeenshire  
Health & Social Care  
Partnership

# Aberdeenshire Unpaid Carers' Information Pack

November 2020



## Contents

Introduction	3
What support is available to carers in Aberdeenshire?	4
Concessions and helpful information for carers	5 - 10
Health and Wellbeing	11
Short breaks and respite for carers	12 - 14
Education, training and employment for carers	15
Financial information for carers	16 - 18
Emergency planning for carers	19 - 20
Support for the person you care for	21 - 23
Carer legislation and Carers' Charter	24 - 25
Young Carers	26 - 28
Palliative and end of life care information for carers	29 - 30
Bereavement support for Carers and life after caring	30
Carer support groups	31
Useful contacts for carers	31

## Introduction

### Are you a carer?

Most people at some point in their life will provide informal care or support to a family member or friend. However, most will not actually see themselves as carers.

This information pack is for both unpaid adult and young (under the age of 18) carers who care for someone who may not be able to care for themselves.

This document contains information that you, the unpaid carers in Aberdeenshire and professionals working with you, told us you would find useful to have all in one place.

This pack will be reviewed and updated by Aberdeenshire Health and Social Care Partnership (AHSCP).

If you wish to give feedback, make any comments, queries or suggestions about the pack or about the future of unpaid carer support in Aberdeenshire, please do not hesitate to email [carersupport@aberdeenshire.gov.uk](mailto:carersupport@aberdeenshire.gov.uk)



## What support is available to carers in Aberdeenshire?

### Adult Carer Support Plan and Young Carer Statement

The Carers (Scotland) Act 2016 was implemented in April 2018 and placed a number of new duties on all Scottish local authorities and health and social care partnerships to support unpaid adult and young carers in a different way.

New duties include:

- An Adult Carer Support Plan (ACSP)
- A Young Carer Statement (YCS)
- Supporting carers by having a local carers eligibility criteria
- Preparing a local carer strategy
- Providing an information and advice service
- Publishing a Short Breaks Services Statement
- Involving carers in the discharge from hospital of the people they care for

ACSP and YCS replaced Carer's Assessments and set out carers' identified personal outcomes, needs and any support needed to meet them. These are co-produced with the carer and staff from our commissioned carer support service, Quarriers. Carers who meet the eligibility criteria and require an individual budget to meet their identified needs and personal outcomes, will discuss Self-directed Support (SDS) with a Carer Practitioner from the local authority who will support them with their choice of the four options.

The intention is to support carers in a flexible, person-centred way, before they reach crisis point.

To find out more about ACSP and YCS or to request one, please contact Quarriers Aberdeenshire Carer Support Service:

Telephone 01467 538700

Email: [Aberdeenshirecarers@quarriers.org.uk](mailto:Aberdeenshirecarers@quarriers.org.uk)

<https://quarriers.org.uk/services/aberdeenshire-adult-carers/>

<https://quarriers.org.uk/services/young-carers-support-service-aberdeenshire/>

### Carer Support Service

Quarriers are commissioned to provide a Carer Support Service to both adult and young carers in Aberdeenshire. The service they provide is varied and includes the following:

- Identification of carers who may not know that support is available
- Providing a listening ear for carers
- Undertaking ACSP and YCS with carers
- Information and advice for carers (local services or resources, benefit entitlement, regular newsletter)
- Making links with other carers (through various groups and other methods)
- Helping carers to develop confidence and skills (training and advice available)

## Concessions and helpful information for Carers

This section contains helpful information about concessions locally and nationally that you may be entitled to as a carer or for the person you care for.

### Travel Concessions

#### *Free Bus Pass and Companion Card*

People with disabilities can apply for a free bus pass if they are aged 5 years and over and in receipt of certain benefits which are detailed on the Aberdeenshire Council Website under Concessionary Travel. If the person applying for the free bus pass requires support to travel, they can also apply for a companion card which enables the supporting person to travel for free too.

Further information is available at <https://www.aberdeenshire.gov.uk/roads-and-travel/public-transport/concessionary-travel/scotland-wide-free-bus-scheme/>

#### *Rail Travel*

Carers can sometimes get travel concessions to accompany a person with disabilities on public transport. For example, if the person has a Disabled Person's Railcard, this qualifies you to a discount when you travel with them by train.

For more information visit <http://www.disabledpersons-railcard.co.uk/>

#### *Blue Badge Scheme – Parking*

The Blue Badge Scheme is a national scheme allowing people with severe mobility issues to park close to amenities they would otherwise have difficulty accessing. The scheme helps you travel independently, as either a driver or a passenger.

For more information, visit <https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/blue-badge-scheme/>

#### *Car Tax Exemption*

If you or the person you care for are a disabled driver, you may get an exemption from paying Road Tax.

For more information visit <https://www.gov.uk/financial-help-disabled/vehicles-and-transport>

### *TaxiCard*

TaxiCard offers reduced fare taxi and rail travel to those who cannot use conventional bus services because of severe or complex disability or infirmity.

For more information, visit

<https://www.aberdeenshire.gov.uk/roads-and-travel/public-transport/concessionary-travel/taxicard>

### *Patient Transport*

Patients are encouraged to use public transport to attend appointments where they can. If they have a medical need or limited mobility and require to access patient transport this is run by the Scottish Ambulance Service,

For further information visit: <http://www.scottishambulance.com/WhatWeDo/THInC.aspx>

### *THInC Hub*

THInC is the Transport to Healthcare Information Centre for the NHS Grampian area which provides advice on travelling to health or social care appointments. Members of the public and health or social care professionals can call for practical and free transport advice on travelling to an appointment in the Grampian area.

For further information <http://www.accessaberdeenshire.co.uk/thinc-hub/>

## Household Concessions

### *Council Tax*

Some properties may be exempt from council tax for those who are severely mentally impaired or if all the following criteria are all met;

- where the carer provides care for at least 35 hours a week
- lives in the same property as the person cared for and is not the spouse or partner of the person cared for or the parent if you care for a child under 18
- the person cared for is in receipt of certain benefits

For more information visit:

<https://www.aberdeenshire.gov.uk/council-tax/exemption-or-discount/severely-mentally-impaired/>

[https://www.carersuk.org/images//Factsheets/2020-21\\_factsheets/Council\\_Tax\\_April\\_2020-21.pdf](https://www.carersuk.org/images//Factsheets/2020-21_factsheets/Council_Tax_April_2020-21.pdf)

### *TV Licence*

TV licencing requirements changed for those aged over 75 in August 2020. To qualify for a free TV licence, you or your partner living at the same address need to receive Pension Credit. If you or anyone you live with is registered blind you are eligible to apply for a 50% concession on the cost of the licence.

For more information visit <https://www.tvlicensing.co.uk/reducedfee>

## Leisure Concessions

### *Access Card*

Information, evidence, discount and opportunities for disabled people. The card indicates the disability or impairment in symbols to discreetly indicate support and access required. The “+1” symbol indicates the card holder needs assistance and can allow additional (free) entry with a companion ticket. Visitor attractions include the Highland Wildlife Park and Blair Drummond Safari Park. Please note there is a charge for this card.

For more information visit <https://www.accesscard.org.uk/>

### *CEA Cinema Card*

The CEA Card is a national card scheme developed for UK cinemas by the UK Cinema Association (UKCA). The scheme ensures participating cinemas make reasonable adjustments for disabled guests when they go to the cinema; in particular it ensures a complimentary ticket for someone to go with them.

Visit the CEA website <https://www.ceacard.co.uk/> for more information, including participating cinemas and how to apply for a CEA card.

### *Discounts for Carers*

Unpaid carers can receive discounts, money saving deals and vouchers to use in shops, restaurants, travel and leisure.

For more information visit <https://www.discountsforcarers.com/>

### *CarerSmart*

A club from Carers Trust, the UK's largest carers charity. CarerSmart offers cash back, reductions, discounts and benefits on insurance, travel, high street shops and much more.

For more information visit <http://www.carersmart.org/>

### *Live Life Aberdeenshire*

Live Life Aberdeenshire is an innovative approach to delivering Sports and Cultural Services on behalf of Aberdeenshire Council.

The Live Life Aberdeenshire scheme makes it easier and cheaper for you to use Council sports and leisure facilities. Concessions are available through this scheme for carers who are in receipt of Carer's Allowance.

Further information is available on <https://www.livelifeaberdeenshire.org.uk/>

### *National Trust*

A National Trust Essential Companion Card allows up to two carers or companions entry free of charge.

For more details visit <https://www.nationaltrust.org.uk/features/access-for-everyone>

### *TicketMaster*

Ticket Master may offer some free personal assistant or companion tickets and free car parking when accompanying a disabled person to events. Free Essential Companion tickets are only available to accessible fans that require them and may not be applicable for every event and venue.

For more information visit:

<https://help.ticketmaster.co.uk/hc/en-us/articles/360002654278-Accepted-Accessible-Documentation>



## Helpful Information for Carers

### *Libraries*

Aberdeenshire Libraries offer various services for library members including Click and Collect and delivery of book bundles.

For latest information visit <https://www.livelifeberdeenshire.org.uk/libraries/>

### *Cinnamon Trust*

The Cinnamon Trust is a national charity for the elderly, the terminally ill and their pets. They help keep people and their pets together, by assisting with pet related tasks such as dog walking, pet care and short-term fostering (when an owner faces a spell in hospital).

For more information visit <https://cinnamon.org.uk/>

### *Pet Fostering Service Scotland*

Pet Fostering Service Scotland provides short term emergency care for pets, when their owner is unable through illness, homelessness or domestic abuse, and cannot provide any alternative care.

For more information visit: <http://www.pfss.org.uk/>

### *RADAR Key for disabled toilets*

RADAR (Royal Association for Disability and Rehabilitation) keys can be used at any disabled toilet fitted with a RADAR lock.

For more information and to purchase a RADAR Key visit <https://www.radarkey.org/>

### *Changing Places*

A directory of Changing Places fully accessible toilets in Scotland is available on the PAMIS website under the resources section: <http://pamis.org.uk/resources/> PAMIS (Providing A More Inclusive Society), support people with profound and multiple learning disabilities, their families, carers and professionals.

### *Pamiloo*

PAMIS acquired the first Scottish Mobile Changing Places toilet. This vehicle, the pamiloo, can be used by families and used at leisure events held by PAMIS to provide fully accessible toileting facilities.

For more information visit: <http://pamis.org.uk/campaigns/pamiloo/>

### *Shopmobility Schemes*

Shopmobility is a scheme lending powered or manual scooters, to people with limited mobility, or visual impairment, so they can shop and use town or city centre facilities. The service is free of charge but requires a deposit. There are many Shopmobility schemes across Scotland to support people to access their local shops.

For details of local services, visit <http://www.shopmobilityaberdeen.org.uk/> and <http://www.shopmobilitymoray.co.uk/>

### *Online Grocery Shopping*

When caring for someone it can be difficult to get time to go for grocery shopping. Online shopping is a great way to do your weekly shop from the comfort of your own home and have it delivered at a time that is convenient to you. Online grocery shopping has become more available in the recent COVID-19 pandemic and some stores may prioritise delivery slots for carers or early entry to the shop.

Some of your local shops may also do home delivery and this is not limited to grocery shopping. Check with the shops you regularly use to see if this is available.

### *Medication Delivery*

Some pharmacies will deliver prescriptions to your home. Ask your local pharmacy if this is available.

### *Home Heating Advice*

The Home Energy Advice Team (HEAT), managed by SCARF and funded by Aberdeenshire Council, provides free and impartial advice on keeping your house warmer and lowering your fuel bills. Their specialist advisors provide free home visits to all householders in Aberdeenshire.

For more information visit <https://www.scarf.org.uk/>

### *Carers UK Jointly App*

The Jointly App is a simple way to coordinate tasks, track appointments and share information with others who assist the cared for.

For more information visit <https://www.carersuk.org/search/jointly-app>

## Health and Wellbeing

### NHS Inform: Healthy Living Information

Scotland's health and information service provides advice on how to look after physical and mental wellbeing,

For more information visit <https://www.nhsinform.scot/healthy-living/>

Topics covered include:

- Alcohol, with information on drinking sensibly, knowing your limits and getting support for alcohol abuse <https://www.nhsinform.scot/healthy-living/alcohol>
- Food and Nutrition, with information on healthy balanced diets and weight loss <https://www.nhsinform.scot/healthy-living/food-and-nutrition>
- Keeping Active, with information on health benefits of exercise and how to keep active <https://www.nhsinform.scot/healthy-living/keeping-active>
- Mental Wellbeing, with advice on dealing with anxieties, low mood, stress and where to get help <https://www.nhsinform.scot/healthy-living/mental-wellbeing>
- Stopping Smoking, with information on benefits of stopping smoking and where to get support <https://www.nhsinform.scot/healthy-living/stopping-smoking>
- Preventing Falls, with information on how to reduce risk of falling and what to do if you have a fall <https://www.nhsinform.scot/healthy-living/preventing-falls>

### *Sanitary Protection*

Free sanitary protection can be ordered online for anyone who menstruates and lives in Aberdeenshire and can't afford or access sanitary products.

For more information visit <https://www.aberdeenshire.gov.uk/periodproducts>

## Short Breaks and Respite for Carers

### Breaks from caring when the person you care for is a child

For respite and short break options if the person you care for is a child, please discuss this with your Social Worker. If you do not already have a Social Worker, please contact Social Care to request an assessment.

For Children and Families team contact details visit

<https://www.aberdeenshire.gov.uk/social-care-and-health/children-and-families/children-and-families-team-offices/>

### Breaks from caring when the person you care for is an adult

Respite breaks are essential for unpaid carers and allow them time away from their normal caring routine. Breaks can come in a number of different forms both within and outwith Aberdeenshire and can be spent with the person you care for or in the form of time apart from them.

Within Aberdeenshire the two most common types of respite breaks are those which take place in care homes or very sheltered housing (often known as traditional respite) and innovative breaks which take place in the community, often hotels and cottages (known as short breaks). AHSCP can also provide breaks from caring by organising Day Care and Home Care within your own home.

### Traditional Respite

Traditional respite usually involves the person you care for going to stay in a Care Home, Very Sheltered Housing or Specialist Respite Unit.

For information about eligibility for respite services for the person you care for contact their Care Manager, Enablement Support Coordinator or Social Worker.

If the person you care for does not have any of the above, local Social Care Office information is available at

<http://www.aberdeenshire.gov.uk/social-care-and-health/local-social-work-office/>

### *Innovative Respite and Short Breaks Bureau*

Innovative respite or short breaks are more flexible than traditional respite and are breaks which can be taken by the carer and cared for together or separately. Unlike traditional short breaks, innovative respite usually takes place in hotels, cottages, bed and breakfasts or even the homes of family and friends!

To help you plan innovative respite breaks you can get support from AHSCP's Short Breaks Bureau which can offer advice and support when planning your break.

The Short Breaks Bureau can help with finding suitable accommodation and if needed can organise for specialist equipment to be delivered to the accommodation (for example a mobile hoist, pressure relieving mattress etc.). The Short Breaks Bureau can also help organise care workers to support you on your break and can give advice about accessible transport if required.

For more information about innovative respite for adults in Aberdeenshire, ask your Care Manager, Enablement Support Coordinator or Social Worker or call the Short Breaks Bureau on 01467 539496 or email [short\\_breaks@aberdeenshire.gov.uk](mailto:short_breaks@aberdeenshire.gov.uk)

The Aberdeenshire Short Breaks Services Statement (SBSS) is a statement of information about the short break services available in Aberdeenshire, and across Scotland, for carers and the people they care for.

For more information visit the Aberdeenshire Council website

<https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/caring-for-others/short-breaks-respite-care/>

## Creative Breaks Fund

The Creative Breaks fund is a flexible fund available to adult and young carers in Aberdeenshire. This fund can help carers to have a break from their caring role. Previous examples have included putting the money towards holiday breaks, relaxation therapies or days out, or more creative examples such as purchase of a piece of equipment, such as bicycle, camera, walking or gardening equipment.

To apply for the funding please contact Quarriers on 01467 538700 and request an application form. Quarriers can also help you complete this form should you require assistance.

## Respitality

Respitality, described as 'Respite + Hospitality', aims to provide short breaks for carers in Scotland, using donations from hospitality, tourism and leisure businesses. Quarriers Carer Support Service is managing this service and will be linking carers with free or subsidised breaks ranging from haircuts or cinema tickets through to meals, spa treatments and overnight stays in hotels.

At present, Respitality is being provided on a pilot basis and available in central Aberdeenshire. For more information please contact Quarriers by telephone on 01467 538700 or visit the Shared Care Scotland website

<https://www.sharedcarescotland.org.uk/respitality/about-us/>

## Short Breaks and Respite for Carers (continued)

### Additional Respite Resources

#### *The Ogilvie Charities*

The Ogilvie Charities offer grants of between £200 to £300 to assist carers who may need a break from their duties. All applications for aid need to be made through a social worker, community nurse or similar professional agency.

For more information visit <https://www.ogilviecharities.org.uk/>

#### *The Respite Association*

The Respite Association can provide free holidays for carers in their static caravan sited on the Richmond Holiday Centre in Skegness. It should be stressed that the holidays are for the carer NOT the cared for.

For more information visit <http://www.respiteassociation.org/>

#### *Euan's Guide*

Euan's Guide is a listing and review website (similar to TripAdvisor) but is primarily for people with disabilities or accessibility needs and their carers. People with disabilities and their carers leave their own reviews and photographs which you can then use to plan your own days out or holidays breaks.

For more information about Euan's Guide, to read the reviews or leave your own, visit <https://www.euansguide.com/>

#### *Shared Lives*

The Shared Lives Scheme provides support and accommodation to adults with disabilities to live their life in the community. This scheme is for people aged 16 and over with learning disabilities, physical disabilities, mental health issues or dementia.

For more information visit

<https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/living-independently/day-services-for-adults-with-disabilities/shared-lives-scheme/>

## Education, training and employment for Carers

Improving skills and confidence levels can ease some of the stresses of a caring role. Quarriers Carer Support Service offers a range of learning opportunities, on an ongoing basis throughout Aberdeenshire, based on what carers tell them they need. Many carers have to give up work due to their caring role and might wish for support to allow them to get back to work.

Quarriers can tailor support based on the outcome of an ACSP or YCS. If you are interested in learning more about a specific subject, taking part in any course or wish support to help to get back into paid employment, please register with Quarriers or speak with your Quarriers Family Wellbeing Worker about this.

### SVQ 2 Social Services and Healthcare and SVQ 2 Social Services (Children and Young People)

In Aberdeenshire, we provide the opportunity for carers to do a Scottish Vocational Qualification (SVQ) in Social Services and Healthcare.

The skills, experience and knowledge a carer has from providing care for a loved one, friend or neighbour, who couldn't manage independently, can be transferred into an SVQ. There are no exams, you can carry out the work at home when convenient and you will be supported by our dedicated assessor.

Benefits of doing this SVQ:

- Increased confidence in your caring abilities
- The feeling of achievement when you've finished the qualification
- Improved relationships with the person you're caring for and family members
- If, in the future, you want a career in the health and social care sector, this is a nationally recognised qualification

If you want to know more about this SVQ, please email [carersvq@aberdeenshire.gov.uk](mailto:carersvq@aberdeenshire.gov.uk)

The SVQ qualification is recommended for Secondary pupils in S3 upwards but may depend on other circumstances and can be reviewed individually.

For more information visit

<http://www.aberdeenshire.gov.uk/social-care-and-health/community-care/caring-for-others/training-and-qualifications/>

### Further Education Concessions for Carers

North East Scotland College offers part-time funding for some courses for carers in receipt of Carer's Allowance as well as other eligible benefits.

More information is available at

<https://www.nescol.ac.uk/college-services/part-time-funding/>

## Financial Information for Carers

Caring can put a strain on your finances and some carers are often unable to work or have to stop working due to the demands of their caring role. We have some useful advice about benefits and funds available to carers:

### Government Benefits and Grants

Some carers may be entitled to benefits in support of their caring role. More details can be found on Government websites <https://www.gov.uk/browse/disabilities/carers> and <https://www.mygov.scot/benefits/>

Possible benefits relevant to carers include:

- Carer's Allowance may be given if the caring role is for at least 35 hours per week and the cared for is in receipt of certain benefits. You can work, but need to earn less than a specified amount, more information is available on <https://www.gov.uk/carers-allowance>
- Carer's Allowance Supplement is an extra payment for people in Scotland who get Carer's Allowance on a particular date. Carer's allowance is currently paid twice a year. For more information including payment qualifying dates visit: <https://www.mygov.scot/carers-allowance-supplement/overview/>
- Carer's Credit is a National Insurance credit that helps with gaps in your National Insurance record. Your State Pension is based on your National Insurance record. You could get Carer's Credit if you care for someone for at least 20 hours a week. For more information visit <https://www.gov.uk/national-insurance-credits/eligibility>
- Young Carer Grant is a yearly payment for young carers in Scotland, aged 16 to 18, in a caring role for up to three people which average 16 hours a week and the cared for is in receipt of certain benefits. For more information visit <https://www.mygov.scot/benefits/young-carer/>

Information on other benefits and grants, such as Best Start Grants and Job Start Payments can be found at <https://www.mygov.scot/benefits/>

### Citizens Advice – Debt and Money

If you are struggling with your finances or struggling with debt, contact Citizens Advice Scotland.

For more information visit <https://www.citizensadvice.org.uk/scotland/debt-and-money/>

### Foodbanks

Foodbanks provide emergency food during crisis situations such as redundancy, benefit delays or receiving an unexpected bill.

For details on local foodbank centres in Aberdeenshire visit:

<https://aberdeenshirenorth.foodbank.org.uk/>

<https://aberdeenshiresouth.foodbank.org.uk/>



## Fund Finders

These are sites that have been developed to take the stress away from finding funding available to you:

- Fund finder for children or adults with a disability: <https://www.disability-grants.org/>
- Funding directory for short breaks for carers: <https://www.sharedcarescotland.org.uk/fundingbreaks/funddirectory/>
- Turn2us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services: <https://www.turn2us.org.uk/>

## RSABI

A unique Scottish charity providing financial assistance, support and a helpline to people who have worked in land-based employment and through age, injury, illness or misfortune now experience hardship. RSABI helps hundreds of people with backgrounds in agriculture, forestry, fish-farming, rural estate work, game keeping, crofting and horticulture who, due to illness, disability, poverty or crisis, find that they are unable to cope. For more information visit <https://www.rsabi.org.uk/Home-Page>

## SSAFA

A UK military charity providing lifelong support and advice to Armed Forces, veterans and their families. SSAFA was formerly known as the Soldiers, Sailors, Airmen and Families Association. For more information visit <https://www.ssafa.org.uk/>

## Financial Information for Carers (continued)

### Welfare, financial and legal tools for carers

#### *DWP Appointeeship*

If the person you care for is unable to manage their benefit claim and needs support to do this, they can ask for you or someone else close to them to become their DWP Appointee. More information on how to request this is on the following website:

<https://www.gov.uk/become-appointee-for-someone-claiming-benefits>

#### Power of Attorney

A Power of Attorney is a written document that lets you give legal authority to a person of your choice to make decisions on your behalf, for example relating to property, financial, or welfare matters. You can appoint anyone over the age of 16 as your attorney, such as a relative, friend, spouse, partner or solicitor.

A helpful guide can be found on the Age Scotland website:

<http://www.ageuk.org.uk/globalassets/age-scotland/documents/ia---factsheets/legal-and-family/leg-1-a-guide-to-power-of-attorney-nov-19.pdf>

#### *Financial and Welfare Guardianship*

If the person you care for did not have a Power of Attorney in place and became unable to make decisions regarding their finances or welfare, it is likely that an application would need to be made to Court to seek a Guardianship Order. This process can be lengthy and expensive and so it is always advised that people consider a Power of Attorney at the earliest opportunity as you never know when this may be needed.

For more information on Power of Attorney and Guardianship, the Mental Welfare Commission website

<https://www.mwcscot.org.uk/looking-help/help-carers>

as well as 'My Power of Attorney', <https://mypowerofattorney.org.uk/> are great resources.

#### *Carers UK*

Carers UK, a national charity for carers, offer financial support and advice such as help with benefits, debt and pensions.

For more information visit <https://www.carersuk.org/help-and-advice/financial-support>

## Emergency Planning for Carers

Carers often worry about how the person or people they care for will be supported if they become unable to carry out their caring role in an emergency.

### Emergency Planning

You may have an informal plan in place with a family member or friends or a more formal plan with the Professionals working with the person you care for.

A great template to use for developing your own emergency plan can be found on the Enable website

[https://www.enable.org.uk/wp-content/uploads/2017/08/ENABLE\\_Your-Emergency-Plan\\_16.12.15\\_Proof-1.pdf](https://www.enable.org.uk/wp-content/uploads/2017/08/ENABLE_Your-Emergency-Plan_16.12.15_Proof-1.pdf)

This can then be shared with friends, family and professionals involved. Quarriers Carer Support Service can support you to complete this if you are having difficulty.

Quarriers have incorporated emergency planning into ACSP and YCS, so all carers going through this process will be supported to complete one if they wish.

Other ways to record emergency contact information are:

- Emergency Contact Information Disc – make use of the redundant tax disc holder in your vehicle, with an emergency contact information disc
- Message in a Bottle – keep essential personal and medication details in a small bottle in a fridge. For more information visit <https://carers.org/emergencies/message-in-a-bottle>

### *Carers Emergency Card*

Carers Scotland has developed a new card for carers. Should an emergency or accident happen, this card will let emergency workers and others know that someone relies on you as a carer, It also provides spaces for emergency contacts, for example, a friend or family member who can help take over caring.

The card is available to download and print at

<https://www.carersuk.org/files/downloads/4347/scoemergency-card.pdf>

For more information visit

[https://www.carersuk.org/scotland/help-and-advice/caring-and-emergencies?gclid=EAlaI\\_QobChMIoNDG89K\\_5wIVhbHtCh0LmQo2EAAYAiAAEgIZMfD\\_BwE](https://www.carersuk.org/scotland/help-and-advice/caring-and-emergencies?gclid=EAlaI_QobChMIoNDG89K_5wIVhbHtCh0LmQo2EAAYAiAAEgIZMfD_BwE)

## *Anticipatory Care Plan*

Anticipatory Care Planning (ACP) is about individual people thinking ahead and understanding their health. It's about knowing how to use services better and it helps people make choices about their future care. Planning ahead can help the individual be more in control and able to manage any changes in their health and wellbeing. Many people with long term conditions or chronic health problems can benefit from having an ACP.

The Scottish Government has recently launched a new national tool for ACP called "Let's Think Ahead" which puts carers and the cared for at the centre of the process. This new tool, for the first time, gives ownership of the ACP to carers and the individuals they care for. This document is owned by the individual it's written for and they decide who they will share it with. The great advantage is that if you choose to share it with your GP, your plan will be uploaded to KIS (The Key Information Summary), which will be available to all health practitioners involved in your care or the care of the individual you care for.

You can complete your ACP in a paper format which is available from your GP practice, online at <http://www.ihub.scot/anticipatory-care-planning-toolkit/> or by downloading the app ("Lets Think Ahead – My ACP) from either the Apple App Store or Google Play.

## Support for the person you care for

AHSCP Social Care Service or Aberdeenshire Council Children and Families Service can be contacted to carry out an assessment for the person you care for. This assessment looks at their care needs and the outcomes they wish to achieve in their lives. It also takes into account the support that you, as a carer, are providing them and whether this is able to continue.

For more information visit

<https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/living-independently/how-do-i-get-help/>

On referral to the Social Care Service, this request will be prioritised based on the information you have provided. A professional will make a decision about whether the person you care for is eligible for a service. If eligible, a worker will be allocated appropriately. This can sometimes take some time so please make sure you call back to update if there is a change of circumstances and your situation becomes more urgent.

As the person you care for is being assessed, the Care Manager, Social Worker, Enablement Support Coordinator or Local Area Co-ordinator will discuss with all involved and help the person you care for to identify outcomes that will help to improve their (and your) lives. If eligible for support, another assessment tool called the Resource Allocation System will be used to determine an indicative budget to spend on meeting these outcomes. At this point, the person you care for will be supported to develop a support plan based on the budget available and they will be given various options on how this support can be delivered.

## Self-directed Support

Self-directed Support (SDS) gives the person you care for control over an individual budget and lets them choose how it is spent on the services supporting their needs. It includes four different options for support:

- The supported person can request their budget as a direct payment enabling them to be more creative about how to meet their outcomes (Option 1)
- Given to a provider of their choice. The provider holds the budget, but the supported person is in charge of how it's spent – this is known as Individual Service Fund (Option 2)
- The local authority can arrange a social care service for the supported person, but they still get to make choices, where available (Option 3)
- The supported person can choose a mix of these options for different types of support (Option 4)

For more information about SDS and how to apply visit <https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/financial-support/self-directed-support/>

Alternatively, you can contact Cornerstone SDS who provide a SDS service in Aberdeenshire, For more information visit <https://www.cornerstonesds.org.uk/>

Telephone: 01467 530520

Email: [sds@cornerstone.org.uk](mailto:sds@cornerstone.org.uk)

## Support for the person you care for (continued)

### Adult Protection

Most adults with mental health problems, physical or learning disabilities or other needs, manage to live their lives comfortably and securely, either independently or with assistance from caring relatives, friends, neighbours, professionals or volunteers. However, for a small number, dependence on someone may produce conflict, exploitation and harm.

Carers are often in a prime position to identify the signs of harm or potential harm. Therefore, it is vital that carers have an understanding of adult protection to enable harm to be minimised. As part of this, AHSCP have a responsibility to work in partnership with carers to ensure they know where to access appropriate supports when required. If you believe an adult may be at risk from harm you should:

- Make sure the adult is safe
- Dial 999 if immediate help is needed
- Contact the Aberdeenshire Adult Protection Team on 01467 533100

More information is available on

<https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/protection-and-support/adult-protection-and-support/>

### Community Alarm and Telecare

Aberdeenshire Lifeline is the name of the Community Alarm and Telecare Service provided by AHSCP. As well as a community alarm service, linked to a call response centre, a range of telecare is available that can help provide reassurance and support to carers in their role, including falls detectors, smoke, gas, heat and flood detectors, door sensors or movement detectors.

More information including referral to Aberdeenshire Lifeline is available on Aberdeenshire Council's website.

<http://www.aberdeenshire.gov.uk/social-care-and-health/community-care/living-independently/community-alarm-telecare/>

### Child Protection

Protecting children is the responsibility of every member of the community, not just child protection services. Remember, if you suspect abuse, do not rely on someone else to notice.

For information on how to report any concerns: visit

<https://www.girfec-aberdeenshire.org/home/child-protection/>

## Herbert Protocol - to help trace people living with dementia

Some people with dementia can find themselves with a strong urge to walk. The Herbert Protocol is a local initiative for residents in North East Scotland which provides the police with everything they need to know to search for the person living with dementia. The Herbert Protocol is a form which is kept at home and contains important information about the person living with dementia on their routines, habits, description and contact details of those involved in their care.

Police Scotland's leaflet "Caring for someone with dementia? Worried they may go missing?" explains more on the Herbert Protocol

<https://www.scotland.police.uk/spa-media/x5tj151o/herbert-protocol-a5-leaflet.pdf>

The Herbert Protocol form is available on Police Scotland's website

[www.scotland.police.uk/your-community/north-east/](http://www.scotland.police.uk/your-community/north-east/)

## Carer legislation and Carers' Charter

### Carer legislation - Carers (Scotland) Act 2016

The Carers (Scotland) Act 2016 was implemented on 1st April 2018. The Act consolidates existing rights from other legislation, as well as protecting new rights for carers and young carers in law.

Scotland has an estimated 17% of the adult population and 4% of the population of young people who provide unpaid care to relatives and friends. The value of this support to health and social services is extensive. The care they provide saves the Scottish economy an estimated £10.3bn each year. Without the right support, the role of an unpaid carer can be detrimental to their own physical and emotional wellbeing.

This Act introduces provisions to improve the health and wellbeing of carers.

These include the:

- identification of carer's needs for support through ACSP and YCS
- provision of support to carers based on local eligibility criteria
- enabling of carer involvement in certain services, for example hospital discharge
- preparation of Local Carer Strategies
- the preparation of Short Breaks Services Statements
- establishment of information and advice services for carers

You can find more information in the full detail of the Act on the Scottish Government website: <https://www.legislation.gov.uk/asp/2016/9/contents/enacted>

### Carers' Charter

Scottish Ministers have developed a new national Carers' Charter which has been adopted in Aberdeenshire.

The Charter outlines how the AHSCP and carers support organisations should be working with carers to exercise their right in the following areas:

- Adult Carer Support Plan
- Young Carer Statement
- Support as a carer
- Carer involvement in services
- Hospital discharge

The Carers' Charter can be viewed on the Aberdeenshire Council website:

<https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/caring-for-others/carers-rights-and-legislation>



## Carer Positive Employers

Carer Positive is a Scottish Government funded initiative which recognises employers who offer the best support to carers, allowing them the flexibility they often need to deliver care.

Aberdeenshire Council has achieved the second level of Carer Positive and is working towards the third and final level of Exemplary. If you are an employee of Aberdeenshire Council and would like to find out more information, email [carersupport@aberdeenshire.gov.uk](mailto:carersupport@aberdeenshire.gov.uk)

Other organisations who are Carer Positive employers include Quarriers and Advocacy North East.

If you are an employer in Aberdeenshire and would like more information on Carer Positive visit the website <http://www.carerpositive.org/>

## Young Carers

A young carer is anyone under the age of 18 (or 18 if still at school) who cares for a family member or friend due to an illness, disability, a mental health problem or an addiction.

Many young carers don't realise they are carers and their caring role is sometimes not recognised by other people, like friends and teachers.

Young Carers may do some of the following:

- practical tasks such as cooking, cleaning or shopping
- collecting or giving medication
- nursing or personal care
- looking after brothers and sisters
- provide emotional support such as talking to someone who is distressed or listening to their worries

Caring for a family member can be very rewarding, but also hard work. Young carers may not have the time to do things that others their age do, and they may feel stressed by their caring role.

The Carers (Scotland) Act 2016 placed new duties on local authorities to support carers. This includes provision to offer a Young Carer Statement (YCS), which consider a young carer's personal circumstances, personal outcomes and identified needs.

The Scottish Government has also developed a new package of benefits and support for young carers in Scotland, which includes a new Young Carer Grant and a Young Carers Package.

## Quarriers Carer Support Service

Quarriers provide a Young Carers Support Service for Aberdeenshire Young Carers.

Quarriers can offer information and advice to young carers and assistance to complete a YCS.

For more information visit

<https://quarriers.org.uk/services/young-carers-support-service-aberdeenshire/>

## Quarriers Aberdeenshire Carer Support Service

Email: [aberdeenshirecarers@quarriers.co.uk](mailto:aberdeenshirecarers@quarriers.co.uk)

Telephone 01467 538700

## Young Carers Package

Young Carers aged 11 to 18 can access a Young Scot package of discounts and opportunities. The Young Carers Package includes digital vouchers, access to subscriptions and exclusive opportunities. The Young Carer Package is part of the Scottish Government's Commitment to recognise the contributions of young carers across Scotland. It aims to support young carers to make the most of their leisure time, learn and feel more confident.

For more information visit: <https://young.scot/get-informed/national/young-carers-package>

## Young Carer Grant

Young Carers aged 16 to 18 and living in Scotland, may be eligible for a new annual payment of just over £300 to help access life opportunities that are the norm for other young people. The young carer must provide care for an average of 16 hours or more per week and the person/or people being cared for must receive a qualifying benefit.

Further information, including how to apply can be found at <https://www.mygov.scot/young-carer-grant/>

## Support for Young Carers at School

Schools have an important role in identifying young carers and making sure they have the same learning opportunities as other pupils. Young carers can talk to a guidance teacher, school nurse or a teacher they feel close to. Staff in school are there to help support those in a caring role and help make sure carers fulfill their potential.

Aberdeenshire schools have a guidelines document for supporting young carers in school. This is part of the Aberdeenshire Young Carers Toolkit: "Help! I'm a young carer but who cares for me?"

Quarriers Aberdeenshire Carer Support Service has a dedicated Young Carer Toolkit Development Worker, raising awareness of Young Carers in schools to help identify young carers.

## Support for Young Carers out with School

Young carers can also speak with their GP or contact Quarriers directly, by email [aberdeenshrecarers@quarriers.org.uk](mailto:aberdeenshrecarers@quarriers.org.uk) or call 01467 538700.

## SVQ Qualification for Aberdeenshire Young Carers

Young carers can undertake a SVQ qualification relating to their caring role, for more details on the qualification see page 26. The SVQ is recommended for secondary pupils in S3 upwards but may depend on other circumstances and can be reviewed individually. For more information visit

<http://www.aberdeenshire.gov.uk/social-care-and-health/community-care/caring-for-others/training-and-qualifications/>

## Quarriers Young Carer App – QUACK

Quarriers worked with teenage and young adult carers to develop the Quarriers Quack (The Quarriers App of Carers Knowledge) app. This was launched on Android systems in June 2019 and utilises technology in innovative ways to identify and support hidden young carers. To download the app for Android systems visit <https://play.google.com/store/apps> and search for Quarriers Quack.

The app is being developed for IOS systems and planned to launch in 2021.

## Young Scot, Young Carer Information

The Young Scot website has lots of other useful young carer information, to find out more visit <https://www.young.scot/campaigns/national/young-carers>

The website also includes a Carers (Scotland) Act 2016 Jargon Buster for Young Carers, which explains some of the words and phrases in the Act.

For more information visit:

<https://carers.org/downloads/scotland-pdfs/carersscotlandact2016jargonbusterforyoungcarers.pdf>

## Palliative and End of Life Care Information for Carers

There may come a time when the person you care for requires palliative or end of life care.

If you are in this situation, you should be well supported by your local GP Practice, Community Nursing Service or social care staff, as well as any other professionals involved in their care.

Other people, charities or organisations who may be involved are:

**Community Nursing Service** are often your first port of call and main source of support when supporting a person who requires palliative or end of life care. They can also help refer to the services below if these are required.

**Marie Curie Nurses** can give hands-on home help for people in the end stages of life. They will stay overnight if needed to give carers a break. Your GP and District or Community Nurse will assess if and when this service is needed and will make the arrangements. For more information visit

<https://www.mariecurie.org.uk/help/nursing-services/what-marie-curie-nurses-do>

**Marie Curie Helper Service** provides support to carers and family of anyone diagnosed with terminal illness and less than a year to live. This service does not have to end as soon as someone has passed away, so can also be a support to carers and family after bereavement. For more information visit

<https://www.mariecurie.org.uk/help/helper-volunteers>

**Macmillan Nurses'** main role are giving advice and support to people with cancer both in hospital and at home. They are specialists in controlling symptoms, especially pain, and can help at any stage of cancer, from diagnosis onwards. To receive Macmillan nursing, you must be referred by your GP, your Consultant, a District Nurse or a hospital Ward Sister.

For more information visit

<https://www.macmillan.org.uk/cancer-information-and-support/get-help/macmillan-nurses>

**CLAN** provides emotional and practical support to people affected by cancer, their family, carers and friends For more information visit <https://www.clanhouse.org/>

**CHAS (Children's Hospice Association Scotland)** is a charity that provides the only hospice services in Scotland for children and young people who have life-shortening conditions for which there is no known cure.

**CHAS** runs two children's hospices, Rachel House in Kinross and Robin House in Balloch. CHAS also runs a home care service called CHAS at Home. For more information visit <https://www.chas.org.uk/>

**Charlie House** is a local Grampian charity that provides palliative and end of life care as part of their range of services to support children with complex disabilities and life limiting conditions. For more information visit <http://www.charliehouse.org.uk/>

## Planning for End of Life

At this time, the person you care for may wish to plan for what will happen when they are no longer here. A good resource for this is a project called 'Good at the End (GATE)'. More information can be found on their website <http://gateproject.org.uk/>

## Bereavement Support for Carers and Life After Caring

Losing the person you have been caring for, no matter how long you have been in the role for, can be very difficult to cope with. This section aims to help with both practical advice and general support on coping with a bereavement.

### Bereavement Counselling

Cruse Bereavement Care Scotland (CBCS) can provide a number of services for you if you are struggling to cope with the loss of a loved one. For more information visit: <http://www.crusescotland.org.uk/>

### Practical Support on 'What to do after a death in Scotland'

Scottish Government have prepared a practical guide on 'What to do after a death in Scotland.' This document can be found on the Scottish Government's website <http://www.gov.scot/collections/what-to-do-after-a-death-in-scotland/>

### Life after Caring

Quarriers Aberdeenshire Carer Support Service recognise that when your caring role ends, for whatever reason, you may experience feelings of loneliness and isolation. You may struggle to find ways to fill the time that you previously spent caring. Quarriers can offer advice and support for life after caring, For more information contact Quarriers by email [aberdeenshirecarers@quarriers.org.uk](mailto:aberdeenshirecarers@quarriers.org.uk) or call 01467 538700.

### *Marie Curie Support*

Marie Curie has some helpful information about life after caring on their website: <https://www.mariecurie.org.uk/help/support/being-there/end-of-life-preparation/life-after-caring>

## Carer Support Groups

Quarriers Aberdeenshire Carer Support Service facilitate a number of groups throughout Aberdeenshire for both Adult and Young Carers. These groups offer peer support, advice and information and signposting to community support. They can also offer learning opportunities for unpaid carers based on their needs. Guest speakers can also be arranged at the request of a carer. Please note, groups have moved to online meetings during COVID-19 restrictions.

To find out about groups, if you are not already registered with the service, please telephone 01467 538700 to be added to the mailing list for newsletters or find out about their events on their Facebook page: Aberdeenshire Carer Support Service, <https://m.facebook.com/aberdeenshirecarersupportservice/>

A number of other organisations have regular support groups for carers and the people they care for. Please contact organisations directly (from the details in Useful Contacts for Carers section).

## Useful Contacts for Carers

### Aberdeenshire Carers Services

**Quarriers Aberdeenshire Carer Support Service** – The main carer support service in Aberdeenshire supporting adult and young carers. The service can help you identify and access the support you may need, and signpost you to other local and national organisations who can provide support and advice to help you in your caring role.

Telephone: 01467 538700

Email: [aberdeenshirecarers@quarriers.org.uk](mailto:aberdeenshirecarers@quarriers.org.uk)

Website (Adults Carers): <https://quarriers.org.uk/services/aberdeenshire-adult-carers/>

Website (Young Carers): <https://quarriers.org.uk/services/young-carers-support-service-aberdeenshire/>

Facebook: <https://m.facebook.com/aberdeenshirecarersupportservice/>

**Cornerstone SDS** - Provide Self-directed Support advice and information service across Aberdeenshire. Cornerstone SDS are commissioned by Aberdeenshire Council to provide this service

Website: <https://www.cornerstonesds.org.uk/>

## Other Local and National Support Services

Please note, due to COVID-19 restrictions some groups listed are not meeting in person but running online meetings and support. Contact the organisation for further information.

### *Alcohol and Drugs*

**Aberdeenshire Alcohol and Drug Partnership** - Support carers affected by substance misuse issues.

Website: <https://www.aberdeenshirealcoholanddrugs.support/>

**Scottish Families Affected by Alcohol and Drugs** - Supports anyone concerned about someone else's alcohol or drug use in Scotland.

Website: <https://www.sfad.org.uk/>

### *Bereavement Support*

**Cruse Bereavement Care Scotland** - Provide support to bereaved people in Scotland.

Website: <https://www.cruse.org.uk/>

**Sunrise Partnership** - Provide loss and bereavement support for children and young people up to the age of 18 in Aberdeen and Aberdeenshire.

Website: <https://www.sunrisepartnership.org/>

### *Cancer Support*

**CLAN Cancer Support for all** - Provides emotional and practical support to people affected by cancer, their family, carers and friends.

Website: <https://www.clanhouse.org/>

**Macmillan Cancer Support** - Information, advice and support for people with a diagnosis of cancer and their carers.

Website: <https://www.macmillan.org.uk/>

**Maggie's Cancer Support** - Free practical, emotional and social support to people with cancer and their families and friends.

Website: <https://www.maggies.org/>

**Marie Curie** - Provide care and support for those affected by terminal illness.

Website: <https://www.mariecurie.org.uk/>



### *Children With Disabilities Or Additional Support Needs*

**Contact** - Provide information, advice and support for families who care for children with a disability.

Website: <https://contact.org.uk/>

**Grandnatters** - For people who have grandchildren with additional support needs or a disability. Based in Ellon.

Facebook: <https://m.facebook.com/Grandnatters-1569690956380715/>

**Rainbow Rogues** - Assist parents and carers of 0 to 5 year olds who have additional support needs and disabilities to have access to information and support. Provides a play environment for children whilst parents and carers have access to support and meet other parent and carers. Based near Ellon.

Website: <https://www.rainbowrogues.org.uk/>

**Sibs** - Provides information, support and training for brothers and sisters of disabled children and adults. Also provide support to parents of disabled children and adults, and professionals.

Website: <https://www.sibs.org.uk/>

**Spikin Autism** - Aberdeenshire peer support group for individuals and families affected with an autism spectrum disorder and additional support need, as well as any other disability.

Email: [spikinautismandmore@gmail.com](mailto:spikinautismandmore@gmail.com)

Facebook: <https://www.facebook.com/SAAMSAILPEERSUPPORT>

**We Too** - Provides information for parents and carers of children with additional support needs in Aberdeen city and Aberdeenshire.

Website: <https://www.wetoo.org.uk/>

### *Children's Services*

**Aberlour Childcare Trust** - Supports children and young people and their families. Aberlour Futures is a training and learning centre that supports workforce development, and the expansion and growth of quality childcare services.

Website: <http://www.aberlour.org.uk/futures/>

**Homestart** - Community network of trained volunteers helping families with young children deal with the challenges they face. They support parents as they learn to cope, improve their confidence and build better lives for their children.

Website: <http://www.home-start.org.uk/>

**Parent Club Family Support Directory** - This directory brings together helpful organisations, benefits and information that support parents and carers.

Website: <https://www.parentclub.scot/family-support-directory>

**My Rights My Say** - Supports children aged 12 to 15 with additional support needs to exercise their rights to be involved in decisions about their support in school.

Website: <https://myrightsmysay.scot/>

**Young Scot** - Provide information to support young carers, such as Young Carer Grant, Young Carer Package and Cares Act Jargon.

Website: <https://www.young.scot/campaigns/national/young-carers>

## *Dementia*

**Alzheimer Scotland** - Information, advice and support to people living with dementia and their families. For support in Aberdeenshire area visit <https://www.alzscot.org/findsupport>

**Boogie in The Bar** - Community led dementia-friendly disco dancing party, with locations across Aberdeen and the North East of Scotland. Each event is different and tailored to the needs of the community and their location. More information can be found on website <https://boogieinthebar.co.uk/> or on Facebook: <https://m.facebook.com/boogieinthebar/>

**Dementia Aberdeenshire** - Dementia information in Aberdeenshire. Includes support for carers, family and friends.

Website: <https://www.dementia-aberdeenshire.org/>

**Forget Me Not Club** - Support for people with dementia and their carers. Run activities in Banchory and Upper Deeside for people with dementia.

For more information visit <http://forgetmenotclub.co.uk/>

**Gordon Dementia Services** - Day service for people with dementia in Inverurie. Advice, support, signposting and a carers group.

Website: <http://gds-inverurie.org.uk/>

**TIDE (Together in Dementia Everyday)** - A UK wide involvement network of carers, former carers, health and care professionals working together to build a better future for carers of people living with dementia. TIDE offer online courses such as Dementia Awareness.

Website: <https://www.tide.uk.net/>

## *Finance and Household*

**Citizens Advice Scotland (CAS)** - National advice service for a variety of issues that may affect carers.

To find your local Citizen Advice Scotland visit: <https://www.cas.org.uk/>

**Gordon Rural Action** - A local registered charity that provides free, confidential, impartial and independent advice on a range of issues including benefits, debt, housing, employment and consumer problems.

Website: <https://gordonruralaction.org.uk/>

**Home Energy Advice Team (HEAT)** - provides free and impartial advice on keeping your house warmer and lowering your fuel bills. HEAT is managed by SCARF and funded by Aberdeenshire Council.

For more information visit <https://www.scarf.org.uk/>

**Houseability** - Registered charity providing housing advice, information and advocacy to people with disabilities or health problems in Aberdeenshire.

Website: <http://www.houseability.org.uk/>

## *General*

**Advocacy North East** - Advocacy Services to support people in Aberdeenshire to understand and make decisions and to have their say.

Website: <http://www.advocacyne.org.uk/>

**ALISS (A Local Information System for Scotland)** - A service to help you find help and support close to you when you need it most. ALISS is funded by the Scottish Government and delivered by the Health and Social Care Alliance Scotland (the ALLIANCE).

Website: <https://www.aliss.org/>

**Care Information Scotland** - Provide information and advice about care services for people living in Scotland.

Website: <http://www.careinfoscotland.scot/>

**Care Inspectorate** - Regulates and inspects care services in Scotland to make sure that they meet the right standards. They also jointly inspect with other regulators to check how well different organisations in local areas work to support adults and children. Information for the public, the care sector and care professionals is available on their website.

Website: <https://www.careinspectorate.com/>

**Carers Scotland** - Provides information for carers in Scotland on issues such as carers' benefits, community care and services for carers, as well as policy or legislation updates.

Website: <https://www.carersuk.org/scotland>

**Carers Trust Scotland** - Largest provider of comprehensive carers support services in Scotland through a network of independent carers' centres and young carers' services.

Website: <https://carers.org/our-work-in-Scotland/our-work-in-Scotland>

**Coalition of Carers Scotland** - Exists to advance the voice of carers by facilitating carer engagement and bringing carers and local carer organisations together with decision makers at a national and local level.

Website: <https://www.carersnet.org/>

**Grampian Opportunities** - Aims to promote employability and open up learning, volunteering and employment opportunities for people who have a disability, mental health problem, sensory impairment, autism or long-term condition.

Website: <http://www.grampianopportunities.org.uk/>

**MECOPP** - National service supporting minority ethnic carers to access services and supports.

Website: <https://www.mecopp.org.uk/>

**NHS24Scotland** - Provides comprehensive health information and self-care advice to the people of Scotland. The helpline is open 24 hours a day, 7 days a week.

Telephone: 111 (free from landlines and mobiles)

Website: <https://www.nhs24.scot/>

**NHS Inform** - Scotland's health information service.

Website <https://www.nhsinform.scot/>

**Police Scotland** - Police service for Scotland for all police emergencies and non-emergencies.

Telephone: 999 (for non-emergencies call 101)

Website: <https://www.scotland.police.uk/>

**Royal Voluntary Service (RVS)** - RVS volunteers provide practical help and companionship to people that need it in hospitals and communities. Helping older people maintain their independence and stay involved in the local community.

Website: <https://www.royalvoluntaryservice.org.uk/>

**SCILL** - Help carers, parents and professionals to support children with additional support needs.

Website: <http://scill-aberdeenshire.org.uk/>

**SensationALL** - Provide therapy based activities and services for children and adults living with any support need or disability.

Website: <https://www.sensationall.org.uk/>

**Shared Care Scotland** - Provides information and advice about short breaks and respite care to carers, the people they care for and professionals.

Website: <https://www.sharedcarescotland.org.uk/>

**The Seed Box** - Aims to improve the social, emotional and physical health of its service users through horticultural and outdoor activities.

Website: <https://www.theseedbox.org.uk/>

### *Learning Disabilities*

**Archway** - Provides network of care which supports individuals and their families.

Provides respite, day activities, permanent care, and shared care (enabling young adults with learning disabilities to develop independent living skills).

Website: <https://www.archway.org.uk/>

**Enable Scotland** - Support people with learning difficulties and their families.

Website: <http://www.enable.org.uk>

**PAMIS (Providing A More Inclusive Society)** - Provide support for people with profound and multiple learning disabilities (PMLD) and their carers, including:

- A family support service to unpaid carers, comprising advice, information, support at service meetings and to access services and equipment Independent counselling.
- Support around navigating - and getting the best out of Self-directed-Support
- Access to Digital Passports for those with PMLD via one to one support, group support and guidance
- Training in topics such as 24-hour postural care, multi-sensory storytelling, understanding PMLD, sensory integration

Website: <http://pamis.org.uk/>

## *Mental Health and Autism*

**Breathing Space** - A free confidential phone line for anyone in Scotland feeling low, anxious or depressed.

Website: <https://breathingspace.scot/>

**Conversation Cafes Aberdeenshire** - There are several conversation cafes round Aberdeenshire, supporting people and communities. For latest information on conversation cafes near you visit the Facebook Page -Pop Up Conversation Café's Aberdeenshire.

<https://m.facebook.com/POP-UP-Conversation-Cafes-Aberdeenshire-408933212856163/>

**Grampian Autistic Society (GAS)** - Support children and adults affected by autism and their families.

Website: <http://grampianautisticsociety.co.uk/>

**Health Walks (Paths for all)** - Scottish charity supporting all people to get out and walk together to improve wellbeing and prevent ill health.

Website: <http://www.pathsforall.org.uk/walking-for-health>

**Huntly ASDitude** - Local, independent, parent led charity who support children and families who are affected by Autism, ADHD and other related conditions who are living in our local community.

Facebook: <https://m.facebook.com/HuntlyASDitude>

**Kincardine and Deeside Befriending** - Local registered charity which aims to reduce social isolation and loneliness in older people throughout the Kincardine and Deeside area by matching them on a one to one basis with a volunteer befriender.

Website: <https://kdbefriending.org.uk/>

**MyLifeDynamic** - Provides services in Aberdeenshire that support people with mental health problems and autism to strengthen their self-resilience.

Website: <https://www.mylifedynamic.org.uk/>

**National Autistic Society** - Branches provide a local hub where parents, carers and people with autism can get help, access services, support each other and meet other people and families in similar situations.

Website: <https://www.autism.org.uk/>

**Network of Wellbeing (NoW)** - Promotes and supports people in improving their mental health and wellbeing.

Website: <http://www.networksofwellbeing.org/>

**Samaritans** - Samaritans are there to talk to when there is an issue bothering you, no matter how big or small the issue might feel. The Samaritans are open 24 hours a day and calls are free.

Telephone: 116 123

Website: <https://www.samaritans.org/scotland/samaritans-in-scotland/>

**SAMH (Scottish Association for Mental Health)** - Supporting people living with mental health problems towards recovery and engagement in the wider community and working world.

Website: <https://www.samh.org.uk/>

**Scottish Men's Sheds Association** - Community spaces for men to connect, converse and create. Activities within the group can be similar to those in garden sheds, but for groups of men to enjoy together.

Website: <https://scottishmsa.org.uk/>

**Support In Mind Scotland** - Provides information and advice for people affected by mental illnesses and their carers.

Website: <https://www.supportinmindscotland.org.uk/>

### *Older People*

**Age Scotland** - A charity representing older people in Scotland and supporting their rights and interests.

Website: <https://www.ageuk.org.uk/scotland/>

**Silver Line Scotland** - Free 24-hour confidential helpline providing information, advice and friendship to older people.

Website: <https://www.thesilverline.org.uk/>

### *Physical Health*

**Back Up Trust** - Supports people affected by spinal cord injury and their families.

Website: <https://www.backuptrust.org.uk/>

**Brain Injury Grampian (BIG)** - Volunteer-led charity supporting people in Grampian affected by Acquired Brain Injury (ABI) and their carers.

Website: <https://brain-injury-grampian.weebly.com/>

**Cerebral Palsy Scotland** - Provide support to people with cerebral palsy, including specialist intensive therapy.

Website: <https://cerebralpalsyScotland.org.uk/>

**Chest Heart and Stroke Scotland** - Advice, information and support in the community for people in Scotland affected by chest, heart and stroke illness.

Website: <https://www.chss.org.uk/>

**Deeside Stroke Group** - A Stroke Association voluntary group providing weekly exercise and social contact for stroke survivors on Deeside.

Telephone: 07442 502574

Email: [ericstinclair@btconnect.com](mailto:ericstinclair@btconnect.com)

**Disabled Living Foundation (DLF)** - A national charity providing advice, information and training on equipment for independent living.

Website: <https://www.dlf.org.uk/>

**Down's Syndrome Scotland** - Provides information and support to people with Down's syndrome and their families and carers.

Website: <https://www.dsscotland.org.uk/>

**MND Scotland** - Provides care, support and information to people affected by Motor Neurone Disease (MND) and their families.

Website: <https://www.mndscotland.org.uk/>

**MS Society** - Provide information and support to people affected by Multiple Sclerosis.

Website: <https://www.mssociety.org.uk/>



### *Online Facebook Groups*

**Quarriers Aberdeenshire Carer Support Service Facebook** - Regular information sharing including details of events and carer groups.

<https://m.facebook.com/aberdeenshirecarersupportservice/>

**Carers Across Aberdeenshire' Facebook** - Facebook page run by carers for carers in Aberdeenshire to share information and build networks with other carers.

<https://m.facebook.com/groups/CarersAcrossAberdeenshire/>

**Aberdeenshire Health and Social Care Partnership Facebook** -

This is kept up to date with health and social care information, consultations and events.

<https://m.facebook.com/AbshireHSCP/>

**Aberdeenshire Council Facebook** - This is kept up to date with general information for Aberdeenshire residents <https://m.facebook.com/AberdeenshireCouncil/>

**Rainbow Rogues Community Group Facebook** - This is kept up to date with ASN information for anyone in Aberdeenshire.

[https://m.facebook.com/groups/1301107150229910?group\\_view\\_referrer=profile\\_browser](https://m.facebook.com/groups/1301107150229910?group_view_referrer=profile_browser)

### *Aberdeenshire Council Services*

**Aberdeenshire Council online services** - List of shire online services.

<https://www.aberdeenshire.gov.uk/online-services/>

**Social care services** - First point of contact for anyone seeking social care services.

<https://www.aberdeenshire.gov.uk/social-care-and-health/>

**Caring for Others** - Dedicated page on the council website for carer information.

<https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/caring-for-others/>

**Aberdeenshire Lifeline** - For information on community alarm and telecare equipment.

<https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/living-independently/community-alarm-telecare/>

**Adult Protection Network** - For information about adult support and protection.

<https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/protection-and-support/adult-protection-and-support/>

**Housing** - For information on housing/homelessness or to report repairs.

<https://www.aberdeenshire.gov.uk/housing/>

**Benefits and Grants** - For advice on benefits entitlement and support for financial difficulties.

<https://www.aberdeenshire.gov.uk/benefits-and-grants/>

**Live Life Aberdeenshire** - An innovative approach to delivering Sports and Cultural Services on behalf of Aberdeenshire Council. These include libraries, sport centres, community centres and museums.

<https://www.livelifeberdeenshire.org.uk/>

**Library Services** - For information about local library services including click and collect services.

<http://www.livelifeberdeenshire.org.uk/libraries/>

**Schools and Learning** - For information about local schools.

<https://www.aberdeenshire.gov.uk/schools/>

**Waste and Recycling** - For information about waste collections and recycling in Aberdeenshire.

<https://www.aberdeenshire.gov.uk/waste/>



## My Useful Contacts

This page is for you to use to keep your own contact information on. We have suggested some services we think you will find useful and also left space for you to add other resources.

	Name	Telephone Number	Opening Hours
Next of Kin/ Emergency contact			
Social Care Worker (for the cared for)			
GP Surgery			
Local Pharmacy			

This publication is also available in large print, and other formats and languages can be supplied on request.

Please email [Carersupport@aberdeenshire.gov.uk](mailto:Carersupport@aberdeenshire.gov.uk)

Produced by Aberdeenshire Health and Social Care Partnership  
November 2020