



Aberdeenshire
Health & Social Care
Partnership

Aberdeenshire Unpaid Carers' Information Pack



Aberdeenshire
COUNCIL



NHS
Grampian

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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 adult and young (under the age of 18) unpaid 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 & Social Care Partnership.

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



What support is available to carers in Aberdeenshire?

Adult Carer Support Plan and Young Carer Statement

The Carers (Scotland) Act 2016 places a number of new duties from 1st April 2018 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
- A Young Carer Statement
- 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

From 1st April 2018 the Carer's Assessment will be replaced by Adult Carer Support Plans and Young Carer Statements which set out identified personal outcomes, needs and any support needed to meet them.

The intention is to support carers in a flexible, person-centred way, before they reach crisis point. We will work with commissioned services and third sector partners to see how we can support this approach with the available funds.

To find out more about the Adult Carer Support Plan and Young Carer Statement or to request one, please contact Quarriers Carer Support Service ([see Useful contacts for carers](#)).

Carer Support Service

Quarriers provide a Carers 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 Adult Carer Support Plans and Young Carer Statements with carers**
- **Information & Advice for carers (local services/resources, benefit entitlement, regular newsletter etc.)**
- **Making links with other carers (through various groups and other methods)**
- **Helping carers to develop confidence and skills (training and advice available)**

Concessions & Helpful Information for Carers

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

Travel Concessions

Free Bus Pass & 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.

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

or by phoning 03456 08 12 00. 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.

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 www.disabledpersons-railcard.co.uk/, this qualifies you to a discount when you travel with them by train.

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 the [Aberdeenshire Council website](http://www.aberdeenshire.gov.uk).

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: 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 the [Aberdeenshire Council website](http://www.aberdeenshire.gov.uk).

Patient Transport

Patients are encouraged to use public transport to attend appointments where they can. If they require to access patient transport this is run by the Scottish Ambulance Service. If they require an escort (their carer) this can often be accommodated. See link below for further information:

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.

01467 536111 <http://www.accessaberdeenshire.co.uk/thinc-hub/>

Concessions & Helpful Information for Carers (continued)

Leisure Concessions

Active Aberdeenshire Concession

The Active 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 the [Aberdeenshire Council website](#).

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.

Cineworld and Vue in Aberdeen participate in this scheme.

Visit the CEA website www.ceacard.co.uk for more information and to apply for a CEA card.

National Trust

A National Trust 'Access for All Admit One Card' can be applied for and allows a carer free entry to support a paying person with a disability. To apply and for more information visit the National Trust website: www.nationaltrust.org.uk/features/visitors-with-disabilities.

TV Licence

If you are aged 75 or over, you can get a free television licence for your main home. Also if the person you live with is registered blind you can get 50% reduction on the cost of your licence. Contact TV Licensing on 0844 800 6790 or visit www.tvlicensing.co.uk/ for more information.

Helpful Information for Carers

Library Direct

Library Service offers Library Direct for any member who cannot access libraries because of disability/illness/infirmity. Library staff or RVS drop off books/DVDs/CDs every 4 weeks as required. Ask your local library for information.

Cinnamon Trust

The Cinnamon Trust is a national charity for the elderly (aged 60 and over), 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).

01736 757900 www.cinnamon.org.uk

RADAR Key for disabled toilets

RADAR keys can be purchased for £4.50 on the following website and can be used at any disabled toilet fitted with a RADAR lock: www.crm.disabilityrightsuk.org/

Changing Places

A directory of Changing Places Fully Accessible Toilets in Scotland is available on the PAMIS website under the resources section: www.pamis.org.uk/resources/

Pamiloo

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

<http://pamis.org.uk/campaigns/pamiloo/>

Concessions & Helpful Information for Carers (continued)

Shopmobility Schemes

There are many Shopmobility schemes across Scotland to support people to access their local shops. For details of local services:

www.aberdeenshire.gov.uk/social-care-and-health/community-care/getting-around/getting-around/

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.

Also, 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 also 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.

The HEAT service is completely free and funded by Aberdeenshire Council. To book a free home visit or for more information call 0808 129 0888 or email heat@scarf.org.uk

Short Breaks & 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 or, if you do not already have a Social Worker, please contact the social work department on 03456 08 12 06 to request an assessment.

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 out with 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/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). Aberdeenshire HSCP 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 and these breaks usually last between 4-9 days but can vary depending on the request.

For more information about traditional respite for adults in Aberdeenshire see the [Aberdeenshire Council website](#) or call 03456 08 12 06 and ask for your local social work office. If you already have a Care Manager/ Enablement Support Coordinator /Social Worker they should be able to tell you about the respite options available in your area.

Innovative Respite & 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 Aberdeenshire HSCP'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 (e.g. 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 /Social Worker or call the Short Breaks Bureau on 01467 539496.
email short_breaks@aberdeenshire.gov.uk

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, to more creative examples such as purchase of a piece of equipment e.g. bicycle, camera, walking/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.

Short Breaks & Respite for Carers (continued)

Additional Respite Resources

The Ogilvie Charities

01394 388746 www.ogilviecharities.org.uk/

The Ogilvie Charities offer grants of between £200-300 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.

The Respite Association

01775 820176 www.respiteassociation.org/

The Respite Association can provide free holidays for Carers in their lovely 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.

Euan's Guide

Euan's Guide is a listing and review website (similar to TripAdvisor) but is primarily for people with disabilities/ 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/holidays breaks.

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

Shared Lives

The Shared Lives Scheme provides support and/or 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.

Telephone 07824 837791, email sharedlives@aberdeenshire.gov.uk
or visit the website www.aberdeenshire.gov.uk/sharedlives for more information.

Education/Training/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 Adult Carer Support Plan or Young Carer Statement. 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 Carersupport@aberdeenshire.gov.uk

Concessions for Further Education for Carers

North East Scotland College offers a fee waiver for part time courses for carers in receipt of Carers Allowance as well as other eligible benefits. Their website details this and also gives full details of the part time courses available: www.nescol.ac.uk/courses/part-time-fee-waiver

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.

For general benefits advice, please visit www.gov.uk/browse/benefits

As a carer, you may be entitled to Carers Allowance www.gov.uk/carers-allowance if you care for someone for at least 35 hours, or Carers Credit www.gov.uk/carers-credit if the care you provide is for at least 20 hours a week.

Cash In Your Pocket

Cash In Your Pocket provide a free referral service which can be used by anyone requiring information, advice, or practical help around money and financial wellbeing, in relation to any health, care, or support needs.

www.ciyp.co.uk

Food Bank

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

www.aberdeenshirenorth.foodbank.org.uk/

www.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: www.disability-grants.org/
- Funding directory for short breaks for carers: www.sharedcarescotland.org.uk/funding-your-break/fund-ing-directory/
- Turn2us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services: www.turn2us.org.uk/
- Turn2us also have a specific section of their website for carers: www.turn2us.org.uk/Your-Situation/Carers

SSAFA - Lifelong Support for our Armed Forces (serving & veterans)

0800 731 4880 www.ssafa.org.uk/

RSABI - RSABI is 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. 0131 472 4166 www.rsabi.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: 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 video to explain this can be found on the Age Scotland website: www.ageuk.org.uk/scotland/money-matters/power-of-attorney/

Financial & 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 www.mwscot.org.uk/get-help/help-for-carers/ as well as

'My Power of Attorney' www.mypowerofattorney.org.uk/ are great resources.

Carers UK

As the UK's only national membership charity for carers, Carers UK is both a supportive community and a movement for change.

www.carersuk.org/help-and-advice/financial-support

Emergency Planning for Carers

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

Emergency Plan

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 here:

www.enable.org.uk/emergencyplanning/Documents/ENABLE_Emergency%20Planning%20Workbook_17.12.15_Proof.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 Adult Carer Support Plans and Young Carer Statements so all carers going through this process will be supported to complete one if they wish.

Another couple of tools to record emergency contact information are:

- Emergency Contact Information Disc
- www.aberdeenshirecommunitysafety.org.uk/emergency_disc/index.html
- Message in a Bottle Scheme
- www.carers.org/article/message-bottle

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 anticipatory care plan in a paper format which is available from your GP practice, online at <http://ihub.scot/anticipatory-care-planning-toolkit/> or by downloading the app from either the Apple App Store or Google Play.

Support for the person you care for

Aberdeenshire HSCP Social Care Service or Children & Families Service can be contacted to carry out an assessment for the person you care for. To request an assessment, call the Contact Centre on 03456 08 12 06. This assessment looks at their care needs and the outcomes they wish to achieve in their lives. This will also take into account the support that you, as a carer are providing them and whether this is able to continue.

On referral to the Social Care Service, this request will be prioritised based on the information you have provided and 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) live(s). 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 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 Self-directed Support please contact the person you care for's Care Manager, Social Worker, Enablement Support Coordinator or Local Area Co-ordinator. If they have not yet been assessed by social work services, please refer them by calling 03456 08 12 06.

Alternatively, you can contact [Cornerstone SDS](#) who provide a self-directed support service in Aberdeenshire (see Useful contacts for carers).

Community Alarm and Telecare

Aberdeenshire Lifeline is the name of the Community Alarm and Telecare Service provided by Aberdeenshire Council. 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.

Referrals can be made by calling 0345 08 12 06, or by self-referring using the Aberdeenshire Lifeline form on the Council's website. Alternatively, you can ask for health or social care staff to make a referral on your behalf.

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, Aberdeenshire HSCP 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

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.

Visit the following website for information on how to report any concerns: www.girfec-aberdeenshire.org/child-protection/

Carer legislation & Carers' Charter

New carer legislation - Carers (Scotland) Act 2016

The Carers (Scotland) Act 2016 commenced on 1st April 2018. In Scotland, there is 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 new legislation introduces provisions to improve the health and wellbeing of carers.

These include the:

- identification of carer's needs for support through adult carer support plans and young carer statements
- provision of support to carers based on local eligibility criteria
- enabling of carer involvement in certain services - e.g. 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: www.gov.scot

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 and downloaded on the [Aberdeenshire Council Website](#)

Palliative & 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 and/or social work department as well as any other professionals involved in their care.

Other people 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/Community Nurse will assess if and when this service is needed, and will make the arrangements.

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

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. They often liaise between patients, relatives, GPs and the hospital to improve quality of life for the whole family during a stressful time. Some Macmillan nurses are qualified counsellors and can help to support close relatives and provide bereavement counselling. To receive Macmillan nursing, you must be referred by your GP, your consultant, a district nurse or a hospital ward sister.

CLAN provides emotional and practical support to people affected by cancer, their family, carers and friends: 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. 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: 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)' and more information can be found on their website: www.gateproject.org.uk/about/

Life after Caring/Bereavement for Carers

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) is able to provide a number of services for you if you are struggling to cope with the loss of a loved one.

Tel: 0845 600 2227 Website: 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: www.gov.scot/Publications/2013/03/9207

Life after Caring

Quarriers Carers Support Service recognise that when your caring role ends, for whatever reason this may be, you may experience feelings of loneliness and isolation and struggle find ways to fill the time that you previously spent caring. They have set up a short life group for carers who are in this position. Contact Quarriers on the details in the '[Useful Contacts](#)' section for more details.

A number of ex carers in Aberdeenshire have chosen to support other carers through Quarriers Carer Support Service as volunteers as we recognise that they have valuable skills and experience that can be used to support other carers as well as filling their time with activities where they wish this.

Marie Curie has some helpful information on this topic on their website:

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. 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.

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 the quarterly newsletter or find out about their events on their Facebook page:

www.facebook.com/aberdeenshircarersupportservice/

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 Carer's Services

Quarriers Carer Support Service – The main generic 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.

Tel: 01467 538700

Email: aberdeenshircarers@quarriers.org.uk

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

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

Facebook: [Aberdeenshire Carers Support Service](#)

Other Local Services

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

Tel: 01224 594700

Website: www.aberdeenshireadp.org.uk/

Aberdeenshire Signposting Project - Signposting to advice and information for people experiencing difficulties with their health, their families and carers.

Tel: 01466 793284

Email: admin@signpostingproject.org.uk

Website: www.signpostingproject.org.uk

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.

Tel: 01224 764500

Website: www.aberlour.org.uk/futures/

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

Tel: 01467 651604

Email: advocacyne@btconnect.com

Website: www.advocacyne.org.uk

Useful Contacts for Carers

Alzheimer Scotland - Information, advice and support to people living with dementia and their families.

North Aberdeenshire - Tel: 01467 530513

Email: akahanovkloppert@alzscot.org

Website: www.alzscot.org/services_and_support/search/3090_north_aberdeenshire_services

South Aberdeenshire (Stonehaven) - Tel: 01569 690310

Email: SouthAberdeenshireServices@Alzscot.org

Website: www.alzscot.org/services_and_support/search/1951_south_aberdeenshire_stonehaven_services

South Aberdeenshire (Banchory) - Tel: 01330 824486

Email: DeesideServices@alzscot.org

Website: www.alzscot.org/services_and_support/search/1952_south_aberdeenshire_services_banchory

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).

Tel: 01224 643327

Email: admin@archway.org.uk

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

Tel: 07532 186155

Email: info.biggroup@gmail.com

Website: www.brain-injury-grampian.weebly.com/

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

Email: mairi.chrystal@nhs.net

Tel: 01224 552789

Citizens Advice Bureau (CAB) - National advice service for a variety of issues that may affect carers.

South West Aberdeenshire CAB - Tel: 01224 747714

Website: www.westhillcab.org

Turriff CAB - Tel: 01888 562495

Website: www.turriffcab.org.uk

Kincardine & Mearns CAB - Tel: 01569 766578

Website: www.kamcab.org.uk

Banff and Buchan CAB - Tel: 01779 471515

Website: www.cas.org.uk/bureaux/banff-and-buchan-citizens-advice-bureau

Tel: 0808 800 9060 (National)

Website: www.citizensadvice.org.uk/scotland

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

Tel: 01224 647000

Website: www.clanhouse.org/

Cornerstone SDS - Commissioned by Aberdeenshire Council to provide Self-directed Support Advice & Information Service across Aberdeenshire.

Tel: 01467 530520

E-mail: sds@cornerstone.org.uk

Website: www.cornerstonesds.org.uk

Crossroads Caring Scotland - Provides practical support for carers of all ages, they can help you by taking over your caring responsibilities for a short period, allowing you to take time for yourself.

Crossroads East Banff and Buchan - Tel: 01346 510280

Crossroads Kincardine and Deeside - Tel: 01569 762624

Website: www.crossroads-scotland.co.uk

Dementia Friendly Aberdeenshire - Enabling people with dementia to experience fewer barriers to being connected with and supported by their local communities and to thereby reduce social isolation and anxiety.

Tel: **07933 339626** (Kincardine and Mearns)

Tel: **07584 0226824** (North Aberdeenshire)

Tel: **07964 034246** (West Central Aberdeenshire)

Tel: **07964 034264** (East Central Aberdeenshire)

Tel: **07585 242428** (Deeside)

Website: www.avashire.org.uk/dementiafriendly.html

Forget Me Not Club - Support for people with dementia and their carers. Their purpose designed Resource Centre, Bennett House in Banchory is open Monday to Friday with sessions offering a variety of activities.

Tel: 01330 822655

Email: deesidefmn@aol.com

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

Galaxy Group - Aimed at parents/carers of young people with additional support needs in the 16 plus age range but is open to any family with concerns over the child to adult transition.

Tel: 07516 852814

Email: info@galaxygroup.org.uk

Website: www.galaxygroup.org.uk

Gordon Dementia Service - Day service for people with dementia in Inverurie. Advice, support, signposting & a carers group.

Tel: 01467 672111

Email: gds@gds-inverurie.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.

Huntly Advice Centre - Tel: 01466 793676

Inverurie Advice Centre - Tel: 01467 624421

Ellon Advice Centre - Tel: 01358 724425

Website: www.gordonruralaction.org.uk

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

Tel: 01224 277900

Email: admin@grampianautisticsociety.co.uk

Website: www.grampianautisticsociety.co.uk

Grampian Caredata - Free local care, community and health information service provided for the people of the North East of Scotland.

Tel: 01651 872727

Email: caredata@aberdeenshire.gov.uk

Website: www.grampiancaredata.gov.uk

Grampian Opportunities - Supports people with disabilities and/or mental health issues. Provides advice and information on: SDS, short breaks, funding options, and much more.

Tel: 01467 629675

E-mail: info@grampianopportunities.org.uk

Website: www.grampianopportunities.org.uk/

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

Email: Grandnatters@hotmail.com

Facebook page: www.facebook.com/Grandnatters-1569690956380715/

Health Walks (Paths for all) - Scottish charity supporting all people to get out and walk together.

Website: <https://www.pathsforall.org.uk/pfa-home>

Homestart - Home-Start volunteers help families with young children deal with the challenges they face. We support parents as they learn to cope, improve their confidence and build better lives for their children.

Email: info@home-start.org.uk

Website: www.home-start.org.uk/

Houseability - Helping people with disabilities with housing issues in Aberdeenshire.

Tel: 01779 490908

Website: www.houseability.org.uk/

Huntly Area Cancer Support - A group providing practical and emotional support for those whose lives have been affected by cancer including: patient, carer, relative or friend.

Tel: 01466 799202

Email: facilitator@huntlyareacancersupport.org.uk

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

Kincardine & Deeside Befriending - K & D Befriending is a 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. A regular visit from a befriender can provide companionship, practical and emotional support, and generally improve physical and mental wellbeing; in many cases, a carer also benefits from the welcome respite provided.

Email: info@kdbefriending.org.uk

Website: www.kdbefriending.org.uk/

Maggie's Cancer Support - Maggie's offers free practical, emotional and social support to people with cancer and their families and friends. Help is offered freely to anyone with any type of cancer.

Website: www.maggiescentres.org/our-centres/maggies-aberdeen/

Marie Curie North Scotland (Grampian) - Provide Care and support for those affected by terminal illness.

Tel: 01651 843279

Marie Curie Support Line Freephone: 0800 0902309

Website: www.mariecurie.org.uk

MeToo - Magazine for children with additional support needs in Aberdeen city and Aberdeenshire.

Tel: 01224 643200 or 07899 711619

Website: www.metoomagazine.org

Facebook: [Me Too Magazine SC045895](#)

Men Sheds - Men's Sheds respond to men's need for camaraderie and provide opportunities to work together in a way that contributes meaning to their lives and their communities. Further information on these can be found at:

Website: <https://scottishmsa.org.uk/find-a-shed/>

MS Society - Provide information and support to people affected by MS throughout Aberdeenshire.

Tel: 0131 335 4086

Email: ken.munro@mssociety.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.

NAS Ellon Branch - Tel: 07880 780686

Email: NASEllonBranch@nas.org.uk

NAS Garioch Branch - Tel: 07436 545021

Email: garioch@nas.org.uk

Website: www.autism.org.uk/services/local/scotland/north-east.aspx

PAMIS - Commissioned by Aberdeenshire Council to provide support for people with profound learning disabilities and their carers:

- 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
- Campaigner for more Changing Places toilets in Aberdeenshire

Tel: 01569 764221

Email: Grampian@pamis.org.uk

Website: www.pamis.org.uk

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

Tel: 07514 282816

E-mail: kcstewart@hotmail.co.uk

Facebook: [Rainbow Rogues Esslemont](#)

Royal Voluntary Service (RVS) Aberdeenshire - Helping older people maintain their independence and stay involved in the local community.

Tel: 01467 626012

Website: www.royalvoluntaryservice.org.uk/hubs/1430-aberdeenshire

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

Tel: 0300 1234 677

Email: enquiries@mylifedynamic.org.uk

SCILL- Provides information and support to parents, carers, education and health professionals as well as the general public to help in their task of Supporting Children (with additional support needs) In Learning for Life.

Tel: 07913 32681

Email: info@scill-deeside.co.uk

Website: www.scill-deeside.co.uk

Facebook: [SCILL \(Supporting Children in Learning for Life\)](#)

SensationALL - SensationALL provides multi-sensory experiences for children and adults with disabilities, multiple support needs and their families.

Tel: 01224 746699 or 07789 393399

Email: info@SensationALL.org.uk

Website: www.sensationall.org.uk/

Online Services

Quarriers Aberdeenshire Carer Support Service Facebook:

www.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.

Website: www.facebook.com/groups/CarersAcrossAberdeenshire/

Aberdeenshire Council Website Carers Page: Dedicated page on the council website for carer information.

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

Aberdeenshire Health and Social Care Partnership Facebook: www.facebook.com/AbshireHSCP/

Dementia Aberdeenshire Website: Aberdeenshire Health & Social Care Partnership’s website with dementia information.

Website: www.dementia-aberdeenshire.org/support-for-carers/

Unforgettable Website: Great website for people caring for someone with a diagnosis of dementia with helpful information and advice.

Website: www.unforgettable.org/

Aberdeenshire Council Services

For further information on any of the council services listed below please visit www.aberdeenshire.gov.uk/

Social Work- First point of contact for anyone seeking social work services.

Aberdeenshire Council Social Work Team: **03456 08 12 06**

Email: social.work@aberdeenshire.gov.uk

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

Aberdeenshire Lifeline Community Alarm and Telecare Team

Tel: 03456 08 12 06

Email: jointequipmentcentre@aberdeenshire.gov.uk

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

Tel: 01651 871246

Email: adultprotectionnetwork@aberdeenshire.gov.uk

Housing - For information on housing/homelessness or to report repairs. Aberdeenshire Council Housing Team

Tel: 03456 08 12 03

Email: housing@aberdeenshire.gov.uk

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

Aberdeenshire Support and Advice Team (ASAT):

Tel: 03456 08 12 00

Email: benefits@aberdeenshire.gov.uk

Library Service - For information about local library services including mobile libraries.

Aberdeenshire Libraries Headquarters:

Tel: 01651 872707

Email: libraries@aberdeenshire.gov.uk

Aberdeenshire Libraries' Clubs Directory - Guide to local clubs and organisations. Here you can find out about a wide range of clubs including sports, hobbies and youth organisations in your area.

Information Services:

Tel: 01651 871206

E-mail: alis.enquiry@aberdeenshire.gov.uk

Schools & Learning - For information about local schools please visit Aberdeenshire Website.

Waste & Environmental Health - For information about waste collections & recycling.

Aberdeenshire Council Waste Team:

Tel: 03456 08 12 07

Email: waste@aberdeenshire.gov.uk

National Contacts

Age Scotland

Tel: 0800 12 44 222

Website: www.ageuk.org.uk/scotland/

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

Tel: 0800 83 85 87

Website: www.breathingspace.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.

Tel: 0345 600 9527

Email: enquiries@careinspectorate.com

Website: www.careinspectorate.com

Carers Scotland - Provides information for carers in Scotland as well as any policy/legislation updates

Tel: 0141 445 3070

Website: www.carerscotland.org

Carers Trust Scotland - Carers Trust Scotland is the largest provider of comprehensive carers support services in Scotland through a unique network of independent carers' centres and young carers' services.

Tel: 0300 123 2008

Email: scotland@carers.org

Website: www.carers.org/country/carers-trust-scotland

Coalition of Carers Scotland- The Coalition of Carers in 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.

Tel: 01786 850247

Email: coalition@carersnet.org

Website: dev.carersnet.org/

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

Tel: 0808 808 00 00

Website: www.macmillan.org.uk/

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

Tel: 0131 467 2994

Website: www.mecopp.org.uk/index.php

NHS24 - 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.

Tel: 111 (free from landlines and mobiles)

Website: www.nhs24.com

NHS Inform - Scotland's health information service.

Tel: 0800 22 44 88

Website: www.nhsinform.scot

Police Scotland - Police Service for Scotland for all police emergencies and non-emergencies.

Tel: 999 (for non-emergencies call 101)

Website: www.scotland.police.uk

Scottish Families Affected by Alcohol and Drugs - Supported carers affected by substance misuse issues.

Tel: 08080 10 10 11

Email: helpline@sfad.org.uk

Website: www.sfad.org.uk/index.php

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

Tel: 01383 622462

Email: office@sharedcarescotland.com

Website: www.sharedcarescotland.org.uk

Silver Line Scotland - Working in partnership with Age Scotland: 24 hour confidential information, advice and telephone friendship to older people.

Tel: 0800 4 70 80 90

Website: www.thesilverline.org.uk/

My Notes

My Notes

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

Please email

Carersupport@aberdeenshire.gov.uk