

Welcome

to the Carer Information Pack



VOCAL - Voice of Carers Across Lothian ● April 2017

About this pack

This Carer Information Pack has been produced by VOCAL (Voice of Carers Across Lothian) for carers living in or caring for someone living in Midlothian. Each of the factsheets falls into one of four themed areas (listed on the right) or a specialist topic.

Many carers are unaware of the support available to them or what they are entitled to. This pack is simply a starting point, not a comprehensive guide. After reading the pack, you may find that you have more questions or would like more information related to your own caring situation.

How VOCAL can help

VOCAL is an organisation run by carers for carers, offering a range of free support services and opportunities:

- **Carer Support Team Midlothian**
- **Specialist welfare rights and legal surgeries**
- **Grant funds for short breaks**
- **Training and groupwork programme**
- **Counselling service**
- **Gateway to other services**

Useful resources

Websites

- VOCAL Midlothian website: www.midlothiancarers.co.uk
- Carer Events & Training website: www.carerevents.co.uk
- Leaflets and factsheets: www.midlothiancarers.co.uk

● **Support and information for carers**

Accessing short breaks; carers assessment; direct payments for carers; emergencies and emotional support.

● **Services for person you support**

Assessments; care at home; services and support; equipment; alarms; who's who in health and social care.

● **Money and Transport**

Welfare, disability benefits; council tax discounts; travel concessions; funding sources; hospital parking; mobility cars.

● **Legal matters**

Power of attorney; guardianship; mental health legislation; wills and trusts and your rights as a carer.

● **Specialist topics**

Parent carers - children and families; worried about someone's addiction; carers in employment; thinking about long term care.

Practical help with caring

for family members, partners friends

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● April 2017

Carers can access practical support in a number of ways - through their local carer centres and carer support groups and through Midlothian Council's Health and Social Care department.

Carers' assessments

Many carers are unaware of their right to request a carers' assessment which looks at what support you need in your caring role, maintaining your own health and well-being and balancing caring with other areas of your life such as employment or social activities. A Social Worker or Occupational Therapist will arrange to visit you to carry out this assessment. To find out more contact Midlothian Council's Social Work Contact Centre on **0131 271 3900** or visit their website: www.midlothian.gov.uk

Short breaks for carers

Short break (respite) services can be arranged through Midlothian Council's Social Work department. The first step is a carers' assessment, and the person you care for will require an assessment of their needs too.

There are usually different options depending on needs and preferences. The person you care for may choose to stay for a few days in a care home, have an agency worker to support them at home or arrange a more creative break.

Arranging a short break for yourself: Types of breaks

Traditionally a break has meant some time in a residential care home or nursing home. This is suitable for some but others may want a choice about how, where and when the break is provided. Breaks can vary from a few hours to a few weeks and may be arranged on a regular planned

● Self-directed support for carers

The Social Care (Self-directed Support) (Scotland) Act enables carers to access direct payments in the same way as the person they care for. For more information about self-directed support and direct payments for carers, visit: selfdirectedsupportscotland.org.uk

● Stepping Out[®] weekends

Free short residential breaks which take place from a Friday afternoon to the Sunday afternoon at Low Port Education Centre in Linlithgow. A programme of activities is available but you can do your own thing or simply enjoy the rest.

Contact Care for Carers on **0131 661 2077** or visit www.care4carers.org.uk

basis, as a holiday or to deal with an unexpected emergency. Breaks can take many forms - you can go away or stay at home, try something new, make time for your old interests or spend time on your own or with others. Short breaks should deliver positive outcomes for all those involved, offering a break from daily routine, time to pursue personal interests and improve confidence, health and wellbeing.

If you are arranging a short break yourself, then there are a number of factors to consider, including cost. There are organisations that offer support to carers to finance short breaks, including VOCAL's **Wee Break Midlothian** which has funding available to help you take a break from your caring role.

Wee Break Midlothian supports carers to find and create the right break for them. They offer information and ideas to plan and arrange breaks from your caring role. Carers who are caring for an adult in Midlothian can apply for funding and assistance for short breaks. This can cover items such as transport costs, accommodation, leisure activities, supported holidays or a series of short regular breaks.

Carers have used the fund in the past for an overnight sitter service, gym membership, a weekend away with friends, accessing a playscheme, family day trips, complementary therapies and a sitter service through a private agency.

For more information visit www.weebreak.org or contact Wee Break Midlothian by email at weebreaks@vocal.org.uk or by phone on **0131 663 6869**.

Learning opportunities for carers

VOCAL runs free courses for carers in partnership with NHS, social care and other organisations. As well as courses about particular conditions (eg. dementia, stroke, children with additional needs) there are many other free learning and leisure opportunities designed to maintain carers' own health and wellbeing, improve confidence in their caring role and provide the opportunity to meet other carers. Visit: www.carerevents.co.uk for more details or contact the Midlothian Carer Centre on **0131 663 6869**.

Shared Care Scotland

Shared Care Scotland provide a range of tools and resources for carers who are planning short breaks. Visit their website www.sharedcarescotland.org.uk or call them on **01383 622462**.

Take a Break

Take a Break is administered by the Family Fund, and fund single or ongoing breaks for families caring for a disabled or seriously ill child or young person.

Email info@takeabreakscotland.org.uk or visit the website: www.takeabreakscotland.org.uk

Family Fund

For carers of children with disabilities or additional needs. Call **01904 550055**, email info@familyfund.org.uk or visit the website: www.familyfund.org.uk

Emotional support for carers

emotional support and counselling

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Looking after yourself

Becoming a carer affects all of us in different ways. Whether we felt we had a choice about it or were thrown into it because of circumstances, there is no doubt that caring can be difficult at times. There is not usually any prior training so most people muddle through as best they can, learning as they go along.

The daily responsibility of attending to someone else's needs may mean that your own needs are often neglected.

Taking time out for yourself

Remember when you had time to meet people, go to the cinema, or do whatever it was you used to enjoy doing? Leisure time is often the first thing that disappears for carers, and the last thing they have time for, and yet it is one of the best stress relievers.

Carers can apply to VOCAL Midlothian's *Wee Breaks Fund* for grants to cover short breaks including leisure activities or a series of short regular breaks.

Taking part in groups

Joining a local carers' support group can be a way of getting both practical and emotional support. No matter what you are struggling with there will usually be someone who has been through the same thing and can understand how you feel.

For more information about looking after yourself - from getting enough sleep, healthy eating and relaxation techniques - visit the VOCAL website:

www.vocal.org.uk/carer-support/care-for-yourself

Managing stress

VOCAL runs regular **stress management courses** designed to help carers to understand stress and its impact, develop techniques to plan for and manage stressful situations. For more information visit www.carerevents.co.uk, email midlothian@vocal.org.uk or call **0131 663 6869**.

VOCAL Carer Counselling Service

VOCAL's COSCA recognised counselling service is open to carers who require emotional support. The first step is to call **0131 466 8082** or email counselling@vocal.org.uk to arrange an intake session. For carers living in Edinburgh or Midlothian, financial contributions are agreed at a level to suit your individual circumstances. Carers who live in other local authority areas can access counselling at a cost of £20 per session.

Emergencies

making a plan and sources of support

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Planning for an emergency

For many carers life cannot simply be put on hold when emergencies happen as the person they are looking after relies on them for vital support. All carers should create an emergency plan - for you and the person you look after. Having a plan in place can help ease your worries and provide reassurance.

An emergency plan might include:

- the name and address and contact details of the person you look after
- who should be contacted in an emergency – this might include friends, family or professionals
- details of any medication the person you look after is taking
- details of any ongoing treatment they need.

Although you may be able to arrange an emergency plan with friends and family it can be reassuring to have the involvement of your local council in case informal arrangements fall through. One way to do this is through requesting a carer's assessment. As part of the carer's assessment you can discuss putting an emergency plan in place.

Safety in the home

Make your home safer and have a fire action plan - Scottish Fire and Rescue Service offer a free home safety check and fit free smoke detectors if required. To arrange a visit call **0800 0731 999** (freephone).

There are also devices and technology which may help - alarms, monitors and sensors for unlit gas, heat, smoke or floods, fall detectors and wander alarms. See the factsheet '*Organising the home for care*' for more details.

In an emergency

Social Work Emergency Service (out of hours):

0800 731 6969

Ambulance: If someone is feeling unwell contact their **GP** or alternatively **NHS 24** on **111**.

In an emergency dial **999**.

If you would like to book an ambulance call **0131 447 0434**.

Police: call **999** for emergencies and **101** for non-emergencies.

Fire emergencies: leave the home immediately and then dial **999**.

Accident & Emergency Departments (A&Es):

Aged 13 & over

Royal Infirmary of Edinburgh
0131 536 1000

Under 13 years

Royal Hospital for Sick Children
0131 536 0000

All ages

A&E Department, St John's Hospital, Livingston
01506 532000

Services and care

for the person you support

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This factsheet introduces some of the health and social care services and support available for **adults with support needs living in Midlothian**. Please note that some services may have waiting lists in operation. For **carers' assessments** and **support services for carers** see the yellow factsheet '*Practical help for carers*'.

Arranging care and support services

There are a number of ways in which care and support services for the person you care for can be organised:

- **Arranging care privately** - if you know what support the person you care for requires and they are able to pay for it you can arrange this privately. VOCAL can help you find relevant information.
- **Local authority** - if the person you care for is eligible for support from the local authority then follow the steps on page 3.
- **Following discharge from hospital** - intensive support, called 'reablement', is available for six weeks, eg. after coming out of hospital. After this period ongoing support is offered if help is still required.

Waiving of charges for carers

The Social Care (Self-Directed Support) Scotland Act 2013 introduced the right for carers not to be charged for any support they receive as a carer. This does not apply to services that are provided to the person who is being cared for. In this case, the normal charging for non-residential care services will still apply.

Support is defined as *"any form of services of assistance which will help the adult to provide, or continue to provide, care for the person cared for."*

● **Free personal care**

if the person you care for is 65 years or over and assessed as needing support with personal care tasks they may qualify for free personal care.

They may have to pay for things like cleaning, laundry or washing up after meals.

● **Day care services**

A needs assessment is required if the person you care for wants to go to a day centre. Transport and meals are provided at a low cost. Some centres are specially designed for people with dementia, sensory impairment, physical or learning disabilities. A full list of day care services is available from -

www.midlothian.gov.uk

● **Terminal illness**

People who are terminally ill are entitled to free care.

Services for the person you care for

Services provided by the local authority require the person you care for to have an **eligibility assessment (see page 3)**. Most are chargeable and paid for by the person you care for (on a sliding scale depending on income) but some may be free if they are eligible. You may also choose to arrange and pay for care services privately.

	Free if assessed as eligible by health & social care and over 65 yrs of age	Usually charged for (some may be free depending on financial assessment)	May be available free through other agencies eg voluntary sector
PERSONAL HYGIENE Includes washing, dressing, shaving, oral hygiene, nail care	■		
TOILETING/CATHETER CARE Help with going to the toilet or managing a catheter	■		
GETTING UP/ GOING TO BED Help in the mornings and evenings to prepare and get in/out of bed	■		
MEAL PREPARATION & EATING Help with preparation of up to 3 meals and snacks a day	■	■	
TAKING MEDICATION Help with remembering or taking medication	■	■	
HOUSEHOLD CHORES Help with household cleaning, shopping, laundry		■	■
OVERNIGHT SUPPORT Includes toileting, turning in bed and monitoring safety		■	
DAYCARE Includes social and group activities, lunch clubs and day centres		■	■
HELP AFTER COMING OUT OF HOSPITAL Short term care at home following discharge from hospital	■		
GETTING A PERSONAL ASSISTANT Support to find and employ a personal assistant		■	
EQUIPMENT & ADAPTATIONS FOR THE HOME Includes equipment and support to make adaptations to the home		■	■
MONITORS & ALARMS FOR THE HOME Includes personal alarms, movement sensors and smoke alarms		■	■
REPLACEMENT CARE Available when assessed that the person you care for cannot be left alone		■	■
BEFRIENDING/SITTER SERVICES Trained staff spend time regularly with the person you care for		■	■
GARDENING Help maintaining your garden and outside areas		■	■
HOME REPAIRS & MAINTENANCE Help with DIY jobs and small repairs		■	■

Arranging services and support through your local authority

The time it takes to arrange support services for the person you care for will vary depending on the complexity of their situation.

 **Call Midlothian Council Contact Centre**
0131 271 3900



 **Discuss and agree the needs of the person you care for**
Usually through a **community care assessment** carried out by a social worker, occupational therapist or community care assistant



Eligible for council services?
Usually eligible if assessed as having **critical/substantial** levels of risk

NO

↓ YES

 **Self-Directed Support - decide how to manage care services**

- Direct payment (person you care for arranges support)
- Person you care for arranges support through council or other agency
- Council arranges support or
- Combination of the above



 **Eligible for financial support?**
Financial assessment to determine whether person you care for is eligible for financial support from local authority (and how much they may have to contribute).

NO

↓ YES

Services and support for the person you care for

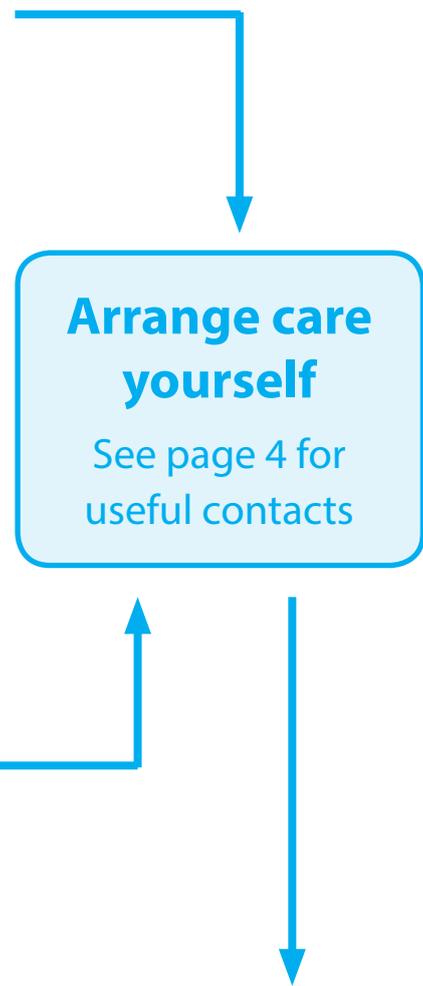
Eligibility Criteria

Priority is given to people who are at the greatest risk.

Four types of social care need are assessed: personal safety, personal care / domestic tasks, family and social responsibilities and carers' needs.

These are graded as *critical or substantial*, or *moderate or low* based on risk to personal safety and maintaining independence.

Most people are only eligible for social care services where they are assessed as having *critical or substantial* risk.



Coming home from hospital

The process of planning what services and support someone may need when they leave hospital should begin as soon as they are admitted. For some people the process is simple, for others it can be more complicated. By the time someone leaves hospital they should know:

- how to contact relevant services
- what treatment will be provided
- how to use any equipment needed
- what, and how, medication will be given

A team of professionals in the hospital will work together to discuss discharge arrangements and a named person will be in charge of this plan. You should be given this person's name. For more details see NHS Lothian's '*Leaving Hospital: a guide to discharge planning for relatives and carers*'. Contact VOCAL Midlothian on **0131 663 6869** to request a copy.

Free nursing care

Free nursing care is available for people of any age who have been medically assessed as requiring nursing care services including podiatry, catheter care and wound management/dressings. This may not always cover equipment needed at home - this would be assessed by the local authority using social work criteria and processes.

Useful contacts

The Care Inspectorate - List of registered home care providers and inspection reports. This list is useful if arranging care privately.
www.scswis.com

Care Information Scotland - Telephone service and website with information about care services for older people living in Scotland.
www.careinfoscotland.co.uk

A-Z of NHS Lothian health services:
www.nhslothian.scot.nhs.uk/Services/A-Z/Pages/default.aspx

Over the Fence - Practical Self-Directed Support information and advice about arranging care for yourself or someone else.
www.overthefence.org.uk

Self-Directed Support Scotland - Information about Self-directed Support with a specific section for carers.
www.selfdirectedsupportscotland.org.uk

VOCAL website - For the most up-to-date information about the practical and financial aspects of arranging care for someone else.
www.vocal.org.uk

Carer events website - Free courses, events and workshops for carers on welfare rights, Self-Directed Support and many other issues affecting carers.
www.carerevents.co.uk

Lothian Council for Inclusive Living - Support for disabled people, people with long-term conditions and older people, to live independently in their communities.
www.lothiancil.org.uk

Wee Breaks Midlothian
Online directory of options available for short breaks and respite for carers.
weebreak.org

Organising home for caring

Equipment, adaptations, alarms, telecare, housing repairs, housing with support

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Adaptations to the home

You may be eligible for support to make adaptations to your home such as changing the layout of kitchen or bathroom or putting ramps outside. The first step is to contact the Social Work contact centre on **0131 271 3900** who will arrange for a referral to be taken and an Occupational Therapist (OT) visit to assess the needs of the person you care for. If you meet the eligibility criteria, the OT will advise what changes could help meet your needs. There is a waiting list for this service.

Equipment to help you at home

Equipment for the home is available to help older people or those with disabilities, and others manage day to day. This can make bathing, dressing, toileting and moving around the home a bit easier. If you are leaving hospital, an OT or physiotherapist will assess your needs and arrange for the required equipment. To request an OT assessment contact Social Work by phone on **0131 271 3900**.

Midcare alarm system

A home alarm system used by people who may feel vulnerable in their homes due to frailty, disability or illness. By using this technology it can allow people to continue to live independently in their own home whilst allowing them to feel safe, secure and supported.

A bespoke package of care will be recommended and installed after an assessment e.g. a pendant worn around the person's neck or sensors in the home which can trigger the alarm.

Midcare support costs £3.15 per week, which is payable 3 months in advance. For more information contact Midlothian Council Contact Centre on **0131 271 3900**.

● Medical Equipment

The British Red Cross in Midlothian hire out commodes (£5) and wheelchairs (self propelling and transferring) for a donation for 3-6 weeks. Longer periods can be negotiated if necessary. Call them on **0131 660 9372** for more details.

● Managing home energy use and bills

Changeworks Project supports householders with fuel poverty, waste prevention and energy efficiency. If you are worried about paying energy bills, struggle with the cost of keeping your home warm or would like to improve the energy efficiency of your home, contact Changeworks on **0131 555 4010**.

Accessible accommodation in Midlothian

For people who have mobility problems, Midlothian council has a limited number of previously adapted properties and purpose built ground floor bungalows. For more information contact the Community Housing Specialist Gillian Chapman by phone on **0131 271 3248** or email: gillian.chapman@midlothian.gov.uk

Housing with Support: Amenity Housing

These are unsupported, ground floor, level access properties for people (55+) and applicants are prioritised in terms of health needs and vulnerability. These are often one bedroom bungalows which have ramp access, adapted bathrooms and a walk-in shower. These are generally near shops, amenities and bus routes. These are owned and managed by the council or housing associations such as Castlerock Edinvar, Viewpoint, Dunedin Canmore and Margaret Blackwood.

Housing with Support: Sheltered Housing

Midlothian Council has sheltered housing in Midlothian which provides additional support and security without taking away independence. For more information or to apply, please contact **0131 271 3900** or visit www.midlothian.gov.uk/info/917/housing/267/housing_options_for_older_people

Housing with Support: Extra Care Housing

This is housing designed to meet the needs of older people with varying levels of care and support needs in a safe, secure environment. People living in extra care housing have their own self-contained home with one bedroom, lounge, kitchen and bathroom (with level access shower), their own front door and legal rights to occupy the property. There may be communal facilities such as a restaurant, exercise facilities and a hairdresser. There are a very limited number of two bedroom properties available.

Disabled Living Foundation

The Disabled Living Foundation offers advice and information for older and disabled people, and carers. You can get independent advice and guidance on equipment and adaptations. Visit www.dlf.org.uk or call **0300 999 0004**.

They also have a Living made easy website (www.livingmadeeasy.org.uk) to help you choose what daily living equipment will suit you best. They offer clear, practical advice. If equipment is required for a child or young person under 16, please contact the Children and Families Social work centre on **0131 271 3860**.

The Dementia Centre Virtual Care Home

This is an online resource that demonstrates dementia-friendly design in people's own homes.

For more details visit: www.dementia.stir.ac.uk/design/virtual-care-home/virtual-care-home

Help getting around

transport, discounts, mobility cars, accessible travel

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National Entitlement Card (over 60s): Bus pass for people over 60. Apply at your local Midlothian library, main council offices, Midlothian Community Hospital and health centres at Bonnyrigg, Eastfield, Pathhead and Penicuik.

National Entitlement Card (disabilities): Bus pass for people with disabilities. Application forms for the National Entitlement Card are available in all Midlothian libraries, main council offices, the Midlothian Community Hospital and health centres at Bonnyrigg, Eastfield, Pathhead and Penicuik.

Disabled Persons railcard: Save up to one third of the cost of train fares with this card – call **0345 605 0525** for details.

Senior Railcard: Allows anyone over 60 years of age to save one third on Standard and First Class rail fares. Call **0345 3000 250** for details.

HcL (formerly Handicabs): Provides accessible transport for people with mobility challenges such as transport from your home to local shopping centres. Telephone: Dial-a-bus on **0131 447 1718** or Dial-a-ride on **0131 447 9949**

Blue Badge: Allows eligible badge holders to park in disabled and public parking places for free. There is an admin charge for new badges and renewals. For more information call **0131 561 5455**.

Mobility cars: Enables disabled people to use their Government funded mobility allowance to lease a new car, scooter or powered wheelchair. For more information, visit www.motability.co.uk or call **0300 456 4566**.

Volunteer Car Services: Royal National Institute for the Blind **0131 652 3140** or British Red Cross Transport and Escort **01506 654652**.

● Driving and DVLA

If you have a driving licence you must tell DVLA if you have a 'notifiable' medical condition - epilepsy, strokes and neurological conditions, mental health problems, physical disabilities and visual impairments. Call **0300 790 6806** for more details.

● Hospital travel

You may be entitled to help with necessary travel costs to and from hospital if you receive NHS treatment and have a low income or receive certain benefits or credits. Call **0845 850 1166**.

Any NHS Lothian patient can claim back travel costs if they have to travel to a hospital outside Lothian. Call **0131 242 2861** for more details.

● Midlothian Council Travel Team:

Phone: 0131 561 5455

Email: ptu@midlothian.gov.uk

Money matters

benefits, funding, special deals and discounts

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Support and advice for carers

VOCAL Midlothian's free Money Matters surgeries cover areas such as welfare rights, power of attorney and guardianship. To book an appointment call **0131 663 6869**.

Benefits and allowances

Disability Living Allowance (DLA)

DLA is a tax-free, non means-tested benefit for children and young people under 16 who need help with mobility or care costs. There are two components: care which is paid at lower, middle or higher rates, and the mobility component which is paid at the lower or higher rate and can be paid if eligible from 3 years old. To make a claim for DLA you will need to submit an application form and any supporting evidence. The amount awarded will be dependent on the level of support, care and supervision required.

Personal Independence Payments (PIP)

PIP is a tax free, non means tested benefit for people of working age (16-64) for people who have difficulties with daily living or getting around. PIP has two components: daily living and mobility both of which can be paid at standard or enhanced rates.

Following the submission of a questionnaire and a face to face assessment, points are awarded. The more support you need the more points you get, and the number of points you receive will dictate the rate you are awarded.

Attendance Allowance (AA)

Attendance Allowance (AA) is a benefit for people aged 65 and over who need help with personal care or supervision to remain safe. AA is not means tested and there are two rates.

● Making a claim for PIP

- Contact DWP on **0800 917 2222** (8am - 6pm, Mon - Fri)
- Carers can make this call but they need to be with the person making the claim.

Ensure you have the following:

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

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

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

How to claim DLA

Order a form by calling:
0345 712 3456

How to claim Attendance Allowance

Order a form by calling:
0345 605 6055

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

Carer's Allowance (CA)

Carers Allowance is currently £62.10 a week. You may get it if you:

- are 16 or over
- spend at least 35 hours a week caring for someone
- have been in Great Britain for at least 2 of last 3 years

and the person you care for must get one of the qualifying disability benefits, which include Attendance Allowance; Disability Living Allowance (middle or highest care rate) and Personal Independence Payment (daily living component). You may not get CA if you're in full-time education, studying for 21 hours or more a week or if you earn more than £110 a week (after tax).

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

Universal Credit (UC)

Universal Credit (UC) is a new benefit that is gradually replacing six existing benefits with a simpler, single monthly payment. Your eligibility to claim UC currently depends on where you live and your personal circumstances.

There are no limits to the number of hours you can work a week - your UC payment will reduce gradually as you earn more so you won't lose all your benefits if you are on a low income.

Employment and Support Allowance (ESA)

Employment and Support Allowance (ESA) offers support if you're unable to work due to an illness or disability. You can get financial support and work-related support through ESA.

The financial support you get depends on your circumstances (eg. income) and type of ESA you qualify for: contribution-based ESA if you have enough National

Scottish Welfare Fund

The Scottish Welfare Fund pays out two types of grant - a crisis grant and a community care grant - to people in crisis and to people who need help to live independently in the community. To apply contact Midlothian Council on **0131 270 5600**.

Benefits replaced by UC

The following will be merged into Universal Credit:

- Income Support
- Housing Benefit
- Income-based Job Seekers Allowance
- Income-based Employment and Support Allowance
- Working Tax credit
- Child Tax credit

Carers Credit

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

Insurance contributions (NICs) or income-related ESA if you have a low income or not enough NICs.

You need to fill out the 'Limited capability for work questionnaire' during your application for ESA and you may have to go to a Work Capability Assessment. This is to see if your illness or disability affects your ability to work, and can include a medical assessment.

After 13 weeks of ESA you'll be put into a group - either a Work- Related Activity Group (where you will have to attend regular interviews with an adviser) or a Support Group (where you don't have to go to interviews - you're usually in this group if your illness or disability severely limits what you can do).

Council Tax Discounts

Carers' Discount

If you are a carer living with the person you care for, you can claim a carers discount for council tax. It is only available to carers who care for an adult child, elderly parent or a friend (so not your spouse, partner or child under 18 years old). The carer is disregarded for council tax leaving one person (the cared for) to whom the single person discount is applied. You must be providing 35 hours or more care per week and the person you care for must be in receipt of: Disability Living Allowance (higher rate care), Attendance Allowance (higher rate) or Personal Independence Payment (enhanced rate of daily living component). To find out more, you can call Midlothian Council Tax Team on **0131 271 3201**.

Severe Mental Impairment

If two adults are living at home (regardless of their relationship), and one has a severe mental impairment, that person will be disregarded for council tax and the single person discount will be applied. The person with the mental impairment or someone acting on their behalf must complete a form, get it signed by their GP and return it to the council tax department to confirm their illness. To find out more, please look at the Council's website (www.midlothian.gov.uk) or phone the Council Tax team on **0131 271 3201**.

'Bedroom Tax'

Working age tenants who receive housing benefit and have more bedrooms than required, will face a reduction in their Housing Benefit. Carers of qualifying age for state pension credit will not be affected.

Carers may be affected if:

- you and your partner sleep apart due to medical condition.
- you use a spare bedroom to store disability equipment.

Parent carers

Children who are unable to share a room due to a disability can have an extra room.

For more information visit www.carersuk.org or contact your local council.

Short Breaks Fund

Carers living in Midlothian, who are looking for a short break, can apply to the VOCAL Midlothian Wee Break Fund for funding and assistance. A Wee Break can cover activities for the carer and/or person receiving care, and may include transport costs, accommodation, leisure activities, supported holidays or a series of short weekly breaks. For more information visit the Wee Breaks website (www.weebreak.org) or contact the VOCAL Midlothian Short Breaks Bureau by email: weebreaks@vocal.org.uk or call **0131 663 6869**.

Disabled Person's Reduction

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

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

For all enquiries about Council tax reductions, contact the Council's Revenues team via phone or email:

revenues.enquiries@midlothian.gov.uk or **0131 271 3201**.

Concessions and discounts

It is always worth asking if there are concessions available for carers if you attend theme parks, visitor attractions and other public venues. Many venues allow carers to go free if they are accompanying the person they care for. National Trust's admission policy admits the necessary companion or carer of a disabled visitor free of charge using the 'Access for All Admit One Card'. The card is issued through the Supporter Service Centre for the National Trust and made out in the name of the disabled person. Email enquiries@nationaltrust.org.uk or call **0844 800 1895** for details.

A number of hotels, holiday and travel companies offer discounts to carers (eg. Haven holidays). Contact the VOCAL Midlothian Short Breaks bureau on **0131 663 6869** or email weebreaks@vocal.org.uk for details of the latest discounts available to carers.

The Cinema Exhibitors' Association Card entitles the holder to one free ticket for a person accompanying them to the cinema. See www.ceacard.co.uk for more information.

For travel and transport concessions see the '*Help with getting around*' factsheet.

Useful Contact details

- **Gov.uk website**
www.gov.uk - has information on benefits, transport, employment and taxes.
- **Benefit numbers**
PIP: 0345 850 3322
AA: **0345 605 6055**
DLA: 0345 712 3456
CA: 0345 608 4321
Pension: 0800 731 7898
ESA: 0800 055 6688
- **Carers Scotland**
Keep up to date with Welfare Reform and it's impact on carers - visit www.carersuk.org
- **Council numbers**
Council Tax information:
0131 271 3201
Scottish Welfare Fund
0131 270 5600
- **Lone Parent families**
Free lone parent helpline, call 0808 801 0323 or visit www.loneparenthelpline.org
- **Citizens Advice**
www.citizensadviceedinburgh.co.uk has useful factsheets and an advice guide covering money, rights, family and daily life.
- **The Action Group**
Provides a welfare rights service to maximize income and employment advice to access Real Jobs - a supported employment service. Call **0131 475 2315** or email advice@actiongroup.org.uk
- **Turn2Us website**
Turn2Us is a website, designed to help people find out about the money available to them through grants, welfare benefits or other support. Visit www.turn2us.org.uk

Your rights as a carer

legislation and national guidance

VOCAL - Voice of Carers Across Lothian ● April 2017

Legislation affecting carers

The following legislation established a carers right to an assessment in their own right, a duty on local authorities to take into account carers' views when putting together a community care package and a duty on NHS boards to produce Carer Information Strategies:

- **Carers (Recognition and Services) Act 1995**
- **Community Care and Health (Scotland) Act 2002**

Carers' (Scotland) Act

The **Carers' (Scotland) Act** was passed by the Scottish Parliament in 2016 and is expected to be implemented from April 2018. It extends the rights of adult and young carers in Scotland, placing a duty on local authorities to provide every carer with a carer support plan and to provide support to all carers who are eligible.

Equalities Act 2010

This act began on 1 October 2010 and brought new legislation to protect carers from direct discrimination or harassment because of their caring responsibilities.

The Government Equalities Office (GEO) has produced a series of guides including '*Equality Act 2010: What do I need to know as a carer?*'. For more information call the Equality Advisory Support Service (EASS) on **0808 800 0082** or visit www.equalityadvisoryservice.com

Mental Health (Care and Treatment) (Scotland) Act 2003

This Act came into effect in October 2005. It sets out how a service user with a mental health difficulty can be treated

Employment rights

Carers in employment now have more statutory rights to help them manage their work and caring responsibilities, through the **Work and Families Act 2006**. See '*Carers and Employment*' factsheet for more details.

Carers' Assessments

Carers currently have a statutory right to *request* a carer's assessment by their local authority (under the Carers (Recognition and Services) Act 1995 and the Community Care and Health (Scotland) Act 2002).

See the '*Practical help with caring*' factsheet for more details on Carers' Assessments or visit the VOCAL website: www.vocal.org.uk

and says what their rights are. It states that the rights and views of carers must be taken into consideration as much as possible when any decisions about the service user's care and treatment are made.

Anyone involved in the care and treatment of the person using mental health services must provide carers with the information they need to provide effective care. A carer will not receive information that the service user does not want to share.

For more details of carers rights and the role of a named person under the Mental Health Act 2003 call Mental Welfare Commission on **0800 389 6809** or visit: www.mwscot.org.uk

Carers strategies and guidance

Scotland's Carers Strategy - 'Caring Together'

On 26 July 2010 Scotland's new carers' strategy was launched and for the first time recognised **carers as equal partners in care**. Some of the priority actions include:

- development of a Carers Rights Charter
- support for carer identification by health and social care
- improve uptake and quality of carer's assessments
- investment in training and in short breaks

For more information visit the Scottish Government website: www.scotland.gov.uk

NHS Lothian Carer Information Strategy

This local strategy aims to ensure carers are well informed and:

- recognised as key partners in the provision of care
- treated with respect and dignity whatever their gender, race, age, sexuality, faith and ability
- are supported by the NHS and partner agencies to continue to care as long as they wish and are able to
- have the right to negotiate their caring input
- entitled to general information about the condition

For more information visit the NHS Lothian website: www.nhsllothian.scot.nhs.uk

Self-Directed Support Bill

The Self-Directed Support (Scotland) Act became law in 2014. It introduced a new power for local authorities to support carers through direct payments. It also aims to make it easier for people to use direct payments to employ relatives. For more details see: www.selfdirectedsupportscotland.org.uk

Patient Rights Bill

The Patient Rights (Scotland) Act 2011 aims to improve patients' experiences of using health services and to support people to become more involved in their health and health care. Included in the Act was the establishment of a Patient Advice and Support Service (PASS). This service provides free, accessible and confidential information, advice and support to patients, their carers and families about NHS healthcare. For more information visit:

www.nhsinform.scot/care-support-and-rights

Legal matters

power of attorney, guardianship, mental health

VOCAL - Voice of Carers Across Lothian ● April 2017

Planning for the future and assisting the person they care for to make decisions is an important consideration for many carers. This factsheet introduces some of the legal issues around capacity - see also '*Wills and Trusts: a guide for carers*'.

Adults with Incapacity

In common law all adults (anyone aged 16 and over) have a right to make their own decisions and we must assume that someone has capacity to act and make decisions unless there is evidence otherwise. No one is regarded as lacking capacity just because they make unwise, unusual decisions, or because they have a particular diagnosis, illness or condition.

An inability to make decisions in our lives can occur for a range of reasons including conditions such as a learning disability, dementia, brain injury or severe mental illness. People who have had a stroke or severe hearing impairment may lack the capacity to communicate their decisions and need someone else to act for them. The **Adults with Incapacity (Scotland) Act 2000** provides a legal framework for family members and friends to assist the person they care for with decision making regarding welfare, health care and financial decisions.

What does incapacity mean?

In an everyday context, mental capacity means the ability to make decisions or take actions affecting daily life. In a legal context, it refers to a person's ability to do something, including making a decision, which may have legal consequences for the person themselves or for other people such as making a contract with someone, buying and selling things, deciding about medical treatment or managing money.

VOCAL's free money and legal surgeries

VOCAL runs free specialist and legal surgeries for carers. To book email midlothian@vocal.org.uk or call VOCAL on **0131 663 6869**.

Appointments last for 30 minutes and are available for:

Support to write and register a Power of Attorney

For carers and the person they care for - replacing the need to see a solicitor.

Guardianship

Solicitor consultations on Guardianship, Wills & Trusts.

Dementia advisor

Support, information and advice for people with dementia and their carers,

Power of Attorney

A Power of Attorney is a legal document in which an individual gives authority to another person to make decisions on their behalf. This could relate to financial or property matters and/or personal welfare.

For example, John chooses to give Janet the power to make decisions for him if he becomes unable to make his own decisions. At the point of arranging the Power of Attorney, John must understand what he is doing and be able to make a decision about it.

Powers relating to John's financial or property affairs are known as *continuing powers* and may be given with the intention of taking effect immediately and continuing upon John's incapacity, **or** beginning when John lacks capacity. Welfare powers cannot be exercised until such time as John has lost the capacity to make these decisions.

Guardianship and intervention orders

A Guardianship Order can be sought when someone is unable to make any decisions due to a mental disorder.

The guardianship order allows the appointed guardian to make decisions for the person with incapacity even if that person does not understand or is unable to make the decision to allow a guardian to be appointed. This has to be applied for in the Sheriff Court.

Working in partnership with a solicitor, VOCAL offers carers free 30 minute consultations about key issues such as Wills, Trusts and Guardianship. Contact VOCAL Midlothian on **0131 663 6869** or email midlothian@vocal.org.uk for more details.

Mental Health (Care and Treatment) Act 2003

The Mental Health (Care and Treatment) Act 2003 is the legislation that supports and safeguards people with a mental health disorder. The Act covers detention in hospital and some treatment in the community.

Advanced statements

This is a statement made when a person is well, about how they wish to be treated if they become unwell. It could be regarding diet, medication or what happens to pets etc. The tribunal and others giving treatment have to take this into account when making decisions.

Office of the Public Guardian

The Office of the Public Guardian (OPG) in Scotland has a function to supervise people who have been appointed to manage the financial or property affairs of adults who lack the capacity to do so for themselves.

As well as providing information and advice, the OPG investigates concerns where the property or financial affairs of an adult seem to be at risk.

The OPG website has a range of resources and information, including a list of FAQs around Power of Attorney and Guardianship. For details visit: publicguardian-scotland.gov.uk or call **01324 678300**.

Wills and Trusts

a guide for carers

VOCAL - Voice of Carers Across Lothian ● April 2017

Planning for the future is particularly important if a member of your family has a disability, physical or mental health problem, addiction or long term condition. You may want to make provision for them in your will, and they may **need support** to manage any money that you leave them.

You also need to consider the impact of making a will or trust. Any money that you leave to the person you care for may affect their **welfare benefit entitlement** and any financial contributions that they make to **pay for their care**.

This guide outlines some of the general issues that you should consider when making a will or trust however everyone's situation is different. It is important to get expert legal advice, and to have a discussion with other family members who may be affected.

Trusts

A trust is a way of looking after assets (money, investments, land or buildings) for people. It is a legal arrangement where one or more 'trustees' are made legally responsible for holding these assets, managing the trust and carrying out the wishes of the person who has put the assets into trust. A trust can be set up in your lifetime or in your will and is one of the best ways to make financial provision for a person whose main income is state benefits.

There are several types of UK family trusts, and the one generally recommended is called a '**discretionary trust**'. The money is handed over to trustees who have 'discretion' about how to use the income of the trust, and sometimes the capital.

As the trustees are legal owners of any assets held in the trust and the beneficiary has no absolute right to call on the money

● Free legal surgeries

VOCAL runs free 30 minute surgery consultations where carers can discuss these issues in more detail with a solicitor. To book an appointment contact VOCAL on **0131 663 6869** or email **midlothian@vocal.org.uk**

● Trusts: laws and tax

Trustees have to pay tax on trust income, and any income the beneficiary receives from the trust will also be liable to tax depending on their circumstances.

● Appointing Trustees

Trustees should be people you trust who are happy to undertake the role.

Trustees can be:

- professionals eg. solicitors, banks, trustee services (they will charge a fee)
- family members or friends (you may want them to have access to professional advice)
- a combination of family members and a professional.

it is not regarded as their capital for welfare benefit purposes. The terms of the trust also outline how it will be wound up. For example the trust can provide that the money will go to other members of the family or to the children of the beneficiary.

How are welfare benefits affected?

Payments of income or capital from a discretionary trust may have an effect on means-tested benefits. If someone on means tested benefits receives a regular income of more than £20 a week from a trust, any amounts over £20 will be taken off the benefits.

If a large amount is needed (eg. to buy a flat) the trustees should buy the item themselves. They can then make it over to the trust beneficiary. With the many changes taking place in the benefits system it is important that trustees regularly check that these rules have remained unchanged.

Wills

It is important to write a will if you have a family member with reduced capacity or some other type of disability. You will need to consider what provision you want to make for the person you care for, in addition to other people you may wish to provide for.

If you do not make a will the law requires that your estate is dealt with in a particular way - which may be contrary to your wishes.

You may decide not to include the person you care for in your will and rely on other beneficiaries to support them but this can also be problematic. You can avoid these pitfalls by setting up a Discretionary Trust in your will.

Options for dealing with property

There are a number of options available if you wish to leave your home to the person you care for. A person's home is not taken into account when calculating their capital for welfare benefits.

You may wish to leave the home to the person directly, or ask trustees to sell it and buy somewhere smaller or more suitable. If you have concerns about their ability to manage the burdens of owning a property, the house can be put in the names of the

Trust payments which may be **disregarded**:

- irregular lump sum payments (unless they bring the person's total capital above the threshold for the particular benefit).
- payments of income intended to pay for items not normally covered by welfare benefits (eg. phone bills, TV rental, CDs).
- this does not include rent, rates, fuel, clothing or food as welfare benefits are intended to cover these items.

trustees who can allow the person you care for to live there. Alternatively you may specify in your will that the person you care for can live in the property for life, after which it is given to someone else.

Does the person you care for have capacity to make decisions?

An inability to make decisions in our lives can occur for a range of reasons. Disabilities such as dementia, brain injury or severe mental illness may limit our capacity to understand what is involved in decision-making.

People with a physical condition, such as stroke or severe hearing impairment, may lack the capacity to communicate their decisions and need someone else to act for them. Being born with a learning disability may limit a person's ability to act or make some or all decisions for themselves, depending on the severity of the condition.

The **Adults with Incapacity (Scotland) Act 2000** provides a legal framework for family members and friends to assist the person they care for with decision making - it enables carers or others to have legal powers to make welfare, health care and financial decisions.

For more details see the '*Legal Matters*' factsheet.

Before writing your will:

- List what you own including assets and liabilities and their value in money.
- Think about who you would like to benefit from your will and what you would like to give them.
- Who you would like to be the executors of your will? An executor is the person you officially appoint to make sure that the wishes in your will are carried out.
- If your child or children are under 18, think about whether you would like to appoint a guardian for them.
- Think about whether you need to set up a trust for the person you care for

Sources of support:

Free legal surgeries

VOCAL runs free legal surgeries and Power of Attorney surgeries for carers. To book call **0131 663 6869** or email **midlothian@vocal.org.uk**

Solicitors

The Law Society of Scotland can help in finding a solicitor. They can also advise on how fees are set, solicitors standards and how to make a complaint. Call **0131 226 7411** or visit: **www.lawscot.org.uk**

Trustee service

Contact Enable Scotland on **0300 0200 101** or email **trustee@enable.org.uk**

Long term care

choosing a care home, charges, support

VOCAL - Voice of Carers Across Lothian ● April 2017

Introduction

Thinking about long term care for the person you care for can be very bewildering and confusing. It can also be a very lonely task, difficult to share with others. This factsheet looks at some of the practical and emotional aspects of planning for long term care.

Choosing a care home

There are a number of directories that you can access online to search for care homes in Midlothian and other areas. The Care Inspectorate is a good starting point as you can also view the most up to date inspection report for the care home you are interested in. Visit their website www.scswis.com or call **0345 600 9527**.

You can arrange a visit to a care home or ask for someone from the home to visit you. Write down the things you and the person you care for want to ask and bring the list with you on visits.

A care home should be homely, safe and secure to enable people to carry on leading as full a life as possible. Don't be embarrassed to ask lots of questions, and have a good look around. Here is a list of some things you may wish to think about:

- **Location:** Is it close to local amenities and your home?
- **Atmosphere:** What is your first impression?
- **Staff:** Are there enough staff? How do they behave?
- **Accommodation:** Do you get your own room?
- **Facilities:** Are there visiting hairdressers, chiropodists etc?

● Emotional support

Thinking about long term care in a care home can be an emotional time for people, and as a carer you may need to deal with a number of different feelings.

- **VOCAL** can offer group and individual support to help with these feelings, and has produced a self help booklet for carers - call VOCAL Midlothian on **0131 663 6869** or email midlothian@vocal.org.uk for a copy.

- **Freedom:** Are safeguards in place for vulnerable adults?
- **Meals:** Is there a choice of good quality, nutritious meals?
- **Pets:** Are pets allowed in the care home?
- **Activities:** What activities are provided by the care home?
- **Keeping in contact:** Is there access to telephone or internet?
- **Having a say:** How does the home handle problems?

Paying for care

If someone is assessed as needing to live in a care home, then their finances have to be assessed - taking into account the capital and income of the person moving into the care home.

Capital includes property, investments and savings in that person's name. Half of any capital in joint names will be taken into account. The value of property is not treated as capital if the person's spouse or partner, relative over 60 or a relative under 60 with incapacity continues to live there. If a carer (who is not a spouse or partner) has been living in the house this may mean the value is disregarded.

There are upper and lower limits which define how much someone needs to pay. These figures change in line with inflation and are included in the revised versions of Charging for Residential Accommodation Guidance (see 'useful resources' on the right). If someone has over the upper limit they will be asked to pay the full cost of care.

Some types of income are disregarded or partially disregarded however pensions and state benefits are assumed capital from income. Care home residents can get 50% of their private pension paid to a spouse who continues to live at home.

If the person you care for is assessed as needing personal and/or nursing care, then they will get the costs for both deducted from the care home fees. The amount is less for people under 65. Charging procedures can be complicated so it is worth seeking advice. Call VOCAL Midlothian on **0131 663 6869**.

Care Inspectorate

Care services in Scotland are not allowed to operate unless they are registered with the Care Inspectorate. As well as registering care services, the Care Inspectorate inspect and grade them, to ensure they follow the National Care Standards. They also deal with complaints and can take action to force services to improve. Call **0845 600 9527** or visit **www.scswis.com**.

Useful resources

Charging for Residential Accommodation Guidance:
www.scotland.gov.uk/Topics/Health/Support-Social-Care/Financial-Help/Charging-Residential-Care

Local authority charging procedures for care homes:
www.ageuk.org.uk/scotland

A-Z

of useful contacts

VOCAL - Voice of Carers Across Lothian ● June 2017

Advocacy

CAPS Independent Advocacy

Old Stables, Musselburgh
East Lothian, EH21 7PQ
Tel: 0131 273 5116

Web: www.capsadvocacy.org

Individual and collective advocacy for people who have used or are using mental health services.

EARS Advocacy Service

14 Ashley Place
Edinburgh EH6 5PX
Tel: 0131 478 8866

Web: www.ears-advocacy.org.uk

Advocacy for Adults (16+) with physical disability and acquired brain injury in Midlothian. Lothian wide: advocacy for stroke survivors and older people.

Edinburgh Carers Council

The Canon Mill, 1 - 3 Canon Street
Edinburgh, EH3 5HE
Tel: 0131 270 6087/270 6089

Web: www.edinburghcarerscouncil.co.uk

Advocacy for carers of people who have mental health difficulties, who are using services in Edinburgh

Kindred

7 Rutland Ct Ln, Edinburgh EH3 8ES
Tel: 0800 031 5793 (option 1)

Email: enquiries@kindred-scotland.org

Web: www.kindred-scotland.org

Lothian-wide advocacy for parent carers

Partners in Advocacy

2nd Floor, Beaverhall House
27/5 Beaverhall Road
Edinburgh EH7 4JE

Tel: 0131 478 7723/7724

Web: www.partnersinadvocacy.org.uk

Advocacy for adults using learning disability services and to children and young people using mental health services or with any additional support needs, in Edinburgh, East & Mid Lothian. Midlothian: advocacy for adults with learning disabilities and children 0-8 with physical disabilities.

People First (Scotland)

77-79 Easter Road
Edinburgh EH7 5PW

Tel: 0131 478 7707

Midlothian Advocate: 07753 822706

Web: www.peoplefirstscotland.org

Scottish Independent Advocacy Alliance

London House
20-22 East London Street,
Edinburgh EH7 4BQ

Tel: 0131 524 1975

Web: www.siaa.org.uk

Aids & Adaptations

The Disabled Living Foundation (DLF)

The DLF offers advice and information for older and disabled people, and carers.

Tel: 0300 999 0004

Web: www.dlf.org.uk

Living made easy website:

www.livingmadeeasy.org.uk

SARA (the DLF's guided advice tool):

www.asksara.dlf.org.uk

Midcare - assistive technology at home

Web: www.midlothian.gov.uk/info/1453/support_at_home/243/midcare_alarm_service

Referral and info via the Social Work contact centre (0131 271 3900)

Red Cross

131 High St, Dalkeith
EH22 1BE

Tel: 0131 654 0340

Commodore and wheelchairs can be hired.

SMART Centre (Southeast Mobility and Rehabilitation Technology)

Astley Ainslie Hospital

133 Grange Loan

Edinburgh EH9 2HL

Tel: 0131 537 9445

Web: www.smart.scot.nhs.uk

Showroom and consultations, by appointment only.

Aids and HIV

Waverley Care

3 Mansfield Place
Edinburgh EH3 6NB
Tel: 0131 558 1425
Web: www.waverleycare.org

Alzheimer's/ Dementia

Alzheimer Scotland

Mid and East Lothian Services

3 Edinburgh Road
Dalkeith, EH22 1LA
Tel: 0131 654 1114
24 hour: 0808 808 3000
Web: www.alzscot.org

The Dementia Centre

Virtual Care Home

An online resource that demonstrates dementia-friendly design in people's own homes.
Web: www.dementia.stir.ac.uk/design/virtual-care-home/virtual-care-home

Arthritis

Arthritis Care

Edward House
283 West Campbell Street
Glasgow G2 4TT
Email: scotland@arthritiscare.org.uk

Autism

Autism Initiatives Scotland

11 Granton Square,
Edinburgh, EH5 1HX
Tel: 0131 551 7260
Web: www.autisminitiatives.org
Support adults on the autistic spectrum.

Lothian Autistic Society

Davidson House, 57 Queen Charlotte Street, Edinburgh EH6 7EY

Tel: 0131 661 3834
Email: office@lothianautistic.org
Web: www.lothianautistic.org
Support children and young people on the autistic spectrum.

Scottish Autism

Lothian and Borders Area Services,
17d North High Street,
Musselburgh EH21 6JA
Tel: 0845 300 9274
Web: www.scottishautism.org

Benefits

The Action Group - Advice Service

57 Albion Road
Edinburgh, EH7 5QY
Tel: 0131 475 2315
Web: www.actiongroup.org.uk
Benefits and money matters advice

Citizens Advice Bureau

14A John St, Penicuik EH26 8AB
Tel: 01968 675259 or
6-8 Buccleuch St, Dalkeith EH22 1HA
Tel: 0131 660 1636
Web: www.cas.org.uk
Outreach surgeries in Danderhall, the Orchard centre (Bonnyrigg), Loanhead Miners Club, Loganlea (Penicuk), Newbyres surgery, Gorebridge and Loanhead Libraries.

FAIR (Family Advice and Information resource)

95 Causewayside,
Edinburgh EH9 1QG
Tel: 0131 662 1962
Web: www.fairadvice.org.uk
Phone advice for carers and families of people with learning difficulties in Midlothian.

Midlothian Council -

Welfare Rights Team

Fairfield House, 8 Lothian Road
Dalkeith, EH22 3AA
Tel: 0131 271 3781/270 8922

Web: www.midlothian.gov.uk

Midlothian Food Bank

Gorebridge Parish Church,
96 Hunterfield Road, Gorebridge,
EH23 4TT
Tuesday: 10am - 2pm
Thursday: 10am - 2pm
Friday: 10am - 2pm
Tel: 07789 173276
Email: janiceburns@midlothian.foodbank.org.uk

Midlothian Macmillan

Benefits Advice Service

1st floor, Fairfield House,
8 Lothian Road, Dalkeith, EH22 3ZH
Tel: 0131 271 3910
Email: tracey.ross@midlothian.gov.uk
For people who have cancer and their carers.

Black & Minority Ethnic carers

MECOPP

Maritime House, 8/4 The Shore,
Edinburgh EH6 6QN
Tel: 0131 467 2994
Web: www.mecopp.org.uk

BEMAS Parent Support Group

The Action Group
Norton Park Centre, 57 Albion Road
Edinburgh EH7 5QY
Tel: 0131 475 2315
Web: www.actiongroup.org.uk/services/bemas.html

Cancer

Macmillan Information & Support Centre - Western General

Western General Hospital, Crewe Road, Edinburgh EH4 2XU
Tel: 0131 537 3907
Web: www.macmillan.org.uk

Maggie's Edinburgh

The Stables, Western General
Hospital, Crewe Road South
Edinburgh EH4 2XU
Tel: 0131 537 3131
Web: www.maggiescentres.org

Carer Support

Alzheimer Scotland

Mid and East Lothian Services

3 Edinburgh Road
Dalkeith, EH22 1LA
Tel: 0131 654 1114

Web: www.alzscot.org

Support for carers of people with dementia.

Care for Carers

St. Margaret's House, 151 London
Road, Edinburgh, EH7 6AE
Tel: 0131 661 2077
Web: www.care4carers.org.uk

Edinburgh Carers Council

The Canon Mill, 1-3 Canon Street,
Edinburgh EH3 5HE
Tel: 0131 270 6087/270 6089
Web: www.edinburghcarerscouncil.co.uk
Carers of someone with mental health problems who is using services in Edinburgh.

Edinburgh Headway Group

Headway House, Astley Ainslie
Hospital, Canaan Lane
Edinburgh EH9 2HL
Tel: 0131 537 9116
Web: www.edinburghheadway.org.uk
Provide support for carers of people who have had an acquired brain injury.

Edinburgh & Lothian Council on Alcohol

91 Rose St, Edinburgh EH2 3DT
Tel: 0131 337 8188
Web: www.elcaalcohol.co.uk
For carers of people who have alcohol problems.

MELD (Mid and East Lothian Drugs)

6 Newmills Rd, Dalkeith
Midlothian EH22 1DU
Tel: 0131 660 3566
Web: www.meld-drugs.org.uk
Provides support for carers of people with drug problems.

VOCAL Midlothian

30/1 Hardengreen Estate
Dalhousie Road,
Dalkeith EH22 3NX
Tel: 0131 663 6869
Web: www.vocal.org.uk

Carer Support Groups

For more carer support groups visit the VOCAL website:
www.vocal.org.uk

Grandparents Parenting Again / Kinship Carers (Midlothian)

Gorebridge Parish Church
100 Hunterfield Road,
Gorebridge, EH23 4TT
Tel: 07540 300 591
Email: kinshipcarersadvocacy@gmail.com

Lung conditions

BREATHTAKERS (bronchiectasis)
Meetings at Royal Infirmary of
Edinburgh, Seminar Rm 1640
Last Tues of month 3-4.30pm.
Please call for dates.
Tel: 07818 012 685
Email: breathtakers@hotmail.co.uk

Midlothian parent carers group

Bright Sparks, King George V Park,
Bonnyrigg EH19 2AD
Email: BrightSparksplaygroups@aol.co.uk
Tel: 0131 663 5172
Group for parents and carers of children with additional support needs.

Cerebral Palsy

Advice Service Capability Scotland
11 Ellersly Road
Edinburgh EH12 6HY
Tel: 0131 337 9876
Web: www.capability-scotland.org.uk/get-advice

Chest, Heart and Stroke

Chest, Heart and Stroke - Scotland
3rd Floor, Rosebery House
9 Haymarket Terrace
Edinburgh EH12 5EZ
Tel: 0131 225 6963
Advice Line: 0808 801 0899
Web: www.chss.org.uk

Different Strokes

9 Canon Harnett Court, Wolverton
Mill, Milton Keynes MK12 5NF
Tel: 01908 317618 or
0345 130 7172
Web: www.differentstrokes.co.uk
For younger stroke survivors.

Children and Families

Children & Families Social Work

11 St Andrew Street, Dalkeith
Midlothian, EH22 1AL
Tel: 0131 271 3860
Web: www.midlothian.gov.uk/info/200177/education_and_childrens_services/595/children_and_families

CHILDREN 1ST

40/9 Hardengreen Business Park,
Dalhousie Road, Eskbank
Dalkeith, EH22 3NU
Tel: 0131 654 9540
Web: www.children1st.org.uk

Contact a Family Scotland

Craigmillar Social Enterprise &
Arts Centre, 11/9 Harewood Road,
Edinburgh EH16 4NT
Tel: 0131 659 2930
Web: www.cafamily.org.uk/scotland

Enquire

Rosebery House, 9 Haymarket
Terrace, Edinburgh EH12 5EZ
Tel: 0345 123 2303

Web: enquire.org.uk
*Advice on education and additional
support for learning.*

Grandparents Parenting Again / Kinship Carers (Midlothian)

Gorebridge Parish Church,
100 Hunterfield Road,
Gorebridge, EH23 4TT
Tel: 07540 300 591
Email: kinshipcarersadvocacy@gmail.com

Kindred

7 Rutland Ct Ln, Edinburgh EH3 8ES
Tel: 0800 031 5793 (option 1)
Email: enquiries@kindred-scotland.org
Web: www.kindred-scotland.org

Midlothian Surestart - Head Office

Colliery Court, McSence Business
Park, 32 Sycamore Road,
Mayfield, EH22 5TA
Tel: 0131 654 0489
*Support for families of young
children across Midlothian.*

Midlothian parent carers group

Bright Sparks, King George V Park,
Bonnyrigg EH19 2AD
Email: BrightSparksplaygroups@aol.co.uk
Tel: 0131 663 5172
*Group for parents and carers of
children with additional support needs.*

One Parent Families Scotland

13 Gayfield Square
Edinburgh EH1 3NX
Helpline: 0131 556 3899
Web: www.opfs.org.uk

Complaints

Social Care & Social Work

Client Relations Officer Tel:
0131 271 3645
Web: www.midlothian.gov.uk/

[info/670/have_your_say/316/
complaints_compliments_and_
comments](http://info/670/have_your_say/316/complaints_compliments_and_comments)

The Care Inspectorate

Compass House, 11 Riverside Drive,
Dundee DD1 4NY
Tel: 01382 207100
Local Office Tel: 0131 653 4100
Web: www.scswis.com

General Medical Council

5th Floor, The Tun, 4 Jackson's Entry,
Holyrood Road, Edinburgh EH8 8PJ
Tel: 0131 525 8700 or 0845 357 6999
Web: [www.gmc-uk.org/about/
scotland.asp](http://www.gmc-uk.org/about/scotland.asp)

NHS Complaints

Contact details vary depending on
the NHS setting. For advice and
support about NHS complaints
contact your local Citizens Advice
Bureau (CAB):
Patient Advice & Support Service,
14A John St, Town Centre, Penicuik
Tel: 01968 675259 or
6-8 Buccleuch St, Dalkeith
Tel: 0131 660 1636

NHS24

Patient Affairs Manager, NHS
24, Caledonia House, Cardonald
Business Park, Glasgow G51 4EB
Tel: 0141 337 4597
Email: patientaffairs@nhs24.scot.nhs.uk

Counselling

British Association for Counselling and Psychotherapy (BACP)

BACP House, 15 St John's Business
Park, Lutterworth
Leicestershire LE17 4HB
Tel: 01455 883300
Email: bacp@bacp.co.uk
Web: www.bacp.co.uk
VOCAL Midlothian - Carers

Counselling Service

8-13 Johnston Terrace, Edinburgh
EH1 2PW
Tel: 0131 466 8082
Email: counselling@vocal.org.uk
Web: www.vocal.org.uk

Cruse Bereavement Care Scotland

3 Rutland Square
Edinburgh EH1 2AS
Tel: 0845 600 2227
Web: www.crusescotland.org.uk

Edinburgh & Lothian Council on Alcohol

6 Clifton Terrace, Edinburgh EH12 5DR
Tel: 0131 337 8188
Web: www.elcaalcohol.co.uk
*For carers of people who have
alcohol problems*

Gingerbread

117-119 Fountainbridge,
Edinburgh EH3 9DQ
Tel: 0131 478 1391
Web: www.gingerbread.org.uk
UK wide support for single parents.

Health in mind-Midlothian

Orchard Centre
14 Lothian Road, Bonnyrigg EH19 3AB
Tel: 0131 663 1616
Web: www.health-in-mind.org.uk

SAHELIYA

125 McDonald Road,
Edinburgh EH7 4NW
Tel: 0131 556 9302
Web: www.saheliya.co.uk
Support for women from BME backgrounds.

Disability

Grapevine

Norton Park, 57 Albion Road
Edinburgh EH7 5QY
Tel: 0131 475 2370
Web: [www.lothiancil.org.uk/whatwedo/
grapevine/grapevine.php](http://www.lothiancil.org.uk/whatwedo/grapevine/grapevine.php)

FAIR (Family Advice and Information resource)

95 Causewayside, Edinburgh EH9 1QG
Tel: 0131 662 1962
Web: www.fairadvice.org.uk
Phone support only for Midlothian carers of people with a learning disability.

Down's Syndrome

Down's Syndrome Scotland

Riverside House, 502 Gorgie Road
Edinburgh EH11 3AF
Tel: 0131 442 8840
Email: info@dsscotland.org.uk
Web: www.dsscotland.org.uk

Domestic Abuse

Women's Aid Midlothian

29a Eskbank Road, Dalkeith
Tel: 0131 663 9827 and
10 Carnethy Avenue, Penicuik
Tel: 01968 670970
Web: www.midlothianwomensaid.org

Drugs & Alcohol

MELD (Mid and East Lothian Drugs)

6 Newmills Rd, Dalkeith EH22 1DU
Tel: 0131 660 3566
Web: www.meld-drugs.org.uk

Edinburgh & Lothian Council on Alcohol

91 Rose St, Edinburgh EH2 3DT
Tel: 0131 337 8188
Web: elcaalcohol.co.uk
For carers of people who have alcohol problems.

Education & Employment

Skills Development Scotland

Careers Centre: 39a Carlops Road,
Penicuik EH26 9EP
Tel: 0800 917 8000
Penicuik Jobcentre Plus:
25 John Street, Penicuik, EH26 8HN
Tel: 0345 606 0234

Dalkeith Careers Centre:

29 Eskbank Road, Dalkeith, EH22 1HJ
Tel: 0800 917 8000

Dalkeith Jobcentre Plus:

7 Buccleuch Street, Dalkeith, EH22 1HB
Tel: 0345 604 3719

Epilepsy

Epilepsy Scotland

SPACE, Room 21, 11 Harewood Road
Edinburgh EH16 4NT
Tel: 0131 659 4730
Email: enquiries@epilepsyscotland.org.uk
Web: www.epilepsyscotland.org.uk

Head Injuries

Edinburgh Headway Group

Headway House, Astley Ainslie
Hospital, Canaan Lane,
Edinburgh EH9 2HL
Tel: 0131 537 9116
Web: www.edinburghheadway.org.uk

Health

Midlothian -Ageing Well

Tel: 0131 561 6506
Web: www.midlothian.gov.uk/info/200158/ageing_well
Health related activities and groups for older people.

Midlothian Community Food Initiative

- Toot for Fruit mobile shop van
Low cost quality fruit and veg across Midlothian via the Toot for Fruit mobile shop van. For more information phone Gail Prince on 0131 440 3755 or Ian Collins on 07784 895 938.

LGBT Centre for Health & Wellbeing

9 Howe Street, Edinburgh EH3 6TE
Tel: 0131 523 1100
Web: www.lgbthealth.org.uk

NHS Lothian Health Promotion Resource Centre

Blackford Pavilion, Astley Ainslie
Hospital, 133 Grange Loan
Edinburgh EH9 2HL
Tel: 0131 537 9337/8
Email: resource.centre@nhslothian.scot.nhs.uk

Scottish Health Council

Pentland House, Ground Floor
47 Robb's Loan, Edinburgh EH14 1AB
Tel: 0131 537 8545
Web: www.scottishhealthcouncil.org

NHS 24: 111

Housing

Midlothian Council Housing team

Buccleuch House, 1 White Hart
Street, Dalkeith EH22 1AE
Tel: 0131 270 7500
Web: www.midlothian.gov.uk/info/917/housing

Homelessness team:

Tel: 0131 271 3397
Web: www.midlothian.gov.uk/info/1078/homelessness

Council Tax & Housing Benefit Information

Tel: 0131 271 3201
Web: www.midlothian.gov.uk/council-tax

Changeworks

36 Newhaven Road,
Edinburgh EH6 5PY
Tel: 0131 555 4010
Web: www.changeworks.org.uk

Midlothian Council - Mediation Service

Fairfield House, 8 Lothian Road
Dalkeith, Midlothian, EH22 3AA
Tel: 0131 271 3617

Neighbour disputes and mediation for young people & families.

Housing Associations

Bield Housing Association
Tel: 0131 661 0033
Web: www.bield.co.uk

Blackwood Housing Association
Tel: 0131 317 7227
Web: www.mbha.org.uk

Castlerock Edinvar Housing Association
Tel: 0131 657 0600
Web: www.castlerockedinvar.co.uk

Dunedin Canmore Housing
Tel: 0131 478 8888
Web: www.dunedincanmore.org.uk

Trust Housing Association
Tel: 0131 444 1200
Web: www.trustha.org.uk

Viewpoint Housing Association
Tel: 0131 668 4247
Web: www.viewpoint.org.uk

Community Housing Specialist

Gillian Chapman
Tel: 0131 271 3248
Email: gillian.chapman@midlothian.gov.uk
Information about sheltered or extra care housing.

Learning Disabilities

Enable Scotland

Local Area Coordination Team,
Enable Scotland, Edinburgh &
Lothians Support Services, First
Floor, 1 Wester Shawfair,
Danderhall EH22 1FD
Tel: 0131 454 1785
Web: www.enable.org.uk

FAIR (Family Advice and Information Resource)

95 Causewayside, Edinburgh EH9 1QG
Tel: 0131 662 1962
Web: www.fairadvice.org.uk
Phone advice only for Midlothian carers.

The Action Group

Norton Park Centre, 57 Albion Road,
Edinburgh EH7 5QY
Tel: 0131 475 2315
Web: www.actiongroup.org.uk
Services for carers/families of people with learning difficulties.

Legal Matters

Education Law Unit -

Govan Law Centre
47 Burleigh Street, Govan
Glasgow G51 3LB
Tel: 0141 445 1955
Web: www.edlaw.org.uk

Legal Services Agency

Shandwick Place,
Edinburgh EH2 4RG
Tel: 0131 228 9993

The Scottish Legal Aid Board

Thistle House,
91 Clifton Terrace,
Edinburgh EH12 5HE
Tel: 0131 226 7061
Web: www.slab.org.uk

The Office of the Public Guardian

Hadrian House, Callendar Business
Park, Callendar Road, Falkirk FK1 1XR
Tel: 01324 678300
Web: www.publicguardian-scotland.gov.uk

VOCAL Legal & Power of Attorney surgeries

Free monthly advice surgeries for carers - call VOCAL on **0131 663 6869** for an appointment.

Leisure

Artlink

13a Spittal Street, Edinburgh EH3 9DY
Tel: 0131 229 3555
Web: www.artlinkedinburgh.co.uk
Supports people with disabilities to access arts activities.

Cinema Exhibitor Card

CEA Card, PO Box 212,
Waterlooville, PO7 6ZN
Tel: 023 9224 8545
Web: www.ceacard.co.uk
National card verifying that the holder is entitled to one free ticket for a person accompanying them to the cinema.

Midlothian Libraries- Head office

2 Clerk Street, Loanhead
Midlothian, EH20 9DR
Tel: 0131 271 3980

Midlothian Active Choices (MAC)

Midlothian House, Buccleuch Street
Dalkeith EH22 1DN
Tel: 0131 561 6507
Email: mac@midlothian.gov.uk
Web: www.activemidlothian.org.uk/healthy-lifestyles/midlothian-active-choices-96

A physical activity referral service for adults have mild/moderate mental health conditions, weight management problems, or long term or chronic illnesses. Referrals come via GPs or any other Health Practitioner.

Mental Health

Edinburgh Carers Council

The Canon Mill, 1-3 Canon Street,
Edinburgh EH3 5HE
Tel: 0131 270 6087

Health in mind- Midlothian

Orchard Centre, 14 Lothian Road,
Bonnyrigg, EH19 3AB
Tel: 0131 663 1616
Web: www.health-in-mind.org.uk

CAPS Independent Advocacy

Old Stables, Eskmills Park, Musselburgh
EH21 7PQ Tel: 0131 273 5116

Web: www.capsadvocacy.org

Individual and collective advocacy for people who have used or are using mental health services.

Mental Welfare Commission

Thistle House, 91 Haymarket Terrace,
Edinburgh EH12 5HE

User and carer advice line:

0800 389 6809

Tel: 0131 313 8777

Multiple Sclerosis

MS Society in Scotland

National Office, Ratho Park

88 Glasgow Road, Ratho Station

Newbridge EH28 8PP

Tel: 0131 335 4050

Web: www.mssociety.org.uk

Older People

Age Scotland

Causewayside House,

160 Causewayside, Edinburgh EH9 1PR

Tel: 0800 12 44 222

Midlothian - Aging Well

Ageing Well Coordinator

Tel: 0131 561 6506

Web: www.midlothian.gov.uk/info/200158/ageing_well

Health related activities and groups

for older people

Midlothian Community Links Project

Volunteer Midlothian, 32/6

Hardengreen Estate,

Dalkeith EH22 3NX

Tel: 0131 660 1216

Web: www.volunteermidlothian.org.uk/projects/connect-team/community-links/

Befriending for older people who have become socially isolated.

Parkinson's Disease

Parkinson's Disease Society

Edinburgh branch: 0808 800 0303

Respite/Short Breaks

Wee Break Midlothian

VOCAL Midlothian

30/1 Hardengreen Estate,

Dalhousie Rd, Dalkeith EH22 3NX

Tel: 0131 663 6869

Email: weebreaks@vocal.org.uk

Web: weebreak.org

Funding and support for carers to access a break from caring.

Care for Carers

St. Margaret's House,

151 London Road, Edinburgh, EH7 6AE

Tel: 0131 661 2077

Web: www.care4carers.org.uk

Stepping Out weekends - free

weekend breaks for carers.

Crossroads Scotland - Midlothian & East Lothian

Unit 1, Waverley Street Industrial Estate,

Bathgate, West Lothian EH48 4HY

Tel: 01506 630586

Email: MidEastLothian@crossroads-scotland.co.uk

Web: www.crossroads-scotland.co.uk

Respite for carers and befriender service.

Shared Care Scotland

Unit 7, Dunfermline Business Centre

Izatt Avenue, Dunfermline KY11 3BZ

Tel: 01383 622462

Web: www.sharedcarescotland.org.uk

Self-directed Support

Midlothian Council have information about Direct Payments to download from their website:

www.midlothian.gov.uk/info/1350/getting_care_and_support/250/self_directed_support

Self-directed Support Scotland- SDSS

Norton Park, 57 Albion Road,

Edinburgh EH7 5QY

Tel: 0131 475 2623

Web: www.selfdirectedsupportscotland.org.uk

Lothian Centre for Integrated Living (LCIL)

Norton Park, 57 Albion Road

Edinburgh EH7 5QY

Tel/Minicom: 0131 475 2350

Web: www.lothiancil.org.uk

Scottish Personal Assistant Employers Network (SPAEN)

Suite 24, Evans Business Centre,

Belgrave Street, Bellshill, ML4 3NP

Tel: 0845 601 1156

Email: info@spaen.co.uk

Web: www.spaen.co.uk

Sensory Impairment

Deaf Action

Head Office, 49 Albany Street

Edinburgh EH1 3QY

Tel: 0131 556 3128

Web: www.deafaction.org.uk/your-area/edinburgh

RNIB Scotland:

Edinburgh and the Lothians

12 Hillside Crescent

Edinburgh EH7 5EA

Tel: 0131 652 3140

Web: www.rnib.org.uk

Social Work-Contact Centres

Adults and Community Care

Fairfield House, 8 Lothian Road,

Dalkeith, EH22 3AA

Tel: 0131 271 3900

Web: www.midlothian.gov.uk/info/1347/social_care_and_health

Children and Families

11 St Andrew Street, Dalkeith, EH22 1AL

Tel: 0131 271 3860

Web: www.midlothian.gov.uk/info/200177/education_and_childrens_services/595/children_and_families

Emergency Social Work Service

Tel: 0800 731 6969

Transport

Midlothian Council Travel Team

Midlothian House, Buccleuch Street,

Dalkeith, EH22 1DN

Tel: 0131 561 5455

Email: ptu@midlothian.gov.uk

HcL (formerly Handicabs)

24/3a Drydon Road, Bilston Glen

Industrial Estate, Loanhead, EH20 9HX

Dial-a-Ride : 0131 447 9949

Dial-a-Bus : 0131 447 1718

Web: www.hcltransport.org.uk

Disabled Go

Arlington Business Park, 7 Arlington

Court, Whittleway, SG1 2FS

Tel: 01438 842710

Web: www.disabledgo.info

Information on access for people with mobility problems.

DVLA Drivers Medical Group

Tel: 0300 790 6806

Information for drivers with medical conditions

Lothian Community Transport Services

Midlothian office: 6b Newmills Road,

Dalkeith EH22 1DU

Tel: 0131 663 0176

Web: www.lcts.org.uk

Edinburgh Driving Assessment Service

Mobility Centre, Astley Ainslie Hospital,

133 Grange Loan, Edinburgh EH9 2HL

Tel: 0131 537 9192

Motability Operations

City Gate House, 22 Southwark Bridge

Road, London SE1 9HB

Tel: 0300 456 4566

RADAR

National Disabled Key Scheme

Tel: 0207 250 3222

Gen Enquiries: 0207 250 8181

Web: www.radar-shop.org.uk

Scottish Ambulance Service

Ambulance Booking Line:

0300 123 1236

Patients considered by a doctor to be medically unfit to travel by other means may qualify.

Blue Badge Scheme

Contact the Council's travel team

(contact info above).

Traveline Scotland

Tel: 0871 200 2233

Volunteer Car Services

Women's Royal Voluntary Service

Unit 9, Cockenzie Business Centre

23 Edinburgh Road, Cockenzie

Prestonpans EH32 0XL

Tel: 01875 811 011

Email: edinburghcityhub@royalvoluntaryservice.org.uk

RNIB (Royal National Institute for the Blind)

12 Hillside Crescent, Edinburgh EH7 5DZ

Tel: 0131 652 3140

Web: www.rnib.org.uk

Provide volunteer drivers so visually impaired people can attend RNIB groups/services. Call for availability.

British Red Cross Transport & Esc

131 High Street, Dalkeith, EH22 1BE

Tel: 0131 654 0340

your notes