



Local services for people with dementia and their carers in Scottish Borders

Introduction	1
Support from social work services.....	1
Find your local social work service	4
Health services – how they can help	5
Support from Alzheimer Scotland.....	6
Benefits information and advice	7
Information, advice and advocacy services	8
Minority ethnic services.....	9
Transport and travel concessions	9
Specialist day care	11
Day centres & lunch clubs (non-specialist)	12
Home support services	12
Carer support services	13
Short breaks.....	13
Long-stay care.....	14
Further help	15
Useful publications	15
Useful organisations.....	17

Introduction

More and more services are being made available for people with dementia and for their carers. However, finding the service that will best meet your needs is seldom easy. Some services are run by the social work department, some by the health board, some by voluntary organisations and some by private companies. This resource guide for the Scottish Borders aims to simplify the task of identifying appropriate local resources. It is a companion to *Coping with dementia - a practical handbook for carers*, which is available from Alzheimer Scotland (free to people with dementia and carers from the 24hr freephone Dementia Helpline: 0808 808

3000) or from NHS Borders Health Promotion Department, Westgrove, Waverley Road, Melrose, TD6 9SJ. Tel: 01896 824500.

Where appropriate, we have listed telephone numbers for specific services and departments throughout this guide. However, Scottish Borders Council also have a new general customer service telephone number, **0300 100 1800**, to make it easier for customers to contact the Council.

Support from social work services

Social work services can offer **community care assessments** to identify areas of need where some form of assistance may improve well-being. Both the person with dementia and the carer have a right to request an assessment of their needs. A worker will visit and talk to the person with dementia and to the carer, both of whom should be fully involved in the assessment process and have every chance to say what help they feel is needed.

In the Scottish Borders, all new referrals and requests for assessment are dealt with by a member of the Community Care Team based at your local social work office. For contact information, see section headed "Find your local social work service." You can also speak to your District Nurse, Occupational Therapist or your key Health Worker about arranging an assessment.

You can ask for a **carer's assessment** if you are providing care on a 'regular and substantial' basis. Although no clear definition is given in the Community Care and Health (Scotland) Act as to what is meant by this, most carers of people with dementia would meet these conditions. You do not have to be living with the person you care for to qualify for a carer's assessment. More help on how to prepare for a carer's assessment is given in Alzheimer Scotland's information sheet no.15 *Community Care and Assessments*. This is free to people with dementia and their carers in Scotland – contact the 24 hour Dementia Helpline **0808 808 3000** to request a copy.

Sometimes there is a waiting list for assessments. If you need help right away, ask the social work department if they can do an emergency assessment.

Assessment by the social work department is free, but you may have to pay something for a service. Personal care is free for people aged 65 and over. People living at home should not be charged for the personal care they are assessed as needing. Those people living in care homes who pay their own care costs are entitled to a payment for their personal and nursing care.

Personal Care

Personal care includes help with:

- personal assistance - help with dressing, surgical appliances, getting up and going to bed, using a hoist
- personal hygiene - bathing, showering, washing hair, shaving, oral hygiene, nail care
- continence management - toileting, catheter/stoma care, skin care, extra laundry, bed changing
- food and diet – the preparation of food and assisting people to prepare their own food. This includes advice on preparing food and assistance with meeting special dietary needs but does not include buying the ingredients or

providing pre-prepared meals (such as Meals on Wheels)

- problems of immobility – dealing with the consequences of being immobile or substantially immobile
- counselling and support - behaviour management and psychological support, reminding devices
- simple treatments – assistance with medication (including eye drops), application of creams and lotions, simple dressings, oxygen therapy.

For more information about assessment, eligibility and what services are available, ask to see a copy of Scottish Borders Council leaflets '*Do I qualify for community care services?*' and '*Community care – information for you*'. These leaflets are available, along with information about charges for services on the council's website:

www.scotborders.gov.uk/life/livingandsocialcare/careandsupport/communitycare/howtogetaservice/7271.html or phone Customer Service on **0300 100 1800** to ask for a copy.

If the assessment shows that you or the person with dementia need services, the social worker will put together a **care plan**, using local services to try to meet these needs. The services may be provided by the social work department or by voluntary or private organisations.

Because dementia is a progressive condition, the needs of the person with dementia change over time. People with dementia must have regular reviews of their situation. The person carrying out the assessment should give a review date. Carers should ask for their own needs to be reassessed too.

Home support services from social work

Social work services have a specialist team who can advise on how best to meet the particular needs of people with dementia and their carers. Contact your local social work service for more information – see section headed "Find your local social work service".

Support is normally carried out by a **Home Care Assistant** who may:

- work alongside carers to help support you at home
- help you to keep warm and safe at home
- assist you to wash and dress
- prepare breakfast, drinks and snacks
- assist you to get up in the morning and go to bed at night
- assist with financial matters e.g. banking, paying bills, collection of pensions and prescriptions
- light a fire if no alternative source of heating/water heating exists.

Home Care Assistants in some parts of the Borders have had additional training in supporting people with dementia.

Home Care

Assistance with washing, dressing and meal preparation is free if you are 65 or over. If you are under 65 a charge may be made. A charge may also be made for other tasks such as housework, laundry and shopping. A financial assessment will be carried out and you will be told if you need to pay anything and how much it will be.

Adaptations to homes - occupational therapists assess needs and may recommend aids for both Council and Housing Association tenants, as well as owner occupiers, to ensure maximum mobility in the home. Housing adaptations may be considered when people are having difficulty with or are unable to carry out everyday activities due to physical disability, sensory impairment, illness or getting older. You will need to undergo a Community Care Assessment before being provided with this service.

Adaptations can range from simple things like handrails to more complex things like the installation of a walk-in shower, and are usually only considered after a range of equipment has been tried.

Responsibility for carrying out more complex adaptations depends on who owns your home. If you are a tenant, it will be your landlord which, for many people, will be a Housing Association.

The Borders Ability Equipment Service provides a range of specialist equipment to maximise mobility and independence. The scheme can be accessed by anyone of any age who is limited by physical disability, frailty or ill health. An assessment is carried out and equipment lent to users as needed. Contact: *Borders Ability Equipment Service, Units 4-5, Block 12, Tweedbank Industrial Estate, Galashiels, TD1 3RS. Tel: 01896 750565. Website: www.bordersability.co.uk*

Borders Council also offer the following services which may assist you at home:

- **Meals at home** - a service delivering pre-cooked frozen meals to you in your home. This service is for people with community care needs who are unable to shop or prepare meals for themselves
- **Home shopping service** - for people who need help with food and grocery shopping
- **Laundry service** - for people who are unable to wash or iron clothes for themselves.

Bordercare is a **community alarm system** which gives an immediate response in an emergency. Using an ordinary telephone line, Bordercare gives the user an automatic link to a control centre staffed by trained operators, 24 hours a day. This service is available for people who:

- live alone or are regularly left alone
- live with someone else who could not cope in an emergency
- are at risk due to disability, frailty or ill-health and would be unable to call for assistance in an emergency.

Night support service - assistance from 10pm –7.30am for people who may otherwise be admitted to hospital, residential or nursing

home care. This service is provided by fully trained carers and includes

- assistance with continence management
- turning in bed and personal care
- safety checks and response to agreed community alarm alerts
- reassurance and reorientation visits
- assistance with the assessment of risk at night-time.

The service is for people whose condition is not serious enough to require round-the-clock care and who could be safely supported at home by some additional care at night.

Borders Care and Repair is a service for older people and anyone with a disability who would benefit from improvements to their home. Services available include:

- home improvements - such as alterations to a kitchen, bathroom, electrical systems or helping with rising/penetrating damp
- handyman service - small DIY tasks such as home safety checks; replacing tap washers or unblocking sinks; fitting light bulbs, smoke alarms, door locks, and curtain rails; picture hanging
- adaptations service for people with a disability such as fitting grab rails, bathing aids or ramp access.

The service is free of charge and is available to all homeowners over 60 years of age, private tenants over 60 years of age, and disabled owners or private tenants of any age. For more information contact: *Borders Care and Repair, The Weaving Shed, Ettrick Mill, Dunsdale Road, Selkirk, TD7 5EB. Tel: 01750 724 895.*

Self-directed support (formerly direct payments)

Self-directed support is a way of giving people who need community care services more choice and control. Payments can be made to people who need services, instead of the authority arranging services for them. This means that the person can employ care staff or buy the services they want (from voluntary organisations or private companies).

For more information contact: *Borders Direct Payment Agency, Anderson's Chambers, Market Street, Galashiels, TD1 3AF. Tel: 01896 759700*

Website: www.bordersdpa.org.uk

E-mail: borders.directpayment@virgin.net

Find your local social work service

For information about any of the services provided, contact your local Social Work Office. These are open from 8:45am – 4:45pm Monday – Thursday and 8:45am – 3:45pm on Friday.

Duns, 14 Newtown Street, Duns, TD11 3DT.

Tel: 01361 883050

E-mail: sw.duns@scotborders.gov.uk

Galashiels, 4-6 Abbotsford Road, Galashiels, TD1 3DS. *Tel: 01896 755365.*

E-mail: sw.galashiels@scotborders.gov.uk

Hawick, 5-7 Lothian Street, Hawick, TD9 9HD. *Tel: 01450 374545.*

E-mail: sw.hawick@scotborders.gov.uk

Kelso, Rose Lane, Kelso, TD5 7AP (includes Jedburgh, Greenlaw, Coldstream and Gordon).

Tel: 01573 223501.

E-mail: sw.kelso@scotborders.gov.uk

Peebles, Chambers Institute, Peebles, EH45 8AF. *Tel: 01721 722777.*

E-mail: sw.peebles@scotborders.gov.uk

Borders General Hospital, Melrose, TD6 9BS. *Tel: 01896 826271* (for patients in hospital).

In an emergency outside office hours, contact **01896 752111**. Trained operators will log your call and relay your message to someone who can help.

Health services – how they can help

Support from the doctor

Your family doctor (GP) will be a source of much information both about the illness and about services that can help. It is important that the person with dementia has a proper diagnosis.

Alzheimer Scotland has a booklet, free to carers, called *Getting Help from your doctor*. Call the freephone Dementia Helpline on **0808 808 3000**, or your local Alzheimer Scotland service (see page 6), for a copy.

Assessment

Your GP should be able to tell you most of what you need to know about dementia. If a specialist is needed, you will probably be referred to a consultant psychiatrist, old age psychiatrist or geriatrician.

Mental Health for the Older Adult Team can provide both assessment and practical help and support for people with dementia and their carers. Ask your doctor to make a referral. Tel: **01896 827105** for more information.

Other health services

Additional services which may be provided include:

- **Community Psychiatric Nurses (CPNs)**

Care of the Older Adult Community Mental Health Team, CPNs, support workers and occupational therapists offer on-going support during treatment of psychiatric symptoms such as depression and hallucinations and can support carers in coping with difficult behaviour.

- **Disabled Living Centre** - a Disabled Living Centre (DLC) is a place where you can get free and impartial information and advice about products which can increase disabled or older people's choices about how they live. At a DLC you can see and try out products and explore other solutions. Centres provide free information to people in person, by telephone,

letter or email. The nearest centre to the Scottish Borders is:

*Lothian Disabled Living Centre, Astley Ainslie Hospital, Grange Loan, Edinburgh, EH9 2HL.
Tel: 0131 537 9190.*

See also Borders Ability Equipment Service on page 3.

- **District or community nurses** provide some nursing care at home and can help with problems such as bathing and continence management.
- **Health visitors** are Registered General Nurses who have specialised in Community Health Care. They work closely with other members of the Primary Health Care Team to promote individual, family and public health. They perform a wide range of nursing and medical procedures including: home visiting, hospital aftercare, continence promotion and dietary advice. They are also trained to help with depression, family stresses, carer support, disability and welfare benefits.
- The **Continence Care Service** exists to promote continence whenever this is achievable and to provide products in a timely manner, tailored to the individual's needs and enabling the individual to lead as normal a life as possible.

Each client should have a comprehensive continence assessment, treatment options offered and a care plan developed to ensure that the management of incontinence is addressed effectively and efficiently. The initial patient assessment is the responsibility of the Primary Care Team. Following this, referral to specialist continence services will be accepted and the team can be contacted at *Continence Team, Westgrove, Waverley Road, Melrose, TD6 9SJ. Tel: 01896 824555.*

There is no charge for these additional health services.

Sources of information about health services

The **NHS Helpline** can provide information about services in your area. The line is open from 8am to 10pm every day. Freephone **0800 22 44 88**. For more information about health services and NHS Scotland, you can visit their website www.show.scot.nhs.uk

NHS 24 operates a 24-hour nurse advice and health information service providing confidential information for the general public, and further details of out-of-hours medical services in your area. The telephone number is **08454 24 24 24**.

Also see the section in this guide headed "Information, advice and advocacy services".

Support from Alzheimer Scotland

Dementia Helpline

The 24 hour Dementia Helpline, 0808 808 3000 is for:

- people with dementia
- carers
- relatives
- and anyone concerned about dementia.

The Dementia Helpline is free and confidential, and you don't even have to give your name if you prefer not to. Call at any time for a free information pack and for help on:

- understanding the illness
- treatments
- how to get help locally
- maintaining independence
- financial and legal matters
- rights and entitlements
- coping with caring
- community care
- long-stay care
- anything else to do with dementia.

You can also access a wide range of information on the **Alzheimer Scotland website** at www.alzscot.org

Local services of Alzheimer Scotland

The **Borders Service** provides the following:

- supports people with dementia and their carers to maintain the quality of their normal lives both in relation to making personal decisions and as part of the community
- carer support groups are organised when demand is identified. For information about where and when they meet, phone *01573 226162*
- information and advice
- awareness raising
- training in dementia issues for carers, volunteers and professionals
- training for carers, volunteers and professionals.

Alzheimer Scotland Borders Services, Kelso Hospital, Inch Road, Kelso, TD5 7JP. Tel: 01573 226162

E-mail: BordersServices@alzscot.org

Alzheimer Scotland Dementia Nurse Specialist for NHS Borders

Peter Lerpiniere is the Alzheimer Scotland Dementia Nurse Specialist for NHS Borders. He is based in Kelso Hospital and currently offers appointments mainly to people in Kelso Hospital, The Knoll Hospital in Duns, and the Borders General Hospital; however he also offers follow-up appointments to Peebles and Hawick community hospitals. His work is focused on improving the quality of the care experience for people with dementia in the acute hospitals, and he also carries a wider portfolio, chairing the joint dementia training group, and sitting on the Dementia Implementation Group, and the Best Practice Group. Peter can be contacted on 01573 227807.

Benefits information and advice

Both the carer and the person with dementia may be entitled to benefits or other types of financial help. Welfare benefits include social security benefits and other sources of financial help administered by other organisations such as local authorities.

The Department for Work and Pensions (DWP) has overall responsibility for administering social security benefits. The DWP has several agencies which each deal with a range of benefits for different groups. The main agencies are:

- Jobcentre Plus which deals with benefits for people of working age (under the current State Pension age for a woman)
- the Pension, Disability and Carers Service which deals with benefits for people over the current State Pension age for a woman, carers and people with an illness or disability.

The Pension, Disability and Carers Service offers home visits to carry out benefit checks and to help people in the above categories complete claim forms. They can also assist people of any age to complete claim forms for Disability Living Allowance (DLA). You can arrange a home visit by contacting the Pension, Disability and Carers Service on **0845 60 60 265** or textphone **0845 60 60 285**

The DWP has a freephone **Benefit Enquiry Line** for People with Disabilities and Carers. The enquiry line can give confidential advice on all benefits for people with dementia and carers and can complete forms for you over the phone. Call free on **0800 88 22 00** or, for textphone users only, **0800 24 33 55** (8.30am–6.30pm Monday to Friday, 9am-1pm on Saturday).

If you are under State Pension age for a woman you can get most claim forms from your local Jobcentre Plus. If you are over that age, you can get claim forms from the Pensions Service on 0845 60 60 265, or from a local advice agency, such as Citizens Advice Bureau (CAB), or by telephoning the Benefit Enquiry Line for People with Disabilities on 0800 88 22 00. You can also access claim forms on the DWP website at www.dwp.gov.uk.

Pension enquiries should be made to: The Pension Service **0845 60 60 265** or textphone **0845 60 60 285** Opening hours: Monday to Friday 8.00am to 8.00pm

Claims for income support can be made by calling 0800 055 6688 (8am - 6pm Monday to Friday) or by claiming online at www.dwp.gov.uk/eservice/

Help from the Social Fund can be dealt with by calling Jobcentre Plus on 0800 055 6688 or by visiting your local Jobcentre Plus office (see your phone book).

Directgov is a government website that provides information for people with disabilities and carers of all ages in areas such as employment, independent living and rights. See: www.direct.gov.uk

Local authorities deal with Housing and Council Tax Benefit for help with rent or council tax. They also deal with council tax discounts and exemption schemes. You can get claim forms from your local authority by contacting them by telephone or from their website.

Council tax benefit, discounts and exemptions

Anyone on a low income and paying rent or council tax can claim Housing Benefit or Council Tax Benefit from the local authority. Other than Council Tax Benefit, there are several ways that the council tax bill can be reduced. A reduction can be obtained by:

- an exemption
- a discount
- a disability reduction

A person can be entitled to more than one type of help with council tax.

To find out if you might be eligible for some form of reduction in your Council Tax bill, contact Scottish Borders Council's Revenue & Benefits Service at: *Welfare Benefits Service, Social Work Services, East End, Earlston, TD4 6HU. Tel. 01896 849802.*

Citizens Advice Bureau (CAB)

Citizens Advice Bureaux provide information, advice, assistance and advocacy on a range of subjects, including benefits, council housing, taxes, employment, immigration, complaints, debt and consumer issues. The service is independent, confidential and free. The CAB services in Scottish Borders are:

Duns, *Southfield Community Centre, Station Road, TD11 3EL. Tel: 01361 883340.*

Eyemouth, *Community Centre, Albert Road, TD14 5DE. Tel: 01890 750500.*

Kelso, *20 Shedden Park Road, TD5 7AL. Tel: 01573 223516.*

Galashiels, *111 High Street, TD1 1RZ. Tel: 01896 753889.*

Peebles, *42 Old Town, EH45 8JF. Tel: 01721 721722.*

Information can also be accessed on-line at www.cas.org.uk

Welfare Benefits Service

The Welfare Benefits Service (part of the Social Work department) offers free, impartial and confidential advice on all Social Security Benefits, Housing Benefit, Council Tax Benefit and other related issues. They provide help from the completion of claim forms to appealing decisions and representation at Social Security Appeals and Social Security Commissioners. The team can be contacted at: *Welfare Benefits Service, Social Work*

Services, East End, Earlston, TD4 6HU. Tel: 01896 849802.

Welfare Rights Service (Alzheimer Scotland)

Alzheimer Scotland's welfare rights service can offer the following.

- Information about social security benefits and other sources of financial help administered by the Department for Work and Pensions, local authorities and other agencies
- Information about free personal and nursing care
- Information about local authority financial assessments and charging policies
- Information about the Adults with Incapacity (Scotland) Act 2000
- Talks to groups
- Training for colleagues and staff of other organisations who work with people who have dementia.

Welfare Rights Service Manager – Jim Pearson
E-mail: jpearson@alzscot.org
Welfare Rights Assistant – Andy Paul
Administrator – Anne Burnside
Alzheimer Scotland, 81 Oxford Street,
Glasgow, G5 9EP. 0141 418 3936
E-mail: Welfare@alzscot.org

To access the Welfare Rights Service, please contact your local Alzheimer Scotland service (see page 6) or the Dementia Helpline on 0808 808 3000.

You can call the Dementia Helpline free on 0808 808 3000 for information on council tax or on benefits.

Information, advice and advocacy services

Advocacy

Advocacy means supporting a person, taking their side and helping them to get their point across. While it may involve providing information it does not involve offering advice, rather it should represent a person's viewpoint. Advocacy helps vulnerable people

to take an active role in making decisions about their lives.

Advocacy can help you to:

- get your voice heard
- gain control over your life and care
- gain access to the information and support you need in expressing your concerns, needs and wishes
- make informed decisions.

Independent advocacy means the advocate is not connected with carers or services that have a strong influence on the life of the person the advocate is supporting. There are different kinds of independent advocacy.

Independent professional advocacy can be provided by paid staff or by volunteers with relevant training and/or experience.

Borders Independent Advocacy Service (BIAS)

BIAS is a free, confidential and independent service offering support to people in the Borders. They provide support for a wide range of people around a broad range of issues, especially those needing health or social care services. They also have specialist workers for people with learning disabilities or mental health problems.

Borders Independent Advocacy Service (BIAS), Low Buckholmside, Galashiels, TD1 1RT. Tel: 01896 752200.

Scottish Helpline for Older People

This national helpline run by Age Scotland offers confidential and impartial information about community care, taxes, pensions, benefits and other issues. Call on **0845 125 9732**, 10am - 4pm, Monday to Friday. Local call rates apply.

Minority ethnic services

Alzheimer Scotland has a leaflet called Dementia – what you need to know, in Bengali, Chinese, Hindi, Italian, Polish, Ukrainian and Urdu. Contact your local Alzheimer Scotland office or phone our 24

hour Dementia Helpline 0808 808 3000 to request copies. Alternatively, these leaflets may be downloaded free from our website: www.alzscot.org/info/minoritylang.html

The Alzheimer Association of New South Wales has a useful website with information relating to dementia that they have drawn from all over the world and available in 23 different languages:

www.alznsw.asn.au/lote/nesbtoc.htm

Alzheimer's Disease International has a webpage with information relating to dementia in many different languages:

www.alz.co.uk/alzheimers/languages.html

Translation and Interpreting Services

Scottish Borders Council can provide a translation service in many languages. However, this service may not be immediately available and should be organised through a social worker or health visitor.

NHS Borders also offer a translation service which is organised by a health professional.

NHS 24 can provide translators in most languages for health queries. Tel: **08454 24 24 24**.

The 24 hour **Dementia Helpline** 0808 808 3000 can offer a translation service during office hours.

Transport and travel concessions

Scotland-wide Free Bus Travel Scheme

Scotland-wide free bus travel allows anyone aged 60 and over, and eligible people with disabilities, to travel free on both local registered services and long-distance bus services within Scotland, without any peak-time restrictions.

If you are blind or visually impaired, you can also use your card on train journeys throughout Scotland.

You can apply for a card at any library in the Scottish Borders. You will need to take the following to the library with you:

- a passport style photo of your head and shoulders
- proof of your age
- proof that you live in the Scottish Borders.

For more information or to check your eligibility, contact Scottish Borders Council in the first instance on **01835 826559** or by e-mailing concessionarytravel@scotborders.gov.uk

You can also access full details of the scheme at www.transportscotland.gov.uk or by phoning **0141 272 7170**.

Blue Badge Scheme

The Blue Badge Scheme provides parking concessions for people with a permanent and substantial disability, whether that person is the driver or a passenger. The holder of a Blue Badge is permitted to park in areas normally subject to restrictions. Contact Scottish Borders Council on **0300 100 1800** where you will be taken through the application form over the phone. Alternatively, visit a local council contact centre where a member of staff will assist you to complete the form.

You must provide one recent passport style photograph which you must sign on the back along with the relevant fee which is currently: £5 for new applications or £3 for renewals.

Local Council Contact Centres

Unless otherwise stated offices are open:
9.00-4.30 Mon, Tues and Thurs; 9.30-4.30 Wed; 9.00-3.30 Fri.

Coldstream, High Street, TD12 4DH, (open Fridays only, closed 12.30 - 1.30pm)

Duns, Newtown Street, TD11 3DT

Eyemouth, High School, Coldingham Road, TD14 5BY

Galashiels, Paton Street, TD1 3AS

Hawick, High Street, TD9 9EF

Innerleithen, Leithen Road (open Thursday & Friday only), EH44 6HX

Jedburgh, Exchange Street, TD8 6BH

Kelso, Woodmarket, TD5 7AX

Newtown St.Boswells, Council

Headquarters, TD6 0SA

Peebles, High Street, EH45 8AF

Peebles, Rosetta Road, EH45 8HG

Selkirk, High Street, TD7 4JX

Helpcard

Alzheimer Scotland has a card for people with dementia to help others understand their special needs. You can show this to transport staff as well as in shops, etc. Call the **24 hour freephone Dementia Helpline 0808 808 3000** to get a free Helpcard.

Disabled Person's Railcard

If you have a disability that makes travelling by train difficult you may qualify for the Disabled Person's Railcard. The Railcard allows you and an adult companion with you to get a 1/3rd off most Standard and First Class fares throughout Great Britain.

A one year card costs £18 and a three year card is also available for £48. You must provide proof that you qualify for a Railcard. You might qualify if you: have a visual impairment or a hearing impairment or have epilepsy or are in receipt of a disability related benefit.

Contact the Disabled Person's Railcard office in Laurencekirk (*0845 605 0525*) or write to: Rail Travel Made Easy, P.O Box 11631, Laurencekirk, AB30 9AA for a leaflet and application form or download an application form from: www.disabledpersons-railcard.co.uk/information-downloads

The Social Car Scheme is provided by Scottish Borders Council and operates through a number of local voluntary organisations. The scheme offers help for people who are unable to get about on public transport. The operators of the scheme are given 27 pence for each mile travelled and may ask passengers for a contribution of up to 8 pence per mile. The way in which the service is

provided varies depending on the organisation. Operators are free to decline any request, or provide additional services beyond the basic requirements of the scheme. More information is available from

Passenger Transport, Council HQ, Newtown St Boswells, Melrose, TD6 0SA. Tel: 01835 826751.

Specialist day care

Specialist day care offers enjoyable activities designed for people with dementia to help retain their abilities.

Access to some services specifically for people with dementia is by assessment, usually following referral from doctors, social workers or health visitors. Individual services can advise on the referral process (if any) and availability of places.

Berwickshire Dementia Day Service is a specialist care service for those who live in the Berwickshire area located in a homely domestic setting in the grounds of Lanark Lodge, Duns. This is a small centre which provides social support, advice and respite care. For more information, contact Duns social work office directly on **01361 883050**.

NHS Borders also provide three specialist dementia day care units in Peebles, Hawick and Galashiels. They operate under the Mental Health for the Older Adult Team (MHOAT) and provide personal and practical care as well as therapeutic activities. These units are set up to meet the needs of people with dementia whilst enabling them to continue to live in their own home environment. Where possible, support is also provided to families, friends and carers. Client's attendance depends on their individual needs. Transport arrangements are provided to enable clients to attend regularly and clients are invited to visit the unit prior to attending for day care. All clients have a named nurse who plans their care. After an initial multidisciplinary assessment

the named nurse develops a care plan. Relevant members of the multidisciplinary team reassess the client's needs and progress after 4 - 6 weeks of attendance.

Firholm Day Unit, Innerleithen Road, Peebles, EH45 8BD. Tel: 01721 720544.

Gala Day Unit, Sime Place, Galashiels, TD1 1ST. Tel: 01896 754669.

West Port Day Unit, 16 Drumlanrig Square, Hawick, TD9 0BG. Tel: 01450 378028.

This unit provides the venue for a **carer's support group** which meets every 6 weeks during the winter months.

Day/Outreach Service, Kelso Hospital

Over the past year a day/outreach service has been piloted in Kelso Hospital. This new service allows NHS staff to work with people and services in the patient's preferred setting.

The service works alongside existing services to support early diagnosis of dementia and facilitate intervention, assessment, treatment and stabilisation, while also providing group activities, social stimulation and carer support.

The service operates seven days a week and is provided in a variety of settings including the patient's home, in community hospital, at the day centre in Kelso and in nursing and care homes.

The new outreach service works closely with other services to support dementia patients with additional health needs.

Professional staff from the pilot programme provide education and training to other professionals, as well as to carers and family members, to ensure that dementia patients receive the best possible care in every setting.

For more information about the service and the referral process, contact Robbie Pennington on 01573 226760 or speak to your GP.

Day centres & lunch clubs (non-specialist)

Day centres for older people

Some people with dementia enjoy day care centres for older people which do not specialise in helping people with dementia. These are some of the centres in your area:

Coldstream Day Centre, Roger Hall, Victoria Street, Coldstream. Tel: 01361 883050.

Deanfield Day Centre, Roadhead, Hawick, TD9 7HN. Tel: 01450 370366.

Dunwhinny Lodge Day Centre, Glen Road, Peebles, EH45 9AY. Tel: 01721 723179.

Duns Day Centre, Turnbull Court, Langton Gate, Duns. Tel: 01361 883050.

Jedburgh Day Centre, Canongate, Jedburgh, TD8 6AN. Tel: 01835 862885.

Kelso Day Centre, Rutherford Square, Kelso, TD5 7DD. Tel: 01573 223390.

Mungo Park Day Centre, Selkirk. Tel: 01750 22076.

Oakview Day Centre, Livingstone Place, Galashiels, TD1 1DQ. Tel: 01896 753180.

Saltgreens Day Centre, Chapel Street, Eyemouth, TD14 5HF. Tel: 01890 751431.

Traquair Day Centre, Maxwell Street, Innerleithen, EH44 6HS. Tel: 01896 830319.

Lunch clubs

Lunch clubs are held in various locations throughout the Scottish Borders, providing food and social activities for older people.

Contact your local social work office for details of lunch clubs in your area (see section titled "Find your local social work service")

Home support services

Home support through social work services

See under heading "Social work services – how they can help".

Home support through the health services

See under heading "Health services – how they can help".

Your GP or consultant can also arrange support at home:

- **Community Psychiatric Nurses** (CPNs) give practical help and advice and can help you cope with difficult behaviour.
- **District or community nurses** provide some nursing care at home and can help with problems such as bathing and continence management.
- **Health visitors** give advice on general matters.

There is no charge for these health services.

Home support services from voluntary organisations

The **British Red Cross** can lend items of medical equipment, such as wheelchairs, bed rests and commodes, to people on a short term basis. You can contact the organisation at: 1 Wheatlands Mill, Wheatlands Road, Galashiels, TD1 2HQ. Tel: 01896 751888.

Women's Royal Voluntary Service 'Good neighbours throughout the Borders' and transport scheme offer the kind of informal one-off help a relative or friend might provide for someone who is house bound e.g. prescription collection, transport to a health centre or shops, simple DIY, walking the dog. The service is available throughout the Scottish Borders. Contact **01835 864789** between 9am – 1.30pm Monday to Friday.

Private nursing and home support

See Yellow Pages or local directories under Care Agencies for providers of private nursing

and home support. Also, a social worker can help you to decide which company to contact, if you ask for assistance.

Carer support services

Carers' Centre

The Princess Royal Trust for Carers runs a centre to help carers looking after relatives and friends with dementia and other illnesses/disabilities. Services include benefits advice and surgeries, carer support groups, counselling, drop-in facilities, home visits (throughout the Scottish Borders), information and advice, primary care support workers (who liaise with primary care staff), telephone support and a young carers' project. The centre is open on a drop-in basis from 10am to 2pm Monday to Friday. To get in touch with the centre, contact:

Brewerybrig, Low Buckholmside, Galashiels, TD1 1RT. Tel: 01896 752431; E-mail: info@borderscarers.co.uk; website: www.borderscarerscentre.co.uk

Carer support groups

A **carer support group** is a small group of carers which meets in a relaxed, informal environment where they can:

- discuss and learn from others who share their situation
- have an opportunity to support each other and help lessen feelings of isolation
- receive social, emotional and information support.

Alzheimer Scotland Carer Support Group

The Kelso Dementia and Support Group meets in the Springwood Lounge, Poynder View, Kelso Hospital on the second Thursday of the month at 7 00 pm. Come along and bring your partner, who will be cared for by Poynder View staff. Meet others in the same situation, share experiences, get practical advice, information and emotional support. For more information phone Alzheimer Scotland's Kelso office on 01573 226162 or 01721 721618.

The Borders Carers' Centre has a network of monthly Carers' Support Groups throughout the Borders. For the most up-to-date information about the groups listed below, contact: *The Princess Royal Trust Borders Carers' Centre, Brewerybrig, Low Buckholmside, Galashiels, TD1 1RT. Tel: 01896 752431; E-mail: info@borderscarers.co.uk; website: www.borderscarerscentre.co.uk*

Peebles – 2nd Wednesday of every month from 10.30am to 12 noon at the Volunteer Resource Centre, School Brae, High Street.

Hawick -2nd Wednesday of each month from 1.30pm to 3.00pm at Burnfoot Community Health Project, 3 Kenilworth Avenue.

Central Borders – 3rd Wednesday of each month from 1.30 to 3pm at The Princess Royal Trust for Carers, Borders Carers Centre, Brewerybrig, Low Buckholmside, Galashiels.

Eyemouth – 1st Wednesday of each month in The Community Centre from 1.30 to 3pm.

Coldstream – 3rd Thursday of each month from 1pm to 2.30pm at Coldstream Health Centre.

Short breaks

Short breaks can be arranged, after a community care assessment, from the local authority, private and independent sectors, to give a break to carers. Short breaks range from a few hours to a few weeks. The length and frequency of breaks you are entitled to will depend on your particular circumstances.

Short breaks through the social work department

Scottish Borders council have a searchable short breaks and respite care directory which provides up-to-date information about the range of short breaks and respite care options available.

www.carebreaks.org.uk/home/index.htm

Borders Caring Service aims to reduce the stress of caring by providing a break from the caring routine. Carers can take time to relax, socialise or even just sleep. For more information contact: 01750 505068.

Short breaks in care homes

Help and advice on short breaks in care homes is available from the **Short Breaks Co-ordinator** at *Borders Council Social Work, Scottish Borders Council, Newtown St Boswells, Melrose, TD6 0SA. Tel: 01835 825080*. You can also speak to your local social work office for advice.

All care homes have to be registered with the Care Commission who should be able to provide a list of those in your area. For the Scottish Borders contact the South East Office: 3rd Floor, Maxwell House, Bridge Street, Galashiels, TD1 1SW Tel: 01896 664400.

Private short breaks

Shared Care Scotland is a national charity which promotes and supports the development of short breaks and respite care throughout Scotland. Their Short Break Information Database offers information on respite breaks available throughout Scotland.

*Unit 7, Dunfermline Business Centre,
Izatt Avenue, Dunfermline, KY11 3BZ.
Tel: 01383 622462.*

E-mail office@sharedcarescotland.com

Website: www.sharedcarescotland.com

Long-stay care

As dementia progresses, there may be a time when you need to consider long-stay care for the person with dementia. This may be in a care home or in a hospital.

Ask your social worker (contactable at your local social work office) to assess the person with dementia to see what sort of long-stay care would be appropriate. The social worker should be able to suggest suitable local homes, or you can call the **Dementia Helpline**, 0808 808 3000, who can arrange to send you a list of care homes with specialist dementia care in any area of Scotland.

Social Work Services provide six residential care homes for older people (65 and over) across the Borders. These are located in Eyemouth, Kelso, Hawick, Galashiels, Innerleithen and Peebles.

Saltgreens, Chapel Street, Eyemouth, TD14 5HF Tel: 01890 751440

Grove House, Edenside Road, Kelso, TD5 7BS
Tel: 01573 223181

Deanfield, Roadhead, Hawick, TD9 7HN
Tel: 01450 370366

Waverley, Elm Row, Galashiels, TD1 3JG
Tel: 01896 752659

St. Ronan's House, Maxwell Street,
Innerleithen, EH44 6HS
Tel: 01896 830625

Dunwhinny Lodge, Glen Road, Peebles,
EH45 9AY
Tel: 01721 720338

The Care Commission should be able to provide a list of homes in your area. For Scottish Borders contact the South East Office: 3rd Floor, Maxwell House, Bridge Street, Galashiels, TD1 1SW Tel: **01896 664400**

Care homes will charge fees, but the social work department may be able to help, depending on the person's capital and income. Personal care is free for people aged 65 and over, and nursing care is free to anyone who needs it. People living in care homes who pay their own care costs are entitled to a payment for their personal and/or nursing care.

Age Scotland publishes a factsheet (No.10s) on local authority charging procedures for care homes, available from Age Scotland, Causewayside House, 160 Causewayside, Edinburgh EH9 1PR or by phoning the Scottish Helpline for Older People on **0845 125 9732** (textphone 0845 226 5851). The line is open Monday to Friday between 10am – 4pm. Alternatively, you can access the sheet at: www.ageconcernandhelptheagedscotland.org.uk

Alzheimer Scotland publishes a booklet, *A Positive Choice: choosing long-stay care for someone with dementia*. The booklet covers choosing a home and financial assessments. It is free to carers. Call the **freephone Dementia Helpline** on **0808 808 3000** or ask your local contact (see above) for a copy.

Hospital care

Melburn Lodge is a purpose built unit, which provides 24-hour specialist NHS care for elderly patients with dementia. Their goal is to maintain and maximise individuality, independence and the best quality of life for clients. Referrals should be made by GPs or health professionals to the Mental Health for the Older Adult Team. *Melburn Lodge, Borders General Hospital, Melrose, TD6 9BS. Tel: 01896 827131.*

There is no charge for care provided by the National Health Service.

Care housing

Care housing, also called very sheltered housing, or augmented care housing, provides

a high level of support in a homely kind of environment.

Eildon Care and Support have three very sheltered housing schemes in the Borders. These provide housing with additional features and support to help older people to retain their independence and enjoy a good quality of life in the community. They offer a warm, friendly atmosphere and a safe, secure setting that is suitable for people with restricted mobility. Staff provide general support, help with housing issues and assistance in an emergency.

- Oakwood Park, Galashiels
- Riverside House, Peebles
- Millar House, Melrose
- Teviot Court, Hawick
- Frank Scott Court, Hawick

For more information contact: *The Weaving Shed, Ettrick Mill, Dunsdale Road, Selkirk, TD7 5EB. Tel: 01750 725900*

E-mail: enquiries@eildon.org.uk

Further help

We hope that this guide will help you chart a course through the maze of different services. Contact the **freephone 24 hour Dementia Helpline** on **0808 808 3000** if you would like any information or support.

Useful publications

Don't make the journey alone, Alzheimer Scotland, £1.50. *Single copies free to carers and people with dementia from the Dementia Helpline; professionals and organisations are asked to pay.*

Some personal thoughts, support and practical advice written by and for people with dementia.

Looking after yourself, Alzheimer Scotland, £1.50. *Single copies free to carers and people with dementia from the Dementia Helpline; professionals and organisations are asked to pay.*

This booklet is for you if you care for someone with dementia. It has been produced with the

help and support of many carers across Scotland. Includes practical advice on the emotional and physical impact of being a carer.

Coping with Dementia: a practical handbook for carers, NHS Health Scotland. Single copies free (to carers only) from the Dementia Helpline. Professionals may order via their local NHS Health Promotion Department.

A very useful guide to ways of dealing with the difficulties dementia can bring.

Coping with Dementia: a practical DVD for carers, NHS Health Scotland. Single copies free (to carers only) from the Dementia Helpline. Professionals may order via their local NHS Health Promotion Department.

This DVD can be viewed in English (with or without subtitles), British Sign Language, Polish, Cantonese, Sylheti or in formal versions of Hindu or Punjabi.

Dementia: Money & Legal Matters - a guide, Volumes 1 & 2, Alzheimer Scotland, £5.00 post free, or £3.75 for 5 or more copies. Single copies free to carers and people with dementia from the Dementia Helpline; professionals and organisations are asked to pay.

Covers dealing with money, personal welfare, benefits, and where to go for advice.

A Positive Choice: choosing long-stay care for a person with dementia, Alzheimer Scotland, £3.00. Single copies free to carers and people with dementia from the Dementia Helpline; professionals and organisations are asked to pay.

How to cope with the difficult decision that it is time for long stay care, how to choose care, and how to pay for it.

Getting Help from Your Doctor, Alzheimer Scotland, £1.50 including p&p. Single copies free to carers and people with dementia from the Dementia Helpline; professionals and organisations are asked to pay.

What the GP can do for the person with dementia and the carer.

Understanding dementia: a guide for young people, NHS Health Scotland. Single copies free (to carers and people with dementia only) from the Dementia Helpline; professionals and organisations may order from local health promotion departments. Colourful booklet aimed at 12 - 18 year olds who know someone with dementia.

Keeping Safe: a guide to safety when someone with dementia lives alone, NHS Health Scotland. Single copies free (to carers and people with dementia only) from the Dementia Helpline; professionals and organisations may order from local health promotion departments.

How to cope when you care for someone but don't live with him or her.

Facing Dementia: how to live well with your diagnosis, NHS Health Scotland. Single copies free (to carers and people with dementia only) from the Dementia Helpline; professionals and organisations may order from local health promotion departments.

Aimed at people who have had a diagnosis of dementia. Practical information and help with coping with feelings.

The 36-Hour Day: a family guide to caring at home for people with Alzheimer's disease and other confusional illnesses, 1992, by Nancy L Mace and Peter V Rabins, MD with Beverley A Castleton, Evelyn McEwen and Barbara Meredith, Hodder and Stoughton, co-published with Age Concern, £9.99.

An informative and comprehensive look at caring for someone with dementia. (Out of print but should be available in libraries.)

Understanding Dementia, 3rd edition 2000, by Alan Jacques and Graham A Jackson, Churchill Livingstone, £22.99. ISBN 0443 05512 2.

For those who would like to understand the illness in more depth, this is a very readable

book aimed at both professionals and carers.

Useful organisations

Other leaflets, books and videos may be available from the organisations listed below, which will also be happy to send you their publications lists.

Age Scotland offers a range of help for older people, such as advocacy, and the Scottish Helpline for Older People (0845 125 9732 from 10am-4pm Monday- Friday).

Causewayside House, 160 Causewayside, Edinburgh, EH9 1PR, 0845 833 0200.

Contact the Elderly groups organise gatherings for frail, elderly people who live alone. People with mild dementia can also access this service. One Sunday afternoon a month, volunteer drivers take elderly people on regular visits to hosts' homes. Groups of between 10 and 16 people visit a different home every month and spend a few hours in the company of friends, old and new. For further details ring Contact the Elderly's Eastern Scotland Development Officer, Morna O'May on Tel: 01786 871264.

Dementia Services Development Centre, The centre does not work directly with carers, but provides advice, training and consultancy to professionals and organisations setting up or improving services.

Iris Murdoch Building, University of Stirling Stirling, FK9 4LA. Tel: 01786 467740.

Website www.dementia.stir.ac.uk

Housing Care is a website for older people, their families, carers and advisors, and all those who work with and for them. The site helps explore options on housing, support and care. It contains detailed information on how to maintain, adapt or improve your home, find care or home help services, find and move to retirement or extra care housing, or choose a care home where you feel at home. The site is run by the charity Elderly Accommodation Counsel (EAC) and is backed up by a Telephone Advice Line on tel: 020 7820 1343.

Website www.housingcare.org

Councils of Voluntary Service

There are two umbrella organisations for voluntary organisations in the Borders.

Berwickshire Association for Voluntary Service Platform One, Station Road, Duns, TD11 3HS. Tel: 01361 883137.

The Bridge – Scottish Borders Community Development Company, 6a Roxburgh Street, Galashiels, TD1 1PF. Tel: 01896 755370. Website: www.the-bridge.uk.net

Alzheimer Scotland is not responsible for the availability or quality of any services mentioned in this publication, other than those services which are directly managed by the organisation.

Please help us to keep the information in this guide up to date by passing any changes to: Information Department, Alzheimer Scotland 22 Drumsheugh Gardens, Edinburgh, EH3 7RN. Tel: 0131 243 1453
Email alzheimer@alzscot.org

This edition was published in July 2010

Further copies of this document may be obtained by phoning the freephone Dementia Helpline on 0808 808 3000 or by downloading free from

www.alzscot.org/pages/info/localserviceguides.htm



Dementia Alzheimer Scotland
Action on Dementia

Helpline **24**
HOUR

Freephone **0808 808 3000**
Email: helpline@alzscot.org

Alzheimer Scotland

22 Drumsheugh Gardens, Edinburgh EH3 7RN

Telephone: 0131 243 1453

Fax: 0131 243 1450

Email: alzheimer@alzscot.org

Alzheimer Scotland - Action on Dementia is a company limited by guarantee, registered in Scotland 149069. Registered Office: 22 Drumsheugh Gardens, Edinburgh EH3 7RN. It is recognised as a charity by the Office of the Scottish Charity Regulator, no. SC022315.

Find us on the internet at
www.alzscot.org