

Useful contacts if you live in:

East Ayrshire

Local contacts

Alzheimer Scotland Services

Ayrshire and Dumfries & Galloway Regional Office, 1 Gordon Street, Dumfries DG1 1EG. Tel: 01387 261303.

The Rowallan Centre, North West Kilmarnock Area Centre, Western Road, Kilmarnock KA3 1NQ. Tel: 01563 542621.

- day care (under 65 and over 65)
- evening care (under 65 and over 65)
- information service
- carer support
- carer education
- home support – private purchase.

Katy Hawker, Dementia Advisor (North & East Ayrshire), 38 Parkhouse Road, Ardrossan KA22 8AN. Tel: 01294 604509.

Your local Dementia Advisor can:

- provide information and advice
 - help you, your family and friends plan for the future
 - put you in touch with local sources of support
 - help you navigate the health and social care maze
 - support your local community to become more dementia friendly
 - support you to stay as well and independent as possible
 - help you to assert your rights and make choices
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Support for Carers

The Princess Royal Trust East Ayrshire (Kilmarnock) Carers Centre, 49 The Foregate, Kilmarnock KA1 1LU. Tel: 01563 571 533.

The Princess Royal Trust East Ayrshire (Cumnock) Carers Centre, 12 - 14 Lugar Street, Cumnock KA18 1AB. Tel: 01290 426 404.

Welfare Rights and Benefits

East Ayrshire Citizens Advice Bureau

3 John Dickie Street, Kilmarnock, KA1 1HW; Tel: 01563 544744

Council Tax Discount

Council Tax Section, East Ayrshire Council. Tel: 01563 554400.

Email: council.tax@east-ayrshire.gov.uk

Social Work Headquarters

Civic Centre South, John Dickie Street, Kilmarnock KA1 1HW. Tel: 01563 576854.
(9-5 Mon – Thurs; 9-4 Fri).

There are also offices in Cumnock (tel: 01290 421444); Dalmellington (tel: 01292 552900); Galston (tel: 01563 820876); and Balmoral Road, Kilmarnock (tel: 01563 528011). The Council provides services to older people through the Community Care Section of the Social Services Department. The aim of Community Care Services for older people is to enable older people to live at home by providing, or arranging, flexible, responsive services to meet their needs. Where the needs of individuals indicate that they can no longer be supported at home, alternative support in a care home is arranged.

The Community Care Section works closely with the Housing Department, with Health and partner agencies, to ensure services are co-ordinated to meet the needs of older people.

Services are provided following a Community Care Assessment. An assessment of need can be requested via at any of the social work offices.

Social Work Out of Hours Service

West of Scotland Stand-By - 0800 811 505. Provides an emergency social work service out of normal office hours.

Self Directed Support/Direct Payments

You can discuss how to have more choice and control over the community care services you receive with your local social work office. For information and support with Direct Payments you may contact:

Ayrshire Independent Living Network (AILN), Eglinton Disability Resource Centre, Pavilion 9, Ayrshire Central Hospital, Kilwinning Road, Irvine KA12 8SS. Tel: 01294 272260.

National Contacts

Dementia Helpline 0808 808 3000

Freephone 24-hour helpline offering information and support to people with dementia, carers and professionals. E-mail: helpline@alzscot.org

Benefit Enquiry Line for People with Disabilities 0800 88 22 00 (textphone 0800 24 33 55)

Can advise confidentially on all benefits for people with dementia and carers and can complete forms for you over the phone.

Carer's Allowance Unit 0845 608 4321 (textphone 0845 604 5312)

Provides information about Carer's Allowance, the main state benefit for carers, including eligibility and how to make a claim.

Jobcentre Plus 0800 055 6688

For people of working age, provides benefits information and advice, including appointing another person to claim, receive and spend benefits money on behalf of a person with dementia.

The Pension Service 0845 606 0265

For people of state pension age and above, provides benefits information and advice, including appointing another person to claim, receive and spend benefits money on behalf of a person with dementia. They can also assist people under 60 to complete claim forms for Disability Living Allowance (DLA). See also www.dwp.gov.uk

Office of the Public Guardian 01324 678300

Hadrian House, Callendar Business Park, Callendar Road, Falkirk, FK1 1XR.
E-mail: opg@scotcourts.gov.uk; website: www.publicguardian-scotland.gov.uk

For information and advice about how carers, family members and friends can acquire the authority to manage the financial or property affairs of adults who lack the capacity to do so for themselves, including information about powers of attorney, guardianship, and accessing funds.

Mental Welfare Commission User and carer advice line: 0800 389 6809

(Textphone callers please dial 18001 before the freephone number to access RNID relay assist). Mon - Thurs 9 - 5; Fri 9 - 4.30.

Thistle House, 91 Haymarket Terrace, Edinburgh EH12 5HE. Tel: 0131 313 8777.
Website: www.mwcscot.org.uk

Care Commission 0845 603 0890

Compass House, 11 Riverside Drive, Dundee DD1 2NY. Website: www.carecommission.com

The Care Commission regulates care services and oversees standards of care. It registers and inspects all care homes.

Shared Care Scotland

Unit 7, Dunfermline Business Centre, Izatt Avenue, Dunfermline, KY11 3BZ. Tel: 01383 622462; Website: www.sharedcarescotland.org.uk/

Their Short Break Database offers information on respite breaks available throughout Scotland.

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The logo for the Dementia Helpline 24 Hour service. It features a circular icon with a stylized figure of a person being supported by another. Below the icon, the text reads "Dementia Helpline 24 HOUR" in a large, bold font. To the right of "Dementia" is the Alzheimer Scotland logo and the text "Alzheimer Scotland Action on Dementia". At the bottom, it provides the freephone number "0808 808 3000" and the email address "helpline@alzscot.org".

Dementia Helpline 24 HOUR
Alzheimer Scotland
Action on Dementia
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