



Alzheimer Scotland
Action on Dementia

Useful contacts if you live in South Ayrshire

Local contacts

Alzheimer Scotland Services

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

Alzheimer Scotland, South Ayrshire Services, 43 West Portland Street, Troon
KA10 6AB Tel: 01292 318005.

Information, advice and support on:

- coping mechanisms
- information on medication
- services available
- rights/benefits
- carers issues
- contact with other professionals.

Self-Directed Support Project

Yvonne Stewart, Self-Directed Support Project Manager, Alzheimer Scotland, 43 West Portland Street, Troon KA10 6AB. Tel: 01292 317 665.

Self-directed support is when a person (and/or their family and friends) chooses to arrange their own support services. This project offers support and assistance to find alternatives to entering a care home; giving more choice, flexibility and control over care so people can live at home more independently.

Support for Carers

The Princess Royal Trust South Ayrshire Carers Centre

43 Sandgate, Ayr KA7 1DA. Tel: 01292 263000.

Crossroads Caring for Carers Scotland, South Ayrshire

Biggart Hospital, Biggart Road, Prestwick KA9 2HQ. Tel: 01292 671331.

Welfare Rights and Benefits

Enquiry and Information Team

Social Work Department, 67 Kyle Street, Ayr, KA7 1RS. Tel: 01292 268119.
Contact this team in the first instance – if you need more specialised assistance you will be referred on to a Welfare Rights Officer.

- benefit checks
- assistance with benefit claim forms
- advice on Social Work Services
- general money advice
- referral to Specialist Teams such as Occupational Therapy Services or Community Care.

Council Tax Discount

South Ayrshire Council, Council Tax, County Buildings, Wellington Square, Ayr KA7 1DR. Tel: 01292 612838 (closed Wednesdays).

Social Work Department

Social Work Enquiry and Information Team: 67 Kyle Street, Ayr KA7 1RS. Tel: 01292 268119.

Local Social Work Offices

Whitletts Area Centre, 181 Whitletts Road, Ayr. Tel: 01292 267675.

Prestwick Area Office, 12 Main Street, Prestwick. Tel: 01292 470099.

Maybole Area Office, 70C High Street, Maybole. Tel: 01655 883293.

Girvan Area Office, 17/19 Knockcushan Street, Girvan. Tel: 01465 712299.

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.mwscot.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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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