

Local services for people with dementia and their carers in West Lothian

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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 NHS Board, some by voluntary organisations and some by private companies. This resource guide for West Lothian 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 Lothian at:

Library and Resource Centre, Deaconess House, 148 Pleasance, Edinburgh, EH8 9RS.
Tel: 0131 536 9451 (or 9452 or 9453).

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.

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.

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.

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.

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.

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.

To apply for an assessment, ask at your local Health Centre or any of the following social work centres:

Livingston Social Work Centre, Cheviot House, Owen Square, Livingston, EH54 6PW.
Tel: 01506 777777.

Bathgate Social Work Centre, 69 Whitburn Road, Bathgate, EH48 1HE. Tel: 01506 776700.

Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH. Tel: 01506 775666.

St. John's Hospital Social Work Unit:
Tel: 01506 524088.

An **emergency service** operates during non-office hours, weekends and holidays: Tel: **01506 777401** or **777402**. Minicom (textphone) 01506 777404.

Home support services from social work

Home support provides practical help and assistance to people to enable them to live independently in their own homes. Anyone living in the community who has had a care assessment of need and has met the criteria for home care provision can receive home care. The service you get will depend on your care assessment.

Personal Care

Personal care is free of charge to all service users and can be defined as helping someone to look after themselves. Care includes:

- Personal hygiene - bathing, showering, hair washing, shaving, oral hygiene, nail care
- Personal assistance - assistance with dressing, surgical appliances, prosthetics, mechanical and manual aids
- Continence management - toileting, catheter care, stoma care, skin care, incontinent laundry, bed changing
- Simple medical treatment - assistance with medication including ear drops, eye drops, application of creams and lotion, simple dressings, oxygen therapy
- Food and diet - help with feeding, assisting with special diets and managing home meals service
- Communication - help to use the phone, reading/writing letters, making appointments, etc.
- Moving and handling - assistance to get out of bed, move around, get into bed, use of hoists and other manual handling equipment.

Domestic Care

Domestic care may incur a charge. Charges are means tested which ensures that those on low incomes receive help and support free of charge. A financial assessment will be carried

out and you will be told if you need to pay anything and how much it will be.

Domestic care tasks include the following;

- Snack meal preparation, including breakfast
- Laundry
- Bedmaking/changing bed linen
- Kitchen and bathroom hygiene
- Setting and lighting a coal fire
- Bringing in coal
- Collecting prescriptions, pensions and benefits
- Assistance with financial affairs and paying bills.

For more information contact your nearest social work centre (details on page 2).

Home care may be provided by the council's home care team or by an independent home care provider.

Home Meals Service

This service provides ready prepared meals that can be heated up in the oven, microwave or steamer. There is a charge for this service which gives over 40 choices of meals, including meals for special diets.

Contact: Bathgate Social Work Centre, 69 Whitburn Road, Bathgate, EH48 1HE.
Tel: 01506 776700.

Home Shopping Service

This service is provided in partnership with Scotmid who employ dedicated staff for this purpose. Scotmid staff work together with home care staff who will help with putting away shopping. You place your order through the delivery driver who then delivers your shopping. You do not have to use the service every week, just as required. A modest delivery charge is made on top of the cost of your shopping.

Contact: Bathgate Social Work Centre, 69 Whitburn Road, Bathgate, EH48 1HE. Tel: 01506 776700.

Community Laundry

This service helps people with continence problems or who have other medical conditions requiring frequent changes of sheets. There is no charge for this service which is jointly provided by the Council and NHS Lothian. To access this service, contact your GP, health visitor, district nurse, social worker, or care worker, who can refer you.

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. Their provision is based on a care assessment or, for small items of equipment, self-assessment.

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 West Lothian Council Housing Department or a Housing Association.

If you own your own home, you are entitled to apply for a Home Improvement Grant and additional monies to cover the costs. For more information, contact Home Improvement Grants, Community Services, Lammermuir House, Owen Square, Dedridge, Livingston, EH54 6PW. Tel: 01506 773749.

Community Equipment Store

Access to this service is via professional assessment or, for a range of simple equipment, by self-assessment. The store also deals with the supply of incontinence

products. Community Equipment Store, St. John's Hospital, Howden, Livingston, EH54 6PP. Tel: 01506 523335 (equipment service) or Tel: 01506 523339 (incontinence service).

Sensory Resource Centre (SRC)

Provides a range of services and support for people with visual impairment or who are deaf or hard of hearing. Services are both directly provided by the council and commissioned from specialist agencies. Assessments are completed for care, support, equipment and technical services.

Contact: St John's Hospital, Howden, Livingston. Tel: 01506 774490. Text Phone: 0786765119, ask for Social Worker.

Care & Repair

Care & Repair services offer independent advice and assistance to help homeowners repair, improve or adapt their homes so that they can live in comfort and safety at home in their own community.

The service is available to owner-occupiers, private tenants and crofters who are aged 60 or over or who have a disability.

Contact: Horizon Housing Association, Fairbairn Place, Livingston, EH54 6TN. Tel: 01506 424148; E-mail: careandrepair@horizonhousing.org

Household Maintenance Scheme

This service assists older people and those with a disability with tasks not needing a fully qualified tradesperson, such as moving furniture, unblocking sinks, changing batteries and fuses. For more information, contact the Wise Group on Tel: 01501 745001.

Community Rehabilitation and Brain Injury Service - CRABIS

Provides community based specialist assessment and rehabilitation for those over 16 who have a physical disability and/or an acquired brain injury. The team includes occupational therapists, a physiotherapist, a speech and language therapist and clinical psychologists. The service works with people

to improve their abilities in the following areas:

- activities of daily living (e.g. personal care, household tasks)
- mobility
- communication
- cognitive (i.e. memory, problem solving)
- emotional (anxiety, depression, adjustment)
- social activity
- leisure and work
- community living (e.g. money management, shopping skills, travel).

Two team members will visit the person at home to carry out an assessment and, if appropriate, develop a rehabilitation programme. They may also refer to other agencies/services.

Contact your GP, social worker or therapist for referral to CRABIS. For more information, contact CRABIS, The Ability Centre, Carmondean Centre Road, Livingston, EH54 8PT. Tel: 01506 774046; email: crabis@wlt.scot.nhs.uk

Supported Discharge & Re-enablement Team (formerly Rapid Response Unit)

This service facilitates discharge from hospital; helps with accidents in the home to prevent hospital admissions; offers a rehabilitation programme to assist clients to be as independent as possible. Referral can be made by any health and social care professional. Contact: Supported Discharge & Re-enablement Team, Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH. Tel: 01506 775651.

Home Safety Service

The Home Safety Service is available to all householders in West Lothian where an assessment has identified needs/risks that can be addressed by technology. A working telephone landline is essential.

The technology includes a Lifeline unit and a range of sensors protecting the person and their home by means of a 24-hour telephone link to West Lothian Careline. Specially trained advisers will respond to alarm calls for help. Sensors provided include a pendant, flood detectors, smoke detector, movement sensors and a temperature extremes sensor.

You can refer yourself, or someone you care for, by filling in an application form (available from your local social work centre, council information services, health centres or local council housing offices). A home visit will be arranged to carry out an assessment.

For more information, contact the Home Safety Service team on Tel: 01506 771770.

Self-directed support (formerly direct payments)

Self-directed support payments are a way of giving people who need community care services more choice and control over their quality of life. Payments can be made to people who need services, instead of the local 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 speak to your social worker or contact the West Lothian Independent Living Service which supports those living in West Lothian to maintain flexible independent living options including using direct payments to recruit and manage personal assistants. LCiL also provides training courses about Direct Payments and independent living in West Lothian. These usually take place at the Ability Centre.

For general information about Direct Payments, contact the Independent Living Officer (ILO); to access LCiL West Lothian's Direct Payment service, including ongoing support to manage a direct payment, you will need to be referred by a social worker.

Contact Kirstie Oglivie, Independent Living Officer, LCiL West Lothian, c/o Disability West Lothian, The Ability Centre, Carmondean Centre Road, Livingston, EH54 8PT.
Tel: 01506 774 037.

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 you and the person with dementia. 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 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.

West Lothian Memory Treatment Service,

St John's Hospital, Howden Road West, Livingston, EH54 6PP. Tel: 01506 419666.

A small multi-disciplinary team of professionals who specialise in drug treatment for people with memory problems.

West Park Day Hospital, St John's

Hospital, Howden Road West, Livingston, EH54 6PP. Tel: 01506 419666.

Day hospital service offering assessment and treatment for persons aged 65 and over with mental health problems.

Ward 3, St Johns Hospital,

Howden Road West, Livingston, EH54 6PP. Tel: 01506 419666.

Assessment ward for elderly people with mental health or behavioural problems. People with dementia are admitted at time of diagnosis or for a period of assessment.

Other health services

Additional services which may be provided include:

Community Psychiatric Nurses for the Elderly (CPNEs). In West Lothian, Care of the Elderly Community Mental Health Team, CPNEs and occupational therapists offer on-going support during treatment for psychiatric symptoms such as depression and hallucinations and can support carers in coping with difficult behaviour. Your consultant or GP may refer you to the team.

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.

Lothian Disabled Living Centre, Astley Ainslie Hospital, Grange Loan, Edinburgh EH9 2HL.
For an appointment tel: 0131 537 9190.

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.

Continence Care Service

The Continence Care Service in the Lothians 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, where continence is not wholly achievable.

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 usually the responsibility of the Primary Care Team. Following this, referral to specialist continence services will be accepted.

West Lothian Continence Services are managed from the Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH. Tel: 01506 771865.
Accepts referrals from any source – including self-referrals.

There is no charge for these 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. Tel: 08454 24 24 24.

See also 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

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

Also see the **Alzheimer Scotland website** at www.alzscot.org

The Scottish Dementia Working Group

(SDWG) is a group run by people with dementia and funded by Comic Relief and Alzheimer Scotland. It operates independently as a national involvement group for people with dementia within Alzheimer Scotland. Membership is open to people with dementia. The purpose of the Working Group is to campaign to improve services for people with dementia and to improve attitudes towards people with dementia. Enquiries are welcome from, or on behalf of, individuals from anywhere in Scotland who are interested.

National Coordinator: Martin Sewell
Scottish Dementia Working Group, 81 Oxford Street, Glasgow, G5 9EP. Tel: 0141 418 3939
Email sdwg@alzscot.org

Lothian Early Onset Support Service

This service is for individuals who have a diagnosis of dementia up to and including the age of 65. The following services are offered.

- Information and advice
- Family outreach support
- Home support
- Carer support and education
- West Lothian Day Club – fortnightly at Answer House, Reveston Lane,

Croftmalloch Road, Whitburn (65 and under)

- Dementia Café (Whitburn) – 2nd Tuesday of each month, at Answer House, Reveston Lane, Croftmalloch Road, Whitburn (open to people of all ages)
- Dementia Café (Broxburn) from 24 August 2010, Broxburn Parish Church
- Monthly 'Oasis' dementia cafe in Edinburgh for carers and younger people with dementia
- Holidays for younger people with dementia and their carers.

Alzheimer Scotland, Lothian Early Onset Support Services, The Prentice Centre, 1 Granton Mains, Edinburgh, EH4 4GA.

Tel: 0131 551 9350.

E-mail: LEOSSProject@alzscot.org

West Lothian Self Management Project

This new 14 month project in West Lothian has been set up to help people affected by a recent diagnosis of dementia. In partnership with you, we will explore the problems you face and help you find ways to live with and manage your illness.

Contact: Claire Armstrong, Project Co-ordinator, c/o Answer House, Reveston Lane, Croftmalloch Road, Whitburn EH47 8HJ.
Tel: 01501 749 974 (Office open 9am-3pm).

See also entries under day care, home support, and carer support.

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
- the Pension, Disability and Carers Service which deals with benefits for people over the State Retirement Age for a woman, carers and people with an illness or disability.

The Pension, Disability and Carers Service deals with benefits for people over the State Retirement Age for a woman, or who are caring for someone, or have an illness or disability. It offers home visits to carry out benefit checks and to help complete claim forms for people aged 60 or over. 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.

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 of working age, you can get most claim forms from your local Jobcentre Plus. If you are over the current State Retirement Age for a woman, 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 online on **Directgov** which 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

Pension enquiries should be made to:

The Pension Service 0845 60 60 265

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.direct.gov.uk

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).

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.

West Lothian Connected, Almondvale Shopping Centre, Almondvale South, Livingston. Tel: 01506 777665

Offers advice on all aspects of health and welfare.

West Lothian Council Advice Shop, Units 9-12, Waverley Industrial Estate, Bathgate, EH48 4HY. Tel: 01506 776444; 01506 776800 (for housing or council tax benefit information); email:

advice.shop@westlothian.gov.uk

The Advice Shop can help you with checking that your current benefits are correct, advising you what benefits to claim and how to claim them, form filling, taking your claim further if you have been refused a benefit and representation at tribunal. The Advice Shop can also offer advice on employment problems and problems with debt. There is no fee involved for any assistance from the Advice Shop.

The West Lothian Pensioner Income Maximisation Team is based within the Advice Shop in Bathgate and offers help and advice with all types of benefits to people over 60 years of age. Tel: 01506 776441.

Citizens Advice Bureaux (CABx)

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 offices in West Lothian are:

Citizens Advice Bureau West Lothian

Suite Seven, Shiel House Craigshill,
Livingston EH54 5EH. Advice Line 01506
432977; Appointments Line 01506 431061.
E-mail: enquiries@cabwestlothian.org.uk
Web: www.cabwestlothian.org.uk

Breich Valley Information Service

10 Main Street, Fauldhouse. Tel: 01501
770276.
Information service providing free, impartial
advice and information on welfare rights
issues, welfare benefits and general local
information.

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 West Lothian Council's Advice Shop on tel: 01506 776800.

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 7) 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

Scottish Helpline for Older People

This national helpline run by Age Scotland offers confidential, 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.

High Street Help Centre, The Cross,
Linlithgow, EH49 7AL. Tel: 01506 206141.
E-mail: info@helpcentre.org.uk
Web: www.helpcentre.org.uk

LGBT Age

Social opportunities, information, advocacy and befriending for older lesbian, gay, bisexual and transgender people
Contact Garry McGregor on 0131 652 3282 or garry@lgbthealth.org.uk or see www.lgbthealth.org.uk/content/lgbt-age

Advocacy

Advocacy means supporting a person, taking their side and helping them to get their point across. Whilst 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 which 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.

Citizen advocacy encourages ordinary citizens to become more involved with the welfare of those who might need support in their communities. It brings an individual together with an advocate.

EARS West Lothian

Unit 19, Delta House, Carmondean Centre South, Livingston, EH54 8PT. Tel: 01506 505515.

Advocacy service providing free, independent, professional advocacy to older people in receipt of a health or social care service.

Ace Advocacy West Lothian

28 Heatherbank, Ladywell, Livingston, EH54 6EE. Tel: 01506 444330.

Mental Health Advocacy

Unit J, 1 Kirk Lane, Livingston Village, Livingston EH54 7AY. Tel: 01506 464173.
E-mail: admin@mhap.org.uk

VOCAL Carers Advocacy Project

8-13 Johnston Terrace, Edinburgh, EH1 2PW.
Tel: 0131 622 7625.
E-mail: advocacy@vocal.carers.net
Web: www.vocal.org.uk

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, For interpretation and translation services please

telephone West Lothian Council's Customer Service Centre on Tel: 01506 775000.

Transport and travel concessions

Scotland-wide Free Bus Travel Scheme

Anyone who is permanently resident in West Lothian and who is either aged 60 and over, blind or partially sighted or disabled will qualify for a **National Entitlement Card** granting free travel at all times on all bus services (except premium fare night buses, tours and excursions) throughout Scotland and to Berwick upon Tweed or Carlisle.

Reduced rate travel (£1.00 flat fare) on local rail services at off peak times in West Lothian and to Edinburgh, Falkirk and North Lanarkshire is available, as well as half fare off peak travel between West Lothian and East Lothian or Glasgow.

A companion permit is also available for anyone registered blind, on high or middle rate Disability Living Allowance, in receipt of Attendance Allowance or a letter from a care home certifying that the entitlement card holder cannot travel alone.

Application forms are available from West Lothian Connected, Council Information Offices or libraries - a passport sized photograph is required and appropriate proof of your age.

National Entitlement Cards are printed out with West Lothian and then posted out, so applicants should allow at least 14 days for processing.

Further information from West Lothian Travel Concessions on Tel: 01506 775291/775287 or email public.transport@westlothian.gov.uk

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. Information about the Blue Badge Scheme and an application form can be obtained from Council Information Services Centres or by phoning Concessionary Travel on Tel: 01506 775287.

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

Dial-a-Ride & Dial-a-Bus Services

These services are available to those unable to use normal bus services, and are operated by Handicabs on behalf of West Lothian Council.

You must register first before using either of these services. To register, reserve places and for further information contact Handicabs, West Lothian Service, 17a Inchmuir Road,

Whitehill Industrial Estate, Bathgate, EH48 2EP. Tel: 01506 633953 or visit www.handicabs.org.uk

Dial-A-Bus provides transport (Mon-Fri 9-5) from home to local shopping centres for people who cannot manage by ordinary bus, who live too far from a standard bus service, and who do not have the use of a private car.

If you feel unable to travel by yourself, you can take a companion who will also travel for the same fares as you. All Dial-A-Bus vehicles are accessible for those travelling in a wheelchair. If you are taking a companion or will be using a wheelchair, let Handicabs know when you make your telephone booking.

Dial-A-Ride provides a door-to-door transport service seven days a week for people with limited mobility who cannot manage by ordinary bus. In addition, Dial-A-Ride can help those who have limited access to public and/or private transport.

The Dial-A-Ride vehicles are specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably. The Dial-A-Ride drivers are trained to provide assistance where necessary.

Fares start at £3.50 for the first three miles and increase by 25p per mile thereafter. These prices are subject to periodic change. Additional passengers pay a £1 flat fare when accompanying a full-fare paying passenger on the same journey. One genuine escort may travel free. Special tariffs will apply if the destination is outwith the Lothians and Edinburgh.

The Scotland-wide concessionary cards for free bus travel are not valid on Handicabs services.

Taxicard

West Lothian Council operates a Taxicard Scheme which gives discounted travel 365 days a year in taxis for mobility impaired

people in West Lothian who are unable to travel on local bus services. Most taxi operators have vehicles that can accommodate people sitting in their wheelchairs – check when booking.

The Taxicard can be used for any purpose - visiting friends, going shopping, keeping a hospital appointment, etc. Each Taxicard holder can take up to 104 single taxi journeys each year. The maximum discount on each journey is £3 - you pay the rest.

New Taxicard holders will have a list of operators sent to them with their first Taxicard.

Holders of West Lothian Taxicards can travel free of charge on train journeys wholly within the Lothians (East Lothian, City of Edinburgh, West Lothian).

For more information, contact Concessionary Travel on Tel: 01506 775287.

British Red Cross, Unit B, Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP. Tel: 01506 654652.

The British Red Cross transport service offers freedom and independence for people who cannot get about easily or use ordinary transport. By providing drivers with suitable vehicles - and escorts where needed- it becomes possible to make essential journeys and other trips that make life more pleasurable.

Linlithgow Link, Administration Building, St Michaels Hospital, Linlithgow, EH49 6QS. Tel: 01506 845137.

Volunteer drivers take people who cannot manage on public transport to hospital appointments. Passengers pay the Link Drivers 40 pence per mile.

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.

St Michael's Day Centre, St Michael's Hospital, Linlithgow, EH49 6QS. Tel 01506 847496.

Service for frail older people and those with dementia. Transport provided.

Acredale House, 9 Mid Street, Bathgate EH48 1PS. Tel: 01506 634288
Runs "Stepping Stone" group for people with dementia (up to 10 people per day). Provides activities, outings, social events as well as individual support. Transport is also available for people who live in the Bathgate, Boghall, Blackburn, Seafield, Torphichen, Westfield, Armadale and Whitburn areas.

Rosebery Centre, c/o St Paul's Church, Fernbank, Ladywell, Livingston, EH54 6DT. Tel: 01506 497046. Provides day care, support and counselling to people with dementia. Also provides respite advice, counselling and training to carers.

Specialist Healthcare Elderly Day Service (SHEDS), Strathbrock Partnership Centre, Mental Health Unit, 189a West Main Street, Broxburn, EH52 5LH. Tel: 01506 771875.
65 years and over / people with early onset dementia; NHS referral. This service visits different areas of West Lothian on pre-arranged days. The service provides day care and respite and is also for patients who need on-going monitoring of mental health problems.

Bield Housing Association, West Port Resource Centre, 1 St Ninian's Road, Linlithgow, EH49 7BY. Tel: 01506 844899.
Available Monday to Saturday inclusive 9am – 4.30pm; most people attend 1-3 days per week, transport is provided.

Answer Day Care, Answer House, Reveston Lane, Whitburn, EH47 8HJ. Tel: 01501 749974. Email: answerproject@ukonline.co.uk
Web: www.answer-project.com
Day care service operating two days per week (Friday and Saturday) providing care in a caring and stimulating environment for people with mild to moderate dementia.

Limecroft Day Centre, Limecroft Care Home, Templar Rise, Dedridge West, Livingston, EH54 6PJ. Tel: 01506 460151.
West Lothian Council operates a day care service for frail older people, including those with mild to moderate dementia and their carers. Transport is provided to take people to the day care centre.

Braid House Day Centre, Labrador Avenue, Howden, Livingston, EH54 6BU. Tel: 01506 430615.
Provides support to older people to help them stay in their own homes. Day care provision for those with mild to moderate dementia. Also includes carer support.

Alzheimer Scotland, Lothian Early Onset Support Services, The Prentice Centre, 1 Granton Mains, Edinburgh, EH4 4GA. Tel: 0131 551 9350
E-mail: LEOSSProject@alzscot.org

- West Lothian Day Club – fortnightly at Answer House, Reveston Lane, Croftmalloch Road, Whitburn (65 and under).

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.

Day centres in West Lothian include:

Holmes Gardens Day Resource, Holmes Gardens, Holmes Road, Broxburn, EH52 5JD. Tel: 01506 859883 for Day Resource; 01506 859955 for Main Office.

Open Monday to Friday, normally one day per week per client. Transport is also provided to and from the centre. Accepts those with mild to moderate dementia.

Limecroft Day Centre, Templar Rise, Dedridge, Livingston, EH54 6PJ. Tel: 01506 460151.

The service is for older people living in Livingston and the east part of West Lothian who need support during the day due to physical or mental frailty. There is a programme of activities and outings as well as physical and mental stimulation and social contact.

Whitdale House Day Centre, 110 East Main Street, Whitburn, EH47 0RH. Tel: 01501 742924.

The service is for older people living in Bathgate, Blackburn and the west part of West Lothian who need support during the day due to physical or mental frailty. Accepts those with mild to moderate dementia.

Bo'ness Day Centre for Elderly, 16 Corbiehall, Boness EH51 0AP. Tel: 01506 827 334.

Meeting place for the elderly with link to social services. Provides teas and snacks from 9.30-11.45 Tues & Thurs. Lunches from 12 noon to 2pm. All available at low cost.

Lunch clubs

Lunch clubs are held in various locations throughout West Lothian, providing food and social activities for older people. Contact your local social work centre (see page 2) for information.

Home support services

Home support through social work services

See under heading "Support from social work services".

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 for the Elderly** (CPNEs) 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

Alzheimer Scotland, Lothian Early Onset Support Services, The Prentice Centre, 1 Granton Mains, Edinburgh, EH4 4GA. Tel: 0131 551 9350
E-mail: LEOSSProject@alzscot.org
Home support for under 65s and carers.

British Red Cross, Unit B, Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP. Tel: 01506 654652.

The British Red Cross can lend items of medical equipment, such as wheelchairs, bed rests and commodes, to people on a short term basis.

Answer Housing Support Service, Reveston Lane, Whitburn, EH47 8HJ. Tel: 01501 749974.
Email: answerproject@ukonline.co.uk
Web: www.answer-project.com

Provides tenancy support to older people who require assistance in maintaining their house tenure in the west of West Lothian. This includes

- filling in forms
- assistance with shopping, social activities and attending appointments
- help with daily living skills such as cooking and light housework
- help to budget your finances and collect benefits
- help with arranging minor repairs and maintenance
- help with safety and medication.

Answer can provide up to 5 hours service per week free of charge for up to a maximum of 2 years. Referrals will be accepted from GPs, social workers, occupational therapists, community nurses, health visitors and Day Hospitals and Day Care Centres.

Dedridge Good Neighbour Network, c/o The Lanthorn Community Centre, Kenilworth Rise, Dedridge, Livingston, EH54 6JJ. Tel: 01506 416137.

A local voluntary organisation which provides a comprehensive care scheme through a voluntary network. The aim is to identify needs and provide a co-ordinated approach to Community Care.

Food Train

The Food Train provides a personal shopping and delivery service to older people who, for whatever reason, are unable to shop for themselves. This new service is expected to be up and running in Autumn 2010. For more information, contact West Lothian Council's Customer Service Centre on 01506 775000.

Knightsridge Neighbourhood Network, 23 Graham Way, Knightsridge Livingston. Tel: 01506 439 430.

Aims to promote social welfare through the provision of good neighbours; to provide information, advice and practical or emotional support to anyone in the community who may be isolated or experiencing difficulties. Also

includes an advocacy service and a furniture recycling scheme.

Ladywell Neighbourhood Network, 28 Heather Bank, Ladywell, Livingston EH54 6EE. Tel: 01506 437746.

Aims to supply voluntary community care, including prescription delivery, befriending, pension collection, driving to appointments, lunch clubs and over 50's Club.

Linlithgow Link, Administration Building, St Michaels Hospital, Linlithgow, EH49 6QS. Tel: 01506 845137.

Volunteers (known as Linkers) visit the housebound and help in many different ways in the community, including social events and outings.

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

Lothian Early Onset Support Service

This service is for individuals who have a diagnosis of dementia up to and including the age of 65. The following services are offered.

- Information and advice
- Family outreach support
- Carer support and education
- Dementia Café (Whitburn) – 2nd Tuesday of each month, at Answer House, Reveston Lane, Croftmalloch Road, Whitburn (open to people of all ages)
- Dementia Café (Broxburn) – from 24 August 2010, Broxburn Parish Church
- Monthly 'Oasis' dementia cafe in Edinburgh for carers and younger people with dementia
- Holidays for younger people with dementia and their carers.

Alzheimer Scotland, Lothian Early Onset Support Services, The Prentice Centre, 1 Granton Mains, Edinburgh, EH4 4GA
Phone: 0131 551 9350
E-mail: LEOSSProject@alzscot.org
Senior Support Worker (West Lothian) - Vacancy.

Carers of West Lothian, Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH. Tel: 01506 771750; email: office@carers-westlothian.com; www.carers-westlothian.com

Carers of West Lothian aims to provide support, information, a voice for carers and to work with others to ensure a better quality of life for all carers. Provides free training courses and workshops for carers – telephone for dates of forthcoming courses.

Crossroads (West Lothian), 17 East Main Street, Whitburn, EH47 0RA. Tel: 01501 742944; email: crosscare@hotmail.co.uk
Crossroads provide a responsive and flexible sitter service as well as personal care. Aims to prevent carers becoming ill through exhaustion. Provides carers with peace of mind by providing a care attendant so allowing carers to relax, go to shops, etc. Referral through Social Work or self-referral.

Homebound Library Service

West Lothian Council's Library Service and Volunteer Centre West Lothian provide a library service to people who, due to frailty, illness or disability, are homebound. For further information, contact :
Outreach Co-ordinator, Connolly House, Hopefield Rd, Blackburn, EH47 7HZ.
Tel: 01506 776343.

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 in care homes

West Lothian Council offers a respite care service to the carers of frail older people (including those with dementia). Short breaks can be arranged for those with an assessed need in either Limecroft Care Home or in Broxburn Care Home (at times other local care homes may be used). This is primarily to give relief to carers who are looking after either a partner or relative with particular care needs. For more information contact your social work centre – details on page 2.

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 West Lothian contact the Central East Office at Stuart House, Eskmill, Musselburgh, EH21 7PB. Tel: 0131 653 4100 or lo-call 0845 600 8335.

Hospital respite

Most care will be in the community but if hospital-based respite is needed, it is likely to be at the **Rosebery Wing, Tippethill House Hospital**, Armadale Road, Whitburn.

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.
Email osbis@sharedcarescotland.com
Website: www.carebreaksscotland.com
Open Monday – Friday 9.30am-4pm.

Stepping out, Tel 0131 661 2077.

Residential weekend breaks for carers and former carers in Linlithgow. The carers organisation 'Care for Carers' designs, organises and facilitates these short breaks which take place at the Low Port Centre in Linlithgow. The break comprises a weekend of

fun, exciting activities including trips and socials. 'Stepping Out' breaks are free.

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 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. There is also a searchable database of care homes at: www.bettercaring.co.uk/

The Care Commission should be able to provide a list of homes in your area. For West Lothian contact the Central East Office at Stuart House, Eskmill, Musselburgh, EH21 7PB. Tel: 0131 653 4100 or lo-call 0845 600 8335.

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 those assessed as needing it, 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) or visit www.ageconcernandhelptotheagedscotland.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 Alzheimer Scotland service (see page 7) for a copy.

West Lothian Council runs a number of residential homes in West Lothian for people who have been assessed as no longer able to manage in their own home. Alternatively, a place may be purchased in a private or voluntary residential home or nursing home.

Council run care homes are:

Burngrange Care Home, Burngrange Park, West Calder EH55 8ET. Tel: 01506 872346; email: burngrange@westlothian.gov.uk

Limecroft Care Home, Templar Rise, Dedridge West, Livingston EH54 6PJ. Tel: 01506 460171; email: Limecroft@westlothian.gov.uk

Whitdale Care Home, 110 East Main Street, Whitburn, EH47 ORH. Tel: 01506 744445; email: Whitdalehouse@westlothian.gov.uk

Hospital care

West Lothian Council tries to ensure that most care is provided in the community. However, if a person with dementia is medically assessed as having a need for ongoing hospital care this may be provided in:

Rosebery Wing, Tippethill House Hospital, Armadale Road, Whitburn.

Rosebery is a 30 bedded all female unit which mainly provides continuing care to patients at the later stages of their illness, both cognitive and functional. Patients can also be admitted for periods of assessment on a rolling two week programme. The unit can also accept patients awaiting care home placements when in need of continued hospital input.

St Michaels Hospital, Linlithgow.

St Michaels is a 30 bedded mixed sex unit which mainly provides continuing care to patients in the later stages of their illness. The hospital also takes admissions of patients for a review of their condition and any support or investigations to be carried out.

Maple Villa, Craigshill Care Facility, Craigshill East Road, Livingston, EH54 5BU

Maple Villa is a 30-bedded mix sex unit specifically built as a specialist dementia unit catering for patients with particularly challenging aspects of the condition. Patients can either be admitted for a period of assessment or as part of a continuing care plan.

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

Sheltered housing and care housing

Sheltered housing consists of self contained residences within a larger complex. Someone is on duty during the day and there is a 24-hour careline service. West Lothian Council has five complexes and also has access to 20 similar complexes provided by housing associations. For information about sheltered housing call the Sheltered Housing Officer on tel: 01506 773743 or the Customer Service Centre on tel: 01506 775000.

Care housing, also called very sheltered housing, or augmented care housing, provides a high level of support in a homely kind of environment but does not provide nursing care.

Along with housing association partners, West Lothian Council has developed four housing with care units, each providing at least 24 one-bedroom tenancies supported by a core package of SMART technology.

These units are located in Armadale, Blackburn, Broxburn and West Calder. The aim

is to help individuals to remain as independent as possible by continuing to do as many of the tasks they would normally do for themselves, with the added reassurance that if they do need some help they can get immediate back-up from the housing support staff on site.

People who require at least 12 hours formal or informal care a week can apply for a place in these units, and the idea is that an individual's support would increase as their needs increase. The tenancies and assistive technology cater well for people with dementia.

For more information, contact Housing with Care/Sheltered Housing, Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH. Tel: 01506 775534.

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 Hindi 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.

Email:

enquiries@ageconcernandhelptheagedscotland.org.uk

www.ageconcernandhelptheagedscotland.org.uk

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

Voluntary Action West Lothian is the umbrella organisation for voluntary organisations in West Lothian.

19 Jarvey Street, Bathgate, EH48 4EZ. Tel: 01506 634115; email: info@vawl.org.uk

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.
0131 243 1453
Email alzheimerscot@alzscot.org

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Further copies of this document may be obtained by phoning the freephone Dementia Helpline (see below) or by downloading free from

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

Alzheimer Scotland

22 Drumsheugh Gardens, Edinburgh EH3 7RN

Telephone: 0131 243 1453

Fax: 0131 243 1450

Email: alzheimerscot@alzscot.org

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Find us on the internet at
www.alzscot.org



Dementia **Alzheimer Scotland**
Action on Dementia

Helpline **24**
HOUR

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