

ANGUS
Health & Social Care
Partnership

# Angus Carers
## Information Pack





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# Introduction

Most people at some point in their life will provide informal care or support to a family member or friend. However, we know most people will not actually see themselves as a carer.

This information pack is for both unpaid adult and young carers (under the age of 18) who care for someone who may not be able to care for themselves. It contains the information that you; unpaid carers in Angus and professionals working with you, told us would be useful to have all in one place.

This pack will be reviewed and updated by Angus Health and Social Care Partnership (AHSCP), working with our key partner Angus Carers Centre, local unpaid carers and other third sector organisations supporting carers in Angus.

If you wish to give feedback, make any comments, or have queries or suggestions about the pack or about the future of carer support in Angus, please do not hesitate to email **tay.angushscp@nhs.scot**



# Am I a carer?

In the Carers (Scotland) Act 2016 'caring' is understood as providing what is necessary to the cared-for person to support their physical and mental health and wellbeing. It doesn't need to be a certain kind of care, or take up a certain amount of time, for a person to qualify as a carer. A carer does not need to live with the person they care for.

There are many examples of what carers do and these include:

- helping someone to wash, dress or take medication
- practical support with shopping, attending appointments or going to social events emotional support such as
- encouragement or reassurance

### Adult carer

You are an adult carer if you meet the criteria for a carer above and are aged 18 or over, you are not attending school and provides or intends to provide unpaid care to a relative or friend. This could be caring for someone who is ill, frail, disabled or has poor mental health or substance use issues.

### Young carer

You are a young carer if you are a carer (as above) and:

- under the age of 18 or
- 18 or over, but still attending school/further studies
- Normally understood to mean carers ages 16-25

You are a young carer if you are under the age of 18, (but this is extended if you remain in education, and is normally understood to mean Carers aged 16 to 25) and provides or intends to provide care for an adult or child needing care, except where the child needs care solely due to their age.

### Kinship carer

Kinship care is a term used to describe arrangements where a child or young person lives all or most of the time with a relative or family friend, because they are not able to live with their biological parents. There are two types of kinship care.

- Formal kinship care: when the young person has become looked after at the decision made by social work, the court or a children's panel.
- Informal kinship care: where voluntary arrangements have been made between relatives and the young person

For more information about carer definitions, view the **Carer (Scotland) Act 2016.**

### Parent carer

A parent carer is someone who cares for a child who has a diagnosed disability or additional support need. The parent carer provides care that is beyond the usual role of parenting to meet their needs.

## Carer legislation and Carers' Charter

### Carer legislation - Carers (Scotland) Act 2016

**The Care Reform (Scotland) Bill** will include a new legal 'right to breaks for unpaid carers'. When this becomes law, this will mean HSCP's and Local councils will have a duty to:

- determine, as part of the adult carer support plan or young carer statement, whether a carer can take sufficient breaks from their caring role; and
- if not, to provide support to enable them to take sufficient breaks.

The date for implementing the right to breaks legislation has not been decided. The Scottish Government has previously said it intends to achieve this by 2026.

The Carers (Scotland) Act 2016 was implemented on 1 April 2018. The Act consolidates existing rights from other legislation, as well as protecting new rights for carers and young carers in law.

The Scottish Health Survey (2022) indicates that 13% of the Angus population are unpaid Carers (15,096). Our health and care system in Angus rely heavily on unpaid carers and the value of their commitment and levels of expertise cannot be overstated. The **National Carers Strategy 2022** estimates that the economic value of the contribution made by unpaid carers in Scotland is £13.1 billion a year.

The role and contribution of carers is likely to be even more critical as a result of the increasing demand for health and social care which is predicted to grow by 25% by 2031. Without their carers, many people would not be able to live their lives as they do.

Without the right support, the role of a carer can be detrimental to their own physical and emotional wellbeing.

The Carers (Scotland) Act 2016 introduces provisions to improve the health and wellbeing of carers. These include the:

- identification of carers needs for support through the Adult Carer Support Plan and Young Carer Statement
- provision of support to carers based on local eligibility criteria
- enabling of carer involvement in certain areas, for example in support planning for the person they care for
- preparation of Local Carer Strategies
- the preparation of Short Breaks Services Statements
- establishment of information and advice services for carers

You can find more information in the full detail of the Act on the **Scottish Government website.**

### Carers' Charter

Scottish Ministers have developed a new national **Carers' Charter** which has been adopted in Angus.

The Charter outlines how Angus HSCP and carers support organisations should be working with carers to exercise their right in the following areas:

- Adult Carer Support Plan
- Young Carer Statement
- Support as a carer
- Carer involvement in services
- Hospital discharge

## Carer Positive Employers

Carer Positive is a Scottish Government funded initiative which recognizes employers who offer the best support to carers, allowing them the flexibility they often need to deliver care. We are promoting this initiative in Angus through the local carer strategy.

Angus Council has achieved Carer Positive status and is committed to achieving a working environment where carers feel valued and supported through employee engagement and whereby the Council retains a healthy and productive workforce. If you are an employee of Angus Council, you can find out more from colleagues in Human Resources.

Other local organisations who are Carer Positive employers include Angus Carers Centre and NHS Tayside.

If you are an employer in Angus and would like more information on Carer Positive visit the website **www.carerpositive.org**.



# What support is available to carers in Angus?

Unpaid carers make an extraordinary contribution to communities in Angus. We are committed to valuing their contribution and recognising the impact that a caring role can have on an individual's own health and wellbeing.

Whatever your age, if you provide support to a vulnerable friend or relative as an unpaid carer, there is information, advice, and a range of supports available to you in Angus. The form it takes for you will depend on your individual circumstances but may include:

- Information and advice
- Breaks from caring by providing support for the person you care for
- A personal budget to purchase support or services
- Future care planning
- Developing a plan for emergencies
- Making links with other carers
- Emotional and practical support to help you carry on caring
- A Carer's Emergency card
- Occupational Therapy services such as disability advice, special equipment and household adaptations
- Welfare benefits advice
- An Adult Carer Support Plan or a Young Carer Statement

If you would like to find out more about support for carers in Angus, contact your allocated worker (Social Worker, Care Manager, Case Holder, Homecare Assessor). If you do not have an allocated worker please email First Contact at **FirstContact@angus.gov.uk** or contact the Angus Council ACCESSLine on 03452 777 778.

Our key partner in supporting local carers is **Angus Carers Centre**. They can provide many of the supports listed above and others. We would encourage all unpaid carers in Angus to register with them, irrespective of whether you

receive other support with your caring role. If you would like to find out more about support for carers in Angus, contact Angus Carers Centre on 01241 439157, email **enquiries@anguscarers.org.uk** or, contact your allocated worker (Social Worker, Care Manager, Case Holder, Homecare Assessor). If you do not have an allocated worker, please email First Contact at **FirstContact@angus.gov.uk** or Angus Council ACCESSLine on 03452 777 778.

**Independent Living Angus** also provides a broad range of information and guidance for people who are, or are going to be, carers.



# Concessions and helpful information

This section contains helpful information about concessions locally and nationally that you may be entitled to as a carer or for the person you care for.

## Travel

### Free bus pass and companion card

Under a national scheme, people with disabilities can apply for a free bus pass if they are aged 5 years and over and in receipt of certain benefits. If the person applying for the free bus pass requires support to travel, they can also apply for a companion card which enables the supporting person to travel for free too.

### Young person's free bus travel scheme

All young people under the age of 22 and living in Scotland are now eligible for free nationwide bus travel.

### Rail travel

Carers can sometimes get travel concessions to accompany a person with disabilities on public transport. For example, if the person has a Disabled Person's Railcard, this qualifies you for a discount when you travel with them by train.

### Blue Badge Scheme – parking

The Blue Badge Scheme is a national scheme allowing some people to park close to amenities they would otherwise have difficulty accessing. There are two types of application: 1) for people with severe mobility issues or 2) people with a diagnosed mental disorder and/or cognitive impairment who lack awareness of danger from traffic. The scheme helps you travel independently, as either a driver or a passenger.

### Car tax exemption

If you or the person you care for are a disabled driver, you may get an exemption from paying Road Tax.

## Travel to attend medical appointments

### Patient transport

Patients are encouraged to use public transport to attend appointments where they can. If they have a medical need or limited mobility and require to access patient transport this is run by the Scottish Ambulance Service. For further information call 0300 123 1236 or visit **www.scottishambulance.com**

If the person you care for is unable to manage this but can travel in a car, volunteer drivers may be able to assist. For assistance to an appointment from a volunteer driver, contact your GP Practice or allocated worker and ask to be referred to the **NHS Patient Transport Service.**

## Assistance with travel expenses

If you or the person you care for are in receipt of certain benefits, you are automatically entitled to have travel expenses reimbursed to and from hospital, for clinic appointments and inpatient stays.

## Household concessions

### Council tax

Some properties may be exempt from council tax for those who are severely mentally impaired or if all the following criteria are met.

- where the carer provides care for at least 35 hours a week
- lives in the same property as the person cared for and is not the spouse or partner of the person cared for or the parent if you care for a child under 18
- the person cared for is in receipt of certain benefits

### TV licence

TV licencing requirements changed for those aged over 75 years in August 2020. To qualify for a free TV licence, you or your partner living at the same address need to receive Pension Credit. If you or anyone you live with is registered blind you are eligible to apply for a 50% concession on the cost of the licence.

## Leisure concessions

### ANGUSalive

ANGUSalive has an innovative approach to delivering Sports and Cultural Services in Angus and offer a wide range of activities for all ages and abilities.

The **Buddy Scheme** provides customers, who require assistance and are in receipt of certain benefits, with the help and support they need to access facilities and take part in activities. In addition to this their "buddy" can attend free of charge. 1:1 Coaching may also be available. The 'Holiday Activities' programme is designed to promote inclusive activities for anyone requiring extra support.

### Access Card

Information, evidence, discount and opportunities for disabled people. The card indicates the disability or impairment in symbols to discreetly indicate support and access required. The "+1" symbol indicates the card holder needs assistance and can allow additional (free) entry with a companion ticket. This card may also gain you access to things like concessionary ticket prices. Please note there is a charge for this card.

### CEA cinema card

The CEA Card is a national card scheme developed for UK cinemas by the UK Cinema Association (UKCA). The scheme ensures participating cinemas make reasonable adjustments for disabled guests when they go to the cinema; it also ensures a complimentary ticket for someone to go with them.

Visit the CEA website **www.ceacard.co.uk** for more information, including participating cinemas and how to apply for a CEA card.

### Discounts for carers

Unpaid carers can receive discounts, money saving deals and vouchers to use in shops, restaurants, travel and leisure.

### CarerSmart

A club from Carers Trust, the UK's largest carers charity. CarerSmart offers cash back, reductions, discounts and benefits on insurance, travel, high street shops and much more.

### National Trust

A National Trust Essential Companion Card allows up to two carers or companions entry free of charge.

### Ticketmaster

Ticket Master may offer free personal assistant or companion tickets and free car parking when accompanying a disabled person to events. Free Essential Companion tickets are only available to fans that require them and may not be applicable for every event and venue.



# General information

### Libraries
ANGUSalive has seven well-stocked libraries, mobile libraries and a home delivery service; and can provide members with free online access to a wide range of resources such as e-books, e-audio books and e-magazines. Membership is free for anyone who lives, studies or works in Angus or a neighbouring authority and there is a simple process to join.

### Cinnamon Trust
The Cinnamon Trust is a national charity for the elderly, the terminally ill and their pets. They help keep people and their pets together, by assisting with pet related tasks such as dog walking, pet care and short-term fostering (when an owner faces a spell in hospital).

### Pet Fostering Service Scotland
Pet Fostering Service Scotland provides short term emergency care for pets, when their owner is unable through illness, homelessness or domestic abuse, and cannot provide any alternative care.

### RADAR Key for disabled toilets
RADAR (Royal Association for Disability and Rehabilitation) keys can be used at any disabled toilet fitted with a RADAR lock.

### Changing Places
A directory of Changing Places fully accessible toilets in Scotland is available on the **PAMIS (Providing A More Inclusive Society) website**, support people with profound and multiple learning disabilities, their families, carers and professionals.

## Pamiloo

PAMIS acquired the first Scottish Mobile Changing Places toilet. This vehicle, the pamiloo, can be used by families and used at leisure events held by PAMIS to provide fully accessible toileting facilities.

## Shopmobility Schemes

Shopmobility is a scheme lending powered or manual scooters, to people with limited mobility, or visual impairment, so they can shop and use town or city centre facilities. The service is free of charge but requires a deposit. There are many Shopmobility schemes across Scotland to support people to access their local shops. For details of local services, visit **www.shopmobilityuk.org/find-a-centre**

## Online grocery shopping

When caring for someone it can be difficult to get time to do grocery shopping. Online shopping is a great way to do your weekly shop from the comfort of your own home and have it delivered at a time that is convenient to you.

Some of your local shops may also do home delivery and this is not limited to grocery shopping. Check with the shops you regularly use to see if this is available.

## Home heating advice

Disability or illness can mean higher fuel bills. Home Energy Scotland, funded by the Scottish Government, is a network of local advice centres covering all of Scotland . They offer free, impartial advice on keeping warm at home and reducing fuel bills. For more information visit **www.homeenergyscotland.org**

## Carers UK Jointly App

The Jointly App is a simple way to coordinate tasks, track appointments and share information with others who assist the cared for.

## Independent Living Fund Scotland (ILF)

ILF Scotland operates as a discretionary fund providing financial awards to over 3,000 disabled people in Scotland and Northern Ireland to help them live independently.

ILF funding enables individuals to pay for care so that they can be supported in their homes and within their local communities.



# Health and wellbeing

### NHS Inform: healthy living information

A caring role can impact on your health in many ways. Scotland's health and information service provides advice on how to look after physical and mental wellbeing.

Topics covered include:

- **Alcohol** - information on drinking sensibly, knowing your limits and getting support for alcohol abuse
- **Food and nutrition** - nformation on healthy balanced diets and weight loss
- **Keeping active -** information on health benefits of exercise and how to keep active
- **Mental wellbeing** - advice on dealing with anxieties, low mood, stress and where to get help
- **Stopping smoking** - information on benefits of stopping smoking and where to get support
- **Preventing falls** - information on how to reduce risk of falling and what to do if you have a fall

### NHS Tayside

NHS Tayside is an NHS board which forms one of the fourteen regions of NHS Scotland. It provides healthcare services in Angus, the City of Dundee and Perth and Kinross. NHS Tayside is headquartered at Ninewells Hospital in Dundee; one of the largest hospitals in the world.

To find dentists, doctors, opticians and pharmacies please visit the website **www.nhstayside.scot.nhs.uk**. To contact NHS Tayside Switchboard by telephone please call 01382 660111.

If you are requiring any medical advice please, in the first instance, contact your GP or NHS Inform (NHS24) by telephoning 111.

## Independent Living Dundee and Angus

Independent Living Dundee and Angus also provides a range of information and guidance related to health and wellbeing for people who are, or are going to be, carers. A self-assessment tool and LifeCurve tool are also available to assess health and social care needs at home and access advice and information.

## Free Period Angus

The national Period Poverty campaign was launched by the Scottish Government in 2018. Angus Community Planning Partnership took the decision to collaborate to ensure everyone in Angus has access to free period products. To find out how to get them or for more information, visit **www.freeperiodangus.co.uk**

## Medication delivery

Some pharmacies will deliver prescriptions to your home. Ask your local pharmacy if this is available.





# Short breaks and respite

Getting a break from caring can promote your health and wellbeing and sustain you in your caring role. A short break (sometimes called respite) is a form of support which enables you to have time away from your caring routines and responsibilities and can help to bring more balance to your life. It may be a one-off or regular occurrence. To find out more about Support for Carers - **Get care and support for an adult | Angus Council**

The Care Reform (Scotland) Bill will include a new legal 'right to breaks for unpaid carers'. When this becomes law, this will mean HSCP's and Local councils will have a duty to:

- determine, as part of the adult carer support plan or young carer statement, whether a carer can take sufficient breaks from their caring role; and
- if not, to provide support to enable them to take sufficient breaks.

The date for implementing the right to breaks legislation has not been decided. The Scottish Government has previously said it intends to achieve this by 2026.

## Breaks from caring when the person you care for is a child

This requires consideration by social work. Any consideration of these options would require to meet your child's social needs and would not be awarded on carer need solely. Please discuss this with your child's Social Worker. If your child does not already have a Social Worker, please contact Angus Council ACCESSLine on 03452 777 778 to request social work consideration. For more information about support available from Children and Families Services call or visit **www.angus.gov.uk**

## Breaks from caring when the person you care for is an adult

If you would like to find out more about short breaks and respite, contact call Angus Carers Centre on 01241 439157 or email **enquiries@anguscarers.org.uk** or your allocated worker. If you don't have an allocated worker, you can contact **firstcontact@angus.gov.uk**

Getting a break from caring can have long term benefits for both carers and the people they care for. Breaks can come in different forms both within and out-with Angus - the type of break that is right for you will depend on your individual needs and circumstances. Examples include:

- Holiday or leisure breaks (with or without the person you care for)
- Sports or activity breaks (with or without the person you care for)
- Day Opportunities for the person you care for
- Support from a care at home service for the person you care for so you get a break
- Short breaks in a care home
- Specialist play schemes or after school clubs for the child that you care for
- Befriending services for the person you care for to give you a break
- Support to do something that is important to you that helps you have a break e.g. relaxation therapies or an evening class

For more ideas and examples of short breaks, visit the **Shared Care Scotland website** or contact **Angus Carers Centre** on 01241 439157.

### How do I know if I'm eligible?

All local authorities in Scotland have eligibility criteria and thresholds to access different supports. You may need to complete an adult carer support plan or young carer statement to help you identify what matters to you and what support is available to you.

## Short breaks

**Angus Carers Centre** can provide unpaid carers in Angus with a range of short break options in addition to offering advice and support when planning your break.

### Time to Live

This fund enables **Angus Carers Centre** to provide unpaid carers in Angus with a short break from their caring role which can benefit carers and their cared for person. The Time to Live fund provides carers with the opportunity to apply for small, flexible funding to support a personalised break. Carers have the freedom to choose a break that suits their lifestyle – whether that's a one-off item, a short break away, or an activity that provides them with regular time away from their caring role.

### Respitality

Is a scheme which offers free activities and short breaks all over Scotland to carers and the person they care for. To qualify for this scheme, you will need to be a registered carer with the Angus Carers centre. For all available breaks and activities, please see Angus Carers Centre website for availability.

For more information, please visit **Angus Carers Centre** website or call 01241 439157

## Additional respite resources

### The Ogilvie Charities

The Ogilvie Charities offer grants of between £200 to £300 to assist carers who may need a break from their role. All applications for aid need to be made through a social worker, community nurse or similar professional agency.

### The Respite Association

The Respite Association can provide free holidays for carers in their static caravan sited on the Richmond Holiday Centre in Skegness. It should be stressed that the holidays are for the carer NOT the cared for.

### Euan's Guide

Euan's Guide is a listing and review website (similar to TripAdvisor) but is primarily for people with disabilities or accessibility needs and their carers. People with disabilities and their carers leave their own reviews and photographs which you can then use to plan your own days out or holidays breaks.



# Education, training and employment

Improving skills and confidence levels can ease some of the stresses of a caring role. Often a carer finds themselves in a caring situation for which they have not been prepared or feel that they lack the skills needed. **Angus Carers Centre** can organise or access specific support for a carer in different situations and provide training in response to the needs of carers.

### SVQ 2 Social Services and Healthcare and SVQ 2 Social Services (Children and Young People)

The skills, experience and knowledge a carer has from providing care for a loved one, friend or neighbour, can be transferred into an SVQ. Dundee & Angus College provide the opportunity for carers to do Scottish Vocational Qualifications (SVQs) in Social Services and Healthcare: SVQ 2 Social Services and Healthcare and SVQ 2 Social Services (Children and Young People)

Benefits of doing an SVQ:

- Increased confidence in your caring abilities
- The feeling of achievement when you've finished the qualification
- Improved relationships with the person you're caring for and family members

If, in the future, you want a career in the health and social care sector, this is a nationally recognised qualification. The SVQ qualification is recommended for Secondary pupils in S3 upwards but may depend on other circumstances and can be reviewed individually.

### Further education concessions for carers

Funding is often available for some courses for carers in receipt of Carer's Allowance as well as other eligible benefits.



# Financial information

Caring can put a strain on your finances and some carers are often unable to work or have to stop working due to the demands of their caring role. We have some useful advice about benefits and funds available to carers:

## Government benefits and grants

Some carers may be entitled to benefits in support of their caring role. More details can be found on Government websites **www.gov.uk/browse/disabilities/carers** and **www.mygov.scot/benefits**

Possible benefits relevant to carers include:

- **Carer's Allowance** may be given if the caring role is for at least 35 hours per week and the cared for is in receipt of certain benefits. You can work, but need to earn less than a specified amount.
- **Carer's Allowance Supplement** is an extra payment for people in Scotland who get Carer's Allowance on a particular date. Carer's allowance Supplement is currently paid twice a year.
- **Carer's Credit is a National Insurance credit** that helps with gaps in your National Insurance record. Your State Pension is based on your National Insurance record. You could get Carer's Credit if you care for someone for at least 20 hours a week.
- **Young Carer Grant** is a yearly payment for young carers in Scotland, aged 16 to 18, in a caring role for up to three people which average 16 hours a week and the cared for is in receipt of certain benefits.

Information on other benefits and grants, such as Best Start Grants and Job Start Payments can be found at **www.mygov.scot/benefits**

## Citizens Advice – debt and money

If you are struggling with your finances or struggling with debt, contact Citizens Advice Scotland.

## Carers UK

Carers UK, a national charity for carers, offer financial support and advice such as help with benefits, debt and pensions.

## Foodbanks

**Foodbanks** provide emergency food during crisis situations such as redundancy, benefit delays or receiving an unexpected bill.

## Fund finders

These are sites that have been developed to take the stress away from finding funding available to you:

- Fund finder for children or adults with a disability **www.disability-grants.org**
- Funding directory for short breaks for carers **www.sharedcarescotland.org.uk/fundingbreaks/funddirectory**
- **Turn2us** is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services **www.turn2us.org.uk**

## RSABI

A unique Scottish charity providing financial assistance, support and a helpline to people who have worked in land-based employment and through age, injury, illness or misfortune now experience hardship. RSABI helps hundreds of people with backgrounds in agriculture, forestry, fish-farming, rural estate work, game keeping, crofting and horticulture who, due to illness, disability, poverty or crisis, find that they are unable to cope.

## SSAFA

A UK military charity providing lifelong support and advice to Armed Forces, veterans and their families. SSAFA was formerly known as the Soldiers, Sailors, Airmen and Families Association.



# Welfare, financial and legal tools

### Department for Work & Pensions (DWP) Appointeeship

If the person you care for is unable to manage their benefit claim and needs support to do this, they can ask for you or someone else close to them to become their DWP Appointee.

### Power of Attorney

One of the main legal issues affecting carers is what to do if when you need to take over someone else's affairs, and officially make decisions for them.

If you are looking after someone, they may be able to manage their own money, and affairs, but some people become less able to do this over time. Setting up 'Power of Attorney' (PoA) can help you both, as you know there is a plan in place for the future, in case the person you care for can no longer do it themselves. If you are a next of kin you do not have the legal right to make decisions for the person you care for if they lose capacity to make decisions for themselves. The person who gives someone else the powers to make decisions on their behalf is called 'the granter' and the person who is given the powers is the called 'the attorney'.

There is a financial cost attached to a PoA drawn up by a solicitor, and this will vary depending on the solicitor you use. There is also a cost to register your PoA with the Office of the Public Guardian (OPG). At the time of publication, this is around £96, but costs can change. All PoA documents have to be registered with the Office of the Public Guardian. Help with legal fees Legal assistance may be available. Depending on your benefits, earnings and savings, you may be entitled to legal assistance, to help with the legal fees for drawing up a PoA. Legal assistance is means tested, based on the income and capital of the granter, not the attorney.

For more information about PoA please visit the **OPG website**.

## Financial and welfare guardianship

If the person you care for did not have a Power of Attorney in place and became unable to make decisions regarding their finances or welfare, it is likely that an application would need to be made to Court to seek a Guardianship Order. This process can be lengthy and expensive and so it is always advised that people consider a Power of Attorney at the earliest opportunity as you never know when this may be needed.

For more information on **Power of Attorney and Guardianship, the Mental Welfare Commission website** as well as **'My Power of Attorney'** are great resources.

## Angus Council Welfare Rights Service

**The Angus Council Welfare Rights Team** provides a free, confidential, benefit and debt advice service to anyone living in the Angus council area. This includes the following:

- Benefit entitlement checks and income maximisation covering all UK and Scottish benefits
- Claims advice and assistance including form filling
- Challenges to benefit decisions including appeals representation if appropriate
- Dedicated Macmillan worker to assist anyone on a cancer journey or their families
- Council tax issues and advice
- Debt advice – comprehensive debt advice service including all statutory debt options
- Housing debt

Online referral form **www.angus.gov.uk/welfarerights**
Text: Text Angus to 60040 (standard SMS charges apply)
Telephone: ACCESSLine 03542 777 778
Facebook: Search 'Angus Council Welfare Rights'
**www.angus.gov.uk/bma**

## Emergency planning for carers

Completing a **Carers Emergency Plan** can help you speak to family, friends and trusted neighbours about what they can do to help if something unexpected happens. So, if you ever need to use your plan, you know someone you trust can step into your caring role until other support is arranged. It also means the person you care for will be supported by someone who knows them.

If the person you support has an allocated worker, ask them about a Carers Emergency Plan. If not, you can find out more from Angus Carers Centre: 01241 439157 or email **enquiries@anguscarers.org.uk**.

If you share your Carers Emergency Plan with Angus Carers Centre you will get a Carers Emergency Card. The card tells people someone depends on you and has relevant contact details.

There is also a card for the person you care for should anything unforeseen happen to them when you're not there.

To find out more about these free services contact the Angus Carers Centre on 01241 439157 or email **enquiries@anguscarers.org.uk**. Or contact your allocated worker if you have one or call ACCESSLine on 03452 777 778.



# Future Care Planning

Future Care Planning (FCP) is about individual people thinking ahead and understanding their health. It's about knowing how to use services better and it helps people make choices about their future care. Planning ahead can help the individual be more in control and able to manage any changes in their health and wellbeing. Many people with long term conditions or chronic health problems can benefit from having an FCP.

The Scottish Government has recently launched a new national tool for FCP called "Let's Think Ahead". This new tool, for the first time, gives ownership of the FCP to carers and the individuals they care for and puts them at the centre of the process.

This document is owned by the individual it's written for and they decide who they will share it with. The great advantage is that if you choose to share it with your GP, your plan will be uploaded to KIS (The Key Information Summary), which will be available to all health practitioners involved in your care or the care of the individual you care for.

You can complete your FCP in a paper format which is available from your GP practice, online **here** or by downloading the app (Lets Think Ahead – My FCP) from either the Apple App Store or Google Play.



# Support for the person you care for

Angus Council's First Contact Service can be contacted to enquire about what support is available for the person you care for. First Contact is a service for people in Angus aged 16 and older, including older people, who need access to, or information about, a community care service.

First Contact provides information, advice, and assistance on:

- care for adults
- help to live at home
- day opportunities
- care homes and sheltered housing
- support for carers
- disability services
- community mental health service
- addictions (alcohol, drugs and blood borne virus) service
- welfare rights service
- concerns about the welfare or safety of an adult

Your enquiry to First Contact will be passed to the appropriate person/service and they will contact you to discuss things further. If, after this initial discussion, it is deemed appropriate a referral may be made.

First Contact is not for people who already have an allocated worker, key worker or who already receive a service. If the person you care for already receives a community care service you should get in touch with their usual case worker, and they will help you

For more information visit **Get care and support for an adult | Angus Council**, email First Contact at **FirstContact@angus.gov.uk** or contact the Angus Council ACCESSLine on 03452 777 778.

## Day Opportunities

The term 'day opportunities' is used when referring to all activities like learning new skills, taking part in a wide variety of hobbies and interests, and developing friendships and support networks to enabling people to remain in their community, as opposed to the terms such as 'day services', 'day centres' or 'day care' which have an association with the provision of building-based services. Day Opportunities may or may not be a service registered with the Care Inspectorate but will be based in a variety of venues and localities across the Health and Social Care Partnership area and will be open to anyone living in that area.

Day opportunities are services that help people's health and wellbeing and provide the opportunity to take part in various interests and activities, meet with friends, develop relationships, obtain new skills, and contribute to enabling people to remain in their community. They also provide respite support to carers so that they can pursue their own interests and take a break from their caring role. Day opportunities should be available for a range of individuals and groups offering bespoke models of care considering complexities of need.

## Self-Directed Support

**Self-Directed Support (SDS)** gives the person who receives it control over an individual budget and lets them choose how it is spent on the support which has been agreed to meet their needs. It includes four different options for support:

- The person receives the funds to buy support as a direct payment enabling them to be more creative about how to meet their outcomes (Option 1)
- The person chooses the support they would like and it is arranged for them – this is known as an Individual Service Fund (Option 2)
- Angus Health and Social Care Partnership, or Angus Council arranges support on the person's behalf (Option 3)
- The person chooses a combination of these options (Option 4)

For more information about SDS and how to apply visit **Self-directed Support (SDS).** Alternatively, you can contact **Dundee Carer Centre** or telephone 01382 200 422 for information or **https://directpayments.org/understanding-self-directed-support-e-modules/** is another useful resource.

## Self-Directed Support (SDS) for carers

Sometimes SDS will be available to a carer. What this can be used for will depend on what is agreed in the Adult Carer Support plan or Young Carer Statement and what will help the carer achieve their outcomes.

Some examples of how carers have used Self–directed Support include:

- Help with gardening, cleaning or decorating
- To contribute to the cost of driving lessons
- Attending classes or sessions to support mental and physical wellbeing
- A short break from the caring role

- Replacement care so the carer can attend an activity that supports the agreed outcomes in their Adult Carers Support Plan or Young Carers Plan.

For more information visit **www.carersuk.org.**

### Self-Directed Support Service for Dundee and Angus

This service can support people, their carers and families across Angus to make informed choices about how they want to use their SDS budget. For more information visit **www.dundeecarerscentre.org.uk** or call 01382 200 422.

### Adult Protection

Most adults with mental health problems, physical or learning disabilities or other needs, manage to live their lives comfortably and securely, either independently or with assistance from caring relatives, friends, neighbours, professionals or volunteers.

However, for a small number, dependence on someone may produce conflict, exploitation and harm.

Carers are often in a prime position to identify the signs of harm or potential harm. Therefore, it is vital that carers understand adult protection to enable harm to be minimised. As part of this, AHSCP have a responsibility to work in partnership with carers to ensure they know where to access appropriate supports when required. If you believe an adult may be at risk from harm you should:

- Make sure the adult is safe
- Dial 999 if immediate help is needed
- Contact the Angus Council AccessLine on 03452 777 778
- Or report an adult protection concern **here**

For more information visit **www.angus.gov.uk.**

### Community Alarm and Telecare

Community alarm and telecare cover a range of devices and services that use technology to keep a person safe in their own home. They add to the support a person may already be receiving from family, friends and other professional services such as occupational therapy.

The community alarm service can provide necessary support if a person has an illness, physical frailty, disability, or has frequent falls, which affect their ability to live independently at home. The service means that a person or their carer can communicate with a control centre if they need assistance, 24 hours a day, 7 days a week.

A range of telecare is also available that can help provide reassurance and support to carers in their role, including falls detectors, smoke, gas, heat and flood detectors, door sensors or movement detectors.

More information is available on Angus Council's website **www.angus.gov.uk.**

## Child Protection

Protecting children is the responsibility of every member of the community, not just child protection services. Remember, if you suspect abuse, do not rely on someone else to notice. For information on how to report any concerns visit **www.angus.gov.uk.**

## Herbert Protocol - to help trace people living with dementia

Some people with dementia can find themselves with a strong urge to walk. The Herbert Protocol is a local initiative for residents in North East Scotland which provides the police with everything they need to know to search for the person living with dementia. The Herbert Protocol is a form which is kept at home and contains important information about the person living with dementia on their routines, habits, description and contact details of those involved in their care.

Police Scotland's leaflet **"Caring for someone with dementia? Worried they may go missing?" explains more on the Herbert Protocol.** The Herbert Protocol form is available on **Police Scotland's website**.



# Young carers

A young carer is anyone under the age of 18 (or over 18 if still at school) who cares for a family member or friend due to an illness, disability, a mental health issue or a substance use problem.

Many young people don't realize that they are carers, and their caring role is sometimes not recognized by other people, like friends and teachers.

Young carers may do some of the following:

- practical tasks such as cooking, cleaning and shopping
- collecting or giving medication
- nursing or personal care
- looking after brothers and sisters
- providing emotional support such as talking to someone who is distressed or listening to their worries

## Support for young carers at school

Schools have an important role in identifying young carers and making sure they have the same learning opportunities as other pupils. Young carers can talk to a guidance teacher, school nurse or a teacher they feel close to. Staff in school are there to help support those in a caring role and help make sure carers fulfill their potential.

The Carers (Scotland) Act 2016 placed new duties on local authorities to support young carers. This includes provision to offer a Young Carer Statement (YCS), which considers a young carer's personal circumstances, personal outcomes and needs, and any support to be provided to meet them.

If a child or young person identifies as a young carer, their Named Person in school will ask them whether they want a Young Carer Statement. They may be referred to Angus Young Carers.

## Angus Young Carers

The purpose of Angus Young Carers is to support young people, aged 8 to 18, whose caring role has a high or critical impact on them. The impact of a caring role is determined by the local eligibility criteria for young carers which were introduced through the Carers (Scotland) Act 2016.

When a young carer becomes registered with the service, they have access to the following support, depending on what they need:

- counselling
- information about rights and other services
- group activities and outings
- 1:1 support
- short breaks
- training
- young carer ID cards
- B Active cards

Angus Young Carers also aim to raise awareness of young carers throughout Angus.

## Additional support for young carers

### Young Carer Grant

Young Carers aged 16 to 18 and living in Scotland, may be eligible for a new annual payment of just over £300 to help access life opportunities that are the norm for other young people. The young carer must provide care for an average of 16 hours or more per week and the person/or people being cared for must receive a qualifying benefit.

### Young carers package

Young Carers aged 11 to18 can access a Young Scot package of discounts and opportunities. The Young Carers Package includes digital vouchers, access to subscriptions and exclusive opportunities, The Young Carer Package is part of the Scottish Government's Commitment to recognize the contributions of young carers across Scotland. It aims to support young carers to make the most of their leisure time, learn and feel more confident.

### Young Scot, young carer information

The Young Scot website has lots of useful young carer information. The website also includes a guide on `Everything you need to know about the Carers (Scotland) Act 2016.



# Palliative and end of life care

There may come a time when the person you care for requires palliative or end of life care. If you are in this situation, you should be well supported by your local GP Practice, Community Nursing Service or social care staff, as well as any other professionals involved in their care. People, charities or organisations who may be involved are:

### Community Nursing Service

Community Nurses are often your first port of call and main source of support when supporting a person who requires palliative or end of life care. They can also help refer to the services below if these are required.

### Marie Curie Nurses

Marie Curie Nurses can give hands-on at home help for people in the end stages of life. They will stay overnight if needed to give carers a break. Your GP and District or Community Nurse will assess if and when this service is needed and will make the arrangements. There is also a Marie Curie Nurses helpline on 0800 909 2309.

### Marie Curie Helper Service

The Marie Curie Helper Service provides support to carers and family of anyone diagnosed with terminal illness and less than a year to live. This service does not have to end as soon as someone has passed away, so can also be a support to carers and family after bereavement. For more information visit **www.mariecurie.org.uk** or call the helpline above.

### Macmillan Nurses

Macmillan Nurses' main role is to give advice and support to people with cancer both in hospital and at home. They are specialists in controlling symptoms, especially pain, and can help at any stage of cancer, from diagnosis onwards. To receive Macmillan nursing, you must be referred by your GP, your Consultant, a District Nurse or a hospital Ward Sister.

## CLAN

Clan provides emotional and practical support to people affected by cancer, their family, carers and friends.

## CHAS (Children's Hospice Association Scotland)

CHAS is a charity that provides the hospice services in Scotland for children and young people who have life-shortening conditions for which there is no known cure. It is the only charity of its kind in Scotland.

CHAS runs two children's hospices, Rachel House in Kinross and Robin House in Balloch. CHAS also runs a home care service called CHAS at Home.

## Planning for end of life

At this time, the person you care for may wish to plan for what will happen when they are no longer here. For advice and guidance on starting these discussion visit **www.nhs.uk** or **Starting to talk about your illness - NHS (www.nhs.uk)**

## Bereavement support for carers and life after caring

Losing the person you have been caring for, no matter how long you have been in the role for, can be very difficult to cope with. This section aims to help with both practical advice and general support on coping with a bereavement.

## Bereavement counselling

**Cruse Bereavement Care Scotland (CBCS)** can provide a number of services for you if you are struggling to cope with the loss of a loved one.

## Practical support on 'What to do after a death in Scotland'

Scottish Government have prepared a practical guide on **'What to do after a death in Scotland.'**

## Life after caring

When your caring role ends, for whatever reason, you may experience feelings of loneliness and isolation. Having more time to yourself may give you the opportunity for a much needed rest, but it can also leave you feeling that you have a lot of time to fill.

Some practical matters have to be dealt with fairly quickly. However, you do not need to rush into making decisions about other aspects of your life.

Angus Carers can provide support after caring, contacl **Angus Carers Centre** on 01241 439157 or email **enquiries@anguscarers.org.uk**.

**Carers UK** also provide some useful information including practical support and ideas and suggestions on how to look after yourself after caring.

## Marie Curie Support

Marie Curie has some helpful information about life after caring on their **website**.



# Other support

## Carer support groups

Angus Carers facilitate a number of groups and events throughout Angus for both Adult and Young Carers. These groups offer peer support, advice and information and signposting to community support. They can also offer learning opportunities for unpaid carers based on their needs.

To find out more, please visit the '**Whats On**' section on the Angus Carer website and **Angus Carers young person's page.**

## Caring influencers

Caring Influencers is a diverse group of unpaid Carers who come together and help voice the needs of Carers in Angus. They ensure that their views influence the ongoing strategic development of the Health & Social Care Partnership. Carers are recognized and supported as key partners in the planning and delivery of care. For more information visit **Angus Carers Centre.**



# Useful contacts

## Angus Carers Centre

**Angus Carers Centre** exists for, and because of unpaid carers. The charity provides practical and emotional support. It helps carers find their way through the care system, offers short breaks opportunities, wellbeing and financial supports. It runs support groups and activities across Angus to connect carers with each other and build a sense of belonging. Angus Carers Centre serves the whole population of unpaid carers in Angus and creates opportunities for carers to shape local policy and practice.

T: 01241 439157 (Monday - Friday 9am-5pm)
E: **enquiries@anguscarers.org.uk**, visit **Adult Carers | Angus Carers**
Facebook: **facebook.com/AngusCarersCentre**

## Change Mental Health – Angus

**Change Mental Health** - Angus Veterans Carer Support Service - Empowering Carers of Veterans in a way which works best for them

Veterans Carer Support provides tailored one-to-one and peer support groups for unpaid carers of wounded, injured, or ill serving personnel and veterans. This non-clinical, person-centred service is available to individuals across the Angus area.

We work to break down barriers, meet carers' individual needs and advocate for their wellbeing. We also encourage carers to speak up for themselves while emphasising the importance of self-care. Our service is open to anyone aged 18 and over, including former and retired members of the UK armed forces who care for this group.

After receiving initial one-to-one support, individuals transition to peer support, where they can connect with others who share similar experiences and understand the challenges of being an unpaid carer. Peer support groups are co-designed by those who use the service and focus on emotional and practical challenges. These groups help participants build meaningful community connections and explore additional support, locally and nationally.

E: **tayside@changemh.org** / T: **0131 5630223**

## Alcohol and Drugs

**Tayside Council on Alcohol** - supports carers affected by alcohol and substance misuse issues.

T: 01241 872989

**Scottish Families Affected by Alcohol and Drugs** - supports anyone concerned about someone else's alcohol or drug use in Scotland.

E: helpline@sfad.org.uk / T: 08080 101011

## Bereavement support

**Cruse Bereavement Care Scotland** - provides support to bereaved people in Scotland.

T: 08088 081677

## Cancer support

**CLAN Cancer Support for all** - Provides emotional and practical support to people affected by cancer, their family, carers and friends.

E: enquiries@clancancersupport.org / T: 01224 647000

**Macmillan Cancer Support** - Information, advice and support for people with a diagnosis of cancer and their carers.

T: 0808 808 00 00

**Maggie's Cancer Support** - Free practical, emotional and social support to people with cancer and their families and friends.

**Marie Curie** - Provide care and support for those affected by terminal illness.

T: 08000 902309

## Children with disabilities or additional support needs

**Contact** - Provide information, advice and support for families who care for children with a disability.

Freephone: 0808 808 3555 (Monday-Friday, 9.30am-5pm)

**Sibs** - Provides information, support and training for brothers and sisters of disabled children and adults. Also provide support to parents of disabled children and adults, and professionals.

**Parent to Parent** is a voluntary organisation which supports parents of children with additional support needs, whether physical, learning, sensory or behavioural which is associated with the disability. They also offer support and advocacy to young people, and parents of children who are seriously or terminally ill or parents who have suffered a bereavement of a child.

E: admin@parent-to-parent.org / T: 01382 817558

## Children's Services

**Homestart** - A community network of trained volunteers helping families with young children deal with the challenges they face. They support parents as they learn to cope, improve their confidence and build better lives for their children.

E: scotland@home-start.org.uk / T: 0131 281 0879

**Parent Club Family Support Directory** - This directory brings together helpful organisations, benefits and information that support parents and carers.

**My Rights My Say** - Supports children aged 12 to 15 with additional support needs to exercise their rights to be involved in decisions about their support in school.

**Young Scot** - Provide information to support young carers, such as Young Carer Grant, Young Carer Package and Carers Act guidance.

E: info@young.scot

## Dementia

**Meeting Centres** are dementia support hubs based in Kirriemuir, Forfar, Arbroath, Montrose and Brechin. They offer help, support and advice to people who are living with dementia and the unpaid carers, family and friends of people with dementia.

E: info@meetingcentres.scot

**TIDE (Together in Dementia Everyday)** - A UK wide involvement network of carers, former carers, health and care professionals working together to build a better future for carers of people living with dementia. TIDE offer online courses such as Dementia Awareness.

E: carers@tide.uk.net

**Carers Trust Scotland** - Largest provider of comprehensive carers support services in Scotland through a network of independent carers' centres and young carers' services.

E: info@carers.org / T: 0300 772 9600

**Coalition of Carers Scotland** - Exists to advance the voice of carers by facilitating carer engagement and bringing carers and local carer organisations together with decision makers at a national and local level.

E: coalition@carersnet.org / T: 01786850247

**MECOPP** - National service supporting minority ethnic carers to access services and supports.

E: info@mecopp.org.uk / T: 0131 467 2994

**NHS24 Scotland** - Provides comprehensive health information and self-care advice to the people of Scotland. The helpline is open 24 hours a day, 7 days a week. Telephone 111 (free from landlines and mobiles).

**NHS Inform** - Scotland's health information service.

NHS inform helpline - If you're well, but have a question about your health or local NHS services, phone our helpline on **0800 22 44 88**. Our helpline is open Monday to Friday from 9am to 5pm.

NHS inform text service - You can also text 'NHS inform' on 07903 588 669 for general non-clinical health information and signposting. You must include a question in your text message.SMS text is monitored between 9am to 4.30pm. Texts received out with these hours will not be responded to until the next working day.

**Police Scotland** - Police service for Scotland for all police emergencies and non- emergencies. Telephone 999 (for non-emergencies call 101).

**Royal Voluntary Service (RVS)** - RVS volunteers provide practical help and companionship to people that need it in hospitals and communities. Helping older people maintain their independence and stay involved in the local community.

**SensationALL** - Provide therapy based activities and services for children and adults living with any support need or disability.

E: **info@SensationALL.org.uk** / T: **01224 746699**

**Shared Care Scotland** - Provides information and advice about short breaks and respite care to carers, the people they care for and professionals.

E: **office@sharedcarescotland.com** / T: **01383 622462**

**The Seed Box** - Aims to improve the social, emotional and physical health of its service users through horticultural and outdoor activities.

E: **enquiries@theseedbox.org.uk** / T: **01339 886633**

**Angus Carers Academy** - This initiative, which is funded by NHS Tayside Charitable Foundation, has been developed in partnership with the University of West of Scotland and the Alzheimer Scotland Centre for Policy and Practice. The academy will initially provide a one-day programme designed to support carers to understand the effects of dementia, assist the development of practical care skills and demonstrate technology which can support people with dementia and their carers.

For further information and to book your space call **01356 665047**, or
E: **tay.anguscareracademy@nhs.scot**

**Alzheimer Scotland** - is Scotland's national Dementia charity. Their aim is to make sure nobody faces Dementia alone. The Angus Dementia Resource Centre is based at 262 High Street, Arbroath has a number of groups throughout Angus and provides information and advice, community activities for people with dementia and carers, peer support groups and carer support groups. For support in the Angus area visit **www.alzscot.org**

## Learning Disabilities

**Archway** - Provides a network of care which supports individuals and their families. Provides respite, day activities, permanent care, and shared care (enabling young adults with learning disabilities to develop independent living skills).

E: admin@archway.org.uk / T: 01224 643327

**Enable Scotland** - Support people with learning difficulties and their families.

E: enabledirect@enable.org.uk / T: 0300 0200 101

**PAMIS (Providing A More Inclusive Society)** - Provide support for people with profound and multiple learning disabilities (PMLD) and their carers, including: a family support service to unpaid carers that includes advice, information, support at service meetings and to access services and equipment and independent counselling. Support around navigating - and getting the best out of Self-directed-Support is also provided as is access to Digital Passports for those with PMLD via one to one support, group support and guidance. Training is also offered in topics such as 24-hour postural care, multi-sensory storytelling, understanding PMLD, sensory integration.

## Mental Health and Autism

**Breathing Space** - A free confidential phone line for anyone in Scotland feeling low, anxious or depressed.

T: 0800 83 85 87

**Health Walks (Paths for all)** - Scottish charity supporting all people to get out and walk together to improve wellbeing and prevent ill health.

**National Autistic Society** - Branches provide a local hub where parents, carers and people with autism can get help, access services, support each other and meet other people and families in similar situations.

E: generalenquiries.scotland@nas.org.uk

**Network of Wellbeing (NoW)** - Promotes and supports people in improving their mental health and wellbeing.

E: info@networksofwellbeing.org / T: 01466 793732

**Samaritans** - Samaritans are there to talk to when there is an issue bothering you, no matter how big or small the issue might feel. The Samaritans are open 24 hours a day and calls are free on 116 123.

**SAMH (Scottish Association for Mental Health)** - Supporting people living with mental health problems towards recovery and engagement in the wider community and working world.

E: info@samh.org.uk / T: 0344 800 0550

**Scottish Men's Sheds Association** - Community spaces for men to connect, converse and create. Activities within the group can be similar to those in garden sheds, but for groups of me to enjoy together.

E: info@scottishmsa.org.uk

**Change Mental Health** - Provides information and advice for people affected by mental illnesses and their carers.

## Older People

**Age Scotland** - A charity representing older people in Scotland and supporting their rights and interests.

T: 08001 244222

**Silver Line Scotland** - Free 24-hour confidential helpline providing information, advice and friendship to older people.

T: 08004 708090

**Reengage Angus** - use the power of volunteering to enable older people to make new friends and break out of the cycle of social isolation and loneliness.

T: 0800 716543

## Physical health

**Back Up Trust** - Supports people affected by spinal cord injury and their families.

T: 020 8875 1805

**Cerebral Palsy Scotland** - Provide support to people with cerebral palsy, including specialist intensive therapy.

E: info@cpscot.org.uk / T: 0141 352 5000 or visit cerebralpalsyscotland.org.uk

**Chest Heart and Stroke Scotland** - Advice, information and support in the community for people in Scotland affected by chest, heart and stroke illness.

E: adviceline@chss.org.uk / T: 0808 801 0899

**Disabled Living Foundation (DLF)** - A national charity providing advice, information and training on equipment for independent living.

**Down's Syndrome Scotland** - Provides information and support to people with Down's syndrome and their families and carers.

T: 0300 030 2121

**MND Scotland** - Provides care, support and information to people affected by Motor Neurone Disease (MND) and their families.

E: info@mndscotland.org.uk / T: 0141 332 3903

**MS Society** - Provide information and support to people affected by Multiple Sclerosis.

E: enquiries-scotland@mssociety.org.uk / T: 0131 335 4050

**Huntington's Disease** - Scottish Huntington's Association specialists deliver personalised support directly to families, in addition to advocating on their behalf and liaising with health and social care providers. Their Youth Service provides individual and group support and activities for young people who are growing up in families impacted by Huntington's disease. They work to empower families to access appropriate care and support, regardless of where in Scotland they live.

E: sha-admin@hdscotland.org / T: 0141 848 0308

**Dundee & Angus Independent Living Centre** - is a place to try things out, free of charge. You are welcome to visit during opening hours without an appointment. Or, better still, make an appointment and we can show you round.

On this website you can see videos of people using the kit in the Centre. But it's not just about walking aids, stairlifts, level showers and easy to use kitchen tools. There is information about keeping well, staying safe, enjoying life, communicating and learning. Explore our Links section to find out more. You need to be assessed before borrowing equipment. The Centre covers both Dundee and Angus, and is open 9am to 5pm Monday - Friday.

T: 01382 307631 (Monday – Friday 9am to 5pm)

**Manual Handling AHSCP** - Having the freedom to make choices and take control of our lives is key to who we are and how we live. When we have to look for manual handling information to support us care for the people we love in our families and communities this can be a challenging time.

This website is a user friendly resource for people to access, share and support/be supported in Angus. Filled with lots of easy to understand information, guidance and videos it aims to support your journey through manual handling.

E: FirstContactOT@angus.gov.uk / T: 01241 465274

## Finance and household

**Citizens Advice Scotland (CAS)** - National advice service for a variety of issues that may affect carers.

E: Info@cas.org.uk / T: 0800 028 1456

**Home Energy Advice Team (HEAT)** - provides free and impartial advice on keeping your house warmer and lowering your fuel bills.

E: info@scarf.org.uk / T: 01224 213 005

## General

**Angus Independent Advocacy** - Advocacy Services to support people in Angus to understand and make decisions and to have their say.

E: enquiries@angusindadvocacy.org / T: 01241 434413

**ALISS (A Local Information System for Scotland)** - A service to help you find help and support close to you when you need it most. ALISS is funded by the Scottish Government and delivered by the Health and Social Care Alliance Scotland (the ALLIANCE).

E: hello@aliss.org / T: 0141 404 0231

**Care Information Scotland** - Provide information and advice about care services for people living in Scotland.

E: CareInformationScotland@nhs24.scot.nhs.uk / T: 0800 011 3200

**Care Inspectorate** - Regulates and inspects care services in Scotland to make sure that they meet the right standards. They also jointly inspect with other regulators to check how well different organisations in local areas work to support adults and children. Information for the public, the care sector and care professionals is available on their website.

E: enquiries@careinspectorate.gov.scot / T: 0345 600 9527

**Carers Scotland** - Provides information for carers in Scotland on issues such as carers' benefits, community care and services for carers, as well as policy or legislation updates.

E: info@carerscotland.org / T: 0141 378 1065

## Facebook groups

**Voluntary Action Angus** - supports the growth of volunteering, social enterprise and local third sector development. A good source of local activity and knowledge.

**AHSCP** - Angus Health and Social Care Partnership comprises of Angus Council, NHS Tayside, the third and independent sectors working together in a new way to provide more co-ordinated services to local people. Another good source of local activity and knowledge particularly relating to health and social care.

**ANGUSalive** - ANGUSalive is the culture, sports and leisure trust for the county of Angus.

**Angus Carers Centre** - all things related to improving the quality of life for unpaid carers in Angus.

**Angus Council Welfare Rights** - Free confidential representation, help and advice with benefits and debt. Quality support for all the citizens of Angus

**Penumbra Angus** - a charity supporting people on their journey to better mental health. Also a source of good information

**Community First UK** - Community First is a not-for-profit social enterprise. Community First aims to provide support to local organisations and individuals based in the Angus and surrounding area and provide a benefit to local people and their local communities.

## Angus Council Services

**Angus Council** - For all Angus online services.

T: 03452 777 778

**Health & Social Care Services** - for health & social care services in Angus.

**Paths For All** - you can enjoy access rights on most land but paths and path networks make it easier to enjoy the outdoors.

## Angus Third Sector services

**Angus Community Connector** is managed Voluntary Action Angus. The Locality locator is a free directory for all third sector organisations, services, community groups and social enterprises in Angus.

E: info@voluntaryactionangus.org.uk / T: 01307 466113

This publication is also available in large print, and other formats and languages can be supplied on request. Please email tay.angushscp@nhs.scot