

SERVICE PROVISION: **VOLUNTARY AND STATUTORY ORGANISATIONS**

CITIZENS ADVICE BUREAUX

The CAB service - with offices in the four island areas - provides a free, confidential, independent and impartial service throughout the Western Isles. Staff and volunteers are trained to high standards in order to deliver advice and information on many problems facing clients including benefits, debt, housing, income tax, etc. A second aim of the CAB service is to influence social policies - both locally and nationally.

Representation at Tribunal hearings is also undertaken. Contact numbers for the bureaux are: **Lewis** (01851 705727); **Harris** (01859 502431); **Uist** (01870 602421) and **Barra** (01871 810608).

ALZHEIMER SCOTLAND

Alzheimer Scotland-Action on Dementia Lewis & Harris Services has been in operation since June 1989. Day care, home support and befriending services are provided for people with dementia and their carers.

Day Care Centres: Solas, Westview Grove – six days a week 10am – 3pm; Tigh Ceilidh, Heatherhill, Barvas – Mon., Tues. and Thurs. 10am-3pm; Tigh Ceilidh, Graham Park, South Dell – Wed. and Fri. 10am –3pm; Church Hall, Leverburgh – Mon. and Wed. 10am –3pm.

Home Support is provided to enable carers to attend to matters outside the home (such as shopping, etc); a Befriending service is provided as and when needed on a voluntary basis. For further information contact Mrs Katie MacPherson, Co-ordinator, Lewis Retirement Centre, 18 Bells Road, Stornoway. Tel: 01851 702123.

CROSSROADS (LEWIS) CARE ATTENDANT SCHEME

Crossroads Lewis provides trained staff to take over the carer's role for an agreed period of time. The aim is to prevent carers from becoming ill through exhaustion. Support is offered at the time the client chooses, thus giving carers peace of mind to relax, socialise or just rest. Crossroads provides help to any carer regardless of the age, disability or illness of the person being cared for.

Crossroads Lewis provides a “home based respite” service in partnership with Social Work Department, Comhairle nan Eilean Siar

Macmillan Crossroads Carers Project (Lewis) aim to meet the needs of carers caring for someone who is living with cancer. Staff from Macmillan Crossroads offer a wide range of support and sensitive help to meet the needs of someone being treated for cancer.

- The above services are free to the client
- The service is flexible – including night support.

For enquiries and further information, contact Mrs Chrissie Macleod, Co-ordinator Crossroads Lewis, Grianan, Westview Terrace, Stornoway. Tel/Fax: 01851 705422.

E-mail: crossroads.lewis1@btinternet.com

CROSSROADS HARRIS.

As well as day respite to give carers a break, Crossroads are able to offer a number of other services. These services are free to the client.

- ◆ Emergency overnight care to avoid admission to hospital
- ◆ Overnight care following discharge from hospital
- ◆ Home-based where a carer needs a holiday break and residential respite is either not available or not suitable
- ◆ 2 nights per week respite for carers who suffer disturbed nights on a regular basis.

Crossroads is registered with the Care Commission, has been inspected and has received a very positive report. (A copy can be seen at Room 2, Old Hostel, Tarbert, Harris.) For further details contact Mrs Morag Munro or Mrs Katie Macleod, Old Hostel, Tarbert. Tel: 01859 502171, Fax: 01859 502303.

DISABLED ACCESS PANELS

There are Disabled Access Panels throughout the islands, the aims of which include the promotion of disability access issues, liaising with building control, acting as consultees, visiting development sites and offering advice. The term access has a far wider meaning than access to buildings and also includes issues relating to access to employment, public transport, education, information etc.

Disabled people have rights of access to goods and services under the Disability Discrimination Act and service providers have to consider making changes to physical features which make it unreasonably difficult for disabled people to use their services.

Panels are listed under Voluntary Organisations in each island area. For further information, contact any of the Panels or the WICCF on 01859 502588.

NCH

NCH is one of the UK's leading children's charities, and runs over 460 projects nationwide. The aim is simple but ambitious – to help the UK's most vulnerable children and young people to reach their full potential. An Assessment and Therapy Unit is based in Stornoway.

Children and Families Support Service, including Surestart, based in Stornoway and Balivanich accepts referrals from Social Work, Health and Education departments, as well as from families themselves.

The Independent Living Project in Stornoway provides support and short-term accommodation for 16-21 year olds who are leaving the care system.

Hillcrest Community Residential Resource, Stornoway caters for young people across the Western Isles who are unable to live in the community with their parents or carers, providing them with assistance, advice and a secure, supportive home.

To contact the Bayhead Resource Centre, Stornoway, telephone 01851 705080, the Hillcrest Community Residential Resource, Stornoway, tel.: 01851 703963 and the Uist and Barra Office, Balivanich, tel: 01870 602620.

FAMILY MEDIATION

This Service offers counselling and mediation for divorced or separated couples who have difficulty in reaching an amicable resolution with regard to arrangements for children. The service can be contacted at Counselling & Family Mediation, Unit 8 Harbour View Development, Cromwell Street Quay. Stornoway, Isle of Lewis.

Tel: 01851 706868

TAGSA UIBHIST

Tagsa Uibhist is a voluntary organisation which works in partnership with Alzheimer Scotland Action on Dementia and Crossroads (Scotland) Caring for Carers. The name – in Gaelic – means ‘Uist Support’.

Tagsa provides a respite care service for family carers, people with dementia, an escort service for patients travelling to mainland hospitals for cancer treatment and a support service for vulnerable people living alone throughout Uist. Referrals can be made through private individuals as well as health and care professionals. There is no charge for the service.

As part of the expanding development plan, Tagsa Uibhist now provides a transport service for those people who are unable to use or access public transport due to a physical disability, medical illness or a mental health problem, to enable them to attend various medical clinics, appointments, shopping, other personal needs and for social outings.

Tagsa Uibhist is supported by a number of funders and also relies on funds from Trusts, donations and local fundraising. Tel: 01870 602111.

COBHAIR BHARRAIGH

Cobhair Bharraigh is a locally managed organisation affiliated to Crossroads (Scotland), works in conjunction with Alzheimer’s Scotland Action on Dementia, and in conjunction with other local statutory services.

Service for Carers

Cobhair Bharraigh is a voluntary non profit making organisation, which is set up to provide a home-based support service and day-care for people with dementia throughout the island. The service will enable carers to have a short break and to maintain their social role within the community, by providing care to a person of any age with a physical or mental disability.

The service will provide, on a relief basis, the practical help and personal care normally provided by the family carer, and is designed to meet their specific needs and requirements. The service supplements existing home-based care services.

Home-based respite service is also available to carers for short-term respite care in the client’s own home. The service is for a period of four to seven days, depending on availability. Social Work department funds this.

Support is available to carers on a regular basis, for a few hours each week, whilst help is also available to carers who may only require the service occasionally.

Care is available to vulnerable people living alone, and to carers irrespective of whether they live with the person being cared for.

“We aim to continually provide high quality person centred care.” Tel: 01871 810906.

LEWIS BEFRIENDING SCHEME

The Lewis Befriending Scheme aims to provide selected and trained volunteers to provide company and support to adults, aged 18 and over and living in the Isle of Lewis, who are isolated by illness, old age, poverty or other social circumstances. Volunteers must be aged 18 and over. The service is free of charge.

The Scheme is managed through Voluntary Action Lewis and financially supported by various grant-making trusts and the Western Isles NHS Board.

Area of Work/Client Group: mental health, elderly, drug & alcohol issues, physical/sensory impairment, specific illnesses, carers, lone parent families, families.

The Befriending service can be contacted at 30 Francis Street, Stornoway. Tel: 01851 702632; Fax: 01851 703035 or e-mail: befriendinglewis@lineone.net. The contact person is Murdo Morrison (Project Manager).

LIFESTYLE CENTRE & BRIDGE PROJECT UISTS

The Lifestyle Centre opened in Stornoway in 1992, and serves the isles of Lewis and Harris. The Bridge Project Uists has been operating in the Uists, Benbecula and Barra since March 2002. The services are run by CrossReach, the social services branch of the Church of Scotland. They are financially supported by Comhairle nan Eilean Siar, the Western Isles Health Board, and the Western Isles Alcohol, Drugs and Smoking Action Team (ADSAT). They provide a confidential counselling and support service for people of all age groups (but not under the age of 12) with alcohol or drug misuse issues, or for people connected to those struggling with such issues. Individuals can refer themselves directly, or be referred by their GP, social worker, hospital staff, the courts, the police, family member or friend.

The Lifestyle Centre is open Monday to Friday, 9am to 5pm, and can be contacted at: 01851 701010 (answer phone out of hours); Fax: 01851 701322; e-mail: lifestyle@crossreach.org.uk

The Bridge Project offers home visits, and can be contacted on 01870 610737; e-mail: bridge@crossreach.org.uk

OPEN SESAME

The project was established in 2000 as a community based information centre, advice and support service for parents and carers of children with a Special Educational Need/Special Need.

For further information contact Ann MacIver, Project Worker, Open Sesame, 30 Francis Street, Stornoway. Tel: 01851 702632; Fax: 01851 703035; E-mail: enquiries@valewis.org.uk Website: www.open-sesame.org.uk.

COTHROM

Cothrom is a community-based learning provider with the main centre located at Stoneybridge, South Uist and also satellite units based at Liniclate, Lochboisdale and Castlebay. A new purpose-built centre combined with a nursery is planned for Ormaclete, South Uist. Building work hopes to start in August 2006.

A special feature of Cothrom is the Adult Learning programme which provides a stepping-stone for adults who wish to return to education and those seeking employment. Cothrom also offers guidance and support to young people through the Skillseekers: Get Ready for Work training programme.

Cothrom is a SQA accredited organisation and offers SVQs in Early Years Care and Education, Using Information Technology, Business and Administration. As Cothrom is also a Learndirect centre, various short courses may be accessed. Individual Learning Accounts (ILAs) are available to assist with costs if applicable.

For further information contact Cothrom on 01870 620330 or email at enquiries@cothrom.net or via the website: www.cothrom.net

THE STORNOWAY PHAB CLUB

The Stornoway PHAB Club was founded in 1975 to provide a forum for people with and without disabilities to meet and enjoy each other's company while involved in many social and sporting activities. Its aims are summed up in the motto, 'Making more of life together'.

The group meets on a Monday evening (7.30-9.00), alternating between the Nicolson Sports Centre and Grianan – a Social Work Department centre on Westview Terrace. The Club also holds events such as outings, bowls nights (provided by the Bowls Club), evenings at the beach, and the Christmas party.

The Club is funded by subscriptions, income from special events, profits from the 'Fair trader' shop in Stornoway, and kind donations/small grants.

For details of the year's programme, please contact Mr Les Mitchell (01851 701905).

CATCH 23 – Drop-in Centre, 23 Bayhead, Stornoway

Catch 23 is a centre run by members with the aid of volunteers who have an interest in mental health issues. The aim is to provide an attractive comfortable setting with relaxed atmosphere and the Centre is open to anyone who is feeling the stress of daily life and needs somewhere in town to take a break. There is always someone there to talk to - they are good listeners - and are able to give information on mental health and employment issues. You will be given the opportunity to become a member of WIAMH and to take part in various activities which include: Creative Writing Group, Photography Group, Art Group, Gardening Group, Handicrafts for Fundraising, Social Evenings, Excursions, Library, Computer with e-mail facilities, Laundry (small charge), Tea/coffee, snacks (donations). For your first visit, if you would like someone to meet you at the door and show you around, then please phone Del Gunn (Centre Manager) on Tel: 01851 70 4964.

THE I-REACH PROJECT

The **I-Reach Project** started as a pilot scheme aimed at ensuring that adults with severe and enduring mental health problems living in the Western Isles could be provided with innovative types of enhanced social support to enable them to live independently in their own communities. The Project had two parts, raising awareness / information and a service model.

The lead role in the information aspect of the project was taken by the Western Isles Association for Mental Health and they have produced a Service Directory and are developing a website. The Western Isles Patients and Carers Information Project have now subsumed this aspect of the **I-Reach Project**.

The service model has evolved to become a fund that can be used creatively to meet the needs of individuals or groups, rather than a service. It has enabled many groups to develop or get started, for example a photography group, an art collective, a depression self-help group and a creative writing group.

The design of the project shows flexibility and it has been used creatively to meet the needs of individual service users referrers in ways that hitherto would not have been possible. It promotes and encourages social inclusion through involvement in activities and events, and offers an opportunity for individuals to re-establish existing skills or to develop new ones. The **I-Reach Project** fits well with the current government agenda of promoting health and well-being, social inclusion and strengthening communities.

In its first year, the project was funded through the Mental Health Development Fund and has received recurrent funding from the Western Isles NHS Board for the last two years. This funding will continue.

Mental Health Partnership recently approved the management of the entire project by the Western Isles Association for Mental Health.

Contact no. for further details: 01851 704964

HEALTH INFORMATION PROJECT

The Western Isles HI (Health Information) Project provides easy-to-use, reliable, accredited and accurate health information available at the touch of a button.

Medical conditions and illnesses, surgical operations and procedures, travel health and immunisations, healthy living and local and national support groups and agencies are just some of the examples on what is to offer. A sketched diagram relating to certain conditions is also available to help increase understanding of the subject.

As well as enabling patients and carers access to a wide range of comprehensive information on conditions and surgical procedures, the information can also be used in a variety of ways.

Assisting pupils and students with health-related projects and research, employers and employees obtaining information on health matters and enabling access to local and national websites and support groups are some examples of the variety of information available.

The Health Information Project is aimed specifically for those living and working within the Western Isles area and a link to the site has already been installed into various public access locations and workplaces throughout the Western Isles. The site can be accessed at:

<http://www.show.scot.nhs.uk/wihb/Hi/home.htm>

For further information on the Health Information Project or to find your nearest access point please contact Marissa MacLennan, Project Coordinator, tel. 01851 701545.

OFTTI (Opportunities For Training Towards Independence) PROJECT

The Project is currently under review (February, 2007). Further details will be posted when available.

LOCAL AREA CO-ORDINATOR FOR PEOPLE WITH LEARNING DIFFICULTIES

The Local Area Co-ordinator is based within the local community and is there to help people with learning difficulties and their families/carers. They can help and their families plan for the future.

They listen to people and help them to get their voices heard.

They work with other people and services to make sure you get the information and support you need.

The local area co-ordinator can help a person to: find a job; make friends; learn new skills; cope with changes and sort out problems.

You can ask for help from the Local Area Co-ordinator at any time, and they will support you only as long as you want them to. You can contact them by post, telephone or e-mail. They are:

Jane Brydon (Lewis and Harris), Grianan, Westview Terrace, Stornoway HS1 2LD. Tel: 01851 709816, e-mail: j.brydon@cnes-siar.gov.uk **and** Uist and Barra, OFTTI, Unit 3. Lews Castle College, Benbecula HS7 5PJ. Tel: 01870 602157, e-mail:

Fiona.grafton@lews.uhi.ac.uk

CALADH TRUST

The Caladh Trust is a Christian charity that has been working with people affected by addiction since 2003. An Caladh - the home of the Caladh Trust - is located on the East Camp, Balivanich, Isle of Benbecula. A drop-in runs at An Caladh twice every week, with the Road to Recovery (R2R) Support Group meeting there on a Friday evening. The Caladh Trust works in supporting the person with addiction and the family/carers, regardless of gender, social group, ethnicity, or religion. Along with the Drop-In and R2R Support Group, the Trust employs a full-time Outreach Worker covering the whole of the Uists. Working as part of the ADSAT Integrated Care Plan, the Trust provides opportunities for our service users to gain confidence and purpose through volunteering in support of some of the other activities

of the Trust: the Conference Facilities at An Caladh (which help us to fund our building), and the Homemaker Furniture Recycling Project. We also help our service users to explore avenues of work with the support of the Trust where appropriate.

For more information please contact Muriel Macleod or David Kirk at An Caladh, East Camp, Balivanich, Isle of Benbecula, HS7 5LA, Tel. 01870 603888 email: info@caladhtrust.org.

Caladh Trust is a registered Scottish Charity SCO34569; the Chairman of the Trustees is Rev Iain MacAskill, Free Church of Scotland.

SCOTTISH HEALTH COUNCIL

The Scottish Health Council is a new body which has been set up to be a champion for Patient Focus and Public Involvement (PFPI) in the NHS in Scotland.

The role of the Scottish Health Council is to assess and develop the way in which NHS Western Isles involves you and the rest of the public in the design, development and delivery of its services. We need to know how communities across the Western Isles feel about the level and quality of PFPI within the local NHS.

Becoming a Local Advisory Council member is one of the ways in which the public can get involved in the work of the Scottish Health Council in the Western Isles.

For more information contact Donald F Crichton, Local Officer Western Isles, 4 Harbour View, Cromwell Street Quay, Stornoway, Isle of Lewis. Tel: 01851 703292, Fax: 01851 702756