

**A GUIDE TO
CARE SERVICES
IN THE WESTERN ISLES**

**SOCIAL, NHS & VOLUNTARY
SECTORS
BENEFITS & ALLOWANCES**

SOCIAL SECURITY BENEFITS & ALLOWANCES

Attendance Allowance, Disability Living Allowance, Council Tax Benefit, Housing Benefit, Free Central Heating, Carer's Allowance, Social Fund Payments, Prescription charges, Concessionary Travel Scheme. For detailed information, advice and assistance with applications contact any **Citizens Advice Bureau** (Lewis CAB: 01851 705727, Harris CAB, 01859 502431, Uist CAB: 01870 602421, Barra CAB: 01871 810608) **or Pensions Service** (John Robertson) 01851 708831 **or Jobcentre Plus** on 01851 763100.

CAB services also include advice and information on debt, housing, income tax, tax credits, legal matters etc.

If there is a possibility that you could qualify for a benefit, do not delay in applying as some are time limited. For example, you can only qualify for DLA up to age 65 and must have met the criteria for 3 months – but the benefit can continue after that.

Specialist financial advice - the **Debt Advice Line** on 01851 700088.

The **Independent Living Fund** is a national resource dedicated to the support of severely disabled people. Strict criteria such as the amount received in services, age between 16 & before 65th birthday, Disability Living Allowance and capital. Details from the Social Work Department or the CABx .

Criteria are tight but the financial gain for those who qualify is considerable. **Direct Payments** can be used by those with health problems to purchase assessed services which would otherwise be provided by Social Work. For more details contact the Social Work Department.

NHS Helpline for information about help for carers. Calls are free and lines are open 8am to 10pm. 0800 22 44 88

Concessionary Travel Scheme. Travel Card available free of charge to those aged 16 & over on higher rate mobility DLA as well as OAPs. Contact Technical Services, CnES 01851 709319

Choose Life Project Early intervention and prevention of suicide and mental health promotion. Response to immediate crisis and recovery support. Promoting public awareness. 01851 70 8035

A LEAFLET WITH DETAILED INFORMATION ON BENEFITS AND ALLOWANCES, HEALTH, SOCIAL WORK & VOLUNTARY SECTOR SERVICES IS AVAILABLE FROM THE WICCF.

Compiled from the **WESTERN ISLES COMMUNITY CARE FORUM** Directory of Care Services which is available, free of charge from the: W I C C F, Old Hostel, Tarbert, Harris.
Tel 01859 50 2588 john.maclean2@virgin.net
Full details are available from the agencies listed or from the WICCF

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The **WESTERN ISLES HEALTH INFORMATION PROJECT**
Easy-to-use, reliable, accredited and accurate health information.
Computers in public areas throughout the islands
www.wihb.scot.nhs.uk/HI
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Western Isles Hospital	01851 704 704
Ospadal Uibhist agus Bharraigh	01870 603 603
St Brendan's Hospital	01871 810465
Social Work Department	
Stornoway	01851 703773
Harris	01859 502367
Uist	01870 602425
Barra	01871 810311

HELPLINES

Health Promotion	01851 701545	Childline	0800 1111
Lifestyle / Want to Talk	01851 701010	Breathing Space	0800 83 85 87
Age Concern	0845 125 9732	Epilepsy Scotland	0808 800 2200
National Drugs Helpline	0800 776600	Drugs Worker	01851 702712
Macmillan Cancerline	0808 808 2020	youngcarers@carers.org	

CnES Social Work Dept

FAIRE Community Alarm is an automatic link throughout the islands between the user's home and the Control Centre. In addition to the basic system, there are now available, for example, fall detectors, flood detectors, gas alarms etc.

Faire also have access to Council **Out of Hours services** such as **Mobile**

Overnight Support Services, Social Worker on Call, Emergency Planning

Services and Overnight Community Nurses.

01851 701702

ADAT Shared-care system for alcohol and drug users.

01851 701585

VOLUNTARY SECTOR

Advocacy Western Isles Stornoway office **01851 701755**; Uist & Barra office **01870 603891**. Independent advocacy supports people who have difficulty in standing up for themselves in their dealings with various agencies. Generic, Children and Young People's service is available.

Crossroads Lewis Free home-based service for carers. Respite breaks. **01851 705422**

Macmillan Crossroads working with Crossroads Lewis - wide range of support & sensitive help to meet the needs of someone being treated for cancer. **01851 705422**

Crossroads Harris Free day home-based respite to give carers a break and support of elderly people who live alone. Admin support for Direct Payments recipients.

01859 502171

morag.munro@harrisvs.org.uk **01859 502171**

Tagsa Uibhist Home-based support for family carers and vulnerable people living alone. Respite care, emergency overnight support, escort service, cancer care at home, transport service and Dial a Bus service. Details from Tagsa.

tagsa.uibhist@care4free.net **01870 602111**

Cobhair Bharraigh Support service, respite & day-care for vulnerable people, people living on their own and people with dementia. Home support & limited holiday respite service to provide carers with a break. morag.cobhair@btconnect.com **01871 810906**

Alzheimer Scotland Day care (Stornoway, Barvas, Leverburgh), home support and befriending services. **01851 702123**

Macmillan Nurses Specialise in palliative care providing practical support and information to people with cancer & their families, carers & friends

Stornoway **01851 704704** Ext 2401 Uist **01870 603010**

Counselling & Family Mediation (WI) and Family Contact Centre

Offers counselling and mediation for divorced or separated couples. Contact centre for access to children. Service in Uist & Barra also. **01851 705600**

WI Association for Mental Health Information, representation & support through projects & activities. www.wiamh.org info@wiamh.org **01851 704964**

Catch 23 Drop-in Centre, 23 Bayhead, Stornoway. The Centre is open to anyone who is feeling the stress of daily life and needs somewhere in town to take a break.

catch23@wiamh.org

01851 704964

I-Reach Project Managed by WIAMH. It promotes and encourages social inclusion through involvement in activities and events and can work to re-establish skills or develop new ones. info@ireach.org.uk **01851 704964**

Action for Children formerly NCH Scotland. Support service for vulnerable children and young people and their families. Residential accommodation **01851 705080**

Lifestyle Centre & Bridge Project Uists Support service for all age groups with drug or alcohol problems or others concerned with them. **01851 701010** and **01870 610737**

Local Area Co-ordinators for People with Learning Difficulties

Stornoway and Balivanich **01851 701755** & **01870 603891**

Caraidean Leodhais Befriending service. Selected volunteers trained to provide company and support for the lonely and isolated. VAL **01851 702632**

Voluntary Action Lewis. VAL provide a variety of services **01851 702632**

Western Isles Rape Crisis Centre

Helpline: **01851 709965** Office: **01851 70 9967**

Enable Support for young people with learning disabilities **01851 703154**

MS Society **01851 703396**

Pain Association (Western Isles) **01851 704704** ext. 2113

Women's Aid & Resource Centre **01851 704750**

Samaritans: provide emotional support. Premises in Stornoway **01851 703777**

Red Cross **01851 702897**

Lewis & Harris Breast Cancer Support Group Support & information.

Drop-in Centre in Stornoway. Tues, Th. 10-2 Fri 10-1 **01851 700345**

Hebridean Men's Cancer Support Group Support and information for men, their friends & family affected by cancer **01851 700345**

Caladh Trust works with people affected by addiction. Drop-in centre in Balivanich **01870 603888**

Road to Recovery Support group for people with alcohol or drug addiction and their families. **01870 603888**

Caraidean Uibhist Voluntary befriending service **01870 603233**

Western Isles Carers, Users & Supporters Network

Campaigning and support. **01851 621232**

Chest, Heart & Stroke **01859 530461**

Coalition of Carers Support and information

www.carersnet.org

01786 825529

Princess Royal Trust for Carers Information, advice, support

www.carers.org

0141 221 5066

Scottish Health Council – set up to assess and develop the way in which the NHS involves the public in the design, development and delivery of its services.

Local office. www.scottishhealthcouncil.org

01851 703292