



Directory of Care Services



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INTRODUCTION



Western Isles Community Care Forum SCIO (WICCF) was established in 1992 as a forum for Voluntary Care organisations and represents the interests of carers and users of services throughout the Western Isles. It is also a vehicle of communication for statutory bodies to disseminate information to the voluntary and independent care sector. WICCF is funded by the Western Isles Integrated Joint Board.

The Forum is actively involved in national and local consultations on behalf of the voluntary and independent care sectors. It works closely with the statutory care sectors and represents its members on various partnership groups, which ensures that we have an in depth knowledge of both statutory services and user needs and also it helps to engender a collaborative approach with the statutory agencies.

WICCF maintains a Register of Informal Carers, produces regular newsletters and has secured funding for and administered projects which benefit informal carers. Currently, these include:

Carers Trainers Project — provides home visits, across the Western Isles sharing of information, incl .financial, practical, additional support; training in moving & Handling; Blood pressure checks; sign posting & referral to services; emotional support; bereavement support.

Eolas —A social group for carers that meets monthly, where we provide afternoon tea/morning coffee in a relaxed setting.

Personal Assistant Directory — A sign posting service on our website which provides a list of people you can employ to provide care, do shopping, cleaning, take people to appointments etc.

Time To Live — provision of grants to enable unpaid carers to take a break from their caring role. This could be a short holiday, pursuit of hobbies, meals out, driving lessons, subscriptions, purchase of a pet.

Fois — We have been kindly donated a week, free of charge, in self catering properties for unpaid carers to enjoy a break from their caring roles.

Respitality — The aim of Respitality is to provide a short vital break from routine for unpaid carers in Scotland when they need it most. This is achieved by connecting carers' organisations with hospitality, tourism and leisure businesses who are willing to donate a break free of charge. We can offer breaks within the Western Isles or in the rest of Scotland. Donations include self catering, massages, yoga, tours of distilleries, meals out and much more.

There is an ever-increasing amount of data available to users of services and their carers and that is a welcome situation. However, finding information is time consuming and, very often, not readily accessible for those who do not have access to the internet.

In this Directory, there is a substantial amount of relevant local and national information and we welcome suggestions as to how future editions can be improved.

Disclaimer - To the best of our knowledge, the information contained in this book is correct at the time of going to press.

Western Isles Community Care Forum SCIO

Room 14

Council Offices

Tarbert

HARRIS HS3 3BG

Telephone: 01859 502588

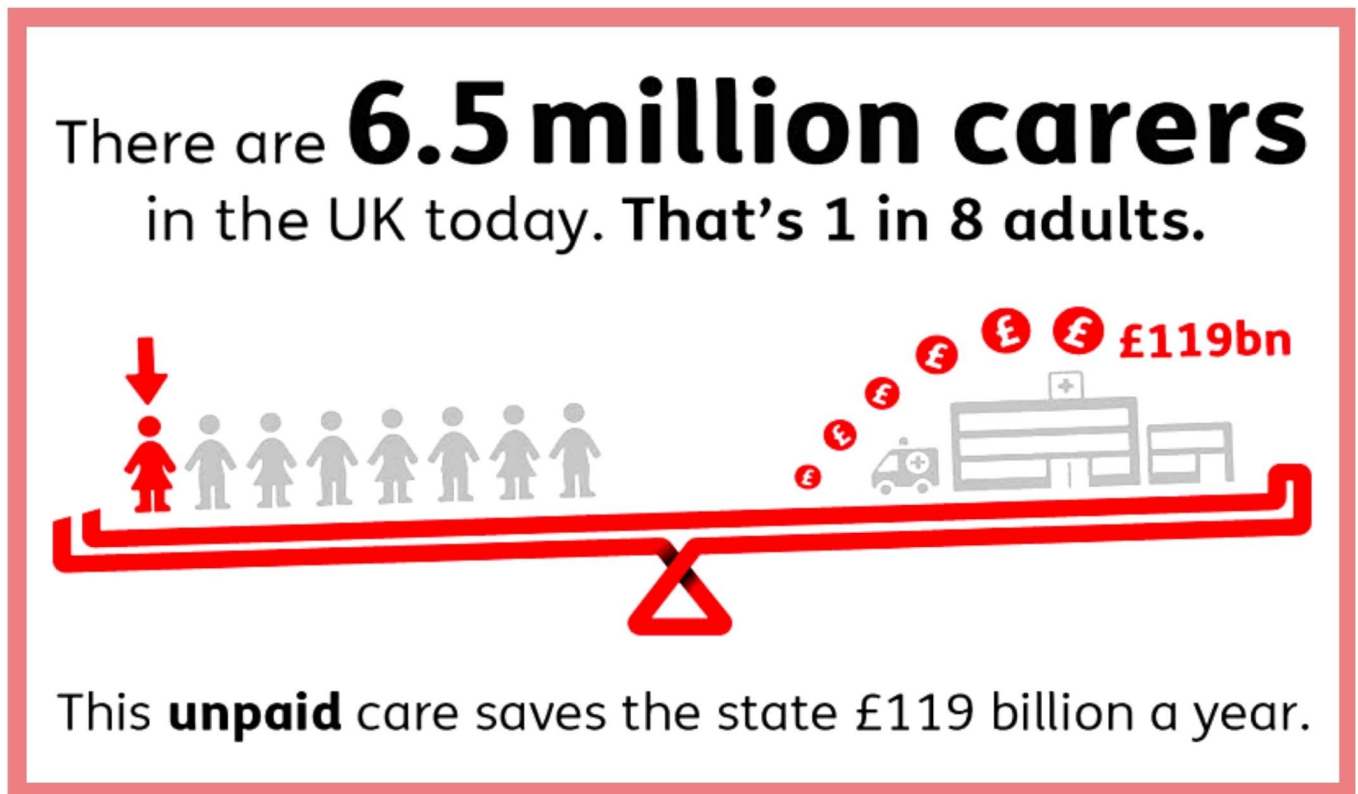
E-mail: info@wiccf.co.uk

REGISTER OF CARERS

One definition of a CARER is anybody who is looking after a relative, partner or friend who, because of illness, old age or disability, may not be able to manage at home without them. If you are unclear as to whether or not you are a carer, please contact the Western Isles Community Carer Forum(WICCF) for clarification.

Many people, both users of services and their carers, are unaware of the benefits, allowances and support services which may be available to them.

The Health Board and Social Work Department of the Council have records of family carers but there are many who are unknown to either organisation. Such people are known as 'hidden' carers and we rely on relatives, friends or acquaintances to inform us of their identity so that they can be supplied with relevant information. It must, however be made clear that, before a name can be added to the WICCF Register of Carers, it will be necessary to obtain the written consent of the carer. The WICCF can then advise or refer the person to suitable support agencies as necessary. The carer will also access any projects which WICCF are running for the benefit of carers.



Source: Carers UK www.carersuk.org

In **Scotland**, it is estimated that there are

- 759,000 carers over the age of 16 years—17% of the population.
 - 29,000 carers under the age of 16 years—4%
 - 1 person in every 6 is a carer

(Source: Scottish Health Survey (SHeS) 2012/13: National Records of Scotland mid-2013 population estimates)

LOCAL STATUTORY & VOLUNTARY ORGANISATIONS

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Citizen Advice Bureaux Contact Details

Citizens Advice Bureau
41-43 Westview Terrace
Stornoway HS1 2HP
Tel: 01851 705727
Email: bureau@lewiscab.casonline.org.uk

Citizens Advice Bureau
Pier Road, Tarbert
HS3 3DG
Tel: 01859 502431
Email: bureau@harriscab.casonline.org.uk

Citizens Advice Bureau
Lionacleit
Isle of Benbecula
Outer Hebrides
HS7 5PJ
Tel: 01870 602421
Email: bureau@uistcab.casonline.org.uk

Citizens Advice Bureau
Castlebay HS9 5XD
Tel: 01871 810608
Email: bureau@barracab.casonline.org.uk



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.



COMHAIRLE NAN EILEAN SIAR

Advice and assistance on claiming benefits can also be obtained from **CnES Financial Inclusion officers** who are based in Lewis and Uist.

Margaret Graham (**Lewis & Harris**)
07970 724048
margaret.graham@cne-siar.gov.uk

Angela MacDonald (**Uist & Barra**)
07970 724385
ammacdonald@cne-siar.gov.uk

Kay Mackinnon, **Macmillan Benefits Adviser**
07920 020500
macmillan.benefits@cne-siar.gov.uk

WESTERN ISLES ORGANISATIONS: DETAILS

Crossroads Lewis



Provides care at home to the people of Lewis, regardless of age, disability or illness.

We offer a Core Service to carers and service users which is delivered by our team of fully-trained and paid Support Workers.

We work with the Social Work Department by organising day or night respite care, enabling carers to take a break.

Crossroads Lewis also provides our regular daytime or overnight Palliative Service to those with any palliative care needs who need support.

Referrals can be made by carers, service users or family members. They can also be made (with permission of the client) by GP, Community Nurse, Social Work, Macmillan etc.

We are an independent charity, generating our own income, which is then spent for the benefit of the people of Lewis. We are governed by the Care Inspectorate, Crossroads Caring Scotland, our Board of Management and our funders IJB (Western Isles Integration Joint Board.)

For more information please contact the Manager: 01851 705422

E-mail: crossroads.lewis1@btinternet.com

Website: www.crossroadslewis.co.uk

VoiceAbility

VoiceAbility is a new independent advocacy service available in the Western Isles. If you identify as disabled, you can get support to access benefits from Social Security Scotland. This support is available from the moment you want to start an application and is entirely independent from Social Security Scotland.

An advocate can help you to:

- Understand information about your rights and options
- Ask questions so you can say what you want, have your voice heard and represent yourself
- Be fully involved in decisions about your benefits
- Complete the process from the point of application, including reviews and any appeals you'd like to make

Arlene Grassick is your advocate contact for the Western Isles:

E-mail: arlene.grassick@voiceability.org

Freephone: 0300 303 1660 Website: voiceability.org



Community Use **WHEELCHAIRS** **AVAILABLE**

If your mobility is slightly impaired, you may wish to borrow a wheelchair, for example, to attend an event, to attend hospital appointments, funerals, or go on holiday. If you are already a wheelchair user and your own breaks down, you can borrow a community wheelchair whilst awaiting repairs.

Lewis Area Contact: Crossroads Lewis
01851 705422
crossroads.lewis1@btinternet.com



Harris Area Contact: Leverburgh Care Home
01859 520296
leverburghhome@gmail.com



Uist Area Contact: Carer Support, WICCF
07487 540173
carersupport@wiccf.co.uk



Barra Area Contacts: Cobhair Bharraigh
01871 810906
cobhairbharraigh@btconnect.com



Voluntary Action Barra & Vatersay
01871 810401



Beach Wheelchairs are also available in Harris and Barra:

Harris Area Contact: Beach Wheelchair available at Talla na Mara
01859 503900



Barra Area Contacts: Beach Wheelchair available at Bùth Bharraigh
01871 817 948
info@buthbharraigh.co.uk



FAIRE - COMMUNITY CARELINE SERVICE

Faire, the Community Careline Service is a 24 Careline service operated by the Social and Community Services Department of Comhairle nan Eilean Siar and covers the whole of the Western Isles. The service is designed to:

- Provide support and reassurance for people living on their own
- Provide An immediate response in an emergency
- Provide reassurance and support for family carers.



The Community Careline Service provides an automatic telephone based link from the user's home to the Control Centre in Stornoway. The Call Centre is staffed by a team of experienced operators, most of whom can communicate in Gaelic or English. The small modern alarm unit is activated by a small pendant which has various wearing options. It can be attached to a neck cord, a wrist strap or attached by a clip to clothing. Smoke and extreme heat detection alarms can be assigned to *Faire* alarms to further enhance personal safety especially if the user is unable to summon assistance in the event of a outbreak of fire.

For those with chronic long term conditions, advanced automatically operated sensors can be assigned to assist with management of various conditions and to ensure additional protection.

While referrals are received from across the whole range of caring professions, self or family referrals are also welcome and installation can normally take place within a few days – sooner in the event of an emergency.

You can apply if you for the *Faire* service if you:

- Live alone, are regularly on your own, or live in an isolated location.
- Live with or care for a person who could not cope in an emergency
- Are in danger or at risk due to disability, restricted mobility or illness, and may require assistance in an emergency.

The modest charge of £6.50 per month (£78 per annum) can be paid quarterly or by direct debit. Responsibility for payment can be accepted – if so desired – by a friend or relative. This charge is to cover the service monitoring only, the alarm unit and any assigned triggers and sensors remain the property of *Faire*, the Community Careline Service.

No assessment of need is required for basic alarm packages, which can include the option of smoke and heat detection cover.

For more specialised equipment from the Telecare portfolio, such as bed/chair sensors, pressure mats, fall detectors, property exit sensors, pager systems etc. all of which are designed to provide automatic protection, a joint assessment will be carried out by the Occupational Therapy Service and the *Faire* Telecare technicians There is no extra costs for supplying additional more specialised equipment.

If you require further information about *Faire*, the Community Careline Service please phone:

01851 701702

Or email

faire@cne-siar.gov.uk

What is independent advocacy?

INDEPENDENT ADVOCACY is about standing up for and sticking with a person or group, taking their side, helping them to get their point across. Advocacy adds weight to people's views, concerns, rights and aspirations. "Independent Advocacy: A Guide for Commissioners" states "Independent advocacy is a crucial element in achieving social justice. It is a way to ensure that everyone matters and everyone is heard."

Independent advocacy aims to be as free as it can be from conflicts of interest, and endeavours to be as independent as possible from other services and statutory organisations.

There is a need for advocacy because many people, especially those who experience difficulties arising from disability or ill health, find it difficult to speak up for themselves or to get their views listened to. It is vital that people who use health and community care services, including the most vulnerable and excluded in society, are able to make their voices heard and are genuinely involved in decisions that affect their lives.

Advocacy can also play a valuable role in helping to ensure that services are planned, designed and delivered from the perspective of service users and carers.

Advocacy Western Isles is a generic service providing individual support for adults and children. Key priorities are people with mental health problems as defined within the Mental Health (Care and Treatment) (Scotland) Act 2003, elderly people and people with learning disabilities.

The specialised children and young peoples service provides support in a wide range of issues and situations, including education, additional support for learning, social care, criminal justice, substance misuse, children's panel, etc.

Collective or Group Advocacy is also facilitated. Long term groups include the 'Stand Up for Yourself Self Advocacy Group' for people with learning disabilities and also the 'Speak Up Group' for people with mental health issues. Other short term issue based groups can be formed when required. A collective voice can be stronger than that of an individual, as groups are more difficult to ignore.

Advocacy projects are designed to connect people who need advocacy with the advocacy they need.

Advocacy Western Isles is an **independent, confidential, free service** which is available throughout the Western Isles. **Advocacy Western Isles** has a number of Advocacy Workers available, both paid staff and trained volunteers.

For further details contact:

ADVOCACY WESTERN ISLES

First Floor, Rear Wing
16 Francis Street
Stornoway
Isle of Lewis
Tel/fax: 01851 701 755
Email: office@advocacywi.co.uk
Web: www.advocacywi.co.uk

ADVOCACY WESTERN ISLES **(Uist & Barra)**

Tel: 01878 700000 or 07584898480
Web: www.advocacywi.co.uk

The Dementia Resource Centre, Office & SOLAS Day Centre

Taigh Shiphoint (New Care Home), Sinclair Avenue, Stornoway, HS1 2AP

Office Telephone: 01851 702123



The Dementia Resource Centre and Office is open Monday—Friday 10.00am - 4.00pm where you can access information about our services and dementia, advice, support and arrange to speak with a local dementia advisor in relation to living with dementia and/or supporting someone living with dementia.

Local Staff Contact Details:

- Commissioned Service Lead: Catriona MacRitchie E: cmacritchie@alzscot.org M: 07824561305
- Dementia Advisor: Elle Donnelly E: edonnelly@alzscot.org M: 07500 762041
- Dementia Advisor: Angela Macleod E: amacleod@alzscot.org M: 07584 607581

SOLAS Day Centre is a registered service which people living with dementia can access (by referral) a wide range of activities and opportunities that are tailored to meet individual interest in a safe and comfortable environment. SOLAS is open for two sessions from Monday to Wednesday, 09.30am —12.30pm & 1.30pm—4.30pm and one session from 11.00am—2.00pm on a Friday. To find out more and/or for a referral form for SOLAS please call the office on – 01851 702123

Community Activities, Groups & Drop Ins

We host and support a number of community based activities, groups and drop ins both in person and online which people living with dementia and their carers can access. For more Information on all our latest Community Activities and Groups please speak to one of our team (details above) or refer to our monthly What's On Guide which you can get by either:

- Picking up a printed copy from the office or by phoning 01851 702123 and we'll email it to you.
- Downloading from our webpage www.alzscot.org/living-with-dementia/getting-support/find-support-near-you/western-isles-dementia-resource.

Alzheimer Scotland's Additional Support

National Dementia Advisory Service - 0300 373 5774 (Charged at a local call rate)

This is a national telephone service where you can speak to a Dementia Advisor 9am - 5pm, Monday to Friday and aims to provide a responsive, high quality information, advice and advocacy service relating to all aspects of brain health and dementia. For more information visit www.alzscot.org/dementiaadvisors

24/7 Dementia Helpline – 0808 808 3000 (Free to Call)

The 24 hour Freephone Dementia Helpline provides information, signposting and emotional support to people living with dementia, their families, friends and professionals. For more information visit www.alzscot.org/living-with-dementia/getting-support/24-hour-freephone-dementia-helpline.

Action on Rights Team Alzheimer Scotland

The Action on Rights team works alongside colleagues, people living with dementia, their families and carers where complex issues arise and can act as mediators, advocates, or provide guidance on interpreting legal frameworks. The team are available Monday-Friday from 8am-5.30pm and you can contact them by emailing actiononrights@alzscot.org or by calling the free 24/7 Dementia Helpline: 0808 808 3000.

For more information visit www.alzscot.org/action-on-rights

Alzheimer Scotland National Counselling Service

Counselling support for people with dementia and carers, including caring role/bereavement.

For details please contact one of our Dementia Advisors (details listed above).

Virtual Dementia Resource Centre (VDRC)

For more information and/or to access the Virtual Dementia Resource Centre visit:

www.alzscot.org/vrcpreview

Purple Alert app

Purple Alert is a free mobile app which sends an alert to those in the local community who have downloaded the app if someone with dementia is missing in their area. For more information visit and to download the app visit <https://www.alzscot.org/purplealert>

ADAM – About Digital and Me

ADAM is our national virtual platform which will help people with Dementia and their carers to find the right pieces of technology at the right time. To find out more and access ADAM visit www.alzscot.org/adam

CROSSROADS (HARRIS) CARE ATTENDANT SCHEME.

Crossroads (Harris) Care Attendant Scheme was set up in 1985 to care for carers in Harris and to support elderly and people with disabilities living on their own. As well as day respite to give carers a break, Crossroads are able to offer a number of other services, **free to the client**, comprising:

- Emergency overnight care to avoid admission to hospital
- Home-based respite where a carer needs a holiday break and residential respite is either not available or not suitable.
- Transport to day care, shopping and recreational facilities

If anyone in Harris wishes to take advantage of this service they should contact:

Marion MacDonald (Co-ordinator) on 07305078815. Email: crossroadsnahearadh1@outlook.com

The Scheme is funded by Western Isles IJB and very generously by the local community. The Scheme is a registered Charity No SC003872 and is registered with the Social Care and Social Work Improvement Scotland (Care Inspectorate).



ACTION FOR CHILDREN SCOTLAND EILEAN SIAR

Respite - Respite Service is the provider of individual, flexible care and support that meets the unique and complex needs of children with disabilities and their families by offering the young people social activities in a safe and caring environment.

Hillcrest Residential - Hillcrest is a residential home located in Stornoway for Looked After children and young people who, for various reasons need to be accommodated. They are supported to improve relationships and participate in community life, accessing a wide range of agencies such as Health, Advocacy and Education. We also offer short break respite services for young people with special needs.

Children & Young People's Service - Working in partnership with Western Isles Women's Aid support is provided to children, young people and their families who may have been affected by violence against women. This is done in an individual and group basis where children and young people are supported and encouraged to share their concerns and build up their confidence.

Assessment & Therapy - This service aims to support and assess children and young people to realise their full potential also offering support and advice to their families. A therapeutic service is provided to children with additional needs and their families. Programmes of activities and exercises are implemented following up on assessment from Occupational Health, Physiotherapy and Speech & Language. A Saturday Club is also run once a month for young people aged S1 – 25 years with additional needs where a variety of leisure activities are planned.

Eilean Siar Alcohol and Drug Partnership (ADP) - Through our Early Intervention, Early Years and Weekend services we work with children, their families and young people who have been affected in a variety of ways by substance misuse. We aim to ensure early intervention and assessment as well as individualised support packages are provided for quickly. Our intention is to reduce the level of substance misuse within Lewis & Harris.

Maternal and Infant Nutrition Group – a 12 Week Programme designed to support parents by improving cooking skills while educating them in food and nutrition and improving self-esteem and confidence.

FFT - Who Are We? Functional Family Therapy (FFT) is a specialist family service operated in partnership with Action for Children and Western Isles Council. FFT welcome referrals for families who meet the criteria for Functional Family Therapy from Social Work, Health and Education. FFT is delivered in the Western Isles both face to face and via tele-therapy. **What Do We Do?** FFT has been used extensively in the USA, Norway and Sweden. It is a highly successful programme for reducing risks for youths and improving family relationships.

Blueprints

Blueprints are a welcoming team of Action for Children staff and volunteers who work with expectant mums, dads, families and their babies up till they are 3 years old. We work alongside parents to build their confidence, helping parents through pregnancy, birth and into infant stages.

Bayhead Resource Centre, 30 Bayhead, Stornoway, Isle of Lewis Contact: 01851 705080

COBHAIR BHARRAIGH



Cobhair Bharraigh is a locally managed organisation affiliated to Crossroads (Scotland) and a member of Alzheimer's Scotland Action on Dementia.

Service for Carers

Cobhair Bharraigh is a voluntary non-profit making organisation, which provides a Day-care service for people living with Dementia, those living with long term physical, mental and sensory impairment and those who are frail/elderly, isolated or lonely. Specialist transport is provided to assure inclusiveness for all members of the community can access this service.

There is also a Home Support Service that enables carers to have a short break and to maintain their social role within the community, by providing care to a person, regardless of age who may be living with Dementia or suffer from a physical, mental or sensory impairment.

This 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.

The service provides, on a relief basis, the practical help and care normally provided by the family carer, and is designed to meet their specific needs and requirements.

Please contact us for more information on our Service for Carers.

"We aim to continually provide high quality person centred care."

Men's Social Group

The Men's Social Group is held in Cobhair Bharraigh Day-care Centre every Friday. The group meets from 11am – 3pm, a nutritious, light lunch is prepared on the premises and served each week. There is the opportunity to contribute to island based projects, take part in a varied range of activities such as dominoes, cards, cribbage or darts, or to just sit and have a chat.

All welcome and if needed transport will be provided.

Barra & Vatersay Neuro Group

Cobhair Bharraigh facilitate a Neuro group who meet regularly and this is open to all with or supporting someone with a neuro condition such as stroke, MS, Parkinson's etc.

Carers Events

We hold carers events so that they can have a chance to meet other carers in a relaxed atmosphere. We invite professionals such as CAB, WICCF, Social Care Assessors, nursing professionals etc so carers can get the opportunity to speak to them out with a clinical setting and feel supported in their roles. We also provide books and videos for borrowing and are happy to assist service users and carers where appropriate to find answers to any problems they may be experiencing.

Independent Living

We provide payroll services to those choosing the Self Directed Support option for their care needs
For more information about any of our services, please just contact the centre on 01871 810906, or email us at : cobhairbharraigh@btconnect.com

COUNSELLING & FAMILY MEDIATION – WESTERN ISLES

From time to time during our lives all of us can encounter relationship problems with the people we value most. These problems might feel so great that we feel helpless and hopeless about whether they can be resolved. **But there ARE people who are trained to help.**

Our **Counsellors** will help you explore and understand the dynamics of your relationship and enable you to make your own choices. Counselling offers you an opportunity to think things through. **Services available for individual adults, couples, and a specific service for young people.**

Mediation is child focussed and is mainly used by parents, although grandparents, step parents and other family members can be involved. Our **Mediators** help divorced or separated couples who have difficulty in reaching an amicable resolution with regard to arrangements for children.

Counselling & Family Mediation Western Isles

1 Bank Street, Stornoway, Isle of Lewis, HS1 2XG

Contact: 01851 705600 cfmwesternisles@btconnect.com

Chest Heart & Stroke Scotland

Rehabilitation Support Services

We have a wide variety of services across Lewis and Harris. These are as follows:

- **121 Community Rehabilitation support.** This is a 12 week, Person Centred, goal led support service, assisted by CHSS volunteers in service users' own homes or in their local community.
- Remote volunteer peer support via video link

For more information, please
contact local Coordinator:



Lily MacKenzie on 07771821836

Autism Eilean Siar

This support group comprises of parents of young children, young people and adults who have autism spectrum disorder.

The aims of the group are:

- To support everyone in the Western Isles who have an interest in Autism Spectrum Disorder (Aspergers Syndrome, Autism and Autistic Spectrum Disorders)
- Raise awareness of autism in the Western Isles
- Champion full and inclusive lives for people with Autism in the Western Isles
- Help and support families
- Collective voice, stronger voice regarding issues and gaps in services—feedback/help improve local services

The group meets every 2nd Friday of the month excluding school holidays in the Failte Centre, Bayhead, Stornoway 10-12pm



Contact Details:

Autism Eilean Siar, Box 1, 30 Francis St,
Stornoway, Isle of Lewis HS1 2ND.
autism.eilean.siar@gmail.com

COTHROM LTD

Cothrom Ltd is an established community owned and managed organisation that operates in the southernmost part of the Western Isles of Scotland. From its administrative centre in Ormiclate, South Uist, a range of training, business and community development activities are offered to the population of Uist and Barra.



Cothrom is a SQA accredited organisation and offers SVQs in Social Services (Children & Young People), Hospitality Services, Hospitality Supervision & Leadership, Customer Service, Management, Horticulture and Business and Administration. There are a variety of short courses available to individuals and business, which may be funded by an Individual Learning Account (ILA) if appropriate.

A special feature of Cothrom's work is the Adult Learning programme, which provides a stepping-stone for adults who wish to return to education or find employment. Cothrom also offers guidance and support to young people through the Modern Apprenticeship and Employability Fund programmes. Core Skills qualifications to Intermediate 2 level, Lifeskills, ESOL and a variety of Professional Development Awards complete the range of training options available.

Cothrom Òg is open all year round and is available to staff, students and members of the community. For further information
Contact Cothrom: **01878 700910** or E-mail: enquiries@cothrom.net

Catch 23 Support Services, 23 Bayhead, Stornoway



Western Isles Association for Mental Health (WIAMH for short) is an independent local charity, established in 1997. WIAMH deliver Catch 23 support services for adults experiencing mental health issues. We aim to support people in gaining and maintaining positive health and well-being and helping people overcome mental health stigma and discrimination.

Catch 23 plays a vital role in our community in helping reduce social isolation, reducing the stigma associated with mental illness and provides a safe place for people to come, connect and feel accepted. Catch 23 activities support people in managing their mental health, their recovery and help build people's confidence and self-esteem.

| | |
|-----------|--|
| Monday | Alcohol & Drug Recovery Support Group |
| Tuesday | Drop-in Session |
| | Community Psychiatric Nurse (CPN) Drop-in Clinic |
| | Walk & Talk; Group Walk round Castle Grounds |
| Wednesday | Art Group |
| Thursday | Drop-in Session |
| | Walk & Talk; Group Walk round Castle Grounds |
| Friday | Writers Group |

Phone: 01851 704964 Email: info@wiamh.org

CHOOSE LIFE

Early intervention and prevention

This service is now based within NHS Western Isles, where we look to improve the earlier identification of people at risk of suicidal behaviour through local work by agencies and organisations, including local training programmes on early identification. These training programmes include safeTALK and ASIST training, both courses aimed at helping people to identify someone who may be feeling suicidal and help to get them to a point of safety.

We also look to develop local responses to provide support and care to people with mental health problems and in particular develop improved capacity to identify and response to suicidal behaviour by health, social care and voluntary organisations.

This is further supported by the need to encourage support to people who experience significant emotional and psychological distress and mental health problems such as depression and anxiety.

Responding to immediate crisis

Our project has had to respond to people who are in immediate crisis. We have a number of people trained across Lewis, Harris and the Southern Isles who are trained to recognise someone in crisis and who can work with groups and agencies to support them.

We also publicise sources of support available to those people who are feeling suicidal.

Longer term work to provide hope and support recovery

We look to ensure that there is adequate provision of support services and effective follow up for those who are feeling suicidal or those who have been bereaved through suicide. We look to develop interventions to support people who are affected by suicidal behaviour and completed suicide, both in the short and medium term.

Coping with suicidal behaviour and completed suicide

Through our training we look to build capacity within the community to help people to support and recognise those who might be at risk of suicide or those who may have been affected by it. Working with other partner groups, we look to support those affected by suicidal behaviour. We develop guidelines following a suicide to support friends, family and others, which include support and debrief for staff providing services and for colleagues.

Promoting greater public awareness and encouraging people to seek help early

Develop and implement action to encourage people with mental health problems to seek help and support, particularly those amongst priority groups. Each year in September, Suicide Prevention Awareness Week takes place, and this is aimed to help raise awareness and reduce the stigma around the subject of suicide.

Supporting the media

Develop local media guidelines; encourage and support awareness raising and training for those working in, or with, local media.

Knowing what works

Involvement with the Mental Health Partnership where examples of good practice can be disseminated. Close working relationships with the National Remote and Rural Working Group for Suicide Prevention to look at common issues and approaches to successful suicide prevention across rural areas.

Contact:

Planning and Development Officer, Public Health
NHS Western Isles, 37 South Beach St, Stornoway. Tel: 01851 70 8035
Email: elainemackay@nhs.net

Neuro Hebrides (formerly Neurological Voices)

Empowering people with neurological conditions



- Do you have a neurological condition?
- Do you care for someone who has a neurological condition?
- Do you want to help improve health services?

You can make a difference

Neuro Hebrides is a group of patients and carers, committed to supporting each other to improve care and services for people with neurological problems across the Western Isles. Anyone living with or caring for someone with a neurological condition is welcome to share their experience, voice an opinion or raise a concern. By adding your voice you can help to improve the care for all.

We are an enthusiastic and friendly group of patients and carers committed to improving neurological health services in the Western Isles. Neuro Hebrides is part of a national initiative by the Neurological Alliance of Scotland.

The Western Isles group are keen for new people to come along to the meetings as they want to expand the number of 'voices' being heard.

The meetings are friendly and informal with no commitment to attend on a regular basis. Formal representations to the health board are made on the group's behalf to improve and shape the future of neurological services on the islands.

The group meet regularly at:

Training Flat, the Grianan Centre, Westview Terrace, Stornoway from 3pm to 5pm.

Contact neurovoiceswi@gmail.com for further information.

Up to date news from the group is also available via Facebook:

<https://www.facebook.com/groups/neurovoiceswi/>

DISABILITY ACCESS PANELS

There are Disability 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 Equality Act 2010 and service providers have to consider making changes to physical features which make it unreasonably difficult for disabled people to use their services.

Local Disability Access Panel contacts are as follows:

Harris

Lucy Macdonald, Ceol na Mara, 4
Finsbay, Isle of Harris, HS3 3JD
T: 01859 530273
E: info@hdap.org.uk
www.harrisdisabilityaccesspanel.org.uk

Barra

Bernhard Anderson
Northbay House
Morgan
Isle of Barra
T: 01871 810886
E: info@barraaccesspanel.org

Healthcare Improvement Scotland

Healthcare Improvement Scotland – Community Engagement. Our focus is involving people in the development and delivery of health and social care services. Healthcare Improvement Scotland – Community Engagement works alongside NHS boards, integration authorities and communities to gather the opinions and experiences of people to help shape national policy. We have an office in each Health Board area with the Western Isles office located in Stornoway. Please contact Carmen Morrison, Engagement Officer if you would like more information or an opportunity to be involved in local or national consultations.

carmen.morrison@nhs.net Tel; 01851703292 or 07929 027181 National website; hisengage.scot

Health Information

NHS Inform

(Scotland's national health information service - <http://www.nhsinform.scot>)

Scotland's Service Directory (SSD)

The SSD is relatively new, but details names, addresses, opening times and service details for thousands of health and wellbeing services locally (and throughout Scotland) - <https://www.nhsinform.scot/scotlands-service-directory>

NHS Western Isles

Website: www.wihb.scot.nhs.uk

CALADH TRUST



THE CALADH TRUST
Working Towards Changed Lives

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 in the East Camp, Balivanich, Isle of Benbecula.

The Trust employs a part-time Support Worker covering the whole of Uist, and offers one to one and group support. A Monday Club is run at An Caladh for service users from a range of organisations based throughout the Uist with whom the Caladh Trust works in partnership.

The Home Furniture Support Project is also based at An Caladh and is open to the public two days per week.

The Caladh Trust works in supporting the person with addiction and the family/carers, regardless of gender, social group, ethnicity, or religion.

All the facilities at An Caladh along with the work of the support worker aim to provide opportunities for volunteering and supported employment for service users to gain confidence and purpose, and help to explore avenues of work with support where appropriate.

For more information please contact Annette MacDonald at An Caladh, East Camp, Balivanich, Isle of Benbecula, HS7 5LA, Tel. 01870 603888 email: admin@caladhtrust.org.

Caladh Trust is a registered Scottish Charity SCO34569.

WESTERN ISLES CANCER CARE INITIATIVE

The Western Isles Cancer Care Initiative (WICCI) is a registered local charity in the Western Isles. As a charity we have developed a unique partnership with Macmillan Cancer Support to address needs and provide support for specific issues faced by cancer patients and their families throughout the Western Isles. Up to £500 per year is available to individuals affected by cancer and can be used to support costs such as; basic living expenses, travel costs (over and above those supported by Patient Travel) and specialist equipment or support required as a result of a cancer diagnosis, treatment or recovery. We also run a series of treatments and therapies to help people affected with cancer with some of the side effects of treatment.

We offer: Financial Support, Complementary Therapies and Counselling

Catchment area: Western Isles, Scotland

Opening times: Monday to Friday 9am to 5pm

Interested in joining us?

Just come along to our next meeting, or get in touch with us on the details below.

Find out more contact: Helen Sandison or Caroline Maciver on 01851 706721
(Monday to Friday 9am to 5pm)
office@wicci.org.uk



TAGSA UIBHIST



Care at Home and Respite Care - Our Home Care Service provides flexible support to meet both the individual needs of the clients and the needs of their family or informal carers. We also provide respite care for carers who have been assessed by the Comhairle to be entitled to support.

If you would like to find out more, **please contact Sarah Care Manager,**
on 01870 608903 or sarah@tagsa.co.uk

Tagsa Adult Support - Tagsa also provides one to one companionship home visits, and social interaction for those who may be feeling isolated.

- ◇ **Uist Ceilidh Club**
- ◇ **Gardening Club**
- ◇ **Sensory Garden**
- ◇ **Art workshops**

If you would like to find out more, **please contact our Support Worker:**
Deborah on 01870 608904 or deborah@tagsa.co.uk

Support for People living with Dementia - This support is intended to help people to live with dementia in the best possible way, accessing the care and treatment they need. The support also extends to family members.

If you would like to find out more, **please contact our Post Diagnostic Support Coordinator: Rosie on 01870 608906 or rosie@tagsa.co.uk**

Community Transport - This service is available for individuals with support needs and/or mobility difficulties, and who have may not have access to public transport services and who do not have a vehicle or a family member who can provide transport for them.

If you would like to find out more, **please contact our Community Transport Manager:**
on 01870 608907 or communitytransport@tagsa.co.uk

Community Gardens and Local Food Initiative

If you would like to find out more, **please contact our Local Food Development Manager: Alex on 07789772169 or alex@tagsa.co.uk**

Employability - In collaboration with the Comhairle, Tagsa Uibhist hosts employability placements and internships for people who would like to develop new skills.

If you would like to find out more, **please contact: Chris on 01870 608908 or chris@tagsa.co.uk**

Long Term Conditions Hebrides

Long Term Conditions Hebrides is a small grassroots organisation, set up by people with long term conditions for people with any long term condition, their families and carers, living throughout the Hebrides. With or without a confirmed diagnosis.

LTCH offers 5 free sessions each week, all of these are held via Zoom. LTCH offer self management support, various mindful movement and yoga sessions, led by experienced facilitators. LTCH also has a YouTube channel with 3 levels of mindfulness and relaxation techniques.

For more information, please see our Facebook page, website @ www.ltch.org.uk or email info@ltch.org.uk.





**The Sensory Centre, Esplanade Court,
Stornoway, HS1 2XA**



01851 600499



western.isles@highlandsensory.org.uk

-
- ◆ **Our trained, dedicated team are here to help deliver a low vision and hearing loss service in the Western Isles**
 - ◆ **Drop in to our office to speak to staff about your needs and access help**
 - ◆ **Volunteering opportunities available**

Open Monday-Friday, 10am-2pm

Lewis

Western Isles Hospital (Ospadal nan Eilean)

Macaulay Road, Stornoway, Isle of Lewis.

(01851) 704704

Facilities

96 staffed beds Day Surgery Unit with 12 trolleys, Medical Assessment Unit (all specialities), General Medicine, General Surgery, Psychiatry of Old Age, General Psychiatry, Gynaecology, Obstetrics, Orthopaedic and Anaesthetics. High Dependency Unit.

In addition the hospital provides Physiotherapy, Speech Therapy, Occupational Therapy, X-ray,

Outpatients, Day Hospital, Podiatry, Diabetes Clinic, Dietetics, Orthotics and Wheelchair Service.

Services spanning Community and Hospital— Respiratory Specialist Nurse, Multiple Sclerosis Specialist Nurse, Cardiac Specialist Nurse, Macmillan and Cancer Specialist Nurses, Parkinsons Disease Specialist nurse.

Visiting specialists—Dermatology, Urology, Child Psychiatry, Ophthalmology, Respiratory, Rheumatology, ENT and OMFS Audiology.

Visiting specialists – Dermatology, Urology and Child Psychiatry.

G.P. SURGERIES & HEALTH CENTRES

| | |
|---|-------------------------|
| Broadbay Medical Practice, Stornoway | (01851) 703588 |
| Group Practice (and Habost Practice), Stornoway | (01851) 703145 / 810689 |
| Langabhat Medical Practice, Gleann Mor, Lochs | (01851) 860222 |
| Paire Medical Practice, Gravir, Lochs | (01851) 880272 |
| Westside Medical Practice (Borve and Carloway) | (01851) 850282 / 643333 |
| Uig & Bernera Practice, Miavaig, Uig | (01851) 672283 |

DISPENSING CHEMISTS

In areas without dispensing chemists, GPs provide the service.

| | |
|--|----------------|
| K.J. MacDonald, Cromwell Street, Stornoway | (01851) 703131 |
| Boots, Cromwell Street, Stornoway | (01851) 701769 |
| Back Pharmacy, Vatisker, Back | (01851) 820333 |

Lewis

DISTRICT NURSES

| | |
|----------------------------------|----------------|
| Broadbay Community Nurses | (01851) 763309 |
| Health Centre, Stornoway | (01851) 703545 |
| Ness – Habost | (01851) 810468 |
| Borve | (01851) 850762 |
| Uig – Bernera | (01851) 672789 |
| Carloway | (01851) 643353 |
| Leurbost | (01851) 860471 |
| Tarbert | (01859) 502126 |

HEALTH VISITORS

| | |
|---------------------------------|----------------|
| Health Centre, Stornoway | (01851) 709842 |
|---------------------------------|----------------|

DENTISTS

| | |
|--|----------------|
| W.I. Dental Centre, MacAulay Road, Stornoway | (01851) 707500 |
| Castleview Dental Practice, 79 Cromwell St, Stornoway | (01851) 704400 |

OPTICIANS

| | |
|--|----------------|
| R. Doig, 36 Kenneth Street, Stornoway | (01851) 704200 |
| Claire Whyman, 6 North Beach, Stornoway | (01851) 700808 |

SOCIAL WORK SERVICES

| | |
|--|----------------|
| Social Work Department, Stornoway | (01851) 703773 |
| Faire, Community Alarm Service | (01851) 701702 |

INDEPENDENT RESIDENTIAL & NURSING HOMES FOR OLDER PEOPLE

| <u>Details of Home</u> | <u>No. of Beds</u> | <u>Manager</u> |
|--|---|---------------------|
| Blar Buidhe Nursing Home Simon Street, Stornoway Phone No: (01851) 706067 | 38 beds | |
| Bethesda Care Home & Hospice Springfield Road, Stornoway Phone No: (01851) 70 6222/6241 Fax No: (01851) 706285 | 21 nursing beds 4 hospice beds 9 respite beds | Ms Carol Somerville |
| Email: bethesda.hospice@zetnet.co.uk | | |

Lewis

LOCAL AUTHORITY RESIDENTIAL HOMES FOR OLDER PEOPLE

Details of Home

No. of Beds

Taigh Shiphoirt (Seaforth House)
Sinclair Avenue, Stornoway, HS1 2AP
Phone No: (01851) 822844

52
(4 Wings each with 13 en-suite bedrooms)
Care Home

Bremner Court
Sinclair Avenue, Stornoway, HS1 2AP
Phone No: (01851) 822844

35 independent flats
Support to enable independent living

Valtos
Sinclair Avenue, Stornoway, HS1 2AP
Phone No: (01851) 822844

15 self contained flats
Respite/Short Breaks

LOCAL AUTHORITY RESIDENTIAL HOME FOR ADULTS WITH LEARNING DISABILITIES

Details of Establishment

No. of Places

Ardseileach Residential Home
MacDonald Road, Stornoway
Tel: 01851 822 752

8 residential beds
4 respite beds
9 supported accommodation

For Day Centre services, call Mauriel MacLeod on:

01851 822 755

RETIREMENT CENTRE

Failete Centre (formerly Lewis Retirement Centre)
Bayhead, Stornoway. Isle of Lewis

(01851) 820 657

ADVICE AND INFORMATION

Western Isles Care & Repair
13-15 Francis Street, Stornoway, Isle of Lewis

(01851) 706121

LOCAL AUTHORITY DAY CENTRES

Name of Establishment

No. of Places

Grianan Day Centre
Phone No: (01851) 822755

15 places daily
(Physical, Mental Health & Learning difficulties)

Carloway Day Centre
Phone No.: (01851) 822773

Up to 12 day care places

Lewis

VOLUNTARY SERVICES

| <u>Service</u> | <u>Contact</u> |
|---|---|
| A.A. Lewis | (01851) 702221 |
| Action for Children | (01851) 705080 |
| Advocacy Western Isles | (01851) 701755 |
| Alzheimer Scotland (Lewis) | (01851) 702123 |
| Ark Housing Association | (01851) 705753) |
| Autism Eilean Siar | Box 1, 30 Francis St, Stornoway, Isle of Lewis HS1 2ND. autism.eilean.siar@gmail.com |
| Care and Repair Project | (01851) 706155 |
| Chest, Heart & Stroke | lilymackenzie@chss.org.uk |
| Citizens Advice Bureau | (01851) 705727 |
| Counselling & Family Mediation (W.I.) | (01851)705600 |
| Crossroads Care Scheme (Lewis) | (01851) 705422 |
| Deaf & Friends of the Deaf | (01851) 820515 |
| Dyslexia Group | (01851) 880286 |
| Enable | 0300 0200 101 |
| Hebridean Men's Cancer Support Group | donvaltos@btinternet.com (01851) 870995 |
| Hebrides Alpha | (01851) 705054 |
| HIV, Drugs, Alcohol & Smoking | (01851) 702712 |
| HIV pre & post testing counselling & information (Health promotion) | isabelsteele@nhs.net (01870) 603156 |
| Hope & Recovery Group Thursday 2-3.30 at Penumbra | (01851) 704704 (01851) 706360 |
| League of Friends (Stornoway) | Ospadal nan Eilean (01851) 705120 |
| Lewis Retirement Centre | (office.sopwa@gmail.com) (01851) 820657 07747166758 |
| Lewis St. Supported Accommodation | (01851) 706888 |

Lewis

Service

Contact

| | |
|---|-------------------------|
| Macmillan Cancer Support | (01851) 706 721 |
| Macmillan Nurses | (01851) 704704 Ext 2401 |
| Money Advice | (01851) 700088 |
| MS Society (WI Branch) | (01851) 702564 |
| NeuroHebrides | 07385596842 |
| Penumbra | (01851) 706360 |
| PHAB Club (<i>Physically Handicapped and Able Bodied</i>) | (01851) 705818 |
| Red Cross | (01851) 702897 |
| Salvation Army | (01851) 703 875 |
| Samaritans | (01851) 703777 |
| The Leanne Fund (Cystic fibrosis) infor@theleannefund.co.uk | 07771243709 |
| The Sensory Centre | (01851) 600499 |
| Tighean Innse Gall | (01851) 706121 |
| Volunteer Centre (Western Isles) | (01851) 700366 |
| Western Isles Association for Mental Health (WIAMH) | (01851) 704964 |
| Women's Aid (Western Isles) | (01851) 704750 |
| Western Isles Community Care Forum SCIO Room 14, Council Offices, Tarbert | (01859) 502588 |
| W.I. Kidney Patients Association | (01851) 703987 |
| W.I. Rape Crisis Centre | (01851) 709965 |

Lewis

DAY CLUBS

| | |
|---|-------------------------------------|
| ABC Senior Citizens Club | 01851 621319 |
| Airidhantuim Young at Heart | 01851 850423 |
| Back Cairdeas Club | 01851 820301 / 820625 |
| Bernera Community Club | 07854599075 |
| Cabriach Rafters Community Arts | 07554665549 |
| Cairdeas Uig | 01851 672705 |
| Cairdean Cordail Ceann A Loch | 01851 830313 |
| Caraidean Og Allt nan Gall | duncan@duncanbranahuie.force9.co.uk |
| Carloway Sunshiners | 01851 621703 |
| Clann an La De , Ionad na Seann Sgoil, North Shawbost, HS2 9BQ | |
| Commun Chroig | 01851 840374 |
| Happiness | 01851 810353 |
| Lewis Retirement Centre | 01851 820657 / 07747166758 |
| Lochs Afternoon Lunch Club | 01851 880251 |
| Ravenspoint, Kershader, Isle of Lewis | 01851 880236 |
| Newton Community Association | 01851 703275 |
| Pairc Social Group for over 60s | 01851 880251 / 07584087068 |
| Silver Darlings | 01851 860371 |
| Stornoway Old People's Welfare Association | 01851 820657/ 07747166758 |
| Tong Caraidean Club | |
| Tong Recreation Association | 01851 703593 |

Harris

G.P. SURGERIES

| | |
|--|-----------------------|
| North Harris Health Hub, Tarbert | (01859) 502421 |
| The Surgery, Ferry Road, Leverburgh | (01859) 520278 |

COMMUNITY CLINICS

Services provided include: Podiatry, Physiotherapy, (Psychiatry (every second Wednesday), Ante-natal, Dietetics, Diabetic, Hearing Aid Batteries, Baby Clinics, Heart Failure Nurse, Smoking Cessation, Child & Adolescent Mental Health Services

They are usually also the bases for District Nurses, Health Visitors and Community Psychiatric Nurses.

Harris Audiology Clinic

North Harris Health Hub Second Friday of the month, 12pm—2pm (Drop-in Clinic)

DISTRICT NURSES

| | |
|----------------------|-----------------------|
| Harris Nurses | (01859) 502126 |
|----------------------|-----------------------|

HEALTH VISITORS

| | |
|---|--------------------|
| Harris (1st Thursday of every month 12 –2pm) | 07557849235 |
|---|--------------------|

DENTISTS

| | |
|---|-----------------------|
| Dental Practice, North Harris Health Hub | (01859) 504100 |
|---|-----------------------|

OPTICIAN

| | |
|---|-----------------------|
| R Doig, 36 Kenneth Street, Stornoway | (01851) 704200 |
| Claire Whyman, 6 North Beach, Stornoway | (01851) 700808 |

SOCIAL WORK SERVICES

| | |
|--|-----------------------|
| Social Work Department, Tarbert | (01859) 502973 |
|--|-----------------------|

Harris

ELDERLY CARE HOMES – Local Authority

Details of Home

No. of Beds

Harris House

Leverhulme Road, Tarbert
Phone No: (01859) 502194

15 long stay beds
1 respite care bed
Also responsible for some sheltered housing

ELDERLY CARE HOMES – Private

Details of Home

No. of Beds

Manager

Leverburgh Care Home

Ferry Road, Leverburgh

16 long stay beds
1 respite bed

Mrs I Campbell
(01859) 520296

LOCAL AUTHORITY DAY CARE

Name of Establishment

No. of Places

Harris House

Phone No: (01859) 502194

3 places
(available 7 days)

DEMENTIA SERVICES

Alzheimer Scotland (Lewis & Harris Branch)

(01851) 702123

Musical Memories

Last Thursday of the month

(01859) 502171 or 502588

ADVICE & INFORMATION

ADP (Alcohol & Drug Partnership)

c/o Health Promotion, Stornoway

(01851) 762022

(01851) 701545

c/o Health Promotion, Benbecula

(01870) 602588

Western Isles Community Care Forum SCIO

(01859) 502588

Comhairle nan Eilean Siar, Tarbert

(01859) 502367

Harris Voluntary Service,

Room 15, Council Offices, Tarbert

(01859) 502171

Citizens Advice Bureau, Pier Road, Tarbert

(01859) 502431

Harris

VOLUNTARY SERVICES

| <u>Service</u> | <u>Contact</u> |
|--|--|
| Advocacy Western Isles | (01851) 701755 |
| Alzheimer Scot land (Lewis & Harris Branch) | (01851) 702123 |
| Caraidean Harris House | (01859) 502194 |
| Chest, Heart & Stroke Scotland | 07860271590 |
| Crossroads Care Harris SCIO | 07050378815 |
| Citizens Advice Bureau | (01859) 502431 |
| Eolas (Social Group for unpaid Carers) | (01859) 502588 |
| Harris Disability Access Panel | (01859) 530 273 |
| Harris Disabled Group | (01859) 502235 |
| Harris Funeral Association | (01859) 530223/502234 |
| Harris Mutual Improvement Association | (01859) 502288 |
| Harris Voluntary Service | (01859) 502171 |
| Tarbert Day Centre Meets every 3 weeks (1pm to .30pm) | 07538280889 |
| Leverburgh Day Centre Meets 1st Thursday of each month (2pm to 4pm) | 07538280889 |
| Musical Memories (Social group for people living with dementia, a long term condition or living alone) | (01859) 502588 or 502171 |
| Royal Voluntary Service (formerly WRVS) | (01859) 502237 |
| Volunteer Centre (W Isles) | harris@volunteeringwesternisles.co.uk (01859) 502636 |
| Western Isles Community Care Forum SCIO | (01859) 502588 |

Uist

HOSPITAL

Ospadal Uibhist agus Bharraigh
Balivanich, Benbecula.

(01870) 603603

(01870) 603607 - Senior Charge Nurse
(01870) 603626 - Ward Sister

Facilities

16 acute beds, GP beds plus 1 Community Maternity bed, Recovery area,
Casualty Department, Maternity, Outpatients.
X-Ray Area, Dental Suite, Re-hab (Physiotherapy, Occupational Therapy), Pharmacy,
Library.

GP SURGERIES

North Uist Medical Practice
Lochmaddy, North Uist

(01876) 500333

South Uist Medical Practice
Daliburgh, South Uist

(01878) 700302

Griminish Surgery
Griminish, Benbecula

(01870) 602215

Details of Health Centre

Balivanich Community Clinic
Balivanich, Benbecula

Phone No: (01870) 602266
Fax No: (01870) 602037

Facilities

Child Health Clinic, Midwifery, Child
Protection Senior Nurse, Heart Failure
Nurse,

Podiatry

Please contact the Podiatry Department, Western Isles Hospital, (01851) 708285
between
9.15am–10.15am and 2pm–3pm. Out with these hours a voice mail service is available.

**Due to being unable to update it at this time some, or all, of the health related information
may not be accurate. Please check locally.**

DISPENSING CHEMISTS

| |
|--|
| In Uist & Barra this service is provided by GP surgeries |
|--|

DISTRICT NURSES ON CALL

(5pm-8:30am daily, all weekends and Public Holidays)

| | |
|--------------------------------------|------------------------|
| Berneray to Eriskay or call NHS24 | (01870) 602161/ 111 |
|--------------------------------------|------------------------|

COMMUNITY NURSES

| <u>District</u> | <u>Address</u> | <u>Tel</u> |
|---------------------------------------|--------------------------------|----------------|
| Berneray to Cladach Chairinis | Nurses Room, Lochmaddy Surgery | (01876) 500309 |
| Cladach Chairinis to Benbecula | Balivanich Clinic, Benbecula | (01870) 605139 |
| Geirinis to Eriskay | Nurses Room, Daliburgh Surgery | (01878) 700442 |

OTHER NURSING SERVICES

| | | |
|--|-----------------------------|----------------|
| MacMillan Nurses | | |
| Ms Mary Buchanan | 25 Winfield Way, Balivanich | (01870) 603010 |
| Ms Sine MacSween | 25 Winfield Way, Balivanich | (01870) 603010 |
| Community Psychiatric Nurse | 46 Winfield Way, Balivanich | (01870) 602918 |
| Child & Adolescent Psychiatric Nurse | 46 Winfield Way, Balivanich | (01870) 603307 |
| Substance Misuse Officer | 46 Winfield Way, Balivanich | (01870) 603279 |
| Urgent & Unscheduled Care Teams | | (01870) 603623 |

HEALTH VISITORS

| | | |
|----------------|--------------------------------|----------------|
| Health Visitor | Nurses Room, Daliburgh Surgery | (01878) 700846 |
|----------------|--------------------------------|----------------|

DENTAL SERVICES

| | |
|-----------------------------|----------------|
| Uist & Barra Dental Service | (01870) 602178 |
|-----------------------------|----------------|

OPTICIAN SERVICE

| | |
|---------|----------------|
| R. Doig | (01870) 602900 |
|---------|----------------|

SPEECH & LANGUAGE THERAPY

| | | |
|------------------|--------------------------|----------------|
| Ms Chris Lapsley | Winfield Way, Balivanich | (01870) 603241 |
|------------------|--------------------------|----------------|

OCCUPATIONAL THERAPY

| | |
|-----------------------------|----------------|
| Council Offices, Balivanich | (01870) 602425 |
|-----------------------------|----------------|

SOCIAL WORK SERVICES

| | |
|--|----------------|
| Social Work Department Comhairle nan Eilean Siar, Balivanich | (01870) 602425 |
|--|----------------|

LOCAL AUTHORITY ELDERLY RESIDENTIAL CARE HOMES

| <u>Details of Home</u> | <u>No. of Beds</u> | <u>Phone No.</u> |
|--|---|-------------------------------|
| Trianaid Residential Home Carinish, North Uist | 11 long-term beds, 1 respite + 2 day care places | (01876) 580231 07770262429 |
| Taigh a Chridhe Uile Naomh, Daliburgh | 17 long-term beds + 1 respite | (01878) 700860 07773624546 |

DAY CARE SERVICES

| <u>Details of Establishment</u> | | |
|---------------------------------|--|----------------|
| Craigard, Liniclete | 8 day care places (18-65) - (learning & physical disabilities/ mental health issues) | (01876) 500375 |

ALZHEIMER AND RESPITE CARE

| <u>CONTACT</u> | |
|---|----------------------------------|
| Alzheimer Scotland National Helpline | (0800) 808 3000 |
| Tagsa Uibhist (providing support for carers, people living with dementia and (Fax) vulnerable people living in their own homes in Uist) | (01870) 602111 (01870) 603450 |

ADVICE AND INFORMATION

| <u>Service</u> | <u>Contact</u> | <u>Tel.</u> |
|--|----------------|----------------|
| Alcoholics Anonymous – Uist Branch | | (01876) 540253 |
| ADP (Alcohol & Drug Partnership) 42 Winfield Way, Balivanich, Benbecula | | (01870) 603366 |
| Counselling & Family Mediation | | (01851) 705600 |
| Uist & Barra Substance Misuse Partnership Balivanich | | (01870) 603279 |
| Uist Council of Voluntary Organisations 41 Airport Road, Balivanich | | (01870) 602117 |
| Uist Citizen's Advice Bureau 45 Winfield Way, Balivanich | | (01870) 602421 |
| Soldiers, Sailors & Airforce Families Association Inverness-shire@ssafa.org.uk | | 0800 260 6767 |
| Western Isles Care & Repair | | (01878) 710200 |
| Western Isles Council Social Work Department, Balivanich | | (01870) 602425 |

UIST VOLUNTARY GROUPS

| <u>Group/Contact</u> | <u>Contact</u> | <u>Tel.</u> |
|--|----------------|----------------------------------|
| Advocacy Western Isles (Uist) | | 01878 700000 or 07584 898 480 |
| Benbecula Church of Scotland Guild | | (01870) 602188 |
| Caladh Trust | | (01870) 603888 |
| Cancer Care Forum | | (01870) 602554 |
| Caraidean Uibhist East Camp, Balivanich | | (01870) 603233 |
| East Camp Horticultural Project | | (01870) 603345 |
| Mental Health Outreach Scheme East Camp, Benbecula | | (01870) 602111 |
| Macmillan Cancer Support | | (01870) 603010 |
| Ros Chraobh | | (01870) 602554 |
| Tagsa East Camp, Balivanich | | (01870) 602111 |
| Voiceability (Uist) | | 07974 419046 |
| Volunteer Centre (W I) East Camp, Balivanich | | (01870) 602604 |

Barra

HOSPITAL

St. Brendan's Hospital
Castlebay, Isle of Barra.

Tel. No: (01871) 812465

3 GP acute beds, dental suite and Allied Health Professional room.
Also an 'Out of hours' service for emergencies

Residential Homes

St. Brendan's Home (9 long term, 1 respite bed)

Tel. No: (01871) 810465

Day Care Facilities

Tel. No: (01871) 810465

Dental Services

St. Brendan's Hospital

Tel. No: (01871) 810400

Physiotherapy

St. Brendan's Hospital (available when over from Uist)

Tel. No: (01871) 812465

GP SURGERIES

Health Centre (daily Surgery)
Castlebay Surgery & Primary Care Centre
Visiting Consultant & Podiatry service

(01871) 810282

Practice Nurse
Clach Mhile Surgery

(01871) 810282

OCCUPATIONAL THERAPIST

Occupational Therapist
Council Offices, Comhairle nan Eilean Siar
Balivanich

(01870) 602425

SPEECH & LANGUAGE THERAPY

Speech Therapist
25 Winfield Way, Benbecula

(01870) 603241

PODIATRY

For appointments, contact the Podiatry Department, Western Isles Hospital on **01851 708285** between 9.15am - 10.15 and 2pm – 3pm. A voice mail service is available out with these hours.

COMMUNITY NURSES

| | | |
|-----------------------------|-----------------------|----------------|
| District Nurses | St Brendan's Hospital | (01871) 810665 |
| Community Psychiatric Nurse | Clach Mhile Surgery | (01871) 810895 |

HEALTH VISITOR

| | | |
|-----------------------|---------------------|----------------|
| Community Nurses Room | Clach Mhile Surgery | (01871) 810879 |
|-----------------------|---------------------|----------------|

MACMILLAN NURSES

| | | |
|-----------------------------|--|----------------|
| 25 Winfield Way, Balivanich | | (01870) 603010 |
|-----------------------------|--|----------------|

SOCIAL WORK SERVICE

| | | |
|--------------------------------------|--|----------------|
| Social Work Department | | (01871) 817211 |
| Comhairle nan Eilean Siar, Castlebay | | |

LOCAL AUTHORITY DAY CARE

| | | |
|--|----------------------|----------------|
| Adult Learning Group— | Peggy MacLean | (01871) 890765 |
| (+ Home care support for those registered) | | |

BARRA VOLUNTARY SERVICES

Pensioners Club / Tuesday Club

(Transport—Bus Bharraigh—Murdo MacNeil

(01871) 890342

(01871) 810401

Cobhair Bharraigh

(01871) 810906

Day Care Service, Home Support for the Elderly, Support for carers

Garadh Bhagh a' Tuath

(01871) 890765

(Access for services, Community order placements, supported employment

Mens Club

(01871) 810906

Kentangaval, Castlebay, Barra

Voluntary Action Barra & Vatersay

(01870) 810401

Transport support, support & advice for community groups, community newspaper,
community radio

ADVICE AND INFORMATION

| <u>Service</u> | <u>Telephone</u> |
|--|------------------|
| ADP (Alcohol & Drug Partnership) Dun Berisay, Stornoway | (01851) 701585 |
| Advocacy Western Isles | (01851) 701755 |
| Barra Disability Access Panel | (01871) 890255 |
| Citizens Advice Bureau | (01871) 810608 |
| Cobhair Bharraigh (A home-based support service and day care centre) | (01871) 810906 |
| Comhairle nan Eilean Siar Social Work Department, Castlebay | (01871) 817211 |
| Counselling & Family Mediation | (01851) 705600 |
| Tighean Innse Gall – Stornoway (Local Housing Agency) | (01851) 706121 |
| Voluntary Action Barra & Vatersay Community Transport | (01871) 810401 |
| Uist & Barra Substance Misuse Partnership Clair Logan/Donald Manford | (01871) 810184 |
| Volunteer Centre (Western Isles) Catherine MacNeil | (01871) 890775 |
| Western Isles Community Care Forum Room 14, Council Offices, Tarbert, Harris | (01859) 502588 |

NATIONAL CARERS ORGANISATIONS

THE PRINCESS ROYAL TRUST for Carers

Charles Oakley House, 125 West Regent Street, Glasgow G2 2SD

Tel: 0141 221 5066; Fax: 0141 221 4623

E-mail: infoscotland@carers.org

Website: www.carers.org



“Vision:

A world where the role and contribution of unpaid carers is recognised and they have access to the quality support and services they need to live their own lives.

Mission:

Together with our Network Partners, we provide support, information, advice and services for the millions of people caring at home for a family member or friend. Our Network Partners reach carers of all ages and with a range of responsibilities, in their local communities. From helping carers to access local services, to making their views heard by opinion formers and professionals, together we help carers to connect with everyone and everything that can make a difference to their lives.

With carers’ needs, choices and voices at the heart of everything we do, we strive to ensure that the enormous contribution they make to society and to those they care for is fully recognised, appreciated and valued

President: Her Royal Highness The Princess Royal

CARERS SCOTLAND

Carers Scotland is part of Carers UK
(formerly Carers National Association).
It is an organisation which:

- supports carers and provides information and advice about caring
- influences policy through our research based on carers’ real life experiences
- campaigns to make life better for carers

Carers UK operate **CarersLine (0808 808 7777)**, the UK-wide free phone helpline for carers.

Carers Scotland also hosts the **Scottish Carers Alliance**, a network of Scottish voluntary carers, disability and children’s organisations with an interest in carers issues.

Carers Scotland has offices based in Glasgow. The work of the organisation is overseen by the Carers Scotland Committee, elected by the Scottish membership.

For further information on any of Carers Scotland’s services or to become a member please contact the organisation.

Carers Scotland
The Cottage
21 Pearce Street
Glasgow
G51 3UT

Tel: 0141 221 9141
Email: Info@carerscotland.org

CARERS Scotland
the voice of carers

HELPLINE PHONE NUMBERS

| | |
|---|---------------------------------|
| Age Scotland | 0800 1244 222 |
| Asthma UK | 0300 222 5800 |
| Breathing Space | 0800 83 85 87 |
| Careline/Alcoholics Anonymous | 0800 917 7650 |
| Carers Line | 0800 124 4222 |
| Chest, Heart & Stroke | 0131 225 6963 |
| Childline – | 0800 1111 |
| Contact a Family (for families with disabled children) | 0131 659 2930 |
| Counselling & Family Mediation | 01851 705600 |
| Debt Advice Line | 0808 808 4000 |
| Dementia Helpline | 0808 808 3000 |
| Depression Alliance Scotland | 0300 123 3393 |
| Diabetes | 0141 212 8710 |
| Drugs Helpline | 0800 587 5879 |
| Dyslexia Scotland | 0344 800 8484 |
| Epilepsy Scotland | 0808 800 2200 |
| Health Promotion | 01851 702712 / 01870 602588 |
| Lone Parent Helpline | 0808 801 0323 |
| Macmillan Cancerline (9am-9pm Mon-Fri) | 0808 808 2020 |
| Macmillan - Youthline (support for young people aged 12 to 21 who have questions or concerns about cancer) (9am-9pm Mon-Fri) | 0808 808 0800 |
| Macmillan - Benefits Helpline (10am-5pm (Mon, Tues, Thurs and Fri (12pm-5pm Wed) | 0808 808 0000 |
| National Autistic Society Scotland helpline | 01259 720 044 |
| National Bullying Helpline | 0845 22 55 787 |
| National Drugs Helpline | 0300 123 66 00 |
| NHS 24 | 101 |
| NSPCC Helpline (help@nspcc.org.uk) | 0808 800 5000 |
| Parentline Scotland Helpline | 0808 800 2222 |
| Parkinson's Disease Society | 0808 800 0303 |
| Samaritans Helpline | 08457 90 90 90 |
| Scottish Domestic Abuse Helpline | 0800 027 1234 |
| Victim Support Helpline | 0845 30 30 900 |
| Western Isles Rape Crisis Helpline | 01851 709965 / Office:709967 |
| Young Carers (infoscotland@carers.org or youngcarers@carers.org) | 0800 011 3200 |
| British Gas Enquiry Line | 0800 072 8625 |
| British Telecom Customer Services | 0844 503 2334 |
| Scottish Hydro Electric | 0345 070 7373 |
| Scottish Water Customer Helpline | 0800 077 8778 |

Useful websites

ParentingWI (website for Western Isles parents)

www.wihb.scot.nhs.uk/parentingwi

Learning Disabilities Service

www.wihb.scot.nhs.uk/ld/index.html

WHERE DO I FIND...?

| <u>Equipment</u> | <u>Code</u> | <u>Equipment</u> | <u>Code</u> |
|---|--------------------|---|--------------------|
| Adaptations – Houses | 3 | Mattress elevators | 2/3 |
| Back Rests | 2 | Mobilators (standard, folding) | 4 |
| Bath Aids – Boards & seats | 3 | Monkey Poles | 2 |
| Bath Aids – Powered Bath lifts | 3 | Multi-openers | 3 |
| Bath Aids – rails | 3 | Orthotics (rigid sole) | 1 |
| Bed Cradles | 2 | Plate guards | 3 |
| Bed Raisers | 3 | Powered wheel chairs | 7 |
| Bed tables for those nursed in bed | 2/3 | Pressure relieving cushions | 2 |
| Boil alerts | 5 | Pressure relieving mattresses | 2 |
| Buggies | 7 | Raised toilet seats | 3 |
| Chair raisers | 3 | Raised stick on indicators for domestic appliance controls | 5 |
| Coloured raised dots | 5 | Rope ladders | 3 |
| Commodes | 2 | Sheepskin | 2 |
| Continence aids | 2 | Shoe Horns (long handled) | 3 |
| Crutches | 4 | Shower seats/stools | 3 |
| Cups/mugs (specialised) | 3 | Slings for Hoists | 3 |
| Cutlery (adapted) | 3 | Smoke alarms (electronic) | 8 |
| Dispenser Boxes | 2 | Splints/supports | 3/4 |
| Doorbells (flashing) | 5 | Sock/tights aids | 3 |
| Dressings | 2 | Talking books | 5 |
| Dycem Mats (non-slip) | 3 | Talking clocks/watches | 5 |
| Elastic laces | 3 | Telephone Alarms | 8 |
| Foot stools | 2 | Tin Openers (adapted) | 3 |
| Grabrails | 3 | Toilet Aids | 3 |
| Hearing Related alerting devices (door, baby carer, Telephone, smoke, carbon monoxide) | 5 | Transfer Boards/Discs | 3 |
| Heel pads (pressure relieving) | 2 | Transfer Sheets | 2 |
| Helping hand aids | 3 | Trolley (kitchen) | 3 |
| High chairs (short term loan – Hip Ops, terminal care) | 3 | Urinals | 2 |
| Hoists | 3 | Walking aids | 4 |
| Hospital Beds | 2 | Walking Sticks | 4 |
| Jar/bottle openers | 3 | Wheelchairs | 7 |
| Kitchen Aids | 3 | Wheelchairs (temp loan) | 3/6 |
| Liquid level indicators | 5 | White sticks | 5 |
| Magnifying Glasses | 5 | Zimmers | 4 |
| 1 Podiatry Dept Telephone 708289 | | 2 Community Nursing Telephone - 703545 | |
| 4 Physiotherapy Telephone - 708258 | | 3 Occupational Therapy Telephone - 01851 708287 (Lewis & Harris) 01870 604983 (Uist & Barra) | |
| 5 Western Isles Sensory Centre 01851 600499 | | 6 Red Cross Telephone - 702897 | |
| 7 Wheelchair Services Telephone – 01463 704167 | | 8 Faire Alarms Telephone - 701702 | |