



WESTERN ISLES DIRECTORY OF CARE SERVICES

A Guide to:
HEALTH SERVICES
SOCIAL SERVICES
VOLUNTARY SERVICES
BENEFITS AND ALLOWANCES
EMERGENCY SERVICES

This is primarily a guide for the elderly, the disabled and their Carers but it can also be used as a comprehensive reference document by statutory sector personnel

Compiled by the
WESTERN ISLES COMMUNITY CARE FORUM
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Registered Charity Number SC023918



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 Support 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, or host an activity.

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.

HS Carer Card - Unpaid carers, registered with WICCF, can apply for an HS Carer Card. This card entitles carers to discounts and benefits with businesses in the Western Isles. A full list of participating businesses can be seen on our website (wiccf.co.uk). The card could also be used to identify as an unpaid carer in clinical setting.

At various times, we also have short term projects such as support with energy costs, a hardship fund etc.

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.



Western Isles Community Care Forum SCIO
Room 14
Council Offices
Tarbert
HARRIS HS3 3BG
Telephone: 01859 502588
E-mail: info@wiccf.co.uk
Webside: www.wiccf.co.uk
Facebook: www.facebook.com/wiccf

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

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.

There are **5.8 million carers** in the UK today.

1.7 million provide more than 50hrs of care per week



This unpaid care saves the state £184 billion a year.

- In **UK**, it is estimated that there are:
- 3.4 million women are carers
 - 2.4 million men are carers
 - 1.3 million carers are aged 65 years
 - 3.5 million carers are aged 35-64 years
 - 578,800 carers are aged 25-34 years
 - 426,700 carers are aged 0-24 years

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@wicas.uk

Citizens Advice Bureau
Pier Road, **Tarbert**
HS3 3DG
Tel: 01859 502431
Email: bureau@wicas.uk

Citizens Advice Bureau
Balivanich
Isle of Benbecula, HS7 5LA
Tel: 01870 602421
Email: bureau@wicas.uk

Citizens Advice Bureau
Castlebay, HS9 5XD
Tel: 01871 810608
Email: bureau@wicas.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. Referrals for Financial Inclusion email: inclusion@cne-siar.gov.uk

Joan Macdonald (**Lewis & Harris**)
07970 724048
joan.macdonald@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: 01851705422

E-mail: info@crossroadslewis.co.uk

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:

Telephone: 01851 701702

E-mail: 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:

ADVOCACYWESTERN 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

WHAT SERVICES DO WE OFFER?



Free, confidential advice, guidance and emotional support from your local Dementia Advisor, in a way that suits you.



Solas Registered Day Service providing companionship, and meaningful activities in a safe and dementia friendly environment



Carer Education and Peer Support Groups offering a safe space to share, connect and learn.



Dementia-friendly therapeutic community groups, open to all, supporting social connection and brain health.

To find out more about any of these services, or about the range of national support services available, please contact us using the details below.

HOW CAN WE HELP YOU?

-  Are you someone living with a diagnosis of Dementia or Mild Cognitive Impairment (MCI)?
-  Are you a carer for someone with a diagnosis of Dementia living at home, supported living or residential care?
-  Are you wanting to find out more about our local Dementia Advisor, Day Centre Solas, Carers Peer Support Groups or monthly program of Community Groups?
-  Have you cared for someone with a diagnosis who has sadly passed away and would like support or advice relating to grief/bereavement?
-  Are you worried about your memory or someone else's memory? Would you like to know more about getting a dementia diagnosis or emotional support through this process?
-  Are you wanting to find out more about Brain Health, Volunteering or becoming a Dementia Friend?
-  Are you wanting to host a fundraiser or make a donation?

If you answered **"YES"** to any of the above, we encourage you to get in touch with us to have a chat in the strictest confidence with one of the local Western Isles team to find out more about **"How we can help you!"**

CONTACT INFORMATION

Tel: 01851 702123 **Email:** westernisles@alzscot.org
Address: Taigh Shipoirt, Sinclair Avenue, Stornoway,
Monday – Friday from 10am – 4pm.

24 HOUR
Dementia

Alzheimer Scotland

Helpline

Freephone 0808 808 3000
Email helpline@alzscot.org

CROSSROADS CARE HARRIS

Crossroads Care Harris 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 Care Harris 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

CROSSROADS
Caring
for **Carers**
HARRIS

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

Service Manager on 07305078815. Email: manager@crossroadsisleofharris.co.uk

The Scheme is funded by Western Isles IJB and very generously by the local community. The Scheme is a registered Charity No SC050188 and is registered with the Social Care and Social Work Improvement Scotland (Care Inspectorate).

ACTION FOR CHILDREN SCOTLAND EILEAN SIAR

Bayhead Resource Centre, 30 Bayhead, Stornoway, Isle of Lewis, HS1 2DU



01851 705080



wiadmin@actionforchildren.org.uk



Outreach - 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.

Wellbeing - A team of wellbeing practitioners based in all secondary schools across the Western Isles providing support to improve the mental health and emotional wellbeing of young people.

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.

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.

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: 01871810906, 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



01851 705600



servicemanager@cfmwesternisles.org

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:

Aimee Castle: 07584 594 503

Aimee.Castle@chss.org.uk

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



☎ 07555632044

✉ autism.eilean.siar@gmail.com

Autism Eilean Siar
c/o Failte Centre, Stornoway, Isle of Lewis HS1 2DU

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 Apprentice 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: **01878700910** or E-mail: enquiries@cothrom.net



The Shed Project is a Stornoway-based community charity creating places of hope, belonging and opportunity for people across the Western Isles. Through trusted relationships and practical support, we work with children, young people, adults and families to help them overcome challenges, build confidence and feel connected to their community.

Youth & Schools team supports children and young people through school-based mentoring, transition programmes, group activities and one-to-one support. We help young people develop confidence, resilience and practical life skills while providing a safe, non-judgemental space in which they can talk, be heard and reach their potential.

Adult Recovery provide welcoming, relationship-based support for adults affected by addiction, poor mental health, social isolation and other difficult life circumstances. Our recovery activities offer opportunities to connect with others, establish healthy routines, develop skills and take positive steps towards greater wellbeing, independence and participation in the community.

Safe Families Western Isles provides early and practical support to families who are experiencing challenging or overwhelming circumstances. Working alongside families and local services, trained volunteers can offer friendship, encouragement and practical help. The aim is to strengthen families, reduce isolation and help prevent difficulties from reaching crisis point.

Intergenerational Work bring children, parents, carers, older people and community members together through welcoming groups, activities and shared experiences. Programmes such as Little Stars create opportunities for friendship, mutual support and learning across generations, helping families build confidence and stronger connections within their community.

The Shed Project
11 Francis Street
Stornoway, Isle of Lewis
HS1 2NB



01851 704557



www.theshedproject.org.uk



manager@theshedproject.org.uk



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 respond 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: elaine.mackay3@nhs.scot

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.

Contact n.heb@outlook.com for further information.

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

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

The group meet regularly at:

Neuro Hebrides,

The Failte Centre, Bayhead, Stornoway, Eilean Siar, HS1 2DU

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 contact details:



Harris
Council Offices, Tarbert,
Isle of Harris, HS3 3BG
T: 01859 502588
E: info@hdap.org.uk
www.harrisdisabilityaccesspanel.org.uk

Healthcare Improvement Scotland Community Engagement and Transformational Change

We believe people and communities should be able to use their skills and experience to design and improve the health and care services that matter to them. People should also have the opportunity to work together with the organisations that provide those services. We work with policy makers and service providers to make sure that people and communities are involved in planning and developing local health and care services.

We enable inclusive engagement of people and communities in health and care services through:

- building and sharing evidence around engagement
- using knowledge and expertise to improve engagement
- providing assurance that people are involved in shaping services

For more information and contact details visit <https://www.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



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





Care at Home and Respite Care

The Tagsa Care At Home Service provides flexible support to meet both the individual needs of the service users and the needs of their family or informal carers, preparing meals, personal care, domestic support, companionship and social interaction. We also provide the option to users of directly purchasing home care at a subsidised rate.

Mental Health and Wellbeing

Tagsa Uibhist's Mental Health and Well Being Department supports people of all ages across Uist and Benbecula. We work closely with CNES Social Work, the WINHS and third sector organisations such as Caraidean Uibhist, Ceòlas and Cothrom to integrate services and provide comprehensive support. The MHWB department team consists of a qualified Art Psychotherapist, an Adult Support worker and a Post Diagnostic Support Link Worker specialising in Dementia.

Community Transport

The service operates throughout Uist and is available for individuals with support needs and/or mobility difficulties, 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.

Service users who meet the eligibility criteria can also request Tagsa Uibhist to collect shopping for them if they provide a list and payment. Medication can also be collected in agreement with the local surgery or pharmacy.

If you would like to find out more, please contact:

Care Manager: 01870 608903 or sarah@tagsa.co.uk

Art Psychotherapist & Department Manager: 01870 531010 or catriona@tagsa.co.uk

Tagsa Adult Support Worker: 01870 608904 or deborah@tagsa.co.uk

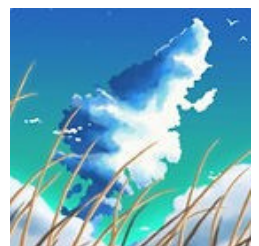
Post Diagnostic Support Coordinator: 01870 608906 or mairi.claire@tagsa.co.uk

Community Transport Manager: 01870 608907 or communitytransport@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 long term conditions (with or without a confirmed diagnosis). We are also keen to support their families and carers, living throughout the Hebrides, and anyone who has suffered loss or is living with difficulties.

LTCH offers 4 free sessions each week, all of these are held on-line, led by an experienced facilitator. LTCH offer help and support through various activities including a Life Skills discussion session focusing on how we can help ourselves; various mindful movement sessions (yoga and qigong), and various workshops that include mindfulness and creative sessions. Some movement sessions are available in-person. LTCH members also meet in-person once a month in different venues throughout the island.



LTCH has a YouTube channel with 3 levels of mindfulness and relaxation techniques, an informative website www.ltch.org.uk, a Facebook and Instagram page. Please check them out or email info@LTCH.org.uk for more details and Zoom link.



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



01851 600499



western.isles@highlandsensory.org.uk

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- ◆ **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 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
Pairc Medical Practice, (Gravir, Lochs)	(01851) 860222
Westside Medical Practice (Borve and Carloway)	(01851) 860222
Uig & Bernera Practice, (Miavaig, Uig)	(01851) 860222

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
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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>
Bethesda Care Home & Hospice Springfield Road, Stornoway Phone No: (01851) 70 6222/6241	21 nursing beds 4 hospice beds 9 respite beds	Ms Carol Somerville

Fax No: (01851) 706285

Email: bethesda.hospice@zetnet.co.uk

Lewis

LOCAL AUTHORITY RESIDENTIAL HOMES FOR OLDER PEOPLE

Details of Home

Taigh Shìobhail (Seaforth House) 52 Sinclair Avenue, Stornoway, HS1 2AP Phone No: (01851) 822844	No. of Beds 40 Wings each with 13 en-suite bedrooms) Care Home 35 independent flats Support to enable independent living
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Bremner Court

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

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

Ardseileach Residential Home

MacDonald Road, Stornoway
 Tel: 01851 822 752

For Day Centre services, call Mauriel MacLeod on 01851 822 755

No. of Places

8 residential beds
 4 respite beds
 9 supported accommodation

01851 822 755

RETIREMENT CENTRE

Failte Centre (formerly Lewis Retirement Centre)

(01851) 820 657

Bayhead, Stornoway. Isle of Lewis

ADVICE AND INFORMATION

Western Isles Care & Repair

13-15 Francis Street, Stornoway, Isle of Lewis

(01851) 706121

LOCAL AUTHORITY DAY CENTRES

Name of Establishment

Grianan Day Centre

Phone No: (01851) 822755

No. of Places

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 WesternIsles	(01851)701755
Alzheimer Scotland(Lewis)	(01851)702123
Ark Housing Association	(01851705753)
Autism Eilean Siar	Box1, 30 Francis St, Stornoway, Isle of Lewis HS12ND. autism.eilean.siar@gmail.com
Care and RepairProject	(01851) 706155 lilymackenzie@chss.org.uk
Chest, Heart &Stroke	(01851) 705727
Citizens AdviceBureau	(01851)705600
Counselling &FamilyMediation(W.I.)	(01851) 705422
Crossroads CareScheme(Lewis)	(01851) 820515
Deaf & FriendsoftheDeaf	(01851) 880286
Dyslexia Group	0300 0200 101
Enable	(01851) 870995
Hebridean Men'sCancerSupportGroup	donvaltos@btinternet.com (01851) 705054
Hebrides Alpha	(01851) 702712
HIV, Drugs, Alcohol&Smoking	(01870) 603156
HIV pre & posttestingcounselling&information (Healthpromotion)	isabelsteele@nhs.net
Hope & RecoveryGroup 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 (Physically Handicapped and Able Bodied)	(01851) 705818
Red Cross	(01851) 702897
Salvation Army	(01851) 703 875
Samaritans	(01851) 703777
The Leanne Fund (Cystic fibrosis) info@theleannefund.co.uk	(01851) 702020
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)	
Western Isles Community Care Forum SCIO	(01851) 704750
Room 14, Council Offices, Tarbert	(01859) 502588
W.I. Kidney Patients Association	
W.I. Rape Crisis Centre	(01851) 703987
	(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 Rafter's Community Arts	07554665549
Cairdeas Uig	01851 672705
Cairdean Cordail Ceann A Loch	01851 830313
Caraidean Og Allt nan Gall	duncan@duncanbranahue.force9.co.uk
Carloway Sunshiners	01851 621703
Clann an La De , Commonaich Seigill Nappies	01851 840374
Lewis Retirement Centre Lochs Afternoon	01851 810353
Lunch Club Ravenspoint, Kershader, Isle of	01851 820657 / 07747166758
Lewis Newton Community Association Pairc	01851 880251
Social Group for over 60s	01851 880236
Silver Darlings Stornoway Old People's	01851 703275
Welfare Association	01851 880251 / 07584087068
	01851 860371
	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
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HEALTH VISITORS

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

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

ELDERLY CARE HOMES – Local Authority

Details of Home

Harris House

Leverhulme Road, Tarbert

Phone No: (01859) 502194

No. of Beds 15 long stay beds 1 respite care
bed Also responsible for some sheltered
housing

ELDERLY CARE HOMES – Private

Details of Home

Leverburgh Care Home

FerryRoad, Leverburgh

No. of Beds

16 long stay beds

1 respite bed

Manager Mrs I

Campbell

(01859) 520296

LOCAL AUTHORITY DAY CARE

Name of Establishment

Harris House

Phone No: (01859) 502194

No. of Places

3 places

(available 7 days)

DEMENTIA SERVICES

Alzheimer Scotland (Lewis & Harris Branch)

(01851) 702123

Musical Memories

(01859) 502588

Last Thursday of the month except December

ADVICE & INFORMATION

ADP (Alcohol & Drug Partnership)

c/oHealthPromotion,Stornoway

c/o Health Promotion, Benbecula

(01851) 762022

(01851) 701545

(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	07584 594 503
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 Funeral Association	(01859) 530223/502234
Harris Voluntary Service	(01851) 700366
Tarbert Day Centre	07538280889
Leverburgh Day Centre	07538280889
Musical Memories	(01859) 502588
(Social group for people living with dementia, a long term condition or living alone)	
Volunteer Centre (Western Isles) harris@volunteercentrewi.org	(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
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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 (01876) 500333
Lochmaddy, North Uist

South Uist Medical Practice (01878) 700302
Daliburgh, South Uist

Benbecula Medical Practice (01870) 602215
Griminish, Benbecula

Details of Health Centre

Balivanich Community Clinic
Balivanich, Benbecula

Phone No: (01870) 602266

Facilities

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

Podiatry

Please contact the Podiatry Department, Western Isles Hospital, (01851) 708285

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
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DISTRICT NURSES ON CALL OUT OF HOURS

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

call NHS24

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

(01870) 603010

Community Mental Health Team

(01870) 602918

Urgent & Unscheduled Care Teams

111

HEALTH VISITORS

Health Visitor

(01851) 709842

DENTAL SERVICES

Uist&BarraDentalService

(01870) 603639

OPTICIAN SERVICE

R. Doig

(01870) 602900

SPEECH & LANGUAGE THERAPY

SpeechTherapist, 25 Winfield Way, Benbecula

(01870) 603241

OCCUPATIONAL THERAPY

Council Offices, Balivanich

(01870) 602425

SOCIAL WORK SERVICES

Social Work Department

ComhairlenanEileanSiar,Balivanich

(01870) 602425

LOCAL AUTHORITY ELDERLY RESIDENTIAL CARE HOMES

<u>Details of Home</u>	<u>No. ofBeds</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	8day careplaces (18-65) - (learning&physical disablities/ mental health issues	(01876) 500375

ALZHEIMER AND RESPITE CARE

CONTACT Alzheimer Scotland National Helpline	(0800) 808 3000 (01870) 602111 (01870) 603450
TagsaUibhist (providing support for carers, people living with dementia and (Fax) vulnerable people living in their own homes in Uist)	

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		(01870) 603233
East Camp, Balivanich		(01870) 603345
East Camp HorticulturalProject		(01870) 602111
Mental Health OutreachScheme		
East Camp, Benbecula		
Macmillan CancerSupport		(01870) 603010
Ros Chraobh		(01870) 602554
Tagsa		(01870) 602111
East Camp, Balivanich		
Voiceability (Uist)		07974 419046
Volunteer Centre (W I)		(01870) 602604
East Camp, Balivanich		

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

(01870) 602425

Council Offices, Comhairle nan Eilean Siar
Balivanich

SPEECH & LANGUAGE THERAPY

Speech Therapist
25 Winfield Way, Benbecula

(01870) 603241

PODIATRY

For appointments, contact the Podiatry Department, Western Isles Hospital 01851708285

COMMUNITY NURSES

District Nurses
Community Psychiatric Nurse

St Brendan's Hospital
Based in Uist - visit weekly

(01871) 810665
(01870) 602918

HEALTH VISITOR

Community Nurses Room

Clach Mhile Surgery

(01871) 810879

MACMILLAN NURSES

Balivanich Clinic

(01870) 603010

SOCIAL WORK SERVICE

Social Work Department
Comhairle nan Eilean Siar, Castlebay

(01871) 817211

LOCAL AUTHORITY DAY CARE

Adult Learning Group— **Peggy MacLean**
(+ Home care support for those registered)

(01871) 890765

OPTICIAN SERVICE

R. Doig

(01870) 602900

BARRA VOLUNTARY SERVICES

Pensioners Club / Tuesday Club

(Transport—BusBharraigh—MurdoMacNeil

(01871) 890342

(01871) 810401

Cobhair Bharraigh

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

(01871) 810906

Garadh Bhagh a' Tuath

(Access for services, Community order placements, supported employment

(01871) 890765

Mens Club

Kentangaval, Castlebay, Barra

(01871) 810906

Voluntary Action Barra & Vatersay

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

(01870) 810401

ADVICE AND INFORMATION

<u>Service</u>	<u>Telephone</u>
ADP (Alcohol & Drug Partnership) DunBerisay,Stornoway	(01851) 701585
Advocacy Western Isles	(01851) 701755
Barra Disability Access Panel	(01871) 890255
Citizens Advice Bureau	(01871) 810608
Cobhair Bharraigh (Ahome-basedsupport service and day care centre)	(01871) 810906
Comhairle nan Eilean Siar SocialWorkDepartment,Castlebay	(01871) 817211
Counselling & Family Mediation	(01851) 705600
TigheanInnseGall–Stornoway (Local Housing Agency)	(01851) 706121
Voluntary Action Barra & Vatersay CommunityTransport	(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

We provide information and advice on caring, help carers connect with each other, campaign with carers for lasting change, and use innovation to improve services.

- Goals**
- to create a society that requires carers to be treated equally in all aspects of their lives
 - to connect carers so that no one has to care alone
 - to halve the time it takes for carers to recognise themselves as carers and get the support they need.

Caring can put pressure on your physical and mental health. Our **Carers Active Hub** is a free resource to help you stay active while caring, including short exercise videos, carer stories and expert tips.

We also offer regular online **Share and Learn** activities to boost your wellbeing, such as yoga, accessible exercise, meditation, creative arts and much more. Many of these sessions are recorded, so you can watch them on our **website** or **YouTube channel** in your own time.

If you have a question about caring, you can contact our Helpline.

For information and signposting, our telephone Helpline is available on **0808 808 7777**
from Monday to Friday, 9am – 6pm (including Bank Holidays).

If you have a more complex query or would like more detailed guidance, we suggest you contact our **email Helpline: advice@carersuk.org** as we'll be able to provide more information.



We are a national carers organisation led by carers and local carer organisations across Scotland. We campaign, influence policy, and push for the rights of all carers to be respected and realised.

We are a coalition of unpaid carers and local carer organisations and work to promote the voice of carers in the development of services, policy and legislation.

Our aim is to improve carers' rights and recognition in Scotland, and we do this through:

- our regular meetings that bring carers and key decision makers together to discuss issues affecting carers in Scotland.
- our engagement work and campaigning for better rights, support and recognition for carers in Scotland
- responding to enquiries from carers and organisations about carer policy and practice.

Contact Details: Coalition of Carers in Scotland  01786850247  coalition@carersnet.org
PO Box 21624
STIRLING
FK7 1EF
Registered Charity: SC 039434

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 1244 222
Chest, Heart & Stroke	0808 801 0899
Childline	0800 1111
Counselling & Family Mediation	01851 70 5600
National Debtline	0808 808 4000
Dementia Support Line	0333 150 3456
Depression Alliance Scotland	0131 467 3050
Diabetes Scotland	0345 123 2399
Diabetes Helpline	0141 413 5148
Dyslexia Scotland	0344 800 8484
Epilepsy Scotland	0808 800 2200
Health Promotion	01851 708055
Lone Parent Helpline	0808 801 0323
Macmillan Support Line	0808 808 0000
National Autistic Society Scotland	0141 221 8090
National Bullying Helpline	0300 323 0169
National Drugs Helpline	0300 123 66 00
NHS 24	111
NSPCC Helpline (help@nspcc.org.uk)	0808 800 5000
Parentline Scotland <u>Helpline</u>	0800 028 2233
Parkinson's UK (Scotland)	0173 823 1270
Parkinson's Helpline	0808 800 0303
Safe Families	01851 82 7308
Samaritans Helpline Scottish	116123
Domestic Abuse Helpline	0800 027 1234
Victim Support Helpline	0808 168 9111
Western Isles Rape Crisis Helpline	01851 70 99 65
Rape Crisis Scotland Helpline	08088 01 03 02
Emergencies	0800 111 999
SSE Emergency Line	0800 300 999
Hydro Electric Scottish Water Customer Helpline	0800 077 8778

WHERE DO I FIND...?

Equipment		Code	Equipment		Code
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 indicator		
Coloured raised dots		5	for domestic appliance controls		5
Commodes		2	Rope ladders		3
Continence aids		2	Sheepskin		2
Crutches		4	Shoe Horns (long handled)		3
Cups/mugs (specialised)		3	Shower seats/stools		3
Cutlery (adapted)		3	Slings for Hoists		3
Dispenser Boxes		2	Smoke alarms (electronic)		8
Doorbells (flashing)		5	Splints/supports		3/4
Dressings		2	Sock/tights aids		3
Dycem Mats (non-slip)		3	Talking books		5
Elastic laces		3	Talking clocks/watches		5
Foot stools		2	Telephone Alarms		8
Grabrails		3	Tin Openers (adapted)		3
Hearing Related alerting devices			Toilet Aids		3
(door, baby carer, Telephone, smoke, carbon monoxide)			Transfer Boards/Discs		3
Heel pads (pressure relieving)		5	Transfer Sheets		2
Helping hand aids		2	Trolley (kitchen)		3
High chairs (short term loan –)			Urinals		2
Hip Ops, terminal care)		3	Walking aids		4
Hoists		3	Walking Sticks		4
Hospital Beds		2	Wheelchairs		7
Jar/bottle openers		3	Wheelchairs (temp loan)		3/6
Kitchen Aids		3	White sticks		5
Liquid level indicators		5	Zimmers		4
Magnifying Glasses		5			
1 Podiatry Dept Telephone 708285		2 Community Nursing Telephone - 703545	3 Occupational Therapy Community Equipment 01851 703054 (Lewis & Harris) 01870 603648 (Uist & Barra) wi.otwesternisles@nhs.scot		
4 Physiotherapy Telephone - 708258		5 Western Isles Sensory Centre 01851 600499	6 Community Use Wheelchairs See page 9		
7 Wheelchair Services Telephone – 01463 704167			8 Faire Alarms Telephone - 701702		



Compiled by the

WESTERN ISLES COMMUNITY CARE FORUM

TARBERT, HARRIS ☎ 01859 502588 ✉ info@wiccf.co.uk

Registered Charity Number SC023918