WESTERN ISLES COMMUNITY CARE FORUM

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 SCO23918

WESTERN ISLES COMMUNITY CARE FORUM

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

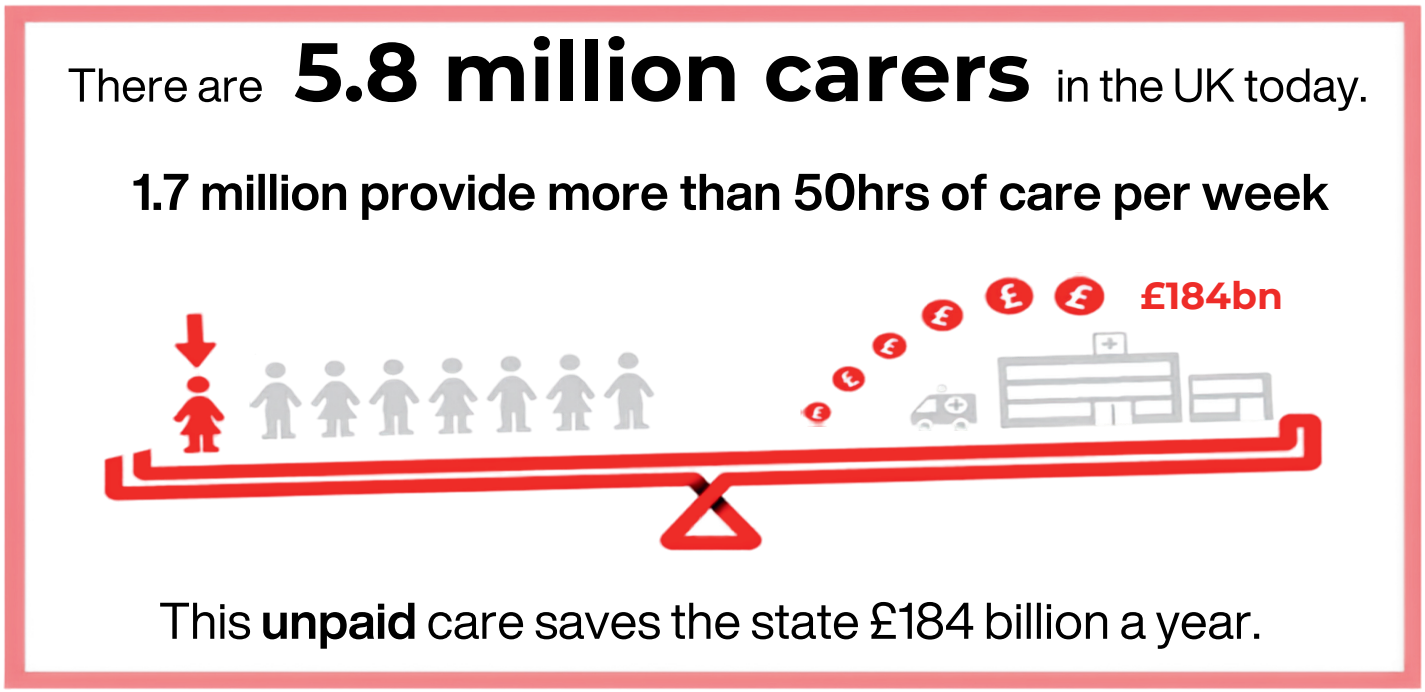
One definition of a CARER is anybody who is looking after a relative, partner or friend who, because of illness, old age or disability, may not be able to mange at home without them.

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.



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

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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.

Weoffer a Core Service to carers and service users which isdelivered by our team of fully-trained and paid Support Workers.
Wework 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 tothose with any palliative care needs who need support.
Referrals can be made by carers, service users or family members. They can also bemade (with permission of the client) by GP, Community Nurse, Social Work, Macmillan etc.

Weare an independent charity, generating our own income, which is then spent for thebenefit 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

ArleneGrassick is your advocate contact fortheWestern 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.

Faire
Western Isles Community Alarm Service

The Telecare Service provides an automatic link from the user's home to the Alarm Receiving Centre (ARC). The ARC is staffed around the clock by a team of officers who have been trained to handle calls efficiently, quickly summoning help when it is needed. You will always find they are friendly and ready to listen to you.

A high proportion of operators are Gaelic speakers and will converse with you in Gaelic where this is appropriate.

The equipment in the home is quite simple and consists of a main unit (a small box about the same size as a telephone receiver) and a small pendant which can be worn around the neck or on the wrist. The pendant can work from anywhere in the home. It is very important to remember to wear it so that you can make a call at any time. The main unit is plugged into your mains electricity supply. but has a battery back-up, so that it will continue to call for assistance, even during a power cut.

Who can apply?

The Community Alarm Service is available for people who are at risk due to age, disability or other factors. If you think you could benefit from a Faire alarm and are contactable by phone, then Faire will be pleased to supply you with their service.

People who have benefited from the service include:

- Those who live alone or are regularly left alone.
- Any person who would have difficulty in leaving the house to call for assistance due to restricted mobility or illness.
- Those who live in an isolated location.
- It brings temporary respite for carers, in the knowledge help can be summoned quickly.
- Family on the mainland with peace of mind knowing their loved ones have the protection of the Faire service.
- Victims of domestic violence and persons who fear violence from a current or former partner.

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

If you require further information about Faire please contact:

Faire Telecare Service
01851 701702
faire@cne-siar.gov.uk
Seaforth House, Stornoway, Isle of Lewis, HS1 2AQ

ADVOCACY WESTERN ISLES

Advocacy Western Isles is a charity offering a free, independent advocacy service across the Western Isles.

What is advocacy? Advocacy is being supported to speak up for yourself and making sure that your voice is heard to protect your rights.

Who do we support? We support anyone in the Western Isles who feels that their voice is not being heard, or that they find it difficult to express themselves about issues that affect their lives.

Our services

Alcohol and Drug Issues If alcohol or drug use has had a negative impact on your mental health, physical health, relationships, work or finances, we can offer support. Our staff can help you to discuss your situation and treatment with health professionals, access support, access appropriate treatment, make progress in your recovery journey, and reduce stigma.

Children and Young People We work with children, young people and their families, providing support in various situations, such as: if they are experiencing difficulties at school, if they are victims of bullying, and if they are going through the Children's Hearing system.

We make sure that the views of the child, young person or their family are heard and that their views are considered when decisions that affect them are being made. We work with children, young people, their families and our partners to ensure that their rights are being upheld.

Learning Difficulties We support people with learning difficulties and learning disabilities to make sure their voice is heard, they understand their rights, they are treated fairly and have access to all relevant resources. We also offer individualised support for a wide range of needs.

Speak Out Group Our Speak Out Group helps its adult members with learning disabilities to have their voices heard when it comes to things that matter to them. We always welcome new members - please get in touch to find out more.

Mental Health We work to protect and enforce the legal and human rights of mental health service users. We respect the dignity, privacy and self-determination of everyone who uses our service. We support those with mental health challenges in a variety of ways, including: listening to your views and concerns, helping explore your options and rights, providing information to help you make informed decisions, contacting relevant people with you or on your behalf, and accompanying and supporting you at meetings or appointments.

SDS and Social Care We provide support across different aspects of social care, but particularly with Self-Directed Support (SDS). This is a national programme aimed at providing high-quality, accessible advice and support to enable people to make good individual choices to support independent living. We help people to express their views and wishes throughout their SDS experience will support you to access the best possible solutions to meet your needs.

Generic Advocacy This just means anything that doesn't fit in any other category. Examples may include issues relating to housing, contact rights, benefits and crofting. If you think we may be able to support you to have your voice heard, contact us using the details below.

Contact us: 01851 701755 | office@advocacywi.co.uk
www.advocacywi.co.uk
Refer online: Advocacy Western Isles Referral Form

Information Sheet

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 enviroment
- 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 Shiphoirt, 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 Harrisand 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

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

Weholdcarers events so thattheycanhaveachanceto 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

Chest Heart & Stroke Scotland

Rehabilitation Support Services We have a wide variety of services acrossLewis and Harris. These are as follows:

- **121 Community Rehabilitation support.** This is a 12 week, Person Centred, goal led support service, assisted byCHSS volunteers in service users' own homes or in their local community.
- Remote volunteer peer support viavideo 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 adultswho have autism spectrumdisorder.

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

AUTISM Eilean an Siar

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 & YoungPeople),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 basedwithin 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 responce 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 BeachSt, Stornoway. Tel: 01851 70 8035
Email: elaine.mackay3@nhs.scot

Neuro Hebrides (formerly Neurological Voices)

Empowering people with neurological conditions

- Do youhave a neurological condition?
- Do youcare 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, liasing 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:

HDAP

Harris Disability Access Panel

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

CALADH TRUST

The Caladh Trust is a Christian charity that has been working with people affected by addiction since 2003. An Caladh - the home of the Caladh Trust - is located 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.

he 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
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.

HIGHLAND BLINDCRAFT SENSORY SERVICES

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

Harris Voluntary Service

Harris Voluntary Services (HVS), is here to strengthen and support the dedicated local network of community groups, charities, and volunteers that play such an important role in the life of the Isle of Harris.

HVS is committed to the improvement of our local community. Over the years, HVS have developed a range of activities and practical services to respond to local needs, including:

1. Administrative and Payroll Services

Direct Payment support

Payroll services for individuals

Payroll and administrative support for local organisations

2. Community Information and Communication

Production and distribution of Dè tha dol?, Harris's fortnightly community newspaper

Providing local news, community events, planning and crofting notices, grant opportunities

3. Community Wellbeing and Social Support

Youth activities

Peer-support groups for people living with long-term conditions and chronic pain

Events and activities aimed at reducing social isolation

4. Financial Support

HVS administers financial assistance programmes for people in Harris experiencing financial hardship, when funding permits

Contact Us
Harris Voluntary Service
(Charity No SC000788)
Room 12
Council Offices
West Tarbert
Isle of Harris HS3 3BG

01859 502171
admin@harrisvs.org.uk

As a membership organisation and part of the **Third Sector Interface Western Isles** network, we work alongside local organisations to help them thrive, connect with others, and continue making a positive difference in our community.

As a member of HVS, local community groups and voluntary organisations can access:

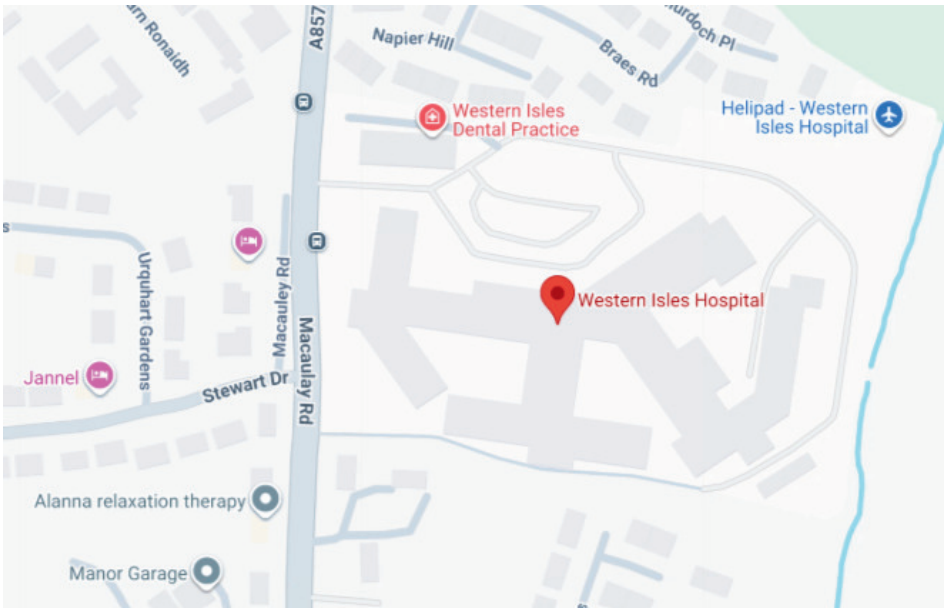
- Practical advice and support on governance, charity law, policies, and other issues involved in running a community organisation
- Funding support, including regular updates on funding opportunities, advice on applications, and help with preparing and submitting funding bids
- Access to practical office facilities and resources, including computer, scanner, projector, printer and photocopier, along with half-price advertising in Dè tha dol?

tsi WESTERN ISLES
support and advice for the third sector

Lewis

Western Isles Hospital (Ospadal nan Eilean)
Macaulay Road, Stornoway, Isle of Lewis.
(01851) 704704

Western Isles Hospital was opened in 1992 with a range of hospital acute specialities and psychiatry. The hospital also includes diagnostic facilities, day hospital (Ambulatory Care Unit), laboratory, Allied Health Professionals and other services.



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 providethe 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, 36Kenneth 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

Bethesda Care Home & Hospice
Springfield Road, Stornoway,
Isle of Lewis HS1 2PS

Manager: Ms Carol Somerville

01851 706222 bethesda.hospice@zetnet.co.uk

Lewis

LOCAL AUTHORITYRESIDENTIAL HOMES

Details of Home	
Taigh Shiphoirt (Seaforth House) Sinclair Avenue, Stornoway, HS1 2AP	01851 822 844
Bremner Court SinclairAvenue,Stornoway, HS1 2AP	01851 822 844
Valtos SinclairAvenue,Stornoway,HS1 2AP	01851 822 844

LOCAL AUTHORITY RESIDENTIAL HOME FOR ADULTS WITH LEARNINGDISABILITIES

Details of Establishment	
Ardseileach Residential Home MacDonald Road, Stornoway	01851 822 752
For Day Centre services, call Mauriel MacLeod on:	01851 822 755

RETIREMENT CENTRE

Failte Centre (formerly Lewis Retirement Centre) Bayhead, Stornoway. Isle of Lewis	(01851) 820657

ADVICE AND INFORMATION

Western Isles Care & Repair 13-15 Francis Street, Stornoway, Isle of Lewis	07747166758

Lewis

VOLUNTARY SERVICES

Service		Contact
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	autism.eilean.siar@gmail.com	
Care and Repair		(01851) 706121
Chest, Heart &Stroke		07584 594 503
Citizens Advice Bureau		(01851) 705727
Counselling & Family Mediation (W.I.)		(01851)705600
Crossroads 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 & posttestingcounselling&information		(01870) 603156
(Healthpromotion)	isabelsteele@nhs.net	
Hope & RecoveryGroup		(01851) 704704
Thursday 2-3.30 at Penumbra		(01851) 706360
Failte Centre	office@thefailtecentre.com	
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

Airidhantuim Young at Heart	dawsor02@outlook.com
Bernera Community Club	colinhalliday@outlook.com
C.A.L.N (Shawbost)	margaret34mew@btintetnet.com
Kinloch Golden Oldies	harper811@btinternet.com
Newton	01851 702698/01851 704718
North Lochs Silver Darlings	tracey32reed@hotmail.com or marion762@hotmail.co.uk
The Failte Centre	office@thefailtecentre.com
Uig Cairdeas	k.agg@sky.com
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 FailureNurse,SmokingCessation,Child&AdolescentMentalHealthServices

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 FerryRoad, 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 (01859) 502588

Last Thursday of the month except December

ADVICE & INFORMATION

ADP (Alcohol & Drug Partnership)
c/o Health Promotion, Stornoway (01851)708056

Western Isles Community Care Forum SCIO (01859) 502588

Comhairle nan Eilean Siar, Tarbert (01859) 502367

Harris Voluntary Service, (01859) 502171
Room 15,Council Offices,Tarbert

Citizens Advice Bureau, Pier Road, Tarbert (01859) 502431

Harris

VOLUNTARY SERVICES

Service	Contact
Advocacy Western Isles	**(**01851) 701755
Alzheimer Scot land (Lewis & Harris Branch)	(01851) 702123
Harris House	(01859) 502194
Chest, Heart & Stroke Scotland	07584 594503
Crossroads Care Harris SCIO	07050378815
Citizens Advice Bureau	(01859) 502431
Eolas (Social Group for unpaid Carers)	(01859) 502588
Harris Disability Access Panel	(01859) 502588
Harris Funeral Association	(01859) 530223/502234
Harris Voluntary Service	(01859) 502171
Hearing & Sight Support (drop in clinic)	(01851) 600499
Tarbert Day Centre	07538280889
Leverburgh Day Centre	07538280889
Musical Memories (Social group for people living with dementia, a long term condition or living alone)	(01859) 502588
Volunteer Centre (Western Isles) harris@volunteercentrewi.org	(01851) 700366
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
Benbecula Medical Practice Griminish,Benbecula	(01870) 602215

Details of Health Centre	Facilities
Balivanich Community Clinic Balivanich, Benbecula Phone No: (01870) 602266	Child HealthClinic, Midwifery, Child ProtectionSeniorNurse, 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

DISTRICT NURSES ON CALL OUT OF HOURS

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

call NHS24 111

COMMUNITY NURSES

District	Address	Tel
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

Details of Home	No. ofBeds	Phone No.
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

Details of Establishment		
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
TagsaUibhist (providing support for carers, people living with dementia and vulnerable people living in their own homes in Uist)	(01870) 603450 (Fax)

ADVICE AND INFORMATION

Service	Contact	Tel.
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 41AirportRoad,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

Group/Contact	Contact	Tel.
Advocacy Western Isles (Uist)		01878 700000 or 07584898 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 HorticulturalProject		(01870) 603345
Mental Health OutreachScheme East Camp, Benbecula		(01870) 602111
Macmillan CancerSupport **Ros Chraobh**		(01870) 603010
Tagsa East Camp, Balivanich		(01870) 602554 (01870) 602111
Voiceability (Uist)		07974 419046
Volunteer Centre (W I) East Camp, Balivanich		(01870) 602604

Barra

HOSPITAL

St. Brendan'sHospital Tel. No: (01871) 812465
Castlebay, Isleof Barra.

3GP acute beds, dental suite and Allied Health Professionalroom.

Also an 'Out of hours' service for emergencies

Residential Homes
St.Brendan'sHome(9 long term, 1 respite bed) Tel. No: (01871) 810465

DayCare Facilities Tel. No: (01871) 810465

Dental Services
St. Brendan's Hospital Tel. No: (01871) 810400

Physiotherapy
St.Brendan'sHospital (available when over from Uist) Tel. No: (01871) 812465

GP SURGERIES

Health Centre(daily Surgery) (01871) 810282
Castlebay Surgery & Primary Care Centre
Visiting Consultant & Podiatry service

Practice Nurse (01871) 810282
Clach Mhile Surgery

OCCUPATIONAL THERAPIST

Occupational Therapist (01870) 602425
Council Offices, Comhairle nan Eilean Siar
Balivanich

SPEECH & LANGUAGE THERAPY

Speech Therapist (01870) 603241
25 Winfield Way, Benbecula

PODIATRY

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

COMMUNITY NURSES

District Nurses	St Brendan's Hospital	(01871) 810665
Community Psychiatric Nurse	Based in Uist - visit weekly	(01870) 602918

HEALTH VISITOR

Community Nurses Room	Clach Mhile Surgery	(01871) 810879

MACMILLAN NURSES

Balivanich Clinic	(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)

OPTICIAN SERVICE

R. Doig	(01870) 602900

BARRA VOLUNTARY SERVICES

Pensioners Club / Tuesday Club — (01871) 890342 / (01871) 810401

(Transport—BusBharraigh—MurdoMacNeil

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

Service	Telephone
ADP (Alcohol & Drug Partnership)	(01851) 708056
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 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

carers SCOTLAND

Our mission is to make life better for carers

Part of carersUK

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.

coalition of carers in scotland
from recognition to rights

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
PO Box 21624
STIRLING
FK7 1EF

01786850247

coalition@carersnet.org

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 Helpline	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 ScottishWaterCustomerHelpline	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, carbo		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
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