



Directory of Care Services



CONTENTS

Page

3	Introduction
4	Register of Carers
5	Local Services Index
6	Welfare Reform Act

Western Isles Organisations - Details

9	Citizens Advice Bureaux, Crossroads Lewis, Chest Heart & Stroke Scotland
10	Western Isles Sensory Centre
11	Faire Community Alarm Service
12	Advocacy
13	Alzheimers Scotland (Lewis & Harris Branch)
14	Crossroads Harris, Action for Children
15	Counselling & Family Mediation - Tagsa Uibhist
16	Cobhair Bharraigh , Autism Eilean Siar
17	Cothrom - PHAB Club Catch 23
18	Choose Life
19	Hope & Recovery Group, Neurological Voices
20	Disabled Access Panels, Health Information
21	Caladh Trust, Scottish Health Council

Local Statutory & Voluntary Organisations

22–28	Lewis
29–31	Harris
32–37	Uist
38–41	Barra

Useful Services & Information

42	National Carers Organisation - Princess Royal Trust for Carers—Carers Scotland
43	Helpline Numbers
44	Where Do I Find.....

INTRODUCTION



Western Isles Community Care Forum (WICCF) was established in 1992 as a forum for Voluntary Care organisations which represent 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 jointly funded by the Local Authority and Health 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, for example, provision of funding for respite, free ice grips and the largest project to date, the Carers Trainers Project, which offers support and training to informal carers.

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 available to the majority of the elderly who cannot access the internet. In this Directory, there is a substantial amount of relevant local and national information. We welcome suggestions as to how future editions can be improved.

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

Western Isles Community Care Forum

Room 14

Council Offices

Tarbert

HARRIS HS3 3BG

Phone/Fax: 01859 502588

E-mail: info@wiccf.co.uk

REGISTER OF CARERS

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

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

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

If you wish to join the Register of Carers, please contact WICCF :

Telephone: 01859 502588

Email: westernislescfc@virginmedia.com

There are **6.5 million carers**
in the UK today. That's **1 in 8 adults**.



This **unpaid** care saves the state **£119 billion** a year.

Source: Carers UK www.carersuk.org

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

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

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

LOCAL STATUTORY & VOLUNTARY ORGANISATIONS
LOCAL SERVICES INDEX

	Lewis	Harris	Uist	Barra
	<i>Page</i>	<i>Page</i>	<i>Page</i>	<i>Page</i>
Hospitals	22	22	32	38
Advice & Information	24	30	35	41
Residential & Nursing Homes	23/24	30	34	29
Care Units	24	n/a	34	38
Day Centres	25	30	34	38,39
Sheltered Houses				39
G.P. Surgeries	22	29	32	38
Health Centres	22	n/a	32	38
Community Clinics	22	29	32	38
Dentists	23	29	33	38
Opticians	23	29	33	39
Chemists	22	n/a	33	n/a
District Nurses	23	29	33	39
Health Visitors	23	29	33	39
Social Work Services	23	29	34	39
Alzheimer Scotland Action on Dementia	13	13	34	41
Voluntary Services	26,27	31	36	40
Day Clubs	28	31	37	40

WELFARE REFORM ACT

The new Welfare Reform Act has many changes which will affect claimants. Introducing the changes will take considerable time and as a consequence two benefit systems will be running concurrently until 2017.

Below is a summary of some of the benefits and changes . More detailed information can be obtained from your nearest DWP office or Citizens Advice Bureau (contact numbers at end of article).

People of Working Age	
Income-based Jobseeker's Allowance (i-b JSA)	This will be replaced with Universal Credit.
Income Support (IS)	This will be replaced with Universal Credit . Not paid if the youngest child is over 5 years of age.
Contribution-based Jobseeker's Allowance (c-b JSA)	Contribution-based JSA is payable for up to six months to people who are unemployed and actively seeking work and who have made the necessary national insurance contributions.
Working Tax Credit (WTC)	This will be replaced with Universal Credit.
People with Children	
Child Benefit (CB)	From January 2013, a parent earning £50,000-£60,000 will have their benefit taxable. At £60,000+ the tax due will cancel the benefit received.
Child Tax Credit (CTC)	This will be replaced with Universal Credit.
Older People	
Retirement Pension	Retirement pension is paid based on National Insurance contributions. It is payable when the claimant reaches state pension age.
Pension credit - guarantee	Guarantee pension credit is a means-tested benefit. It is paid if the person has reached, or is over, the state pension age for a woman of the client's age. The age condition is lawful age discrimination, so , so a client cannot challenge it on grounds of age discrimination
Pension credit - savings	Savings pension credit is means-tested and is paid if someone is over 65 and has some savings and/ or an occupational pension.
People with Housing costs	
Housing Benefit (HB)	This will be replaced with Universal Credit.
Council Tax Reduction	Council Tax costs can be covered by council tax benefit, depending on the person's income. Council tax can be paid in full or part.
Other Benefits	Mortgage costs can be covered by other benefits that the client receives (eg.Universal Credit). A waiting period may apply.

People with Ill Health	
Statutory Sick Pay (SSP)	Statutory sick pay is for people who are employed and are unable to work due to ill health and is paid for the first 28 weeks.
Contribution-based employment and support allowance (c-b ESA)	Contribution-based employment and support allowance is for people who are unable to work due to ill health or disability and who have the relevant national insurance (NI) contributions.
Income-related employment and support allowance (i-r ESA)	Income-related employment and support allowance is for people who are unable to work due to ill health or disability and who do not have the relevant NI contributions. However it is means- tested.
Other Benefits	In order to maintain a minimum income level (dependent on circumstances), Universal Credit (for people under state pension age) or guarantee pension credit (for people over state pension age) may be payable in addition to sickness benefits.
People with Disabilities	
Disability Living Allowance	Between April 2013 and October 2015 there will be a gradual process of replacing DLA with the new Personal Independence Payment
Attendance Allowance	Attendance Allowance is for people 65 and over with personal care needs
Social Fund	Community Care Grants and Crisis Loans will be abolished from April 2013. They will be replaced by the Scottish Welfare Fund which will be administered by Comhairle nan Eilean Siar
People with Caring Responsibilities	
Carer's Allowance (CA)	Carers Allowance is a weekly benefit for someone caring for a person who is severely disabled. They do not have to live together or be related. The person cared for must get disability living allowance (DLA) care component (highest or middle rate) or attendance allowance. Receipt of constant attendance allowance by the person being cared for will also entitle the carer to carer's allowance provided constant attendance allowance is paid at or above the normal maximum rate with an industrial injuries disablement benefit or at the basic (full day) rate with a war disablement pension. Carers Allowance is not means-tested. However a client who earns more than a certain amount, known as the earnings limit , will not qualify for it. A client who has never worked can claim it. Carer's Allowance is taxable income and counts as income for means-tested benefits. Most clients receiving carer's allowance will be credited with class 1 national insurance contributions
Other Benefits	Some carers may receive Universal Credit or guarantee pension credit, depending on their income and circumstances.

Contact numbers for further information

Jobcentre Plus	Francis Street, Stornoway, Isle of Lewis	01845 6043719
C.A.B.	Westview Terrace, Stornoway, Isle of Lewis	01851 705727
C.A.B.	Pier Road, Tarbert, isle of Harris	01859 502431
C.A.B.	45 Winfield Way, Balivanich, Benbecula	01870 602421
C.A.B.	Castlebay, Isle of Barra	01871 810608

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 Care Attendants.

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 condition 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 CHaSCP (Comhairle nan Eilean Siar & Western Isles Health Board.)

For more information please contact the Manager on 01851 705422

CITIZENS ADVICE BUREAUX

The CAB service - with offices in the four island areas - provides a free, confidential, independent and impartial service throughout the Western Isles.

Staff and volunteers are trained to high standards in order to deliver advice and information on many problems facing clients including benefits, debt, housing, income tax, etc. A second aim of the CAB service is to influence social policies - both locally and nationally. Representation at Tribunal hearings is also undertaken.

Contact numbers for the bureaux are: **Lewis** (01851 705727); **Harris** (01859 502431); **Uist** (01870 602421) and **Barra** (01871 810608).

CHEST, HEART & STROKE SCOTLAND

Community Stroke Services coordinates:

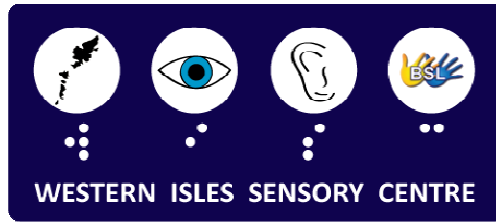
There are **Outreach Services** for Stroke in Lewis and Harris, with volunteers who are "Communication Partners". There is also an Outreach Service for those living with Heart Failure. This aspect of the service is befriending;

The **Affiliated Group, the Monday Stroke Club** is held twice a month in Grianan. The contact for this Group is either **Alison Tunstall** or **Cathie Masson (The Stroke Liaison Nurse.)**;

The **Leverburgh Stroke Club** -2nd Thursday of each month in **Leverburgh Care Home from 2pm till 3.30pm**; and

the **Tarbert and Scalpay Stroke Club** (last Thursday of each month in the **Harris Hotel from midday till 2pm**).

For further information contact: Community Stroke Services Co-ordinator, Community Stroke Services (Western Isles) **Tel: 07860271590**



Western Isles Sensory Centre provides a joint approach between Sight Action, Audiology, Occupational Therapy and Faire to develop better, safer and more effective practice to people in the Western Isles. Advice is available on any sight or hearing matters.

Who is the service for?

- People who have problems with their hearing, sight, mobility or independent living skills
- Families, friends, carers, professionals.

Anyone can ask us for advice and information.

What do we offer?

Information

Advice

Training

Equipment Demonstration

Assessment

Sight

- Specialist equipment to give people access to print and IT
 - Mobility programmes to help move around safely and independently at home and in the wider community
- Aids and advice in daily tasks

Hearing

- Alerting devices for doorbell, fire, carer, baby, telephone
- TV listening devices and communication aids
- Telephone solutions

Get the best out of your hearing aid. Provision of batteries, tubing and hearing aid advice and support

Western Isles Sensory Centre

Esplanade Court, Stornoway, Isle of Lewis HS1 2XA

Opening Hours : Mon-Fri 10am-2pm

Outreach to Uist and Barra

Occupational Therapy Drop In Clinic

Tuesday 10am -2pm

FAIRE - COMMUNITY CARELINE SERVICE



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

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

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

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

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

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

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

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

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

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

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

01851 701702

Or email

faire@cne-siar.gov.uk



What is independent advocacy?

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

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

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

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

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

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

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

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

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

For further details contact:

ADVOCACY WESTERN ISLES
Lamont Lane
Bayhead
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: 07584898480 or 01878 700000

Web: www.advocacywi.co.uk



Alzheimer Scotland (Western Isles Services) provides advice and support for people with a diagnosis of Dementia and their carers/families in the Western Isles area. Our members include people with dementia, carers, contributors, professionals, groups and organisations. Alzheimer Scotland offer the following services:

Lewis and Harris:

Outreach home support services are provided in Lewis and Harris providing company and help to maintain skills and independence at home, while the carer is free to go out. The aim is that this is delivered flexibly at a time that suits the carer and person with dementia's needs. (We are funded for 10 hours per week).

Solas Day centre, West View Grove, Stornoway provides the chance to socialise, enjoy meaningful activities and give carers a break Monday to Saturday from 10am-2.30pm. Support offered to 8 people with Dementia per day. Staff team are supported by a team of dedicated and trained volunteers.

Lewis & Harris Branch gives valuable support in the following areas:
Carers Support Groups, Fundraising events, Publicity and promotional work and Volunteer work

Community Activities where people with dementia and carers are able to socialise as well as access information and build new support networks. There are a wide range of activities available from cafes and singing groups to gardening and walking groups in Lewis and Harris.

Dementia Advisor part time dementia advisor remit for dementia friends training and carers support groups.

Western Isles wide:

Dementia resource Centre where people can drop in, phone or email to get advice, access to publications and information on dementia. Practical support to access services and information in their local area.

Carer Resources helping carers learn more about the illness and support with different ways on how to cope. One-to-One support to help people with dementia and their families cope with the illness. Information and advice on a wide range of dementia related subjects and signposting to other services.

Dementia helpline an anonymous 24 hour free helpline for advice and information call [0808 808 3000](tel:0808 808 3000)

For more information on service please contact the Service Manager:

Marion MacInnes
Alzheimer Scotland (Western Isles)
18 Bells Road, Stornoway, HS1 2RA
01851 70 2123
mmacinnnes@alzscot.org
www.alzscot.org

CROSSROADS (HARRIS) CARE ATTENDANT SCHEME.

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

Emergency overnight care to avoid admission to hospital

Home-based respite where a carer needs a holiday break and residential respite is either not available or not suitable

Transport to day care, shopping and recreational facilities

A domestic help service was set up in April 2016, which is available to elderly people or people with disabilities to assist with household tasks. There is a charge of £10 per hour for this service.

If anyone in Harris wishes to take advantage of this service they should contact Morag Munro (Co-ordinator) on 01859 550254 or 0777858311. A message can be sent via HVS on 01859 502171.

The Scheme is funded by Comhairle nan Eilean Social Work Department and NHS Western Isles and very generously by the local community. The Scheme is a registered Charity No SC003872 and is registered with the Social Care and Social Work Improvement Scotland (Care Inspectorate). It received a rating of 6 (Excellent) in its last seven Inspections and was named Scottish Charity of the Year in 2010.

ACTION FOR CHILDREN SCOTLAND EILEAN SIAR

Action for Children is one of the UK's leading children's charities, and runs over 600 projects nationwide working with over 50,000 children and young people of all ages. Their aim is simple – to help the UK's most vulnerable children and young people to reach their full potential. There are a number of services based in Stornoway.

The **Assessment and Therapy Unit** runs in partnership with NHS Eileanan Siar and provides a therapeutic service to children with additional needs and their families.

Children and Families Support Service works with children, young people and their families who have been identified as requiring help by either Social Work, Children's Hearing System or by families making referrals themselves.

The **Pathways** service provides support and short-term accommodation for 16-21 year olds who are leaving the care system.

The **Respite Service** meets the needs of children with disabilities and their families giving short breaks and providing activities.

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

Bayhead Resource Centre,
Stornoway
01851 705080

Hillcrest Community Residential Resource
Stornoway
01851 700099

COUNSELLING & FAMILY MEDIATION – WESTERN ISLES

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.

Relationships Scotland
Counselling & Family Mediation Western Isles
23 Keith Street
Stornoway
Isle of Lewis HS1 2JA
Tel: 01851 705600
Email: cfmwesternisles@btconnect.com

TAGSA UIBHIST

Uist support service provides:

A practical home based support for family carers and vulnerable people living alone: holiday respite care at home in agreement with Local Authority; emergency overnight support for vulnerable people in agreement with care manager; home based support for people with dementia; an escort support service for people travelling to other hospitals in liaison with GP. Working in partnership with MacMillan Nurses and Marie Curie, Tagsa also offers cancer care at home.

A fully accessible community transport service throughout Uist provides assisted shopping support, medication collection, Post Office and Banking for people with mobility and other disabilities. We also provide a dial-a-bus service for people who are eligible and their family carers to attend medical appointments.

If you require further information on this service please phone 01870 603881. (There is a fare charged for this service).

Tagsa Uibhist provides support to 5 over 60's clubs by providing transport, arranging venues and sourcing funding

Tagsa Uibhist also provides:

Direct Payments & Independent Living Fund - payroll and support; HI Health Information station; Access Panel Library; MS information library; Information library - books / leaflets / magazines /newsletters etc.

Tagsa Uibhist has completed the refurbishment of the care unit in lochdar. The home has 2 respite care beds and is staffed 24 hours a day.

COBHAIR BHARRAIGH

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

Service for Carers

Cobhair Bharraigh is a voluntary non profit making organisation, which is set up to provide Day-care for people with Dementia/Alzheimer's, frail/elderly and in need of support to counteract isolation throughout the island. 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 of any age with a physical, mental or sensory impairment.

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. The service supplements existing home-based care services.

Home-based respite service is also available to carers for short-term respite care in the client's own home. The service is for a period of four to seven days, depending on availability. Support is available to carers on a regular basis, for a few hours each week, whilst help is also available to carers who may only require the service occasionally. Care is available to vulnerable people living alone, and to carers irrespective of whether they live with the person being cared for.

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

Men's Social Group

The Men's Social Group is held in Cobhair Bharraigh Daycare Centre every Friday. The group meets from 11am – 3pm, and a nutritious 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.

For more information about any of our services, please just contact the centre on 01871 810906, or email us at cobhairbharrigh@btconnect.com

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
- Learn from one another
- Invite local and mainland speaker/specialists in Autism to special events.

Group meets every second Monday at Newton Community Association, 56 Seaforth Road, Stornoway, Isle of Lewis .

Contact Details:

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

COTHROM LTD

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

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

A special feature of Cothrom's work is the Adult Learning programme, which provides a stepping-stone for adults who wish to return to education or find employment. Cothrom also offers guidance and support to young people through the Modern 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 ReStore is a furniture recycling social enterprise based in Bornish, South Uist. This project maximises the re-use or recycling of redundant furniture, which is then sold on at low cost.

While training is the main focus of the organisation, the centre also houses a full-time Gaelic Nursery for children aged between 3 months and 12 years. Cothrom Òg is open all year round and is available to staff, students and members of the community. For further information contact Cothrom on 01878 700910 or email at enquiries@cothrom.net or via the website: www.cothrom.net

THE STORNOWAY PHAB CLUB

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

The group meets on a Monday evening (7.30-9.00), alternating between the Nicolson school gym and High Church Hall. Activities are arranged for each evening but other activities are also catered for. The Club also holds events such as bowls nights (provided by the Bowls Club) and the Christmas party.

The Club is funded by subscriptions, fund raising and kind donations/small grants. For details of the year's programme, please contact Liz Carmichael 01851 705818 email:carmichaeliz@hotmail.com

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

Catch 23 is a service user led project run by the Western Isles Association for Mental Health (WIAMH) and is available to those who have experienced difficulties with mental illness. The aim is to provide an attractive, comfortable and safe setting with a relaxed atmosphere and the Centre is open to anyone who is feeling the stress of daily life and needs somewhere in town to take a break. There is always someone there to talk to - they are good listeners - and are able to give information on mental health and employment issues.

Along with the general support offered by the service, activities also include: Creative Writing Group, Art Sessions, Gardening, Social Evenings, Excursions, Free Internet Access, Volunteering Opportunities, Training, Tea/coffee and Snacks for which donations are very welcome! If you would like further information then please contact:

Del Gunn (Project Manager)

Tel: 01851 70 4964

E-mail: info@wiamh.org

Early intervention and prevention

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

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

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

Responding to immediate crisis

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

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

Longer term work to provide hope and support recovery

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

Coping with suicidal behaviour and completed suicide

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

Promoting greater public awareness and encouraging people to seek help early

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

Supporting the media

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

Knowing what works

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

Contact:

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

Hope & Recovery Groups

We have been facilitating the Adult group, which meets on a Thursday afternoon, since June 2013. The core group set the rules and we thought it was important to find out what their needs were and to meet them. All we do is offer a safe place for them to come and talk, listen, share another and support one another. One service user took the opportunity to come along to the first training day in December 2013 and he has continued to shadow us. He was invited to Glasgow for a chaplains event 'sharing good practice within our communities' where he shared his story and told them how H&R had come into his life at the right time. We had a workshop to promote our presentations and many people came along, - they were very keen to find out more about H&R.

In March 2014 we started an H&R group at Foyer which is an organisation that supports young people with mental health issues. The Group, like the other one, formed their own rules and together we made a flyer. It has been well attended and has supported many young people, not only to talk and share but in building their confidence knowing that they are not alone no matter what the issue is.

If you are interested in joining the group please contact:

Wednesday Afternoon @ 3.00 pm to 4.30pm (Young people's group)

Thursday Afternoon @ 2.00pm to 3.30 pm (Adult Group)

A Hope & Recovery Support Group meets once a week, providing a safe, neutral and non-judgmental environment to discuss personal experiences and, through this, support each other in coping with the day to day challenges of coping with mental ill health.

The Group is available to service users over the age of 18 and meets every Thursday from 2pm to 3.30pm on the top floor of the Penumbra building on 23 Bayhead Street, Stornoway, Isle of Lewis. If you are interested in joining the group, please contact:

Helen Gallacher
Tel: 01851 704704
Email: Helen.gallacher@nhs.net

Dave Aldred
Tel: 01851 706360
Email: davidaldred@penumbra.org.uk

Neurological Voices - Western Isles

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.

Neurological Voices (Western Isles) 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. Neurological Voices is part of a national initiative by the Neurological Alliance of Scotland.

The Western Isles group are keen for new people to come along to the meetings as they want to expand the number of 'voices' being heard. The meetings are friendly and informal with no commitment to attend on a regular basis. Formal representations to the health board are made on the group's behalf to improve and shape the future of neurological services on the islands. The group meet regularly in the **Training Flat, the Grianan Centre, Westview Terrace, Stornoway from 3pm to 5pm.**

Contact neurovoiceswi@gmail.com for further information. Up to date news from the group is also available via Facebook <https://www.facebook.com/groups/neurovoiceswi/>

DISABILITY ACCESS PANELS

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

Disabled people have rights of access to goods and services under the Equality Act 2010 and service providers have to consider making changes to physical features which make it unreasonably difficult for disabled people to use their services.

Local Disability Access Panel contacts are as follows:

Lewis—Gordon Thomas, 17 Portvoller, Point, Isle of Lewis HS2 0HT

01851 870036

xjacktar@hotmail.co.uk

Harris—Lucy Macdonald Ceol na Mara, 4 Finsbay, Isle of Harris HS3 3JD

01859 530273

info@hdap.org.uk

Uist—Jackie Warner, Monach View, Kilaulay, Iochdar, South Uist 01870 610257

Barra—Mary Bishop Hunt, Northbay House, Morgan, Isle of Barra 01871 890255

HI (Health Information)

From 1st April 2013 your local **HI** (Health Information) has changed.

HI continues to be your local gateway to finding and accessing a wide range of health and patient information, but has moved to its new website at www.hi.scot.nhs.uk.

As well as information on medical conditions and surgical procedures, **HI** continues to offer everything you need to know about illnesses, tests, treatments, travel health and health services, all provided by the NHSinform service.

Health campaigns, events, local NHS services and links are promoted, as well as regular general health information and news items.

Local information features heavily within HI and includes information on a variety of services including NHS Western Isles, Comhairle nan Eilean Siar, Action For Children Eilean Siar, Alzheimer Scotland, NCH, Western Isles Community Care Forum, Rape Crisis and Advocacy Western Isles, Parenting Western Isles, Older People Western Isles, Patient Travel Western Isles and Western Isles Mental Health Partnership, to name but a few.

Links to national websites also feature and include Health in my Language, Health Rights Information Scotland, Scotland's Health on the Web (SHOW) and NHS24.

For further information please visit HI at: www.hi.scot.nhs.uk

or call: Marissa MacLennan at 01851 701545

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 Uists with whom the Caladh Trust works in partnership.

At An Caladh from Tuesday to Friday a community café and conference facility is operated. The café offers good value wholesome meals and snacks in a comfortable environment. The conference facility is a well equipped meeting room central to the islands, based only a few minutes from the airport and other amenities.

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.

SCOTTISH HEALTH COUNCIL

The Scottish Health Council support and promote community engagement within every Health Board area in Scotland. We provide tailored support to all NHS Boards to enable them to fulfill their public engagement duties. We also work with local communities to support their involvement and engagement with the NHS Boards that serve them.

If you would like to know more about how to make your voice heard or find out about local or National engagement opportunities please contact the local office on 01851703292 or Carmen Morrison, Local Officer at carmen.morrison@scottishhealthcouncil.org

Lewis

HOSPITAL

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

Facilities

96 staffed beds, Day Surgery Unit with 12 trollies. Medical Assessment Unit. General Medicine, General Surgery, Geriatric Medicine, Psychiatry of Old Age, General Psychiatry, Gynaecology, Obstetrics, Orthopaedic and Anaesthetic.

In addition the hospital provides Physiotherapy, Speech Therapy, Occupational Therapy, X-ray, Outpatients, Day Hospital, Podiatry, Diabetes Clinic, Dietetics, Orthotics and Wheelchair Service.

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

Visiting specialists – Dermatology, Urology and Child Psychiatry.

G.P. SURGERIES & HEALTH CENTRES

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

DISPENSING CHEMISTS

In areas without dispensing chemists, GPs provide the service.

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

DISTRICT NURSES

Broadbay Community Nurses	(01851) 76.3309
Health Centre, Stornoway	(01851) 703545
Ness – Habost	(01851) 810468
Bragar	(01851) 463369
Uig – Bernera	(01851) 672255
Breasclete	(01851) 710264
Leurbost	(01851) 860471
North Lochs & Scalpay	(01859) 502126
Archway Practice Area	(01851) 703588

HEALTH VISITORS

Health Centre, Stornoway	(01851) 703545
South Lochs & Harris	(01859) 502564
Ness – West Side	(01851) 810468
Archway Practice	(01851) 703588

DENTISTS

W.I. Dental Centre, MacAulay Road, Stornoway	(01851) 707500
---	----------------

OPTICIANS

Devine & Niven, Dumbarton Road, Glasgow	(0141) 339 9297
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

PRIVATE RESIDENTIAL & NURSING HOMES FOR OLDER PEOPLE

<u>Details of Home</u>	<u>No. of Beds</u>	<u>Manager</u>
Blar Buidhe Nursing Home Simon Street, Stornoway Phone No: (01851) 706067	40 beds	
Bethesda Care Home & Hospice Springfield Road, Stornoway Phone No: (01851) 70 6222/6241 Fax No: (01851) 706285 E-mail: bethesda.hospice@zetnet.co.uk	21 nursing beds 4 hospice beds	Ms Carol Somerville

LOCAL AUTHORITY RESIDENTIAL HOMES FOR OLDER PEOPLE

<u>Details of Home</u>	<u>No. of Beds</u>
Dun Eisdean Westview Terrace, Stornoway Phone No: (01851) 703335	34 long stay beds, 4 respite beds
Dun Berisay Balmerino Drive, Stornoway Phone No: (01851) 702765	28 long stay beds, 4 respite beds 1 Emergency Also responsible for some sheltered housing

LOCAL AUTHORITY RESIDENTIAL HOME FOR ADULTS WITH LEARNING DISABILITIES

<u>Details of Establishment</u>	<u>No. of Places</u>
Ardseileach Residential Home MacDonald Road, Stornoway Tel: 01851 704365	8 permanent places 2 planned respite, 1 emergency

LOCAL AUTHORITY CARE UNITS

<u>Name of Unit</u>	<u>No. of Places</u>
Carloway Care Unit Tel: (01851) 643254	4 Places (Respite & Long Term Care)
Crowlista Care Unit 11/12 Erista, Uig Tel: (01851) 672761	3 Places (Respite & Long Term Care)
Garrabost Care Unit 1 An Glibe, Garrabost, Point Tel: (01851) 870914	4 Places (Respite & Long Term Care)

RETIREMENT CENTRES

Lewis Retirement Centre Bayhead, Stornoway.	(01851) 704004
---	----------------

ADVICE & INFORMATION

Western Isles Care & Repair 41a Point Street, Stornoway, Isle of Lewis	(01851) 706121
--	----------------

LOCAL AUTHORITY DAY CENTRES

<u>Name of Establishment</u>	<u>No. of Places</u>
Grianan Day Centre Phone No: (01851) 7822755	24 places (Physical, Mental Health & Learning difficulties)
Carloway Unit Phone No.: (01851) 822773	20 day care places

VOLUNTARY SERVICES

<u>Service</u>	<u>Tel.</u>
A.A. Lewis	(01851) 702221
Action for Children	(01851) 705080
Advocacy Western Isles	(01851) 701755
Alzheimer Scotland (Lewis)	(01851) 702123
Ark Housing Association	(01851 705753)
Autism Eilean Siar Box 1, 30 Francis St, Stornoway, Isle of Lewis HS1 2ND. autism.eilean.siar@gmail.com	
Care and Repair Project	(01851) 706155
Chest, Heart & Stroke sonja.macleod@chss.org.uk	07860271590
Citizens Advice Bureau	(01851) 705727
Counselling & Family Mediation (W.I.)	(01851)705600
Crossroads Care Scheme (Lewis)	(01851) 705422
Deaf & Friends of the Deaf	(01851) 820515
Dyslexia Group	(01851) 880286
Enable	(01851) 870419
Hebridean Men's Cancer Support Group donvaltos@btinternet.com	(01851) 870995
Hebrides Alpha	(01851) 705054
HIV, Drugs, Alcohol & Smoking	(01851) 702712
HIV pre & post testing counselling & information (Health promotion) isabelsteele@nhs.net	(01870) 603156
Hope & Recovery Group Thursday 2-3.30 at Penumbra	(01851) 704704 (01851) 706360
League of Friends (Stornoway) Ospadal nan Eilean	(01851) 705120
Lewis Retirement Centre (office.sopwa@gmail.com)	(01851) 820657 07747166758
Lewis St. Supported Accommodation	(01851) 706888

Service**Tel.**

Macmillan Cancer Support		(01851) 870637
Macmillan Nurses		(01851) 704704 Ext 2401
Money Advice	(01851) 700088	
MS Society (WI Branch)	(01851) 702564	
Neurological Voices Western Isles		07887568504
Penumbra		(01851) 706360
PHAB Club <i>(Physically Handicapped and Able Bodied)</i>		(01851) 705818
Red Cross		(01851) 702897
Salvation Army		(01851) 705676
Samaritans		(01851) 703777
Staran		(01851) 709025
The Leanne Fund (Cystic fibrosis)	infor@theleannefund.co.uk	(07771243709)
Tighean Innse Gall		(01851) 706121
Volunteer Centre (Western Isles)		(01851) 700366
Western Isles Association for Mental Health (WIAMH)		(01851) 704964
Women's Aid (Western Isles)		(01851) 704750
Western Isles Carers, Users and Supporters Network (WICUSN) P O Box 16, Voluntary Action Lewis		(01851) 702632
Western Isles Community Care Forum Room 14, Council Offices, Tarbert		(01859) 502588
W.I. Kidney Patients Association		(01851) 703987
W.I. Rape Crisis Centre		(01851) 709965
W.I. Sensory Centre		(01851) 701787

DAY CLUBS

ABC Senior Citizens Club		01851 621218
Airidhantuim Young at Heart		01851 850423
Back Cairdeas Club		01851 820301/820625
Bernera Community Club		07854599075
Cabriach Rafters Community Arts		07554665549
Cairdeas Uig		01851 672239
Cairdean Cordail Ceann A Loch		01851 830313
Caraidean Og Allt nan Gall	duncan@duncanbranahuie.force9.co.uk	
Carloway Sunshiners		01851 621703
Clann an La De , Ionad na Seann Sgoil, North Shawbost HS2 9BQ		
Commun Chroig		01851 840374
Happiness		01851 810353
Lewis Retirement Centre	01851 820657 / 07747166758	
Lochs Afternoon Lunch Club		01851 880251
Ravenspoint, Kershader, Isle of Lewis		01851 880236
Newton Community Association		01851 703275
Pairc Social Group for over 60s	01851 880251/07584087068	
Silver Darlings		01851 860371
Stornoway Old People's Welfare Association		018510820657
Tolsta Golden Age Group		01851 890267
Tong Caraidean Club	ishbelgrant@hotmail.co.uk	
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

<p>Services provided include: Podiatry, Physiotherapy, (Psychiatry (every second Wednesday), Antenatal, Dietetics, Diabetic, Hearing Aid Batteries, Baby Clinics, Heart Failure Nurse, Smoking Cessation, Child & Adolescent Mental Health Services</p> <p>They are usually also the bases for District Nurses, Health Visitors and Community Psychiatric Nurses.</p> <p>Harris Audiology Clinic North Harris Health Hub Second Friday of the month, 10.30am to 1.30pm (Drop-in Clinic)</p>

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

Devine & Niven, Dumbarton Rd, Glasgow (<i>quarterly visiting</i>)	(0141) 3399297
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
--	----------------

ELDERLY CARE HOMES – Private

<u>Details of Home</u>	<u>No. of Beds</u>	<u>Matron</u>
Leverburgh Care Home Ferry Road, Leverburgh	16 beds	Mrs I Campbell (01859) 520296
Lunch Club—(Fortnightly on Wednesday) 12.30pm to 2.00pm		

ELDERLY CARE HOMES – Local Authority

<u>Details of Home</u>	<u>No. of Beds</u>	<u>Team Leader</u>
Harris House Leverhulme Road, Tarbert Phone No: (01859) 502194	14 beds 2 respite care beds Also responsible for some sheltered housing	Mrs K A Young

LOCAL AUTHORITY DAY CARE

<u>Name of Establishment</u>	<u>No. of Places</u>	<u>Team Leader</u>
Harris House Phone No: (01859) 502194	3 places (available 7 days)	Mrs K A Young

DEMENTIA SERVICES

Alzheimer Scotland (Lewis & Harris Branch)	01851 702123
Musical Memories - Last Thursday of the month 2.00pm—3.30pm Tarbert Community Centre	(01859)502171 or 502588

ADVICE & INFORMATION

ADP (Alcohol & Drug Partnership) c/o Health Promotion, Stornoway c/o Health Promotion, Benbecula	(01851) 701545 (01870) 602588
Western Isles Community Care Forum, Tarbert	(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

VOLUNTARY SERVICES

<u>Service</u>	<u>Contact</u>	<u>Tel.</u>
Advocacy Western Isles		(01851) 701755
Alzheimer Scot (Lewis & Harris Branch)		(01851) 702123
Caraidean Harris House		(01859) 502067
Chest, Heart & Stroke Scotland		07860271590
Crossroads (Harris)	Mrs M.Munro	(01859) 550254
	Mrs Katie Macleod	(01859)502171/502151
Citizens Advice Bureau		(01859) 502431
Harris Dementia Group		(01859) 502588 or 502171
Harris Disability Access Panel		(01859) 530 273
Harris Disabled Group		(01859) 502235
Harris Funeral Association		(01859) 530223/502234
Harris Mutual Improvement Association		(01859) 502288
Harris Voluntary Service		(01859) 502171
Musical Memories (Social group for people living with Dementia & their carers)		(01859) 502588 or 502171
Royal Voluntary Service (formerly WRVS)		(01859) 502237
Leverburgh Day Centre	M MacLeod/M MacKenzie	(01859) 520348/520379
Musical Memories		(01859) 502171/502588
Tarbert Day Centre		(01859) 502078
Volunteer Centre (W Isles)	harris@volunteeringwesternisles.co.uk	(01859) 502636
Western Isles Community Care Forum		(01859) 502588

Uist

HOSPITAL

Ospadal Uibhist agus Bharraigh
Balivanich, Benbecula.

(01870) 603603

(01870) 603607 - Senior Charge Nurse

(01870) 603624 - Ward Sister

Facilities

25 beds GP beds plus 1 Community Maternity bed, Theatre, Recovery area, Casualty Department, Maternity, Outpatients.

GP SURGERIES

North Uist Medical Practice
Lochmaddy, North Uist

(01876) 500333

Fax No: (01876) 500877

South Uist Medical Practice
Daliburgh, South Uist

(01878) 700302

Fax No: (01878) 700909

Griminish Surgery
Griminish, Benbecula

(01870) 602215

Fax No: (01870) 602630

HEALTH CENTRES

Details of Health Centre

Balivanich Community Clinic

Balivanich, Benbecula

Phone No: (01870) 602266

Fax No: (01870) 602037

Midwives

Community Clinic, Balivanich, Benbecula

Phone: No: (01870) 603354

Podiatry

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

Facilities

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

DISPENSING CHEMISTS

In Uist & Barra this service is provided by GP surgeries

DISTRICT NURSES ON CALL

(5pm-9am daily, all weekends and Public Holidays)

Berneray to Eriskay

(01870) 602161

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	(01870) 602266
Geirinis to Eriskay	Nurses Room, Daliburgh Surgery	(01878) 700442

OTHER NURSING SERVICES

MacMillan Nurses		
Ms Mary Buchanan	25 Winfield Way, Balivanich	(01870) 603010
Ms Fiona Creighton	25 Winfield Way, Balivanich	(01870) 603010
Community Psychiatric Nurse	46 Winfield Way, Balivanich	(01870) 602918
Child & Adolescent Psychiatric Nurse	46 Winfield Way, Balivanich	(01870) 603307
Substance Misuse Officer	46 Winfield Way, Balivanich	(01870) 603279

HEALTH VISITORS

Mrs Susan Matheson	Nurses Room, Daliburgh Surgery	(01878) 700442
Ms Francis MacNeil		

DENTAL SERVICES

The Lochmaddy Dental Clinic	(01876) 500242
The Benbecula Dental Clinic	(01870) 602178
Therapist Hygienist, Lochboisdale (referrals only)	(01878) 700257
Lochboisdale Dental Clinic	(01878) 700257

OPTICIAN SERVICE

Glasgow (visiting) Devine & Niven	(0141) 3399297
Robert Doig	(01870) 602900
Specsavers	0845 2239224

SPEECH & LANGUAGE THERAPY

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

OCCUPATIONAL THERAPY

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

SOCIAL WORK SERVICES

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

LOCAL AUTHORITY ELDERLY RESIDENTIAL CARE HOMES

<u>Details of Home</u>	<u>No. of Beds</u>	<u>Phone No.</u>
Trianaid Residential Home Carinish, North Uist	11 long-term beds, 1 respite + 2 day care.	(01876) 580202
Taigh a Chridhe Uile Naomh, 700338 Daliburgh	16 long-term beds + 2 respite	(01878)

THIRD SECTOR RESIDENTIAL CARE HOME

<u>Details of Care Unit</u>	<u>No. of Places</u>	<u>Phone No.</u>
Iochdar, South Uist	2 places	(01870) 602111/ 603881

DAY CARE SERVICES

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

ALZHEIMER AND CROSSROADS CARE

<u>CONTACT</u>	
National Helpline	(0800) 808 3000
Tagsa Uibhist	(01870) 602111 (01870) 603450 (Fax)

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 Room 18, 41 Airport Road, Balivanich, Benbecula		(01851) 705600 (Head office)
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		(01667) 452662
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 & Barra) East Camp, Balivanich		07584898480
Benbecula Church of Scotland Guild		(01870) 602240
Caladh Trust		(01870) 603888
Cancer Care Forum		(01870) 602554
Caraidean Uibhist East Camp, Balivanich		(01870) 603233
East Camp Horticultural Project		(01870) 603881
Mental Health Outreach Scheme East Camp, Benbecula		(01870) 602111
Macmillan Cancer Support		(01870) 603010
Ros Chraobh		(01870) 602554
Tagsa East Camp, Balivanich		(01870) 602111
Uist Disability Access Panel East Camp, Benbecula		(01870) 610257
Volunteer Centre (W I) East Camp, Balivanich		(01870) 602604

DAY CLUBS

Bayhead & Sollas Senior Citizens Club	(01876) 560214
Eaval Club	(01876) 580328
Evergreen	(01870) 602111
Gerinish Senior Citizens Club	(01870) 620250
Happy People	(01870) 603881
Lochy Club East Camp, Benbecula	(01870) 603881
Oiteag Ur Rising 60s East Camp, Benbecula	(01870) 602111
Lunnaig (Eriskay) Senior Citizens Club	(01871) 810552

Barra

HOSPITAL

St. Brendan's Hospital

Tel. No: (01871) 812021

Castlebay, Isle of Barra.

2 long stay beds, 5 GP acute and 1 palliative care bed, 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

St. Brendan's (2 per day, Mon to Fri)

Tel. No: (01871) 810465

Dental Services

St. Brendan's Hospital

Tel. No: (01871) 810400

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 on **01851 708285** between 9.15am - 10.15 and 2pm – 3pm. A voice mail service is available out with these hours.

OPTICIAN SERVICES

<u>Details of Opticians (Visiting)</u> Specsavers	<u>Tel</u> 0845 2239224
Glasgow Devine & Niven	(0141) 3399297

COMMUNITY NURSES

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

HEALTH VISITOR

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

MACMILLAN NURSES

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

SOCIAL WORK SERVICE

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

LOCAL AUTHORITY DAY CARE

Adult Learning Group —16 places (+ Home care support for those registered)	Peggy MacLean	(01871) 810886
--	----------------------	----------------

BARRA VOLUNTARY SERVICES

Pensioners Club / Tuesday Club	(01871) 810481 (01871) 810401 (Transport)
MacMillan – Fundraising Committee	(01871) 810262
Cobhair Bharraigh	(01871) 810906
Day Care Service, Home Support for the Elderly, Support for carers	
Garadh Bhagh a’ Tuath	01871) 890765
(Access for services, Community order placements, supported employment	
Mens Club	(01871) 810906
Kentangaval, Castlebay, Barra	
Voluntary Action Barra & Vatersay	(01870) 810401
Transport support, support & advice for community groups, community newspaper, community radio	

ADVICE AND INFORMATION

<u>Service</u>	<u>Contact</u>	<u>Tel.</u>
ADP (Alcohol & Drug Partnership) Dun Berisay, Stornoway		(01851) 701585
Advocacy Western Isles		07584898480
Barra Disability Access Panel Margaret MacLeod, Tigh a' Chiuil, 243 Bruernish, Northbay, Isle of Barra		(01871) 890236
Citizens Advice Bureau		(01871) 810608
Cobhair Bharraigh (Alzheimer Scotland Action on Dementia & Crossroads)		(01871) 810906
Comhairle nan Eilean Siar Social Work Department, Castlebay		(01871) 817211
Counselling & Family Mediation Room 18, 41 Airport Road, Balivanich, Benbecula		(01851) 705600 (Head office)
Tighean Innse Gall – Stornoway (Local Housing Agency)		(01851) 706121
Voluntary Action Barra & Vatersay Community Transport		(01871) 810401
Uist & Barra Substance Misuse Partnership Karen MacKinnon, Support Worker Wednesday – Friday		(01871) 810184
Volunteer Centre (Western Isles)	Karen MacKinnon	(01871) 890775
Western Isles Care & Repair Ticket Office, Pier, Castlebay, Barra		(01871) 810431
Western Isles Community Care Forum Room 14, Council Offices, Tarbert, Harris		(01859) 502588

NATIONAL CARERS ORGANISATIONS

THE PRINCESS ROYAL TRUST for Carers

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

Tel: 0141 221 5066; Fax: 0141 221 4623

E-mail: infoscotland@carers.org

Website: www.carers.org



“Vision:

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

Mission:

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

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

President: Her Royal Highness The Princess Royal

CARERS SCOTLAND

Carers Scotland is part of Carers UK (formerly Carers National Association).

It is an organisation which:

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

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

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

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

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

Carers Scotland
The cottage
21 Pearce Street
Glasgow
G51 3UT

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

CARERS Scotland
the voice of carers

HELPLINE PHONE NUMBERS

Age Scotland	0845 125 9732
Asthma UK	0800 1216255/0207 786 4900
Breathing Space	0800 83 85 87
Careline/Alcoholics Anonymous	0845 7697555
Carers Line	0808 808 7777
Chest, Heart & Stroke	0131 225 6963
Childline –	0800 1111
Contact a Family (for families with disabled children)	0808 808 3555
Counselling & Family Mediation	01851 705600
Debt Advice Line	0808 808 4000
Dementia Helpline	0808 808 3000
Depression Alliance Scotland	0845 123 23 20 / 0131 467 3050
Diabetes	020 7424 1000
Drugs Helpline	0800 77 66 00
Dyslexia Scotland	0844 8008484
Epilepsy Scotland	0808 800 2200
Health Promotion	01851 702712 / 01870 602588
Lone Parent Helpline	0808 801 0323
Macmillan Cancerline (9am-9pm Mon-Fri)	0808 808 2020
Macmillan - Youthline (support for young people aged 12 to 21 who have questions or concerns about cancer) (9am-9pm Mon-Fri)	0808 808 0800
Macmillan - Benefits Helpline (10am-5pm (Mon, Tues, Thurs and Fri (12pm-5pm Wed)	0808 808 0000
National Autistic Society Scotland helpline	01259 720 044
National Bullying Helpline	0845 22 55 787
National Drugs Helpline	0800 77 66 00
NHS 24	101
NSPCC Helpline (help@nspcc.org.uk)	0808 800 5000
Parentline Scotland Helpline	0808 800 2222
Parkinson's Disease Society	0808 800 0303
Samaritans Helpline	08457 90 90 90
Scottish Domestic Abuse Helpline	0800 027 1234
Victim Support Helpline	0845 30 30 900
Western Isles Rape Crisis Helpline	01851 709965 / Office:709967
Young Carers (infoscotland@carers.org or youngcarers@carers.org)	0844 800 4361
British Gas Enquiry Line	0800 587 6567
British Telecom Customer Services	0844 503 2334
Scottish Hydro Electric	0800 3300 2141
Scottish Water Customer Helpline	0845 6018855

Useful websites

ParentingWI (website for Western Isles parents)
Learning Disabilities Service

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

WHERE DO I FIND...?

<u>Equipment</u>	<u>Code</u>	<u>Equipment</u>	<u>Code</u>
Adaptations – Houses	3	Mattress elevators	2/3
Back Rests	2	Mobilators (standard, folding)	4
Bath Aids – Boards & seats	3	Monkey Poles	2
Bath Aids – Powered Bath lifts	3	Multi-openers	3
Bath Aids – rails	3	Orthotics (rigid sole)	1
Bed Cradles	2	Plate guards	3
Bed Raisers	3	Powered wheel chairs	7
Bed tables for those nursed in bed	2/3	Pressure relieving cushions	2
Boil alerts	5	Pressure relieving mattresses	2
Buggies	7	Raised toilet seats	3
Chair raisers	3	Raised stick on indicators for domestic appliance controls	5
Coloured raised dots	5	Rope ladders	3
Commodes	2	Sheepskin	2
Continence aids	2	Shoe Horns (long handled)	3
Crutches	4	Shower seats/stools	3
Cups/mugs (specialised)	3	Slings for Hoists	3
Cutlery (adapted)	3	Smoke alarms (electronic)	8
Dispenser Boxes	2	Splints/supports	3/4
Doorbells (flashing)	5	Sock/tights aids	3
Dressings	2	Talking books	5
Dycem Mats (non-slip)	3	Talking clocks/watches	5
Elastic laces	3	Telephone Alarms	8
Foot stools	2	Tin Openers (adapted)	3
Grabrails	3	Toilet Aids	3
Hearing Related alerting devices (door, baby carer, Telephone, smoke, carbon monoxide)	5	Transfer Boards/Discs	3
Heel pads (pressure relieving)	2	Transfer Sheets	2
Helping hand aids	3	Trolley (kitchen)	3
High chairs (short term loan – Hip Ops, terminal care)	3	Urinals	2
Hoists	3	Walking aids	4
Hospital Beds	2	Walking Sticks	4
Jar/bottle openers	3	Wheelchairs	7
Kitchen Aids	3	Wheelchairs (temp loan)	3/6
Liquid level indicators	5	White sticks	5
Magnifying Glasses	5	Zimmers	4
1 Podiatry Dept Telephone 708289	2 Community Nursing Telephone - 703545	3 Occupational Therapy Telephone - 01851 708287 (Lewis & Harris) 01870 604983 (Uist & Barra)	
4 Physiotherapy Telephone - 708258	5 Western Isles Sensory Centre 01851 701787		6 Red Cross Telephone - 702897
7 Wheelchair Services Telephone – 01463 704167		8 Faire Alarms Telephone - 701702	