

Local services for people with dementia and their carers in East Lothian

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Introduction

More and more services are being made available for people with dementia and for their carers. However, finding the service that will best meet your needs is seldom easy. Some services are run by the social work department, some by the NHS Board, some by voluntary organisations and some by private companies. This resource guide for East Lothian aims to simplify the task of identifying appropriate local resources. It is a companion to *Coping with dementia - a practical handbook for carers*, which is available from Alzheimer Scotland (free to people with dementia and carers from the 24hr freephone **Dementia Helpline: 0808 808 3000**) or from NHS Lothian at:

Library and Resource Centre, Deaconess House, 148 Pleasance, Edinburgh, EH8 9RS.
Tel: 0131 536 9451 (or 9452 or 9453).

Support from social work services

Social work services can offer **community care assessments** to identify areas of need where some form of assistance may improve well-being. Both the person with dementia and the carer have a right to request an assessment of their needs. A worker will visit and talk to the person with dementia and to the carer, both of whom should be fully involved in the assessment process and have every chance to say what help they feel is needed.

In East Lothian the Council provides a social work service for adults and older people through the department of Adult Social Care. The department aims to provide tailored packages of support to meet the needs of individuals, their families and carers.

The Access Service is the first point of contact for all enquiries. It deals with adult protection and other emergency situations, hospital discharges and short term or simple support needs.

Contact the Access Service at 6-8 Lodge Street, Haddington, East Lothian, EH41 3DX.
Tel: 0845 603 1576.

Email: communitycare@eastlothian.gov.uk
Monday-Thursday: 09.00-17.00, Friday: 09.00-16.00. You should ask to speak to the duty social worker.

Once initial information has been gathered you may work with a social worker, an occupational therapist or a community care assistant to assess your situation and identify your needs, including those of your carer.

You can ask for a **carer's assessment** if you are providing care on a 'regular and substantial' basis. Although no clear definition is given in the Community Care and Health (Scotland) Act as to what is meant by this, most carers of people with dementia would meet these conditions. You do not have to be living with the person you care for to qualify for a carer's assessment. More help on how to prepare for a carer's assessment is given in Alzheimer Scotland's information sheet no.15 *Community Care and Assessments*. This is free to people with dementia and their carers in Scotland – contact the 24 hour Dementia Helpline 0808 808 3000 to request a copy.

Assessment by the social work department is free, but you may have to pay something for a service. Personal care is free for people aged 65 and over. People living at home should not be charged for the personal care they are assessed as needing. Those people living in care homes who pay their own care costs are entitled to a payment for their personal and nursing care.

If the assessment shows that you or the person with dementia need services, the social worker will put together a **care plan**, using local services to try to meet these needs. The services may be provided by the social work department or by voluntary or private organisations.

Sometimes there is a waiting list for assessments. If you need help right away, ask the social work department if they can do an emergency assessment.

Because dementia is a progressive condition, the needs of the person with dementia change over time. People with dementia must have regular reviews of their situation. The person

carrying out the assessment should give a review date. Carers should ask for their own needs to be reassessed too.

An **emergency service** operates during non-office hours, weekends and holidays: Tel: **0800 731 6969**.

Home support services from social work
Care at home provides support to help people live as independently as possible in their own homes.

Services are available, following assessment, to people of all ages with physical or mental disabilities in East Lothian. It is also available to relatives and carers.

Domiciliary care workers can help with personal care tasks, such as:

- washing and dressing
- taking and managing your medication
- going to the toilet.

Home helps will assist with non-personal care activities, such as:

- cleaning
- laundry
- shopping
- collecting pensions.

Domiciliary care services are offered seven days a week (excluding public holidays), while home help services are available Monday to Friday.

The care at home service is provided by East Lothian Council or by private organisations they contract to provide high-quality home care.

To arrange an assessment, or find out more, contact Access Service, 6-8 Lodge Street, Haddington, EH41 3DX. Tel: 0845 603 1576.

A member of the Social Work Team will carry out a care assessment of your needs. The service you get will depend on your care assessment.

There may be a charge for these services.

Assistance with personal care such as washing, dressing and meal preparation is free if you are 65 or over. If you are under 65 a charge may be made. A charge may also be made for other tasks such as housework, laundry and shopping. A financial assessment will be carried out and you will be told if you need to pay anything and how much it will be.

Meals at Home

This service delivers frozen two course meals which can be heated up in an oven or microwave. A small freezer and microwave or steamer will be on loan, free of charge, to you for the period you receive the service if needed. Meals can be delivered weekly or fortnightly. You must be assessed as needing this service and there is a standard charge.

For more information, contact the Access Service on 0845 603 1576.

Incontinence laundry service

People living with continence issues in East Lothian may be eligible for an incontinence laundry service; this is a free service that covers the laundering of bedding only.

The incontinence laundry service is available for residents of any age, following an assessment carried out by a community care worker.

You can request the service for yourself or someone you care for; you can also ask a friend, relative or carer to contact us on your behalf. If you are working with a healthcare professional, such as a GP or district nurse, they may be able to provide you with more details.

For more information, contact the Access Service on 0845 603 1576.

Adaptations to homes - Depending on your circumstances you may be entitled to

assistance to adapt your home to help cope with a disability. Major adaptations include:

- bathroom alterations (e.g. level access shower facilities)
- kitchen adaptations (e.g. lowered worktops)
- providing wheelchair access within a property (e.g. widening and re-hanging doors or providing ramped access into a property).

The type of adaptation will depend on what has been assessed as required (under current criteria) to meet the needs identified. An assessment will normally be carried out by Social Work occupational therapists (OTs), who may identify that a person with a disability needs a major adaptation to help them be as independent as possible with daily living tasks.

Adaptations can range from simple things like handrails to more complex things like the installation of a walk in shower, and are usually only considered after a range of equipment has been tried.

Responsibility for carrying out more complex adaptations depends on who owns your home. If you are a tenant, it will be your landlord which, for many people, will be East Lothian Council Housing Department or a Housing Association.

If you own your own home you are entitled to apply for a Home Improvement Grant and additional monies to cover the costs. For more information, contact the council headquarters on 01620 827827.

Care and Repair

If you are a home owner or private tenant aged over 60, or disabled and over 50, Care & Repair can assist. It offers practical help and advice for adaptations and repairs to your home, and/or smaller repairs.

The Small Repairs Service carries out repairs for the cost of materials alone - the labour is

free of charge. Examples of typical repairs and jobs are: small joinery works, grabrails or handrails, draught excluders, door locks, broken sash cords and small electrical appliance repairs.

Care & Repair East Lothian also provides an Adaptations & Repairs Service to those who need advice on financing and carrying out housing improvements, repairs and maintenance - eg roof or window repairs or disabled medical adaptations such as stairlifts, level access showers or ramps. This service is confidential and completely free of charge.

Care & Repair officers cannot carry out repairs themselves, but they can:

- visit you to discuss what is worrying you about your home
- help you to decide on necessary repairs and improvements
- give you an idea of the costs involved
- advise on ways of raising the money
- help you find suitable contractors to do the work
- advise on any grants that might be available and assist you to complete the paperwork
- provide advice and support throughout the work, including liaising with the contractor and others
- direct you to other sources of help, if needed.

Care & Repair East Lothian, 24 Hardgate, Haddington, EH41 3JR. Tel: 01620 828445

Community alarm service

The Community Alarm Service is a 24-hour, 365-day-a-year monitoring operation providing peace of mind for people who feel they are at risk in their home due to disability, illness, isolation or vulnerability.

Service users are given an alarm unit that plugs into a standard telephone socket. The alarm unit has a button and is activated by:

- pressing the button to get help

- using a small remote control pendant which is usually worn around your neck (the pendant's range means you can use it throughout your home)

Additional assistive technology sensors are also available (eg flood detectors, smoke alarms, bed sensors, epilepsy sensors or door monitoring sensors). In an emergency, the operator will get in touch with someone you have agreed should be contacted in such circumstances and/or the appropriate emergency service. Your operator will also explain any action that is being taken on your behalf.

There is a small weekly charge for the alarm service.

For more information, contact the Community Response Team, Customer Services, Contact Centre, Penston House, Macmerry Industrial Estate, Macmerry, EH33 1EX. Tel: 01875 613921 (24hr); Email: lifeline@eastlothian.gov.uk

Self-directed support (formerly direct payments)

Self-directed support payments are a way of giving people who need community care services more choice and control over their quality of life. Payments can be made to people who need services, instead of the local authority arranging services for them. This means that the person can employ care staff or buy the services they want (from voluntary organisations or private companies).

For more information contact the Community Care Brokers at the Access Service, 6-8 Lodge Street, Haddington, EH41 3DX.

Tel: 0845 603 1576; Email: ccbrowsers@eastlothian.gov.uk

East Lothian Independent Living Service

is based in Edinburgh. An Independent Living Officer (ILO) is available to support those living in East Lothian to access and maintain flexible Independent Living options, including

using direct payments to employ personal assistants.

There is an open referral system to access East Lothian's LCiL services.

Home visits throughout East Lothian or appointments at the office in Edinburgh are available and support may be available on an ongoing basis to manage your own support package.

For more information, contact:

Sarah Hendry, Independent Living Co-ordinator, LCiL, Norton Park, 57 Albion Road, Edinburgh, EH41 4DA. Tel: 0131 475 2350; email: sarah.hendry@lothiancil.org.uk

Health services – how they can help

Support from the doctor

Your family doctor (GP) will be a source of much information both about the illness and about services that can help you and the person with dementia. It is important that the person with dementia has a proper diagnosis. Alzheimer Scotland has a booklet, free to carers, called *Getting help from your doctor*. Call the freephone Dementia Helpline on 0808 808 3000, or your local Alzheimer Scotland service – see page 6, for a copy.

Assessment

Your GP should be able to tell you most of what you need to know about dementia. If a specialist is needed, you will probably be referred to a consultant psychiatrist, old age psychiatrist or geriatrician.

Other health services

Additional services which may be provided include:

Community Psychiatric Nurses (CPNs). In East Lothian, Care of the Elderly Community Mental Health Team, CPNs and occupational therapists offer on-going support during

treatment of psychiatric symptoms such as depression and hallucinations and can support carers in coping with difficult behaviour.

Disabled Living Centre – a Disabled Living Centre (DLC) is a place where you can get free and impartial information and advice about products which can increase disabled or older people's choices about how they live. At a DLC you can see and try out products and explore other solutions. Centres provide free information to people in person, by telephone, letter or email. Lothian Disabled Living Centre, SMART Centre, Astley Ainslie Hospital, Grange Loan, Edinburgh EH9 2HL. For an appointment. Tel: 0131 537 9190.

District or community nurses provide some nursing care at home and can help with problems such as bathing and continence management.

Health visitors are Registered General Nurses who have specialised in Community Health Care. They work closely with other members of the Primary Health Care Team to promote individual, family and public health. They perform a wide range of nursing and medical procedures including: home visiting, hospital aftercare, continence promotion and dietary advice. They are also trained to help with depression, family stresses, carer support, disability and welfare benefits.

Continence Care Service

The Continence Care Service exists to promote continence whenever this is achievable and to provide products in a timely manner, tailored to the individual's needs and enabling the individual to lead as normal a life as possible, where continence is not wholly achievable.

Each client should have a comprehensive continence assessment, treatment options offered and a care plan developed to ensure that the management of incontinence is addressed effectively and efficiently. The initial patient assessment should be the responsibility of the Primary Care Team.

Following this, referral to specialist continence services will be accepted.

The Department is based at:
Inchkeith House, 139 Leith Walk, Edinburgh
EH6 8NP. 0131 537 4572.

The office opening hours are:

Monday to Wednesday: 9am-4pm

Thursday: 11am-4pm

Friday: 9am-3pm (closed between 12 and 1 each day).

There is no charge for these health services.

Sources of information about health services

The **NHS Helpline** can provide information about services in your area. The line is open from 8am to 10pm every day. Freephone *0800 22 44 88*. For more information about health services and NHS Scotland, you can visit their website www.show.scot.nhs.uk

NHS 24 operates a 24-hour nurse advice and health information service providing confidential information for the general public, and further details of out-of-hours medical services in your area. The telephone number is *08454 24 24 24*.

Also see the section in this guide headed "Information, advice and advocacy services".

Support from Alzheimer Scotland Dementia Helpline

The 24 hour Dementia Helpline, 0808 808 3000 is for:

- people with dementia
- carers
- relatives
- anyone concerned about dementia.

The Dementia Helpline is free and confidential, and you don't even have to give your name if you prefer not to. Call at any time for a free information pack and for help on:

- understanding treatments

- how to get help locally
- maintaining independence
- financial & legal matters
- rights & entitlements
- coping with caring
- community & long-stay care
- anything else to do with dementia.

Also see the **Alzheimer Scotland website** at www.alzscot.org

Lothian Early Onset Support Service

This service is for individuals who have a diagnosis of dementia up to and including the age of 65. The following services are offered.

- Information and advice
- Family outreach support
- Home support
- Carer support and education
- Day clubs for younger people in the early, moderate and later stages of dementia
- Monthly 'Oasis' social club in Edinburgh for carers and younger people with dementia
- Holidays for younger people with dementia and their carers.

Alzheimer Scotland, Lothian Early Onset Support Services, The Prentice Centre, 1 Granton Mains, Edinburgh, EH4 4GA.
Phone: 0131 551 9350
E-mail: LEOSSProject@alzscot.org

See also entries under day care, home support, and carer support.

Alzheimer Scotland Dementia Advisor

Alzheimer Scotland believes no-one should have to go through dementia on their own. That's why we use our fundraised money to provide a Dementia Advisor in East Lothian to help you find the information and help you need.

Contact: Lynne Mallinson, Alzheimer Scotland, 94 High Street, Musselburgh, East Lothian, EH21 7EA.

Tel: 0131 514 1044; mobile: 07827 321 958

E-mail: lmallinson@alzscot.org

The Scottish Dementia Working Group (SDWG) is a group run by people with dementia and funded by Comic Relief and Alzheimer Scotland. It operates independently as a national involvement group for people with dementia within Alzheimer Scotland. Membership is open to people with dementia. The purpose of the Working Group is to campaign to improve services for people with dementia and to improve attitudes towards people with dementia. Enquiries are welcome from, or on behalf of, individuals from anywhere in Scotland who are interested.

National Coordinator: Martin Sewell
Scottish Dementia Working Group
81 Oxford Street, Glasgow, G5 9EP
Tel: 0141 418 3939
Email: sdwg@alzscot.org

Benefits information and advice

Both the carer and the person with dementia may be entitled to benefits or other types of financial help. Welfare benefits include social security benefits and other sources of financial help administered by other organisations such as local authorities.

The Department for Work and Pensions (DWP) has overall responsibility for administering social security benefits. The DWP has several agencies which each deal with a range of benefits for different groups. The main agencies are:

- Jobcentre Plus which deals with benefits for people of working age
- the Pension, Disability and Carers Service which deals with benefits for people over the State Retirement Age for a woman, carers and people with an illness or disability.

The Pension, Disability and Carers Service deals with benefits for people over the State Retirement Age for a woman, or who are caring for someone, or have an illness or

disability. It offers home visits to carry out benefit checks and to help complete claim forms for people aged 60 or over. They can also assist people of any age to complete claim forms for Disability Living Allowance (DLA). You can arrange a home visit by contacting the Pension, Disability and Carers Service on 0845 60 60 265.

The DWP has a freephone **Benefit Enquiry Line** for People with Disabilities and Carers. The enquiry line can give confidential advice on all benefits for people with dementia and carers and can complete forms for you over the phone. Call free on **0800 88 22 00** or, for textphone users only, **0800 24 33 55** (8.30am–6.30pm Monday to Friday, 9am-1pm on Saturday).

If you are of working age, you can get most claim forms from your local Jobcentre Plus. If you are over the current State Retirement Age for a woman, you can get claim forms from the Pensions Service on 0845 60 60 265, or from a local advice agency, such as Citizens Advice Bureau (CAB), or by telephoning the Benefit Enquiry Line for People with Disabilities on 0800 88 22 00. You can also access claim forms online on **Directgov** which is a government website that provides information for people with disabilities and carers of all ages in areas such as employment, independent living and rights. See: www.direct.gov.uk

Pension enquiries should be made to:
The Pension Service 0845 60 60 265
Opening hours: Monday to Friday 8.00am to 8.00pm

Claims for income support can be made by calling 0800 055 6688 (8am - 6pm Monday to Friday) or by claiming online at www.direct.gov.uk

Help from the Social Fund can be dealt with by calling Jobcentre Plus on 0800 055 6688 or by visiting your local Jobcentre Plus office (see your phone book).

Local authorities deal with Housing and Council Tax Benefit for help with rent or council tax. They also deal with council tax discounts and exemption schemes. You can get claim forms from your local authority by contacting them by telephone or from their website.

Welfare Rights Team

East Lothian Council's Welfare Rights Team offers free, confidential information and advice with welfare rights and benefits. The service is available to anyone in East Lothian and the team holds drop-in surgeries in the main towns across East Lothian.

Brunton Hall, Ladywell Way, Musselburgh, EH21 6AF. Tel: 0131 653 5230.

Citizens Advice Bureau (CAB)

Citizens Advice Bureaux provide information, advice, assistance and advocacy on a range of subjects, including benefits, council housing, taxes, employment, immigration, complaints, debt and consumer issues. The service is independent, confidential and free. The CAB offices in East Lothian are:

Haddington CAB, 46 Court Street, Haddington, EH41 3NP. Tel: 01620 824471

Musselburgh CAB, 141 High Street, Musselburgh, EH21 7DD. Tel: 0131 653 2748.

Council tax benefit, discounts and exemptions

Anyone on a low income and paying rent or council tax can claim Housing Benefit or Council Tax Benefit from the local authority. Other than Council Tax Benefit, there are several ways that the council tax bill can be reduced. A reduction can be obtained by:

- An exemption
- A discount
- A disability reduction

A person can be entitled to more than one type of help with council tax.

To find out if you might be eligible for some form of reduction in your Council Tax bill, contact East Lothian Council's Council Tax Team, PO Box 13251, Haddington, EH41 3YG. Tel: 01620 827689; Email: counciltax@eastlothian.gov.uk

Alzheimer Scotland Welfare Rights Service

Alzheimer Scotland's welfare rights service can offer the following.

- Information about social security benefits and other sources of financial help administered by the Department for Work and Pensions, local authorities and other agencies.
- Information about free personal and nursing care.
- Information about local authority financial assessments and charging policies.
- Information about the Adults with Incapacity (Scotland) Act 2000.
- Talks to groups.
- Training for colleagues and staff of other organisations who work with people who have dementia.

Welfare Rights Service Manager – Jim Pearson

E-mail: jpearson@alzscot.org

Welfare Rights Assistant – Andy Paul

Administrator – Anne Burnside

Alzheimer Scotland, 81 Oxford Street, Glasgow, G5 9EP. 0141 418 3936

E-mail: Welfare@alzscot.org

To access the Welfare Rights Service, please contact your local Alzheimer Scotland service (see page 6) or the Dementia Helpline on 0808 808 3000.

You can call the Dementia Helpline free on **0808 808 3000** for information on the council tax or on benefits.

Information, advice and advocacy services

Grapevine (Lothian Disability Information Service), Norton Park, 57 Albion Road, EDINBURGH, EH7 5QY. Tel: 0131 475 2370. Opening: 9.30am-4pm, Monday to Friday. Grapevine provides free, confidential information to disabled people, their families and any other organisation or individual looking for disability related information in Edinburgh, East Lothian and Midlothian.

Advocacy

Advocacy means supporting a person, taking their side and helping them to get their point across. Whilst it may involve providing information it does not involve offering advice, rather it should represent a person's viewpoint. Advocacy helps vulnerable people to take an active role in making decisions about their lives.

Advocacy can help you to:

- get your voice heard
- gain control over your life and care
- gain access to the information and support you need in expressing your concerns, needs and wishes
- make informed decisions.

Independent advocacy means the advocate is not connected with carers or services that have a strong influence on the life of the person the advocate is supporting. There are different kinds of independent advocacy.

Independent professional advocacy can be provided by paid staff or by volunteers with relevant training and/or experience.

Citizen advocacy encourages ordinary citizens to become more involved with the welfare of those who might need support in their communities. It brings an individual together with an advocate

EARS Advocacy Service for Older People, Forecourt Bus Centre, Edinburgh, EH6 5PX. Tel: 0845 607 0129.

EARS is funded by health and social work to provide free, independent advocacy (on a one-to-one basis) to older people in, or moving into long term care. The office is open Monday-Friday 9am-5pm.

CAPS (Consultation and Advocacy Promotion Service), The Drying House, Eskmills Park, Station Road, Musselburgh EH21 7PQ. Tel: 0131 665 9698.

CAPS provides independent advocates to support anyone who is using, or has used, mental health services and who is living in East Lothian, aged from 18 to 65 years.

Scottish Helpline for Older People

This national helpline run by Age Scotland offers confidential and impartial information about community care, taxes, pensions, benefits and other issues. Call on **0845 125 9732**, 10am - 4pm, Monday to Friday. Local call rates apply.

Carers Advocacy Service, VOCAL Carers Centre, 8-13 Johnston Terrace, Edinburgh, EH1 2PW. Tel: 0131 622 7625; email: advocacy@vocal.org.uk

Provide an advocacy service for carers or former carers who are experiencing difficulties with their caring situation. Their advocates are mostly carers or former carers themselves.

Carers of East Lothian provide information on all aspects of caring, support in your caring role on an individual basis or through a group where you can meet other people in a similar situation, social events, training courses, and leisure opportunities. Gives you a chance to have a say in how local services are provided. Carers of East Lothian, 94 High Street, Musselburgh, EH21 7EA. Tel: 0131 665 0135 E-mail: centre@coel.org.uk; Website: www.coel.org

Minority ethnic services

Alzheimer Scotland has a leaflet called *Dementia – what you need to know*, in Bengali, Chinese, Hindi, Italian, Polish, Ukrainian and Urdu. Contact your local Alzheimer Scotland office or phone our 24 hour Dementia Helpline 0808 808 3000 to request copies. Alternatively, these leaflets may be downloaded free from our website: www.alzscot.org/info/minoritylang.html

The Alzheimer Association of New South Wales has a useful website with information relating to dementia that they have drawn from all over the world and available in 23 different languages:

www.alznsw.asn.au/lote/nesbtoc.htm

Alzheimer's Disease International has a webpage with information relating to dementia in many different languages:

www.alz.co.uk/alzheimers/languages.html

Translation and Interpreting Services, *City of Edinburgh Council, Central Library, George IV Bridge, Edinburgh. 0131 225 5584 Ext 216.* For initial referrals in East Lothian contact the service division 0131 271 3531. Edinburgh Council's Interpretation and Translation Service provides residents of Edinburgh and Lothians with written and oral interpretations of council or health service information or meetings. The service is free of charge to residents of Edinburgh and the Lothians.

Transport and travel concessions

Scotland-wide Free Bus Travel Scheme

Scotland-wide free bus travel allows anyone aged 60 and over, and eligible people with disabilities, to travel free on both local registered services and long-distance bus services within Scotland, without any peak-time restrictions.

You will be able to travel free on most local bus and scheduled long distance coach

services anywhere in Scotland throughout the day including during the morning rush hour. If you are blind or visually impaired, you can also use your card on train journeys throughout Scotland.

You can apply for a National Entitlement Card at any library in East Lothian. You will need to take the following to the library with you:

- a passport style photo of your head and shoulders
- proof of your age
- proof that you live in East Lothian

For more information or to check your eligibility, contact Transportation Concessionary Schemes, East Lothian Council, John Muir House, Court Street, Haddington, EH41 3HA. Tel: 01620 827367/827974; Email: transportation@eastlothian.gov.uk

Blue Badge Scheme

The Blue Badge Scheme provides parking concessions for people with a permanent and substantial disability, whether that person is the driver or a passenger. The holder of a Blue Badge is permitted to park in areas normally subject to restrictions. Contact East Lothian Council on 01620 827367/827974.

Helpcard

Alzheimer Scotland has a card for people with dementia to help others understand their special needs. You can show this to transport staff as well as in shops, etc. Call the 24 hour freephone Dementia Helpline 0808 808 3000 to get a free Helpcard.

Disabled Person's Railcard

If you have a disability that makes travelling by train difficult you may qualify for the Disabled Persons Railcard. The Railcard allows you and an adult companion with you to get a 1/3rd off most Standard and First Class fares throughout Great Britain.

A one year card costs £18 and a three year card is also available for £48. You must provide proof that you qualify for a Railcard. You might qualify if you: have a visual

impairment or a hearing impairment or have epilepsy or are in receipt of a disability related benefit.

Contact the Disabled Person's Railcard office in Laurencekirk (0845 605 0525) or write to: Rail Travel Made Easy, P.O Box 11631, Laurencekirk, AB30 9AA for a leaflet and application form, or download an application form from: www.disabledpersons-railcard.co.uk/information-downloads

Dial-a-Bus and Dial-a-Ride

East Lothian Council funds transport for people with mobility restrictions through the Dial-a-Bus and Dial-a-Ride services. These services are provided by Handicabs [Lothian] Ltd.

Dial-a-Bus provides transport from home to local shopping centres for people who can't travel by ordinary bus. The service operates Monday to Friday between 9am and 5pm, and a return journey costs £2.00.

Dial-a-Ride provides door-to-door transport for people with limited mobility who can't use ordinary buses. The service is available seven days a week. The minimum fare is £3.50 (for journeys up to three miles). Each additional mile attracts an extra charge of 25 pence.

To use the services, you need to register with Handicabs; registration is free.

You can call Dial-a-Ride on 0131 663 0163 or Dial-a-Bus on 0131 663 5184 for more information and to ask for a registration form to be sent to you by post, or you can register online at www.handicabs.org.uk

If you feel unable to travel by yourself, you can take a companion who will also travel for the same fares as you. All Dial-A-Bus vehicles are accessible for those travelling in a wheelchair. If you are taking a companion or will be using a wheelchair, let Handicabs know when you make your telephone booking.

The Dial-A-Ride vehicles are specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably. The Dial-A-Ride drivers are trained to provide assistance where necessary.

The Scotland-wide concessionary cards for free bus travel are not valid on Handicabs services.

Taxicard

East Lothian Council operates a Taxicard Scheme which gives discounted travel 365 days a year in taxis for mobility impaired people in East Lothian who are unable to travel on local bus services. Most taxi operators have vehicles which can accommodate people sitting in their wheelchairs – check when booking.

The Taxicard can be used for any purpose - visiting friends, going shopping, keeping a hospital appointment etc. Each Taxicard holder can take up to 104 single taxi journeys each year. The maximum discount on each journey is £3 - you pay the rest.

New Taxicard holders will have a list of operators sent to them with their first Taxicard.

Holders of Taxicards can travel free of charge on train journeys wholly within the Lothians (East Lothian, City of Edinburgh, West Lothian).

For more information, contact Transportation Division, Tel: 01620 827711; Email: transportation@eastlothian.gov.uk

Specialist day care

Specialist day care offers enjoyable activities designed for people with dementia to help retain their abilities.

Access to some services specifically for people with dementia is by assessment, usually following referral from doctors, social workers

or health visitors. Individual services can advise on the referral process (if any) and availability of places.

Tranent Day Care Centre

Day care for groups of older people who have needs relating to early onset dementia, dementia, frailty and social isolation. Lunch club also available. Mon to Fri 9am to 4pm
Contact: 3 Church Street, Tranent, EH33 1AA.
Tel: 01875 612130.

Lothian Early Onset Support Service

This service from Alzheimer Scotland is for individuals who have a diagnosis of dementia up to and including the age of 65.

- Day clubs for younger people in the early, moderate and later stages of dementia
- Monthly 'Oasis' social club in Edinburgh for carers and younger people with dementia.

Alzheimer Scotland, Lothian Early Onset Support Services, The Prentice Centre, 1 Granton Mains, Edinburgh, EH4 4GA.
Phone: 0131 551 9350; E-mail: LEOSSProject@alzscot.org

Dementia Café

D-Cafe is a place where people with dementia can come, with their carers, for support and social contact. Held from 11am-3pm (Carer Support Group 11.45-12.45) on the first Wednesday of the month at St Andrews High Church, High St, Musselburgh. Snack lunches are available for a small charge.
For more information, contact Shona or Hazel at Alzheimer Scotland Tel: 0131 654 1114.

Day centres & lunch clubs (non-specialist)

Day centres for older people

Some people with dementia enjoy day care centres for older people which do not specialise in helping people with dementia. Day centres in East Lothian are run and managed by voluntary sector organisations

providing a mixture of day care, lunch club and drop-in facilities.

There is a charge for lunch, which is around £2.50, and some centres make a small charge for tea and coffee throughout the day. The centre will be able to advise you on this directly.

If you would like to attend a day centre or lunch club, you should first contact them to find out if they have vacancies.

These are some of the centres in your area –
Day centres offering intensive day care
Harlawhill Day Centre, Co-op Buildings, East Loan, Prestonpans EH32 9ED. Tel: 01875 814989.

John Bellany Day Centre, 34 The Promenade, Port Seton, EH32 0DF. Tel: 01875 815886.

North Berwick Day Care Association, St Regulas, 6 St Andrew Street, North Berwick EH39 4NU. Tel: 01620 890906.

Day centres without intensive day care services

Dunbar Day Centre, Westgate, Dunbar EH42 1JL. Tel: 01368 862843.

Gullane Day Centre, Linksvie, East Links Road, Gullane EH31 2AF. Tel: 01620 843178.

Haddington & District Day Centre, 12 Church St, Haddington EH41 3EX. Tel: 01620 825149.

Hollies Day Centre, 183 High Street, Musselburgh EH21 7DE. Tel: 0131 665 5613.

The Lynton Centre, Prestonkirk House, 60a High Street, East Linton EH40 3BX. Tel: 01620 861807.

Macmerry Day Centre, Macmerry Village Hall, Westbank Road, Macmerry EH33 1PJ. Tel: 01875 615491.

Pencaitland Day Centre, Trevelyan Hall,
Pencaitland EH34 5HH. Tel: 01875 341194.

Primrose Day Centre, 2 Main Street, Ormiston
EH35 5HT. Tel: 01875 615121.

Whitecraig/Wallyford Lunch Club, 44a
Whitecraig Crescent, Whitecraig
Tel: 0131 665 7691.

Home support services

Home support through social work services

See under heading "Social work services – how they can help".

Home support through the health services

See under heading "Health services – how they can help".

Your GP or consultant can also arrange support at home:

- **Community Psychiatric Nurses** (CPNs) give practical help and advice and can help you cope with difficult behaviour.
- **District or community nurses** provide some nursing care at home and can help with problems such as bathing and continence management.
- **Health visitors** give advice on general matters.

There is no charge for these health services.

Home support services from voluntary organisations

- Home support for under 65s and carers
Alzheimer Scotland, Lothian Early Onset Support Services, The Prentice Centre, 1 Granton Mains, Edinburgh, EH4 4GA.
Phone: 0131 551 9350
E-mail: LEOSSProject@alzscot.org

Private nursing and home support

See Yellow Pages or local directories under Care Agencies for providers of private nursing

and home support. Also, a social worker can help you to decide which company to contact, if you ask for assistance.

Carer support services

Lothian Early Onset Support Service

This service is for individuals who have a diagnosis of dementia up to and including the age of 65. The following services are offered.

- Information and advice
- Family outreach support
- Carer support and education
- Monthly 'Oasis' social club in Edinburgh for carers and younger people with dementia
- Holidays for younger people with dementia and their carers.

Alzheimer Scotland, Lothian Early Onset Support Services, The Prentice Centre, 1 Granton Mains, Edinburgh, EH4 4GA
Tel: 0131 551 9350
E-mail: LEOSSProject@alzscot.org

Crossroads (Midlothian and East Lothian)

Edenhall Hospital, Pinkieburn, Musselburgh
EH21 7TZ. Tel: 0131 665 3810.

Aims to prevent carers becoming ill through exhaustion. Provides carers with peace of mind by providing a care attendant to allow carers to relax, go to shops, etc.

Carers of East Lothian Carers Centre

Carers of East Lothian supports all adults in a caring situation in East Lothian to get information and services to help their individual caring role, enhance their own wellbeing, and strengthen their collective voice to improve services.

Carers of East Lothian supports several carers groups, including:

- **Open Arms Carers Group**
Meet in the Open Arms Hotel, Dirleton on the first Tuesday of every month at 10.30am
- **Dunbar Carers Group**

Meet in Belhaven Parish Church on the second Wednesday of every month at 10.30am

- **Haddington Carers Group**

Meet in Newtonport Clinic on the last Wednesday of every month at 1.00pm

- **East Linton Carers Group**

Meet in the Lynton Centre on the first Thursday of every month at 10.00am

- **Ormiston/Pencaitland Group**

Meet on the last Monday afternoon of every month, in Ormiston library

- **Musselburgh Carers Group**

Meet every three months in Ravelston House Hotel, Musselburgh (Thursday mornings)

- **Long Term Care Group**

When someone you have been caring for moves into a care home there are a lot of different emotions and practical changes for you to cope with. The Long Term Care Group is a friendly group of people sharing experiences and knowledge, and welcome new members to any meeting. Meet in Musselburgh Community Learning Centre on the second Thursday of every month at 1pm.

Contact: Carers of East Lothian, 94 High Street, Musselburgh, EH21 7EA. Tel: 0131 665 0135.

Hospital Carer Support Service

This service operates at Roodlands and Herdmanflat Hospitals and aims to identify and support carers while their relative is in hospital, through the discharge process, and up to four weeks after the person is discharged, by providing both practical and emotional support. The Service also runs a Carer Support Group which meets from 4-6pm on the last Thursday of the month at The Doughty Centre, Herdmanflat Hospital Haddington, EH41 3BU. Hospital Carer Support Service, West Lodge, Roodlands Hospital. Tel: 0131 536 8641.

Home Library Service

If due to age, illness or disability you are unable to use your local library then the

library service will bring services to your home or day centre.

For more information, contact: Community Services, Library & Museums Headquarters, Dunbar Road, Haddington, EH41 3PJ. Tel: 01620 828205; Email: libraries@eastlothian.gov.uk

Short breaks

Short breaks can be arranged, after a community care assessment, from the local authority, private and independent sectors, to give a break to carers.

Short breaks in care homes

Help and advice on short breaks in care homes is available from the Access Service at 6-8 Lodge Street, Haddington, East Lothian, EH41 3DX. Tel: 0845 603 1576
Email: communitycare@eastlothian.gov.uk

All care homes have to be registered with the Care Commission who should be able to provide a list of those in your area. For Midlothian contact the Central East Office at Stuart House, Eskmill, Musselburgh, EH21 7PB. Tel: 0131 653 4100 or lo-call 0845 600 8335.

East Lothian Council has three residential homes that also offer respite breaks. Contact the Access Team on 0845 603 1576 to ask about respite care. One of the community care workers will arrange to meet with you and your carer to find out about your needs and carry out an assessment.

The Abbey, Old Abbey Road, North Berwick, EH39 4BP. Tel: 01620 892014.

Eskgreen, 10 Shorthope Street, Musselburgh, EH21 7DB. Tel: 0131 665 8281.

Fa'side Lodge, 20/22a Church Street, Tranent, EH33 1AB. Tel: 01875 610773.

Adult placement scheme

The Adult Placement Service helps approved adult placement carers to share their home and time with someone in need.

Carers are ordinary people from the local community who offer support and short or long-term care within their home to those who need help due to age, illness or disability.

Carers can provide very flexible care, including:

- respite or short breaks, which allow both you and your carer to have a break.
- long-term care, which means that you will move into a carer's home on a permanent basis to receive the support you need on an ongoing basis.

You may have to contribute towards the costs of your stay, for example an amount to cover the cost of your food. You would be told in advance if this is the case and how much you would be expected to pay

For more information, contact the Adult Placement Scheme, Randall House, Macmerry, EH33 1RW. Tel: 01875 824090.

Email: adultservices@eastlothian.gov.uk

Shared Care Scotland is a national charity which promotes and supports the development of short breaks and respite care throughout Scotland. Their Short Break Information Database offers information on respite breaks available throughout Scotland.

Unit 7, Dunfermline Business Centre,
Izatt Avenue, Dunfermline, KY11 3BZ.

Tel: 01383 622462.

Email osbis@sharedcarescotland.com

Website: www.carebreaksscotland.com

Open Monday – Friday 9.30am-4pm.

Long-stay care

As dementia progresses, there may be a time when you need to consider long-stay care for

the person with dementia. This may be in a care home or in a hospital.

Ask your social worker to assess the person with dementia to see what sort of long-stay care would be appropriate. The social worker should be able to suggest suitable local homes, or you can call the Dementia Helpline, 0808 808 3000, who can arrange to send you a list of care homes with specialist dementia care in any area of Scotland.

The Care Commission should be able to provide a list of homes in your area. For East Lothian contact the Central East Office at Stuart House, Eskmill, Musselburgh, EH21 7PB. Tel: 0131 653 4100 or lo-call 0845 600 8335.

Care homes will charge fees, but the social work department may be able to help, depending on the person's capital and income. Personal care is free, for those assessed as needing it, for people aged 65 and over, and nursing care is free to anyone who needs it. People living in care homes who pay their own care costs are entitled to a payment for their personal and/or nursing care.

Age Scotland publishes a factsheet (No.10s) on local authority charging procedures for care homes, available from Age Scotland, Causewayside House, 160 Causewayside, Edinburgh EH9 1PR or by phoning the Scottish Helpline for Older People on 0845 125 9732 (textphone 0845 226 5851) or visit www.ageconcernandhelptheagedscotland.org.uk

Alzheimer Scotland publishes a booklet, *A Positive Choice: choosing long-stay care for someone with dementia*. The booklet covers choosing a home and financial assessments. It is free to carers. Call the freephone Dementia Helpline on 0808 808 3000 or ask your local contact (see above) for a copy.

There is also a searchable database of care homes at:

www.bettercaring.co.uk/

Care housing

Care housing, also called very sheltered housing, or augmented care housing, provides a high level of support in a homely kind of environment but does not provide nursing care.

East Lothian Council operates four sheltered housing complexes- two in Musselburgh, the others in Tranent and Cockenzie. Each complex is staffed by a sheltered housing officer, whose presence provides tenants with peace of mind that they have someone to call on in an emergency. For more information on these complexes and other privately owned and managed complexes, call the Council on 0131 653 4274.

Further help

We hope that this guide will help you chart a course through the maze of different services. Contact the freephone 24 hour Dementia Helpline on 0808 808 3000 if you would like any information or support.

Useful publications

Don't make the journey alone, *Alzheimer Scotland, £1.50. Single copies free to carers and people with dementia from the Dementia Helpline; professionals and organisations are asked to pay.*

Some personal thoughts, support and practical advice written by and for people with dementia.

Looking after yourself, *Alzheimer Scotland, £1.50. Single copies free to carers and people with dementia from the Dementia Helpline; professionals and organisations are asked to pay.*

This booklet is for you if you care for someone with dementia. It has been produced with the help and support of many carers across Scotland. Includes practical advice on the

emotional and physical impact of being a carer.

Coping with dementia: a practical handbook for carers, *NHS Health Scotland. Single copies free (to carers only) from the Dementia Helpline. Professionals may order via their local NHS Health Promotion Department.*

A very useful guide to ways of dealing with the difficulties dementia can bring.

Coping with Dementia: a practical DVD for carers, *NHS Health Scotland. Single copies free (to carers only) from the Dementia Helpline. Professionals may order via their local NHS Health Promotion Department.*

This DVD can be viewed in English (with or without subtitles), British Sign Language, Polish, Cantonese, Sylheti or in formal versions of Hindi or Punjabi.

Dementia: Money & Legal Matters - a guide, *Volumes 1 & 2, Alzheimer Scotland, £5.00 post free, or £3.75 for 5 or more copies. Single copies free to carers and people with dementia from the Dementia Helpline; professionals and organisations are asked to pay.*

Covers dealing with money, personal welfare, benefits, and where to go for advice.

A positive choice: choosing long-stay care for a person with dementia, *Alzheimer Scotland, £3.00. Single copies free to carers and people with dementia from the Dementia Helpline; professionals and organisations are asked to pay.*

How to cope with the difficult decision that it is time for long stay care, how to choose care, and how to pay for it.

Getting help from your doctor, *Alzheimer Scotland, £1.50 including p&p. Single copies free to carers and people with dementia from the Dementia Helpline; professionals and organisations are asked to pay.*

What the GP can do for the person with dementia and the carer.

Understanding dementia: a guide for young people, NHS Health Scotland. Single copies free (to carers and people with dementia only) from the Dementia Helpline; professionals and organisations may order from local health promotion departments. Colourful booklet aimed at 12 - 18 year olds who know someone with dementia.

Keeping safe: a guide to safety when someone with dementia lives alone, NHS Health Scotland. Single copies free (to carers and people with dementia only) from the Dementia Helpline; professionals and organisations may order from local health promotion departments. How to cope when you care for someone but don't live with him or her.

Facing dementia: how to live well with your diagnosis, NHS Health Scotland. Single copies free (to carers and people with dementia only) from the Dementia Helpline; professionals and organisations may order from local health promotion departments. Aimed at people who have had a diagnosis of dementia. Practical information and help with coping with feelings.

The 36-Hour Day: a family guide to caring at home for people with Alzheimer's disease and other confusional illnesses, 1992, by Nancy L Mace and Peter V Rabins, MD with Beverley A Castleton, Evelyn McEwen and Barbara Meredith, Hodder and Stoughton, co-published with Age Concern, £9.99. An informative and comprehensive look at caring for someone with dementia. (Out of print but should be available in libraries.)

Understanding dementia, 3rd edition 2000, by Alan Jacques and Graham A Jackson, Churchill Livingstone, £22.99. ISBN 0443 05512 2.

For those who would like to understand the illness in more depth, this is a very readable book aimed at both professionals and carers.

Useful organisations

Other leaflets, books and videos may be available from the organisations listed below, which will also be happy to send you their publications lists.

Age Scotland offers a range of help for older people, such as advocacy, and the Scottish Helpline for Older People (0845 125 9732 from 10am-4pm Monday- Friday). Causewayside House, 160 Causewayside, Edinburgh EH9 1PR. 0845 833 0200
Email: enquiries@ageconcernandhelptheagedscotland.org.uk
www.ageconcernandhelptheagedscotland.org.uk

Contact the Elderly groups organise gatherings for frail, elderly people who live alone. People with mild dementia can also access this service. One Sunday afternoon a month, volunteer drivers take elderly people on regular visits to hosts' homes. Groups of between 10 and 16 people visit a different home every month and spend a few hours in the company of friends, old and new. For further details ring Contact the Elderly's Eastern Scotland Development Officer, Morna O'May on 01786 871264.

Dementia Services Development Centre, The centre does not work directly with carers, but provides advice, training and consultancy to professionals and organisations setting up or improving services.

Iris Murdoch Building, University of Stirling Stirling, FK9 4LA, 01786 467740.
Website www.dementia.stir.ac.uk

Housing Care is a website for older people, their families, carers and advisors, and all those who work with and for them. The site helps explore options on housing, support and care. It contains detailed information on how to maintain, adapt or improve your home, find care or home help services, find and move to retirement or extra care housing, or choose a

care home where you feel at home. The site is run by the charity Elderly Accommodation Counsel (EAC) and is backed up by a Telephone Advice Line on 020 7820 1343.

Website www.housingcare.org

East Lothian Voluntary Organisations

Network is the umbrella organisation for voluntary organisations in East Lothian.

1 Civic Square, Tranent, EH33 1LH. Tel. (01875) 615423.

Alzheimer Scotland is not responsible for the availability or quality of any services mentioned in this publication, other than those services which are directly managed by the organisation.

Please help us to keep the information in this guide up to date by passing any changes to:

Information Department

Alzheimer Scotland

22 Drumsheugh Gardens

Edinburgh

EH3 7RN.

0131 243 1453

Email alzheimerscot.org

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Further copies of this document may be obtained by phoning the freephone Dementia Helpline (see below) or by downloading free from

www.alzscot.org/pages/info/localserviceguides.htm



The logo features a circular icon with a person's profile and a hand. Below it, the text reads 'Dementia Helpline 24 HOUR' with '24 HOUR' in a black box. To the right, it says 'Alzheimer Scotland Action on Dementia'. At the bottom, it provides the freephone number '0808 808 3000' and the email 'helpline@alzscot.org'.

Alzheimer Scotland

22 Drumsheugh Gardens, Edinburgh EH3 7RN

Telephone: 0131 243 1453

Fax: 0131 243 450

Email: alzheimerscot.org

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www.alzscot.org