

Local services for people with dementia and their carers in Midlothian

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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 Midlothian 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 Midlothian, all new referrals and requests for assessment are dealt with in the first instance by the **Access Team**, which is based at Loanhead Social Work Centre.

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.

The Access Team will not usually be involved with an individual client for more than 12 weeks. If a client needs support beyond that time, the case will be referred to the **Care Management Team**. The Access Team also refers people to other community care services such as the Welfare Rights Team, Adult Resource Team, and Day Care Services. After assessment by the Access Team, clients are prioritised and referred on to these services, as appropriate.

The Access Team operates a Duty System Monday – Thursday 9-5; 9-3.45 on Fridays, with four workers on duty each day. Office appointments are made by telephone. Duty workers will carry out home visits in an emergency situation.

Contact the Access Team at:

Loanhead Social Work Centre

4 Clerk Street, Loanhead, EH20 9DR
Tel: 0131 271 3900

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

Home support services from social work

The Care Management Team in Midlothian provides services to people who need longer-term community care support because of complex needs or difficulties in accessing appropriate support.

Home Care

Home Care provides practical help and assistance to people to enable them to live independently in their own homes. Anyone living in the community who has had a care assessment of need and has met the criteria for home care provision can receive home care.

You can ask for home care services by contacting the Access Team at Loanhead Social Work Centre Tel: 0131 271 3900.

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. Home carers can help with tasks like washing, dressing, meal preparation and medication. Other tasks may also be considered.

Home care may be provided by the council's home care team or by an independent home care provider.

Assistance with 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 on Wheels

Meals on Wheels deliver a hot mid day meal to people living in their own homes who have had a care assessment of need and meet the criteria for meals on wheels provision.

Adaptations to homes - occupational therapists assess needs and may recommend aids for both Council and Housing Association tenants as well as owner occupiers to ensure maximum mobility in the home. Housing Adaptations may be considered when people are having difficulty with or are unable to carry out everyday activities due to physical disability, sensory impairment, illness or getting older. Their provision is based on a Community Care Assessment

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 Midlothian 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 community occupational therapists in Dalkeith (tel: 0131 271 3860) or Loanhead (tel: 0131 271 3900).

Rapid Response Team

The Rapid Response team aims to avoid unnecessary hospital admissions by offering intensive support and care at home, over short periods, for a maximum of six weeks. Referrals must be made by Health and Social

Work professionals. The Team is based in Dalkeith and can be contacted on 0131 270 8890.

Community alarm service

Midlothian Council runs their own Community Alarm Service (MIDCAS). The service is currently based on the provision of a Community Alarm and pendant and is provided free. It is available to anyone who is deemed at risk and can be accessed for both long term and short term use.

The service relies on the goodwill of neighbours, friends and family who act as contact/keyholders and who would initially respond should assistance be required. If further assistance is necessary then the Emergency Services or doctor would be contacted.

The service can be accessed via a referral which can be made either by a Health Professional i.e. Doctor, Occupational Therapist, District Nurse etc or through the Social Work Department i.e. Community Care or Access. For more information contact Loanhead Social Work Centre on 0131 271 3900.

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:

Direct Payments Officer, Social Work, Fairfield House, 8 Lothian Road, Dalkeith EH22 3ZH
Phone: 0131 271 3637.
or

Midlothian Independent Living Service

supports those living in Midlothian to maintain flexible Independent Living options including using direct payments to recruit and manage personal assistants. To access LCIL Midlothian, you will need to be referred by a social worker.

Home visits throughout Midlothian or appointments at the office are available and support may be available on an ongoing basis to manage your Direct Payments.

Contact Louise McMeel, Independent Living Officer, Norton Park, 57 Albion Road, Edinburgh EH7 5QY. Tel: 0131 475 2350.

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 contact, 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.

Dementia Care Team

When your GP refers you to the Dementia Care Team, a consultant will carry out further assessments and the rest of the team then provides further support. The Team is based at Bonnyrigg Health Centre High Street, Bonnyrigg, EH19 2ET Tel: 0131 537 9910.

Other health services

Additional services which may be provided include:

Community Psychiatric Nurses (CPNs). In Midlothian, 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, 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

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
0141 418 3939
Email sdwg@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 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

Local services

Midlothian Services

- Day care (except Saturday)
- Housing Support Service
- Day Opportunities Service
- Private Purchase
- Carer Support
- Carer Support Group
- Information and advice
- Information and advice on Benefits & Adults with Incapacity Act 2000
- Carer education

Alzheimer Scotland, Midlothian Services, 3 Edinburgh Road, Dalkeith, EH22 1LA.
Tel: 0131 654 1114, fax 0131 454 9093
E-mail: MidlothianServices@Alzscot.org

Also see entries under day care, home support, and carer support.

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 (under 60)
- the Pension, Disability and Carers Service which deals with benefits for people aged 60 or over, carers and people with an illness or disability.

The Pension, Disability and Carers Service deals with benefits for people aged 60 and over, 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 under 60, you can get most claim forms from your local Jobcentre Plus. If you are over 60, 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 on the DWP website at www.dwp.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.dwp.gov.uk/eservice/

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). You can also download claim forms from their website:

www.jobcentreplus.gov.uk

Directgov 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

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.

Midlothian Welfare Rights Service

The Welfare Rights Team offers free impartial advice on all Social Security Benefits, Housing Benefit, Council Tax Benefit and other related issues. They provide help from the completion of claim forms to appealing decisions and representation at Social Security Appeals and Social Security Commissioners.

Tel: 0131 271 3780 or attend the weekly drop in advice sessions alternating every Thursday between The Social Work Centre, 4 Clerk St, Loanhead and Buccleuch House, Buccleuch St, Dalkeith. The surgeries are from 9.30am - 12.30pm. House visits can be arranged for people who are housebound.

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 Midlothian are:

Dalkeith & District Citizens Advice Bureau

8 Buccleuch Street, Dalkeith, EH22 1HA
0131 663 3688.

Penicuik Citizens Advice Bureau

14a John Street, Penicuik, EH26 8AB.
01968 675259.

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 Midlothian Council's Revenue & Benefits Service at Buccleuch House, White Hart Street, Dalkeith. (0131) 271 3201.

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 pages 5-6) 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: 10am-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, Forecourt Business Centre, Ashley Place, Edinburgh, EH6 5PX. 0131 478 6030.

Advocacy service providing independent, professional advocacy to older people in receipt of a health and/or social care/work service in Mid and East Lothian.

Scottish Helpline for Older People

This national helpline run by Age Concern and Help the Aged in 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.

VOCAL Midlothian, Grannies Park, Edinburgh Road, Dalkeith, EH22 1JY. 0131 663 6869.

Email: jan@midlothian.carers.net

Provides information, advice, support, counselling, and advocacy to carers, former carers and anyone working with carers.

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 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

Alzheimer Scotland - Polish and Ukrainian Support Services

- Information and advice to Polish, Ukrainian and Italian older people
- Support to professionals with Polish and Ukrainian cases
- Support to people with dementia and their carer
- Regular Day Opportunities and outings for older Polish, Ukrainian and Italian people
- Befriending service for older Polish people
- Volunteer visits to older Polish and Ukrainian people to relieve isolation.

Alzheimer Scotland, 30 Braid Road, Edinburgh EH10 6AD, 0131 446 3755

E-mail: EasternEuropeanServices@alzscot.org

Translation and Interpreting Services,

City of Edinburgh Council, Central Library, George IV Bridge, Edinburgh. 0131 225 5584 Ext 216.

For initial referrals in Midlothian 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 card at any library in Midlothian. 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 Midlothian

For more information or to check your eligibility, contact the Midlothian Travel Team in Bonnyrigg on 0131 561 5445.

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 Midlothian Council on 0131 561 5442 or e-mail ptu@midlothian.gov.uk including "Blue Badge" in the title of your message.

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

Dial-A-Bus provides transport (Mon-Fri 9-5) from home to local shopping centres for people who cannot manage by ordinary bus, who live too far from a standard bus service and who do not have the use of a private car. The service is provided by Handicabs [Lothian] Ltd .

Various routes operate in Midlothian connecting most towns and villages to shopping centres in and near Midlothian. Contact the Dalkeith office of Handicabs on 0131 663 5184 or e-mail dalkeith@handicabs.org.uk for a registration form to be sent to you by post, or you can register online at <http://www.handicabs.org.uk>.

Once registered with Handicabs, you can book your place on a Dial-A-Bus journey by phoning the office on 0131 663 5184. The bus will then pick you up at your door.

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.

Dial-A-Ride provides a door-to-door transport service seven days a week for people with limited mobility who cannot manage by ordinary bus. In addition, Dial-A-Ride can help those who have limited access to public and/or private transport. You must register before you can use this service – contact Handicabs on 0131 663 5184.

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.

Fares start at £3.50 for the first three miles and increase by 25p per mile thereafter. These prices are subject to periodic change. Additional passengers pay a £1 flat fare when accompanying a full-fare paying passenger on the same journey. One genuine escort may travel free. Special tariffs will apply if the destination is outwith the Lothians and Edinburgh.

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

Taxicard

Midlothian Council operates a Taxicard Scheme which gives discounted travel 365 days a year in taxis for mobility impaired people in Midlothian who are unable to travel on local bus services. Most taxi operators have vehicles that 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 Midlothian Taxicards can travel free of charge on train journeys wholly within the Lothians (East Lothian, City of Edinburgh, West Lothian).

For more information, contact the Travel Team on 0131 561 5442 or send an e-mail message [including "Taxicard" in the title] to ptu@midlothian.gov.uk to ask for an application form.

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.

Alzheimer Scotland: Eskbank

Every day except Saturday. Transport is provided and a two course meal is served. A small charge is made. A programme of activities is organised to suit individual clients. The programme includes physical exercises and activities, craftwork, quizzes, mental stimulation and reminiscence. Outings are organised throughout the year. Liaison is maintained with other professionals who provide care for people with dementia living in the community.

For more details contact:

Alzheimer Scotland, Midlothian Services, 3 Edinburgh Road, Dalkeith. EH22 1LA.

Tel: 0131 654 1114.

E-mail: midlothianproject@alzscot.org

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. These are some of the centres in your area –

Broomhill Day Centre, 7 Bellmans Road, Penicuik EH26 0AB Tel: 01968 678 109
Provides day care 6 days a week for older people including people with dementia.

Highbank Residential Older Peoples Home
9a Bonnyrigg Road, Dalkeith, EH22 3EY. Tel: 0131 663 3155.
Provides residential care, respite care and day care five days a week.

St David's Bradbury Day Centre

57 St David's, Newtongrange, EH22 4LF. Tel: 0131 660 1285.
Provides day care 5 days a week for older people including those with dementia and a monthly carers meeting group.

Woodburn Day Care Club, Dalkeith

Community Centre, 6 Woodburn Road, Dalkeith, EH22 2AR. Tel: 0131 654 1770.
Provides day care for older people including those with dementia 4 days a week. Also have a carers' group.

Lunch clubs

Lunch clubs are held in various locations throughout Midlothian, providing food and social activities for older people. Contact the Community Care teams at either Loanhead (0131 271 3900) or Dalkeith (0131 271 3860) social work centres for information.

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

- **Housing support**
Alzheimer Scotland, Midlothian Services, 3 Edinburgh Road, Dalkeith. EH22 1LA.
Tel: 0131 654 1114.
- **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

British Red Cross - Dalkeith 131 High Street Dalkeith EH22 1BE. Tel 0131 654 0340.
Can lend items of medical equipment, such as wheelchairs, bed rests and commodes, to people on a short term basis.

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

Midlothian Services

- Carer Support
- Carer Support Group
- Information and advice
- Information and advice on Benefits & Adults with Incapacity Act 2000
- Carer education

Alzheimer Scotland, Midlothian Services, 3 Edinburgh Road, Dalkeith, EH22 1LA.

Tel: 0131 654 1114.

E-mail: MidlothianServices@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
- Monthly 'Oasis' social club 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

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 so allowing carers to relax, go to shops etc.

Dalkeith Support Group meets in **Crystallmount Sheltered Housing Complex**, High Street, Dalkeith on the second Thursday of every month. 1.30pm–3pm. For more details contact:
Alzheimer Scotland, Midlothian Services, 3 Edinburgh Road, Dalkeith. EH22 1LA.
Tel: 0131 654 1114.

Woodburn Carers Support Group, Dalkeith Community Centre, 6 Woodburn Rd, Dalkeith EH22 2AR. Tel 0131 654 1770.

Caters for those who care for a relative connected to the Day Care Club or who live in the local community.

Midlothian Community Care Forum, c/o Midlothian Voluntary Action, 4/6 White Hart Street, Dalkeith. EH22 1AE. Tel/fax: 0131 663 9471.

Act as a channel of communication for individuals who require services, and their carers, on matters to do with planning and provision of care in the community.

Housebound Library Service – Contact Library Headquarters on Tel: 0131 271 3980.

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 Loanhead Social Work Centre Tel: 0131 271-3900.

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.

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. There is also a searchable database of care homes, including those which provide short breaks at: www.bettercaring.co.uk/

Hospital respite

Most care will be in the community but if hospital-based respite is needed, it is likely to be at Rosslynlee Hospital, Roslin. EH25 9QE. 0131 536 7600. Requests for hospital based respite should go to your GP in the first instance.

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 (or contact Loanhead Social Work Centre Tel: 0131 271 3900) 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. There is also a searchable database of care homes at:

www.bettercaring.co.uk/

The Care Commission should be able to provide a list of homes 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.

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 Concern and Help the Aged in Scotland publishes a factsheet (No.10s) on local authority charging procedures for care homes, available from Age Concern and Help the Aged in 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.

Hospital care

Midlothian Council tries to ensure that most care is provided in the community. However, if a person with dementia is medically assessed as having a need for ongoing hospital care this may be provided in:

Rosslynlee Hospital, Roslin. EH25 9QE. Tel: 0131 536 7600.

There is no charge for care provided by the National Health Service.

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.

Most of the sheltered housing in Midlothian is provided by Housing Associations. For more information contact the Housing Section of Midlothian Council - 0131 271 3569.

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.

Dementia: Money & Legal Matters - a guide, 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 carers, 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 Concern and Help the Aged in 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

Midlothian Voluntary Action is the umbrella organisation for voluntary organisations in Midlothian.

4/6 White Hart Street, Dalkeith EH22 1AE
Tel: 0131 663 9471.

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 alzheimer@alzscot.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



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Fax: 0131 243 1450

Email: alzheimer@alzscot.org

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