



Local services for people with dementia and their carers in Perth and Kinross

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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 social work or community care services, some by the NHS board, some by voluntary organisations, and some by private companies. This resource guide for Perth and Kinross aims to simplify the task of identifying appropriate local resources and providing a signpost to further reading materials. 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 Tayside at:

NHS Tayside Specialist Health Promotion Service, Library and Resource Service, King's Cross, Clepington Road, Dundee, DD3 8EA.
Tel: 01382 424097.

Support from Community Care services

Community Care services can offer assessments to identify areas of need where some form of assistance may improve well-being. In Perth and Kinross this provides access to both community and health care services. Both the person with dementia and the carer have a right to request an assessment of their needs. The request for an assessment should be made through the **Access Team (0845 3011120)**. 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.

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 ask for a copy.

If you are looking after someone with dementia in Perth and Kinross, you can get help through the **Carer Support Process**. Telephone the Access Team on 0845 3011120 and ask for support – say you are referring yourself as a carer. You will be sent a copy of the booklet "*What Help Do You Need?*" to read. Take the time to read it as it will help you think about what you need for yourself. There are also spaces in the booklet for you to write down your thoughts, so that during your assessment visits you can use them to jog your memory. The assessing worker will then fill in a short form which will note the risks you face as a carer – for example through loss of sleep, or having to lift or move someone. It is really important that you ask for support, so that your own health is not put at risk.

Assessment is free, but you may have to pay something for some services. 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 assessing worker will put together a care plan, using local services to try to meet these needs. The services may be provided by the community care services or by voluntary or private organisations.

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 arrange a review date. Carers should ask for their own needs to be reassessed too.

To arrange for an assessment, ask your GP to make a referral, or contact the Access Team on 0845 3011120.

An **emergency service** operates during non-office hours, weekends and Christmas, New Year and Easter holidays. Operated by Dundee Council, the Out of Hours Team provides for Perth and Kinross and is available Monday - Thursday 4.30pm - 9.30am and Friday 4.30pm – Monday 9.30am.

Telephone: 01382 436430.

Homecare

Social Care Officers are matched where possible to the person they will be assisting and the service is regularly reviewed to adapt to the changing needs of that person. Services provided depend on the needs identified during either the initial assessment or following a review. Services available include:

- assistance with all aspects of personal care including using the bathroom, washing and dressing, having a bath/shower, going to and getting out of bed etc
- continence management, and assistance with related laundry
- assistance with eating and medication
- palliative care.

Meals Service

A meals service is available throughout Perth and Kinross. Frozen meals are delivered on a fortnightly basis with the delivery driver storing the meals in the person's freezer and rotating any unused meals to ensure they are used up first. The two-course meals are currently supplied by *Apetito*, through *Wiltshire Farm Foods* and there is an extensive menu to choose from. Assistance can be provided, if required, to prepare and/or eat the meal. Further information is available from the **Systems Co-ordinator (Meals Service) on 01738 475000.**

Community Occupational Therapists

A person having difficulty with everyday activities can ask to have their needs assessed by an occupational therapist. An occupational therapist can advise on different ways of

carrying out activities and provide equipment, aids and adaptations, which will help you to remain independent in your own home.

Intensive Care at Home Service

This service provides support at home for people who have been discharged from hospital care or for clients in a crisis situation to prevent admission to hospital or a care home placement. It is a multi-disciplinary team of Allied Health Professionals including for example physiotherapists, occupational therapists, etc and a Team of Social Care Officers who can provide a Rehabilitation and Support Service to clients with mild mental health problems. It is a short term service and clients will be assessed and reviewed and can be referred on to other services.

Homecare Out of Hours Services

A duty Homecare officer (HCO) is available from 8am – 5 pm each weekday within Pullar House in Perth. At weekends, HCO cover is available to manage staff sickness and ensure continuity of care being provided.

Community Alarm Service (Alert)

This service provides a 24 hour emergency response which enables a wide range of people, including frail older people, those with physical or mental ill health, learning disability, and housebound individuals, to remain safely within the community. It allows people to call for help in an emergency 24 hours a day. The 'Alarm' is in the form of a pendant to be worn around the neck, although a wrist strap version can be issued in certain circumstances. When the person activates the alarm, the call is received into the control room, which then checks that the call is not a test or a false alarm, and will either: alert the key holders for that person, ask the mobile unit to attend or contact a doctor. Further enquiries can be made via: Community Alarms Line Manager, Riverview House, Friarton, Perth, PH2 8DS on **01738 458061** or contact the information line on 0845 3011100.

The Community Alarm Service also administers a **Carer's Emergency Card** system where, in the event of accident to the carer, help can be made available for the cared for person. This is free of charge. Application forms are available at GP surgeries, libraries, and through the Community Alarm Service, (see above for contact details).

Telecare

A wide range of telecare products are available which link to the Community Alarm to provide additional, discreet support to enable service users to live in their own home to support independence and manage risks more effectively. Supports include Flood, Smoke, Heat, and Fall Management Sensors, Bogus Callers and Carer Alerts.

The Telecare products are provided following an assessment of needs. For Further information **contact Community Alarm/Telecare on 01738 458061**.

Care and Repair Scheme

This scheme is for elderly or disabled owner/occupiers or private sector tenants who need repairs or improvements to their home. They offer both a major works service (repairs, improvement or adaptations) and a small repairs service (generally small jobs which take less than 3 hours). For more information contact:

- **Perthshire Care & Repair** - 01738 474810 who cover Perth City, Highland & Eastern Perthshire
- **Strathearn & Kinross Care & Repair** - 01764 655915 who cover Strathearn and Kinross.

These services may be available in your area if you are assessed as needing them. To be assessed contact the Access Team on 0845 30 111 20.

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:

Perth and Kinross Direct Payments

Support Agency, Perth and Kinross Association of Voluntary Services, The Gateway, North Methven Street, Perth, PH1 5PP. Tel: 01738 567 076. (Contact Annette Summersgill or Louise Westwood).

Support from the health service

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.

Assessment

Your GP should be able to tell you most of what you need to know about dementia. If a specialist is needed, your GP can refer you to the relevant Older People's Community Mental Health Team. Your assessment will begin once you have been allocated a specialist worker.

Community Mental Health Teams

These are groups of mental health professionals who are responsible for the caring, helping and treatment of people within the community. The team usually includes psychiatrists, psychologists, social workers, occupational therapists, community psychiatric nurses, support workers, and advice workers. Ask your GP to make a referral or contact your

local Older People's Community Mental Health Team directly – see listing below.

Perth City, Scone and Almondbank

Referrals are made to the Older People's Community Mental Health Team, Ericht Ward, Murray Royal Hospital, Perth, PH2 7BH on 01738 562201.

Specialist day hospital facilities are based within the grounds of Murray Royal Hospital at Pinel Day Hospital. Provision is for people with dementia who need continuing assessment or short breaks. 12 places are available from Monday to Friday.

Other services include Fast Track Day Assessment for people with dementia who need formal assessment, who may be in full time care, have developed symptoms relating to challenging behaviour, mood, or psychotic mental health difficulties because of dementia. A 12-week assessment is followed by a formal review.

South Perthshire

Referrals are made to the South Perthshire Older People's Community Mental Health Team, Crieff Community Hospital, King Street, Crieff, PH7 3HR on 01764 653173.

Crieff Hospital has a specialist 10 bedded dementia assessment unit which caters for assessment and ongoing needs of people with dementia. Day care provides 12 places for three days a week.

Strathmore

Referrals are made to the Older People's Community Mental Health Team on 01250 870605.

The Strathmore Day Service Unit at Blairgowrie Cottage Hospital, Blairgowrie, PH10 6EE, provides 1 day per week (Thursday) assessment, diagnosis, and treatment for people with dementia. Contact Charge Nurse, Day Services Unit on 01250 877857.

North West Perthshire

Referrals are made to the Older People's Community Mental Health Team on 01796 474818.

The Team is based at Pitlochry Community Hospital, Ferry Road, Pitlochry PH16 5FG. Assessment, diagnosis and treatment for people with dementia are also provided at Pitlochry Community Hospital on 01796 474828.

Memory clinics

Outpatient services assess memory problems and assist in the diagnosis and treatment of dementia. If a diagnosis of dementia is made, they may prescribe and monitor medication. Ask your GP to make a referral or contact your local Older People's Community Mental Health Team.

In **Perth City** memory clinics operate via Murray Royal Hospital. Contact the Older People's Community Mental Health Team on 01738 562201.

In **South Perthshire** there are four clinics held in Crieff Community Hospital, St Margaret's Community Hospital in Auchterarder, Kinross Medical Centre, and Murray Royal Hospital.

Patients are seen at the clinic nearest to their home to make access easier. They then have a follow-up appointment with a Community Psychiatric Nurse within two weeks of receiving their diagnosis from a Consultant. Contact South Perthshire Older People's Community Mental Health Team on 01764 653173.

In **Strathmore** people with dementia are seen at the consultant's outpatient clinic where they are assessed, diagnosed, given treatment, and drug monitoring is carried out. Contact the Senior Charge Nurse Specialist on 01250 870605.

In **North West Perthshire** people with dementia are seen at the consultant's

outpatient clinic. Contact the Older People's Community Mental Health Team on 01796 474818.

Occupational Therapists (OTs)

Occupational therapists help people to overcome physical, psychological or social difficulties arising from illness or disability, by concentrating not on what they are unable to do, but on what they may be able to achieve. Individuals are helped to reach their maximum level of function and independence in all aspects of their daily life.

For referrals in **Perth City** contact the Older People's Community Mental Health Team on 01738 562201.

In **South Perthshire** contact South Perthshire Older People's Community Mental Health Team on 01764 653173.

In **Strathmore** contact the Older People's Community Mental Health Team on 01250 870605.

In **North West Perthshire** contact the Older People's Community Mental Health Team on 01796 474818.

Other health services

District or Community Nurses

These nurses provide some nursing care at home and can help with bathing and continence management. They are attached to GP Practices and form part of the Primary Health Care Team, which includes General Practitioners, Health Visitors and Practice Nurses. As well as a 'core' daytime service, the District Nursing Service may provide an 'Out-of-Hours' service which includes evening and night nursing care. Contact your GP for further details. They will assess individual needs with the patient and carer, and discuss with the GP as part of the Primary Health Care Team any appropriate referral to other health services e.g. palliative care.

Health Visitors

These are qualified nurses with additional training in community health care. They are a valuable source of information and advice, and can provide practical and emotional support both to people with dementia and their carers. Contact your GP for further details.

Continence Services

There is an NHS Board wide continence service with specialist nurses. Referrals are usually assessed initially by the district nurse within a patient's GP practice. For more information contact 01738 564208.

There is no charge for 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 at 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 Perth and Kinross. The telephone number is 08454 24 24 24.

NHS Tayside is responsible for the provision of public healthcare in Perth and Kinross. For information about health services in the area contact NHS Tayside, Kings Cross, Clepington Road, Dundee, DD3 8EA. Tel: 01382 818479, Fax: 01382 424003.
www.nhstayside.scot.nhs.uk

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

Alzheimer Scotland local services

Perth Branch

The Branch provides:

- Social groups for people affected by dementia in North Perthshire and Strathmore
- Walking/social group in Perth City
- Carers group in south Perthshire
- Dementia Action Group – a group of carers campaigning to improve services
- Dementia Café - offering information and advice, monthly meeting on the first Wednesday of the month at North Church, Perth 10am-12.30pm
- Close liaison with the Scottish Dementia Working Group – people with a diagnosis of dementia campaigning to improve services
- Provision of memory boards, Dossette boxes, diaries, and some aids to continence not provided through the NHS.

For more information contact Jackie Daly, Chair – 01796 474818 (day) email - jackiedaly@nhs.net or call your local Older People's Community Mental Health Team.

Alyth & District Alzheimer's Carers Group

(covers the Strathmore locality of Alyth, Blairgowrie, Coupar Angus and surrounding areas) are involved in fundraising, campaigning and awareness raising. For more information contact: Pam MacKenzie, 01250 873548.

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 age 60 or over, carers and people with an illness or disability.

The **Pension, Disability and Carers Service** deals with benefits for people age 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

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 Perth and Kinross Council by contacting Local Taxes on 01738 477430 or email localtaxes@pkc.gov.uk or from their website at www.pkc.gov.uk

In Perth and Kinross, for general enquiries regarding Income Support, Incapacity Benefit, Job Seekers Allowance and Employment and Support Allowance call the Benefit Processing centre on 0845 608 8749 or text 0845 6088768. Opening hours are Mon, Tues, Thurs and Fri 9:00am – 17:00 and Wed 10:00 – 17:00.

Benefits help

Perth & Kinross Council Welfare Rights Department offers free, confidential, impartial and independent advice on welfare benefits and tax credits, representation at benefit and tax credit appeal tribunals, advice on employment rights, housing & homelessness and basic debt advice. Open Monday - Friday, the Welfare Rights Advice Line number is 01738 646830.

For further independent benefits advice contact:

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 the Dementia Helpline on 0808 808 3000.

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 office in Perth and Kinross is:

Perth Citizens Advice Bureau (CAB)

4-12 New Row, Perth, PH1 5QB.

Tel: 01738 564304, Helpline: 01738 624301.

The CAB also offers outreach services in smaller towns (currently Blairgowrie, Crieff, Kinross and Pitlochry). For opening hours and dates contact the Perth office.

Scottish Helpline for Older People

This national helpline managed by Age Concern and Help the Aged in Scotland offers confidential advice and information about community care, taxes, pensions, benefits and other issues. Call on 0845 125 9732, 10am - 4pm, Monday to Friday. Local call rates apply.

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 Perth and Kinross Council, Housing & Community Care (Local Taxes), Pullar House, 35 Kinnoull Street, Perth, PH1 5GD. Tel: 01738 477430 or email localtaxes@pkc.gov.uk

Information, advice and advocacy services

The NHS Helpline can provide information about services in your area. The line is open from 9am to 8pm every day on Freephone 0800 22 44 88.

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
- give you 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 any services that have a strong influence on the life of the person the advocate is supporting. Independent professional advocacy can be provided by paid staff or by volunteers with relevant training and/or experience.

Independent advocacy is provided for people with dementia, mental health problems, learning or physical disabilities, carers, or people who are frail through age. This covers people living in Perth and Kinross who are unable to represent themselves and/or do not have anyone to speak on their behalf.

Independent Advocacy is free, confidential and independent from other service provider agencies.

Independent Advocacy Perth and Kinross,
90 Tay Street, Perth, PH2 8NP. Tel: 01738 587887. E-mail: enquiry@iapk.org.uk

Minority ethnic services

Alzheimer Scotland has a leaflet called "Dementia – what you need to know", which is available in Bengali, Chinese, Hindi, Italian, Polish, Ukrainian and Urdu. Contact the 24 hour Dementia Helpline on 0808 808 3000 for copies or download free from the website: www.alzscot.org/pages/info/otherlanguages.htm

Translation and interpreting services

Individuals accessing housing and community care services within Perth and Kinross who do not use English as a first language can get language support through the Council staff member accessing Language Line initially. For further advice contact the Commissioning & Contracts Officer, Housing & Community Care, Perth & Kinross Council, 5 Whitefriars Crescent, Perth, PH2 OPA on 01738 476782. For general enquiries contact the Perth and Kinross Council Equalities Officer, 01738 475073.

Transport and travel concessions

Scotland-Wide Free Bus Travel Scheme - Perth & Kinross Council's Customer Service Centre administers the Scotland-Wide Free Bus Travel Scheme on behalf of Transport Scotland. The Scheme allows free bus travel for certain groups of people including those who:

- are aged 60 and over
- qualify on grounds of disability
- are registered Blind or visually impaired
- are profoundly or severely deaf
- have mental health issues.

Applicants must be a resident of Scotland when applying for an Entitlement Card and you will be required to provide one form of evidence for verification purposes. You will also be required to supply evidence of your disability.

For further information on the Scotland-Wide Free Bus Travel Scheme contact the Customer Service Centre, Perth and Kinross Council, 2 High Street, Perth, PH1 5PH. Tel: 01738 475000 or e-mail concessionarytravel@pkc.gov.uk or on www.perthshire.com

Where you can use travel passes

Buses – National Entitlement Card holders can travel free of charge on both local bus services and long distance bus services within Scotland without any peak-time restrictions.

Trains – Only National Entitlement Card holders who are registered blind or visually impaired will be entitled to travel free of charge. Contact: National Rail Enquiries on 08457 48 49 50 (24 hours). Telephone bookings for the hearing impaired on 0845 60 50 600.

Information on local bus and rail services in Perth and Kinross, including routes and destinations, can be found in local Public Transport Guides, produced by Perth and Kinross Council's Public Transport Unit. Copies are available from libraries, Post Offices, Tourist Offices and from the Public Transport Unit, telephone 0845 30 111 30. Information can also be obtained from TRAVELINE on 0870 200 22 33 or www.traveline.org.uk Local transport information is also available on www.perthshire.com

Thistle Travel Card

This is a card for people who have difficulty using public transport because of age, disability, illness or lack of confidence. The card alerts transport staff that they should recognise that the person carrying it may need extra help during a journey, such as

- providing extra time to find a seat before a vehicle moves off
- ensuring the correct bus or train is boarded
- a reminder of the place to get off
- counting out change

- providing verbal rather than written information
- operating special ramps.

Extra information such as emergency contact can be kept in the plastic wallet on the back .

Thistle Travel Cards are available from transport booking offices, local authority concessionary travel offices, day centres, carers centres etc. or from the 24 hour freephone Dementia Helpline – 0808 808 3000.

Disabled Person's Railcard

If you have a disability that makes travelling by train difficult you may qualify for the Disabled Person's 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

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.

Community Transport

Community transport is "transport owned and managed by communities to meet community

needs." It is suitable for use by those not able to access public or private transport - perhaps due to lack of provision or because of a disability.

In Perth and Kinross there are 17 Voluntary Car Schemes and 15 voluntary minibuses operators, some of which are listed below. Many of these schemes charge a volunteer mileage rate while others have set fees for set journeys. Six voluntary car schemes have access to preferred car parking areas at Perth Royal Infirmary, Perth and Kinross Community Hospitals and Ninewells Hospital, making it easier for patients to access the hospitals. Some volunteers also act as escorts providing assistance and support if requested.

Further information about Community Transport provision in Perth and Kinross is available from **Perth and Kinross Community Transport Group (PKCTG)** on **01577 866766** or please visit www.pkctg.org.uk

Aberfeldy Hospital Car Drivers Scheme serves the Aberfeldy GP practice area
Contact Alison Stewart on Mobile: 07764 276265 or Tel: 01796 482446.

Alyth, Meigle and District Nursing and Samaritan Association provides transport for hospital appointments to patients of the Alyth Health Centre.
Contact Eileen Colley on 01828 632183.

Auchterarder & District Community Council provides a transport service to people who have difficulty travelling to medical appointments.
Contact Mr Duff on 01764 662798.

The **Blairgowrie Freedom Coach Association** provides a wheelchair accessible transport service for groups and individuals with mobility limitations in Blairgowrie and District.
Contact Charles Bisset on 01250 874246.

Comrie Hospital Driving Service is available to people within Comrie and District to access health appointments.
Details of services and duty organiser are available from Comrie Post Office on 01764 670264 and the Comrie Medical Centre on 01764 670217.

Kinross-shire Volunteer Group and Rural Outreach Scheme provides a transport and befriending service to residents to Kinross-shire and Glenfarg.
Contact Ann Munro on 01577 840196.

Perth Access Cars provide a transport service for wheelchair users and people with mobility difficulties in Perth and Kinross.
Contact Evelyn Kemp on 01738 639134.

Pitlochry Senior Citizens and Good Neighbour Association has a 12 seat wheelchair accessible minibus which provides transport for the elderly, shopping trips, day care centre and community organisations.
Contact Isobel Watson on 01796 473531.

The British Red Cross Transport and Escort Service provides drivers with suitable vehicles and escorts (where needed) to help make essential journeys and recreational outings.
Contact Perth & Kinross District Office on 01738 622474.

WRVS Community Projects throughout Perth & Kinross
WRVS volunteers make a worthwhile difference in people's lives by providing transport to social activities and health appointments.
Contact WRVS on 01738 633975.

Transport to Health Appointments

Patient Transport Service
Your doctor or hospital consultant may decide, based upon your medical condition that you qualify for the Patient Transport Service which is delivered by the Scottish Ambulance

Service. Most out-patients with dementia will meet the eligibility criteria. First-time out-patients can refer themselves to the Patient Transport Service by telephoning 0131 446 2760.

Out of Hours Transport

NHS Tayside has a local Out of Hours Primary Care Emergency Centre (PCEC) in Perth and three nurse-led Minor Injuries Units based at Blairgowrie, Crieff and Pitlochry. Patients advised by NHS 24 to attend one of these treatment centres and unable to travel independently, should advise NHS 24 of this when the appointment is arranged. NHS Tayside can provide transport to and from the treatment centre for those in need. This service is **not** for universal use, but aimed at people without access to a car or family/friend to help. Contact NHS 24 on 08454 24 24 24.

Assistance with Travelling Expenses

If you are on Income Support or Working Tax Credit, you may be able to reclaim your travelling expenses at the hospital. Take proof of both payment and of your entitlement to benefit, to the Cashier's Office while at the hospital. Patients on other benefits may be entitled to help with part or all of their travel costs. This can be done by completing form HC1, available from the Department for Work and Pensions or Post Offices. Payment will then be made by post.

Transport to Community Care Services

Perth and Kinross Council's Public Transport Unit arranges transport to and from Community Care services such as day care and Adult Resource Centres. The transport is provided by a mix of the Council's own vehicles, voluntary organisations, and private sector transport operators. Eligibility for transport is determined by a service user's Care Manager and queries regarding this should be made directly to the relevant person within Community Care. Once the transport has been arranged, each service user will be notified of the arrangements for their transport. For more information contact the

Public Transport Unit on 0845 301 1130 or e-mail: publictransport@pkc.gov.uk

Specialist day care & day hospitals

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.

There are a number of day centres for people with dementia across Perth and Kinross. These are provided privately, via the Social Work Department, or by the voluntary sector. For more details contact your local Older People's Community Mental Health Team (for contact details see under the section "Support from the health service").

These are the centres in your area:

Kinross-shire Day Centre, 64 High Street, Kinross, KY13 8AJ, Tel: 01577 863869 provides a day care service for residents of Kinross-shire, offering lunch and then activities in the afternoon. Escorted transport available, service users can access the Centre independently, without the need for referral. Open Monday - Friday 8.30am - 4pm.

The Princess Royal Trust Carers Centre operates four day clubs based in the main office in Perth, and also in Blairgowrie, Crieff and Pitlochry. All are suitable for people with early stage dementia. The Rural Day Clubs offer local respite to carers, and provide minibus transport. Weekend holidays run twice yearly for carers and clients. For details about any of these services contact: The Gateway, North Methven Street, Perth, PH1 5PP. Tel: 01738 567076. The outlying clubs are:

- Crieff Day Club, Duchlage Court, Broich Road, Crieff, tel: 01738 567076 (available Monday).
- Blairgowrie Day Club, Wellmeadow House, Gas Brae, Blairgowrie, PH10

6AY. Tel: 01738 875007 (available Tuesday, Wednesday, Friday).

- Pitlochry Day Club, Tryst (Church of Scotland), Church Road, Pitlochry, PH16 5EB. Tel: 01796 472160 (available Thursday).

Rannoch Road Day Centre, Letham, Perth, PH1 2HL Tel: 01738 636358 provides a day care service for older adults with dementia living in Perth, Scone and surrounding rural areas. Lunch and a variety of activities are on offer each day. The Centre also has an Outreach service and Carer Support service. Access is by referral to Social Work or CPN. The Centre is open Monday to Friday from 8.30am to 4.30pm.

Lewis Place Day Centre, North Muirton Perth, PH1 3BD Tel: 01738 622993 is a purpose built resource centre offering a day care service to older adults, including people with mild dementia, living in Perth, Scone and surrounding rural areas. Lunch and a full range of activities are offered. Lewis Place also provides respite to families and carers to enable them to continue caring. Access is by referral to Social Work or Health. The Centre is open seven days a week, apart from at Easter and over the festive period.

Day opportunities for older people

Day opportunities aim to provide a flexible response to older people's needs. These services offer support either within an individual's home, and/or support to access social and recreational activities in local communities. The services provide a range of opportunities designed to promote ordinary living through developing and maintaining links with existing community services. To be assessed contact the Access Team on 0845 30 111 20.

Lunch clubs

Lunch clubs, based in local facilities, provide a hot meal and offer social support for older people. Volunteers run the clubs and you can attend if you are an older person and are able

to travel to the club of your choice. Contact the Access Team on 0845 30 111 20.

Home support services from voluntary organisations

The **British Red Cross Medical Loan Service** can lend items of medical equipment, such as wheelchairs, bed rests and commodes, to people on a short-term basis. Contact: Perth & Kinross District Office, Royal British House, 113 Leonard Street, Perth, PH2 8HA on 01738 622474. Available Monday-Friday 10am-4pm.

The **British Red Cross Therapeutic Care Service** is available on a short-term basis to anyone who needs it during particularly stressful times. Provision may range from one week to six months. Users of the service are offered a relaxing 30-minute session consisting of hand care and hand massage, and neck and shoulder massage given through clothes. Contact: Perth & Kinross District Office, Royal British House, 113 Leonard Street, Perth, PH2 8HA on 01738 622474. Available Monday – Friday, 10am - 4pm.

Bridging the Gap - Kinross-shire Volunteer Group and Rural Outreach Scheme

provides a variety of services to make life easier for elderly and disabled people and their families, including a community transport service. Operating in Kinross town and Kinross-shire, services provided also include: helping with shopping, going for walks, popping in for a chat, attending hospital or local health clinics, and visiting relatives in hospital. For more information contact Mrs Ann Munro, West End, Carnbo, Kinross, KY13 ONX on 01577 840196.

Carer support services

Carersline is a free national helpline specifically for carers and run by Carers Scotland. They can provide information on benefits and how to access support services within your area. Tel: 0808 808 7777 (open

Wednesday and Thursday 10am-12 noon and 2-4pm). www.carerscotland.org

Perth & Kinross Council Community Care Services can tell you about your rights as a carer and what help is available. Contact the Access Team on 0845 30 111 20.

You can also call the NHS Helpline free on 0800 22 44 88 for information about help and carer support centres in Perth and Kinross. The line is open from 8am - 10pm, seven days a week.

The Princess Royal Trust Carers Centre provides carers support services including:

- carers assessment, training, advice and signposting
- trips and holidays for carers and cared for giving them the opportunity to have a short break
- young carers' activities, family support and advocacy.

Contact: The Princess Royal Trust Carers Centre, The Gateway, North Methven Street, Perth, PH1 5PP. Tel: 01738 567076.

Crossroads Caring for Carers Perth and Kinross offers respite for carers 24 hours a day, 7 days a week to a wide range of clients, including people with dementia and Alzheimer's. Practical help is provided to any carer, regardless of age, disability or illness of the person being cared for. Care attendants work under the guidance of a Co-ordinator, with access to help and support 24 hours a day. Carers and people being cared for also have access to a support phone line, 24 hours a day, 7 days a week. A list of charges is available, though some services may be free through referral by Perth and Kinross Social Work Department. Help is available with meals, bathing, continence management, putting to bed, outings, keeping company, sleeping (or awake) overnight, or any other task to help carers have a well-deserved break. Help can be tailored to suit needs. For further information contact: Belinda MacDougall or Gill Renton, Crossroads (Perth

& Kinross) Caring Attendant Scheme, The Gateway, North Methven Street, Perth, PH1 5PP. Tel: 01738 639460, fax: 01738 444656, e-mail: crossroadspert@btconnect.com
Contact times: Mon – Fri, 8.30am - 5pm.

Disability Information Service in Perthshire offers information for people with dementia and their carers, and for disabled people in Perth and Kinross. Open Monday - Friday 10am - 4pm. Contact: DISIP for an appointment, 4A St Catherine's Road, Perth, PH1 5SE. Tel: 01738 440 099, fax: 01738 627546, minicom: 18001 01738 440 099, e-mail: disip@disip.org.uk, www.disip.org.uk

Perth Association for Mental Health, while not offering any direct services for people with dementia, have a counselling service that carers can access. Contact: PAMH, Caladh Centre, 6 Milne Street, Perth, PH1 5QL. Tel: 01738 639 657, fax: 01738 455092, e-mail: health@pamh.co.uk or see www.pamh.co.uk

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.

Library Services

Perth and Kinross Council Access Services is committed to providing library services to everyone in Perth and Kinross. Their 'Library Direct Programme' works in partnership with WRVS 'Books on Wheels' to provide services to people who are unable to visit their local library. Library Direct also provides books (including large print), audio books on CD or cassette, DVDs and videos to people in hospitals, care homes, and sheltered housing complexes, as well as offering reminiscence resources to care homes and hospitals for activity workers to use with residents or patients.

The Mobile Library Service takes books, CDs, DVDs and videos to the rural parts of Perth and Kinross not served by a community library building. Details of timetables and areas covered are available from the AK Bell Library or the library website.

For more information on either of these services contact: A K Bell Library, York Place, Perth, PH2 8EP, Tel: 01738 444949
Email: library@pkc.gov.uk
www.pkc.gov.uk/library

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 through social work services

Help and advice on short breaks for the person with dementia in a care home is available from the Access Team on 0845 30 111 20.

All care homes have to be registered with the Care Commission who should be able to provide a list of those in your area which are suitable for privately funded short breaks. Contact the **Care Commission**, Central East Region, Compass House, 11 Riverside Drive, Dundee, DD1 4NY. Tel: 0845 6008331.

You can also 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

Shared Care Scotland

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 care homes.

Care homes may be provided by the social work department, by voluntary organisations or by independent providers. All must be registered with and inspected by the Care Commission. For a list of care homes in your area, or to read inspection reports contact the **Care Commission**, Central East Region, Compass House, 11 Riverside Drive, Dundee, DD1 4NY. Tel: 0845 6008331.

Call the Dementia Helpline (0808 808 3000) to request a detailed list of long-stay care homes from a national database. The information is free and it can include a list of homes in any area of Scotland with specialist dementia care units, as well as any special requirements (eg non-smoking, particular languages spoken, accepts pets).

All Care Homes charge fees and everyone must make a contribution toward the cost of these. However Community Care Services may be able to help with part of the cost depending on the person's income and capital.

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.

The weekly rate for Free Personal Care is currently £153 while the rate for Free Nursing Care is £69.

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

Care is provided in the community wherever possible. However, there is a very limited availability at Murray Royal Hospital for specialist care of people with long-term severe behavioural difficulties. This is a facility used for the whole of Perth and Kinross.

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

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, 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 or visit

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.

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. www.housingcare.org

Perth and Kinross Association of Voluntary Service is the umbrella organisation for voluntary organisations in Perth and Kinross. PKAVS, The Gateway, North Methven Street, Perth, PH1 5PP. Tel: 01738 567076 www.pkavs.org.uk

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

Acknowledgements

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Alzheimer Scotland

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Find us on the internet at
www.alzscot.org

**Perth & Kinross Local Service Guide for People Affected by Dementia
Evaluation Form**

NHS Tayside and Perth & Kinross Council aim to provide information that is easy to read, up to date and relevant for local people.

We hope that the Perth & Kinross Dementia Service Guide achieves this. To monitor how the document is used we ask you to complete this short questionnaire.

Your comments and suggestions can help us make sure the guide is kept current and useful. If you have a moment, please answer and return the following questionnaire.

1. Is the guide useful to you?

Yes No

2. How do you use the guide?

3. Is there any information missing that should be included?

Yes No

If yes please describe: -

4. Do you have any other comments or suggestions to improve the guide?

5. The following is optional. These details will help us identify who commonly uses the guide.

Please tick whichever applies

- | | |
|--------------------------------|--------------------------|
| I have a diagnosis of dementia | <input type="checkbox"/> |
| I am a family member/carer | <input type="checkbox"/> |
| NHS Staff | <input type="checkbox"/> |
| Perth & Kinross Council Staff | <input type="checkbox"/> |
| Voluntary Sector Staff | <input type="checkbox"/> |
| Private Sector Staff | <input type="checkbox"/> |

Please return this questionnaire by mail, fax or email to: Hilary Thomson

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Housing & Community Care
Perth & Kinross Council
5 Whitefriars Crescent
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PH2 0PA
Tel 01738 476091
Fax 01738 476822
Email: HilaryThomson@pkc.gov.uk