Information for carers of people receiving NHS health care

Visit our website: www.nhsaaa.net
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Who is a carer?

If you provide regular, unpaid care for a partner, family member, friend or neighbour who is ill, frail, disabled or has a mental health problem you are a carer. You are not alone - it is estimated that at least one person in every eight of us is a carer!

You may assist them with a variety of tasks such as helping with personal care, providing emotional support, doing the housework or shopping, or perhaps you are responsible for managing their finances. You don’t have to live with the person you care for to be described as their carer. Whatever your caring role is, we know that caring for someone can be exhausting. The good news is that help and support is available for you.

You also have a number of rights and responsibilities as a carer when the person you care for is in hospital or when they are receiving health care or treatment in their local community (for example, from their GP, community nurse, dentist and so on).

Involving you in decisions about health care

If you are the carer of an adult over 16 who is unable to make decisions about their health care and treatment without help, you have the right to be involved in decisions being made about their care. This is true whether you are an adult carer or a young carer under 16.
However, as a carer, you do not have the right to make any final decisions unless you are the person’s ‘legal proxy’. This means that:

- you can say what you think about any planned health care or treatment
- if you know what the person you care for wants, you should tell the health professional looking after them
- your views should be taken into account when a final decision is made about the care and treatment
- you have the right to be involved when decisions and plans are being made about discharge from hospital
- you have the right to ask for a second opinion from another doctor if you are unhappy with the decision that the health professional has made
- you have the right to disagree with a decision
- you have the right to go to court about a decision
- you can ask for written information about the care and treatment to take away with you

To find out more, ask your health care team for a copy of the NHS Scotland leaflet ‘Caring and Consent’ or go to the Health Rights Information Scotland website at:-

http://www.hris.org.uk/patient-information/information-for-carers
Carer Support Plans (also known as ‘Carers’ assessment’)

The law says that anyone who provides or intends to provide a substantial amount of care on a regular basis can ask for a carer support plan (which in some local authority areas is now known as a ‘carers’ assessment’). This will help you think about your own needs as a carer and make sure that you have access to the services that will help and support you. It can be carried out with or without the person you care for being present. You can also ask to have someone there to support you during the process such as a family member, friend or support worker.

Your local council’s social work department has overall responsibility for carrying out carer’s assessments, but might refer you to your local carer’s centre for help to develop your support plan.

Please ask any member of your health care team to put you in touch with the hospital social work team or your local social work area office. If you prefer, you can also contact your local social work office by telephoning one of the numbers below:-

Social Work Area Offices – South Ayrshire

Ayr  01292 267675
Prestwick  01292 470099
Maybole  01655 883293
Girvan  01465 712299
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**Social Work Area Offices – North Ayrshire**

- Ardrossan 01294 468213
- Dremhorn 01294 218407
- Irvine 01294 324800
- Isle of Arran 01770 600742
- Kilbinnie 01505 684551
- Largs 01475 674545
- Saltcoats 01294 605261 / 01294 602535

**Social Work Area Offices – East Ayrshire**

- Cumnock 01290 421444
- Dalmellington 01292 552900
- Galston 01563 820876
- Kilmarnock 01563 554200

**Support available from your local carers’ centre**

NHS Ayrshire & Arran works in partnership with your local Princess Royal Trust Carers’ Centre to make sure that you can have access to the information, advice, training, advocacy, leisure and social activities that you may need.

Your local carers’ centre can offer you access to all sorts of help and advice such as drop-in facilities, emotional support, information days, newsletters, local support groups and complementary therapies as well as signposting you to other services and support that you may be entitled to such as benefit claims and respite care.

Ask a member of your health care team to put you in touch with your local carers’ centre, or you can give your local carers’ centre a call, or drop-in yourself to find out what support is available.
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http://www.hris.org.uk/patient-information/information-for-carers

East Ayrshire Carers’ Centre
49 The Foregate, Kilmarnock, KA1 1LU
http://www.carers.org/local-centre/kilmarnock
01563 571533

12-14 Lugar Street, Cumnock, KA18 1AB
01290 426404

32 Main Street, Dalmellington, KA6 7QL
01292 550717

North Ayrshire Carers’ Centre
174 High Street, Irvine, KA12 8AN
http://www.unity-enterprise.com/northAyrshire.asp
http://www.carers.org/local-centre/north-ayrshire
01294 311333

South Ayrshire Carers’ Centre
43 Sandgate, Ayr, KA7 1DA
http://www.unity-enterprise.com/southAyrshire.asp
http://www.carers.org/local-centre/ayrshire
01292 263000
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Other useful sources of information for carers

NHS Inform
http://www.nhsinform.co.uk
0800 22 44 88

The Princess Royal Trust for Carers
http://www.carers.org/
0141 221 5066

Carers UK (Scotland)
http://www.carersuk.org/scotland
0141 445 3070

Carers Direct
http://www.nhs.uk/carersdirect
0808 802 0202

Care Information Scotland
http://www.careinfoscotland.co.uk
08456 001 001

Coalition of Carers in Scotland
http://www.carersnet.org
01786 825 529

National Family Carers’ Network
http://www.familycarers.org.uk
07747 460 727
All of our publications are available in different languages, larger print, braille (English only), audio tape or another format of your choice.

Tha gach sgriobhainn againn rim faotainn ann an diofar chànanan, clò nas motha, Braille (Beurla a-mhàin), teip claiistinn no riodch eile a tha sibh airson a thaghadh.

Hamarae sab prakshan abnek bhasaao, badhe aksharao ki chaapai, brell (kavval angrezji), sunane vaili kaset ya aapki pasandnu saar kisi anvy formate (aapta) me bh bhalabdh hai.

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Jabari naam chuttiyan vyakto ke, merude jhao ke, pichao ke, pichao (shrof angieryi), vallina ke, bhalabdh hai.

Maha me pate la audw shaya bhalabdh lai, lai, lai, braapay jhao, jhao jhao jhao, jhao jhao jhao (mishar aathawesii) jhao, aadjhi dhap, ye maatari bhaksii aabayan jhao jhao jhao jhao jhao jhao.

0800 169 1441

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