

Public information directory for supportive and palliative services

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Public information directory for supportive and palliative services

Specialist palliative care support services

Hospital palliative care team (HPCT) Crosshouse Office: 01563 827517
Clinical Nurse Specialist Pages 3096 and 3124

Hospital palliative care team (HPCT) Ayr Office: 01292 610555 ext. 14286
Clinical Nurse Specialist Page 1932

The Ayrshire Hospice: 01292 269200
(Referrals can be made by your health and social care teams)
You can also self-refer via the Ayrshire Hospice website www.ayrshirehospice.org or
Email: livingwell@ayrshirehospice.org

Palliative care team Beatson (Only If transferred/known to team)	0141 3017038
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Other hospices and specialist palliative care support services

Accord Paisley:
0141 5812000

Ardgowan Greenock:
01475 726830

St Vincents Johnstone:
01505 705635

PPOW and Young Adult
Service Glasgow:
0141 429559

Kilbryde East Kilbride:
01355 202020

St Margarets Clydebank:
0141 95221141

St Andrews Airdrie:
01355 529884

Marie Curie Stobhill:
0141 5577400

Robin House (Children) Balloch:
01389 722055

The Ayrshire Hospice support services

Services are only for patients with life-limiting illnesses requiring services in addition to generalist palliative care already provided by health and social care teams: patients and those that matter to them who have complex symptoms and psycho-social needs requiring assessment and potential specialist input and who could benefit from hospice therapeutic interventions.

Specialist palliative care telephone advice across Ayrshire and Arran hospital and community services

Hospice community specialist palliative care reviews (specialist medical and nursing team covering Ayrshire and Arran)

Hospice holistic multi-disciplinary team in-patient care: Symptom assessment and management, End of life care and Respite
(requires specialist palliative care assessment for waiting list completion and approval)

Complementary therapy, Occupational therapy, Physiotherapy, Social work, Chaplaincy and counselling services.

Respite and Response service to support patients and carers at home

Bereavement support and counselling for adults and children

Living well Hub Programme Topics: Moving Well, Planning well, Eating well, Talking Well, Sleeping Well, Coping Well, Looking and Feeling Well and Remembering Well. Aims to inform, enable and empower people to live well by meeting hospice staff and peers to discuss topics, get information and chat. The optional 30 minute topic sessions run over 8 weeks and are followed by a social session to connect and build support with peers. Patients can also complete a self-referral form that can be found on the Ayrshire Hospice website www.ayrshirehospice.org or
Email: livingwell@ayrshirehospice.org

Specialist palliative care training and education for health and social care multi-disciplinary staff

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Ayrshire and Arran hospitals	
Crosshouse Hospital: 01563 521133	Ayr Hospital: 01292 610555
Ward 1 woodland view Irvine: 01294 22610	Ward 2 woodland view Irvine: 01294 22606
Ward 5 woodland view Irvine: 01294 322377	Woodland view Irvine mental health facility: 01294 274191
Ailsa Hospital: 01292 610556	Biggart Prestwick: 01292 470611
EACH Cumnock: 01290 429429	Carrick Glen Ayr: 01202 288882
Girvan: 01465 712571	Arran: 01770 600777
Brooksby House Largs: 01475 672285	
Lady Margaret Hospital Millport, Cumbrae: 01475 530307	

Discharge lounge facilitation support services		
Co-ordinators and contacts:	Crosshouse: 26468 and 26407	Ayr: 26634
Discharge Lounge Hub and Home First Nurse Practitioners Crosshouse: Ext.26175		
Discharge Lounge Hub and Home First Nurse Practitioners Ayr: Ext 17078		
Hospital Discharge Carers Link Workers: John Scally: 07949 308473 (Ayr and Biggart Hospitals) and Lorna Rowan: 07908993910 (Crosshouse, EACH and Biggart Hospitals)		

Equipment support services
Equipment and beds, mattresses: Please contact your local District Nurse or your occupational therapist if involved.
Community Alarm (Alert) social work request: North: (01294) 310222 and 310005 South: (01292) 268119 East: (01563) 554400
Domiciliary Oxygen: The home oxygen service in Scotland is provided by Dolby Vivisol. Patient Contact Centre: Re oxygen equipment, including replenishment enquiries, contact Dolby Vivisol: 0800 833531. For general information on oxygen please visit https://www.dolbyvivisol.com/ For safety information whilst on home oxygen please visit https://www.dolbyvivisol.com/services/patients-and-carers/home-oxygen-therapy/scotland/oxygen-safety-advice/ For videos on how to use equipment please visit https://www.youtube.com/channel/UCCMx1zWNYDvf68Vori_7fwg
WestMARC NHS supplied wheelchair services and repairs: Tel: 0141 2012624 or Helpline: 0844 8113001
SMART support and technology: via your local Occupational Therapy services or 01563 503351

Spiritual care support services during hospital stays only	
Crosshouse: 01563 827301	Woodland View: 01294 322449
Ayr: 01292 814587	Lister Street (Base): 01563 825278
Colin Scott - Senior Spiritual Care and Person Centred Officer The Sanctuary, Woodland View: Tel: 01294 322449	
Andy Gillies - Spiritual Care, Staff Care and Person-Centred Care Lead: Tel: 0786 6984823	

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Care provision support services

Members of public should continue to use NHS24 by phoning 111, advice is also available via www.nhsinform.scot and www.careinfoscotland.scot and community pharmacists

Single point of contact (SPOC) if you require out of hours support or advice from your District Nurse, Social Work, SPOC or professional to professional advice: Tel: 01563 545544

Ayrshire wide social work Out Of Hours (OOH) response service: 0800 3287758

North: 01294 400616 South: 01292 600444 East: 01563 507955 or 554401

The Johnny Walker Bond, East Ayrshire care at home: 01563 5554268 www.homecare.co.uk
Social work Tel: 554200

Public Dental Service: North West Dental Clinic Tel: 01563 578663 or
Dental Triage Helpline: 01563 507950 / 01292 616990 (Monday-Friday 9am-6pm)

Hanover Scotland www.hanover.scot Housing and services for older people: 0800 1114646 and
Email: hello@hanover.scot

Arran cancer and support services

Arran Cancer Support Trust: A group that provides support to anyone affected by cancer. We offer: Practical help and support groups, Complementary therapies, Counselling and Transport service to the mainland hospitals, clinics for cancer diagnosis, and can also help with ferry fares and travel warrants if resident in the Isle of Arran.

Find out more via Tel: 01770 820 600 or Email: arcastreasurer@gmail.com and
www.arrancancersupport.org

Nurse Coordinator (ArCaS) Arran: 01770 0600777

Arran Direct care card: If you need medical advice or have concerns when the G.P practice is closed (out of hours) Please call: 01770 600061. This will connect you to the hospital in Lamlash. Please state **"I have a direct care card"**

Heather Lodge Holistic and Wellbeing Centre Brodick: 01770 302827 or www.heatherlodge.scot

Mary Davies Trust Brodick: Complimentary holistic therapies for those in need (carers prioritised)
Tel: 01770 302546 or www.marydaviestrust.org.uk or Email: info@marydaviestrust.org.uk

Arran Community and Voluntary Service: A local charitable organisation that provides a range of information and office services to voluntary and community organisations operating on Arran.
Tel: 01770 600611. Email: INFO@ARRANCVS.ORG.UK or www.arrancvs.org.uk/about-us/

Translator, interpreter and sensory impairment support services

Information about health and care in Scotland is available in other languages, easy read formats, BSL and Audio. For more information visit www.nhsinform.scot/translations/

If you require a translator or interpreter during your healthcare appointments or hospital stays this can be arranged via telephone or face to face interpreting depending on individual and family circumstances.

Please let a member of your healthcare team know if you require these services prior attending appointments.

Action on hearing loss Scotland: Tel: 0141 3415330 or Helpline: 0808 8080123 or
Email: scotland@hearingloss.org.uk

Ayrshire society for the deaf: Tel: 01292 618585

Ayrshire and Arran have publications in other languages and formats available via communications team Tel: 01563 825856

RNIB Helpline: Tel: 0303 123999 or Email: helpline@rnib.org.uk

RNID Helpline: Tel: 0808 8080123 or Email: contact@rnid.org.uk

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Sense Scotland: Tel: 03003309292 or Email: info@sensescotland.org.uk or www.sensescotland.org.uk
Deafblind Scotland: Tel: 0141 7776111 or Email: info@dbscotland.org.uk
NHS Scotland website for eye care services and resources www.eyes.scot or Email: eyecare@gov.scot
Sight Scotland: 0800 0248973 or www.sightscotland.org.uk Sight Scotland Veterans advice and support: 0800 0356409
Sensory Impairment Teams: www.nhsinform.scot North Ayrshire: Tel: 01294 310005 or Email: SensoryImpairment@north-ayrshire.gov.uk East Ayrshire: Tel: 01563 554200 or Email: HSCPCustomerFirst@east-ayrshire.gov.uk South Ayrshire: Tel: 01292 616637 or Email: sensory@south-ayrshire.gov.uk
Relay UK service lets deaf, hard of hearing or speech impaired people alert police, ambulance, fire or coastguard services by calling via a relay assistant or texting a message to 999. There is also a 999 British Sign Language emergency video relay service. Text register to 999 to set up the relay service. For more information re text phone and App: 0800 500888 or www.relayuk.bt.com There is no additional costs for this service. If you are hearing or speech impaired your telephone provider should also offer you a rebate.

Patient and carers support services

For health information contact NHS Inform on: 0800 22 44 88 or go to www.nhsinform.scot

If you feel unwell or need urgent medical attention contact your GP or NHS24 on: 111 if your GP surgery is closed

Carers UK: Provide a range of advice, resources, sign posting and information including health and wellbeing, support for caring, jointly app, digital resources, financial planning, e-learning and local resources for service users, their carers' and staff.

Free access across Ayrshire and Arran for staff, patients and carers funded by Health and Social Care Partnerships

To Create a free account Go to: www.carersdigital.org

North Ayrshire and Arran Unique Access Code: **DGTL4110**

South Ayrshire Unique Access Code: **DGTL4111**

East Ayrshire Unique Access Code: **DGTL4112**

Carers Scotland: 0141 3781065 or www.carersuk.org/scotland/help-and-advice or www.careinfoscotland.scot

Carers UK Helpline: 0808 8087777 or www.carersuk.org or Email: advice@carersuk.org or Email: info@carersuk.org

<https://advice.local.uk>: Advice local can help you find information relating to: welfare benefits and tax credits; council tax exemptions and discounts; housing and homelessness; debt and money advice; employment and work issues; disability and social care; and asylum and immigration.

Scottish disability directory: Helpline: 0300 3239961 or www.disabilityscot.org.uk

Ayrshire Independent Living Network: Self-directed support service: 01294 475685 www.ailn.org

Carers Centre North Ayrshire: 174 High Street, Irvine, KA12 8AN: Tel: 01294 311333.

Email: northayrshire.carers@unity-enterprise.com and <https://www.unity-enterprise.com/carers-centers/>

Carers Centre South Ayrshire: 43 Sandgate, Ayr, KA7 1DA: Tel: 01292 263000

Email: southayrshire.carers@unity-enterprise.com and <https://www.unity-enterprise.com/carers-centers/>

Carers Centre East Ayrshire: 7 Bank Street, Kilmarnock, KA1 1HA: Tel: 01563 571533

Email : admin@eastayrshirecarers.org.uk and <https://www.eastayrshirecarers.org.uk/>

Carers Centre East Ayrshire: Howard Park House, Kilmarnock, KA1 1SA: 01563 559251

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Carers Centre East Ayrshire: 39 Barrhill Road, Cumnock, KA18 1PG. Tel: 01290 426404 01290 426404 Email : admin@eastayrshirecarers.org.uk and http://www.eastayrshirecarers.org.uk/index.html
Young carers: www.young.scot (young carers package, carers allowance and young carers grant information) Young carers (11-18) Young Scot National entitlement card www.getyournec.scot
Young carers strategy lead officer: Claire.Flanagan@south-ayrshire.gov.uk
Community link worker/community connector roles: Connects people in communities to local groups and services to improve health and wellbeing. https://ayrshireandarrangp.co.uk/ambitious-for-ayrshire/community-link-worker/ North: Email info@carena.org.uk Tel: 01294 324118 South: Email: enquiries@salifeline.scot Tel: 0800 4320150 East: Email: info@cvoea.co.uk Tel: 01563 574000
South Ayrshire HSCP Website (Carers) - https://hscp.south-ayrshire.gov.uk/Carers South Ayrshire Lifeline Directory – Email: enquiries@salifeline.scot or Tel: 0800 4320510 https://www.southayrshirlifeline.org Voluntary action south Ayrshire (VASA): 01292 432661 www.voluntaryactionsouthayrshire.org.uk and https://www.facebook.com/vasaayr/ Digital helpline to support people with connectivity and online access issues: 0800 4320510 Dementia Friendly Prestwick - https://www.dementiaprestwick.co.uk/ and https://www.facebook.com/dementiaprestwick/ HSCP Social Media accounts – have up to date information on support and activities being offered. https://www.facebook.com/sahscp/ / https://twitter.com/sahscp South Ayrshire Carers Centre Facebook: https://www.facebook.com/SouthAyrshireCarersCentre/ HSCP central Carers mailbox Email: carers@south-ayrshire.gov.uk – for carers and workers to contact with any questions Email: informationandadvicehub@south-ayrshire.gov.uk or 0300 1230900 or Text: 07491163382 (include your name and enquiry)
Carers Appreciation Card – North Ayrshire Health and Social Care Partnership (nahscp.org) Unity Enterprise – Social Enterprise www.unity-enterprise.com Self-Directed Support and Information Service - Ayrshire AILN www.ailn.org we have a Pan Ayrshire contract to provide information on Self Directed Support. Ayrshire (all areas): www.communitybrokeragenetwork.co.uk and Information line: 07769 698606 Care and support services North Ayrshire www.carena.org.uk Tel: 01294 324118 Involving Carers in Discharge Planning www.hscscotland.scot
Third sector support and services available in East Ayrshire includes foodbank, cleaning, door 2 door catering, feet first, digital hub, community connectors, available via: 01563 574000 or www.cvoea.co.uk Open doors community hub Kilmarnock: 01563 550951 East Ayrshire digital hub peer support for older people: 01563 574000 Rothesay House Cumnock support services East Ayrshire: 01290 428389 and 01290 427810 and 01292 427720
www.crossroads-scotland.co.uk or Tel: 0141 2263793 or www.crossroadshub.org.uk crossroads caring for carers - www.crossroads-sa.org.uk
Carers Trust: 01292 263000 or www.carers.org
National patient and support service: 0800 9172127 www.samaritans.org and Tel: 116 123
www.barnardos.org.uk/Scotland and Tel: 0131 446 7000
Redcross: Freephone: 0300 303 6077 Email: connecting-withyou@redcross.org.uk
Community Health Activity Team: Email: CHAT@east-ayshire.gov.uk or Office: 01563 578124
Centrestage: 15 Elmbank Drive Kilmarnock, KA1 3AE: 01563 551505 or Email: info@centrestagemt.org.uk

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Dumfries house health and wellbeing centre: 01290 425959 or www.dumfries-house.org.uk
WG13: 13-15 West George Street, Kilmarnock, KA1 1DH Tel: 01563 594600 or https://wg13.co.uk/ Support people in the community to gain experience and qualifications to help them move into employment in the hospitality and leisure sector. WG13 is an arm of the Council of Voluntary Organisations (East Ayrshire) Ltd , a registered Scottish Charity.
YIP World: 01290 422364 - https://www.yipworld.org Employability support and training, youth group, outreach youth work, social activities to combat rural deprivation. (Based in Cumnock, covers East Ayrshire).
UCAN-Learn. Work. Live: 5 Willock Street, Kilmarnock KA1 4HE. Tel: 01563 533000 http://www.ucanlearnworklive.co.uk/ or matt@ucanlearnworklive.co.uk Programmes to develop life skills, to support independence and employability. Classroom based learning and hands-on vocational training. The centre has teaching classrooms, IT Hub, Training Kitchen, Craft Room, Music/Recording Room, Radio Station, Gym, Workshop and Garden.
DVLA Medical enquiries DVLA, Swansea, SA99 1TU: Tel: 0300 7906806 or www.gov.uk
Disability Parking Application via https://www.gov.uk/apply-blue-badge

Advocacy services

Scottish Independent Advocacy Alliance: 0131 5109410 or www.siaa.org.uk
Aims Advocacy Ayrshire: Tel: 01294 608663 or Email: info@aimsadvocacy.org.uk or www.aimsadvocacy.org.uk
East Ayrshire advocacy service for people with alcohol/drug problems: 01563 574442 or https://eaas.org.uk/
Strictly senior advocacy service South Ayrshire: 01292 263626 or Email: advocacy@voluntaryactionsouthayrshire.org.uk
Citizens Advice Bureaux: 0800 0857145 or www.citizensadvice.org.uk
Self advocacy charity: www.mylifemychoice.org.uk
Advocacy service for children and young people under 20 years old: Tel: 01292 285372
Carers Centre North Ayrshire: 174 High Street, Irvine, KA12 8AN: Tel: 01294 311333
Carers Centre South Ayrshire: 43 Sandgate, Ayr, KA7 1DA: Tel: 01292 263000
Carers Centre East Ayrshire: 7 Bank Street, Kilmarnock, KA1 1HA: Tel: 01563 571533
Citizen advocacy support service (CASS) For people with learning difficulties in South Ayrshire: Tel: 01292 268873
Dyslexia Scotwest: Tel: 0141 3575700
Unity information, support and advocacy for carers in North Ayrshire, Arran and Cumbrae: Tel: 01294 311333 South Ayrshire: 01292 263000 or www.unity-enterprise.com
Circles Advocacy: 2 New Bridge Street, Ayr, KA7 1JX. Tel: 01292 264396 Alternate Phone Number: 07557 150 035 Email: info.southayrshire@circlesnetwork.org.uk or https://circlesnetwork.org.uk/south-ayrshire/
Mental Health and Wellbeing Officers can be contacted via social work departments in East, South and North Ayrshire council partners. Co-ordinator: Tel: 01563 576951, Tel: 01292 616102, Tel: 01294 470010

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Patient and carers feedback services

If patients or carers want to let us know about their experience in Ayrshire and Arran they can do this by: Leaving feedback and accessing additional information via Care Opinion which is a place where you can share your experience of health or care services. Care Opinion make it safe and simple to share your story online and see other people's stories too. Your feedback may include suggestions, compliments or complaints about your experience of care and what mattered most to you. Your feedback will be shared with staff to help us improve the care experience.

Working together, we can all help make care better.

Additional information available via www.careopinion.org.uk and www.careopinion.org.uk/info/about

Contact the Patient Experience Team via email aa.patientexperienceteam@aapct.scot.nhs.uk or Tel: 01292 513942

If anyone has a concern or complaint they can call 01292 513620, Freephone 0800 1691441 or Email: complaintsteam@aapct.scot.nhs.uk

The Patient Advice and Support Service (PASS) Tel: 0800 9172127 (mon-Fri 9am – 5pm): provides free, confidential information, advice and support to anyone wanting to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland. PASS is provided by any Citizen Advice Bureau in Scotland; a network of local, independant charities. There are a number of Citizen Advice Bureau's in Ayrshire. PASS can also help members of the general public to: Understand the NHS complaints process; Get ready for and attend meetings with the NHS; Write letters and fill in forms; and Understand their rights and responsibilities as an NHS patient.

Learning disabilities and neurodiversity resources and services

North Community Learning Disability Team	01294 323560
North Social work Learning Disability Team	01294 323560
North Acute/Primary Care LD Liaison Charge Nurse	01294 323560
Team Leader North CLDT North Ayrshire Health and Social Care Partnership Learning disability intensive support service (ISS) North Only	01294 323560, Direct dial: 01294 323559
East Ayrshire Community Learning Disability Team	North West Kilmarnock Area Centre: 01563 578574
East Ayrshire Social work Learning Disability Team	North West Kilmarnock Area Centre: 01563 578711
East Ayrshire Primary/Acute care LD Charge Nurse	North West Kilmarnock Area Centre: 01563 578568
Rothesay House Cumnock support services East Ayrshire	01290 428389 and 01290 427810 and 01292 427720
South Ayrshire Community Learning Disability Nursing Team	01292 614910 Based at Arrol Park
South Ayrshire Social Work Learning Disability Team	01292 614914
Mental Health Concerns for people with Learning Disability	North: 01294 323560, East: 01563 578567, South: 01292 614910
Hansel Learning Disabilities Services	01563 830340
Autism Programme Coordinator	01294 317848
Learning disabilities development manager	01294 317833 (Covers North Ayrshire)

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NEST: Neurodevelopmental Empowerment and Strategy Team. Provides workshops, resources and services to Ayrshires' neurodiverse communities. Open to anyone in Ayrshire who wants to contact us about autism, ADHD or FASD Email: Info@nest.scot or www.nest.scot		
Autism Support Ayrshire, National Autistic Society Scotland (previously known as NAS One Stop Shop). Email: Clare.Kennedy@nas.org.uk or AyrshireOss@nas.org.uk Tel: 07500 974 323		
ENABLE Scotland Ayrshire: 01563 546460 or 0300 0200101 or Email: enabledirect@enable.org.uk		
PAMIS: Promoting a more inclusive society by supporting people with profound and multiple learning disabilities, PMLD - their families, carers and professionals. https://pamis.org.uk		
National development team for inclusion: 03332 400587 (Glasgow office) or www.ndti.org.uk		
Human rights for people with LD and autism: www.rightfullives.org.uk		
Turning Point Scotland: (LD, autism and Huntingtons): 01292 886589 or www.turningpointscotland.com		
Affinity Trust: 01294 446600 and 01292 292922/436030 or Email: infoscotland@ayrshireaffinitytrust.org www.affinitytrust.org		
Richmond fellowship Scotland: 01563 530442 and 01563 542924, 01290 426899 and 01292 294690 or www.trfs.org.uk		
Neighbourhood networks support vulnerable adults with learning disabilities, physical disabilities and mental health issues to live an independent life, safely, within their own homes and be fully involved within their local communities: Tel: 0141 4401005. Email: info@neighbourhoodnetworks.org and https://www.neighbourhoodnetworks.org		
Equality Advisory Service: 0808 8000082 or www.equalityadvisoryservice.com		
Mencap LD helpline: 0808 808111 or www.mencap.org.uk and https://www.mencap.org.uk/search/groups		
British institute of Learning Disabilities: www.bild.org.uk		
Family support if mum/dad has autism or a Learning Disability: 0800 0856150 or www.aberlour.org.uk		
Partners for inclusion Ayrshire, Tel: 01563 825555 or Email: reception@partnerforinclusion.org or www.partnersforinclusion.org		
www.learningdifficulties.org.uk	www.cornerstone.org.uk	www.autism.org.uk
www.mind.org.uk	www.nhs.uk	www.scid.org.uk
www.quarriers.org.uk age 16+ with LD		
www.mylifemychoice.org.uk self advocacy charity		
www.macmillan.org.uk Macmillan 7 steps to equal healthcare in partnership with ENABLE Scotland		
www.hub.careinspectorate.com or hub@careinspectorate.gov.scot		

Charity support services

Local charity support services

Carers UK: **Excellent resources which provide a range of advice, resources, sign posting and information including health and wellbeing, support for caring, jointly App, digital resources, financial planning, e-learning and local resources for service users, their carers' and staff.**
Free access across Ayrshire and Arran for staff, patients and carers funded by our Health and Social Care Partnerships.

To Create a free account Go to: www.carersdigital.org

North Ayrshire and Arran Unique Access Code: DGTL4110

South Ayrshire Unique Access Code: DGTL4111

East Ayrshire Unique Access Code: DGTL4112

Carers Scotland: 0141 3781065 or www.carersuk.org/scotland/help-and-advice or www.careinfoscotland.scot

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Carers UK Helpline: 0808 8087777 or www.carersuk.org or Email: advice@carersuk.org or Email: info@carersuk.org
The Ayrshire Hospice: 01292 269200 or www.ayrshirehospice.org and Living Well Community Hub Programme Email: livingwell@ayrshirehospice.org
Ayrshire Cancer Support: Helpline: 0800 2545580 or Kilmarnock centre and head office drop in: 01563 538008 and 01292 269888 or Email: admin@ayrshirecs.org or www.ayrshirecs.org
Citizens Advice Bureau: 0800 0857145 or www.citizensadvice.org.uk The gateway centre, 3 Foregate Square, Kilmarnock, KA1 1LN, Tel: 01563 544744
North Ayrshire cancer care for hospital transport and support groups: 01294 552223 or www.northayrshirecancercare.org
Irvine and Troon Cancer Care: 5 Kilwinning Road. Irvine. KA12 8RR Tel: 01294 311887 Email: irvineandtrooncancercare@yahoo.com - www.irvineandtrooncancercare.org/
Girvan Cancer Care (CAN): 01465 714060 Provide transport for patients in Girvan area to and from hospital appointments within Ayrshire and further afield as necessary.
Marions still smiling charity for hotel breaks for patient and carer: Email: Maureen.Ritchie@uk.thalesgroup.com
Beatson cancer charity health and work service, wellbeing service, befriending service, bereavement support and resources support: Email: supportservices@beatsoncancercharity.org and Tel: 0141 2120505 or www.beatsoncancercharity.org
Maggie's Centre: Tel: 0141 3303311 or www.maggiescentres.org
Cancer charity support services
Macmillan support line: 0808 8080000 or www.macmillan.org.uk
Marie Curie: Tel: 0800 0902309 or www.mariecurie.org.uk
UK's people of colour community support for people living with cancer: www.fromme2u.uk
Support for people of colour for cancer patients and survivors: www.theleanneperofoundation.com
Bladder cancer: Tel: 0300 3020085 or Email: info@actionbladdercanceruk.org or www.bladdercanceruk.org
Blood cancer: Tel: 0808 2080888 or www.bloodcancer.org.uk
Blood cancer and blood disorders support: www.anthonynolan.org or Enquiries: 0303 3030303
Bowel cancer: Tel: 02079 401760 or Email: admin@bowelcanceruk.org or www.bowelcanceruk.org
Breast cancer: Tel: 0333 2070300 or Email: hello@breastcancernow.org or Nurse Tel: 0808 8006000 or www.breastcancernow.org
Breast cancer care Scotland: Tel: 0141 3538330 or Helpline: 0808 8006000 or Email: sco@breastcancercare.org.uk or www.disabilityscot.org.uk www.cancersupportscotland.org :Tel: 0800 6524531
www.cancerresearchuk.org :Tel Nurse: 0808 8004040 or Email: supporter.services@cancer.org.uk www.cancer52.org.uk :Email: info@cancer52.org.uk (For rare and less common cancers)
Head and neck cancer: Tel: 0203 4753471 or Email: info@oraclecancertrust.org or www.oraclecancertrust.org
Jo's cervical cancer trust: Tel: 0808 8028000 or Email: info@jostrust.org.uk or www.jostrust.org.uk
Leukaemia: Tel: 0808 8010444 or Email: support@leukaemiacare.org.uk or www.leukaemiacare.org.uk
Liver cancer: Tel: 0800 6527330 or www.livercanceruk.org
Melanoma: Tel: 0808 1712455 or Email: info@melanomauk.org.uk or www.melanomauk.org.uk
Mesothelioma: Tel: 0800 1692409 or 0141 4516744 www.mesotheliomanetwork.scot.nhs.uk and www.scottishmesotheliomanetwork.scot.nhs.uk
Pancreatic cancer UK: Tel: 0808 8010707 or Email: nurse@pancreaticcancer.org.uk or www.pancreaticcancer.org.uk
Prostate cancer UK: Tel: 0800 0748383 or www.prostatecanceruk.org

Public information directory for supportive and palliative services

Roy Castle lung cancer foundation: Tel: 0333 3237200 or www.roycastle.org

Non-cancer charity support services

Asthma and Lung conditions British lung foundation: 0300 2225800

Email: helpline@asthmaandlung.org.uk and www.blf.org.uk

Alzheimers society helpline: 0300 2221122 and Alzheimers helpline: 0808 8083000 and

www.alzscot.org

British heart foundation: Customer services: 0300 3303322 and Medical enquiries: 0300 3303311 or www.bhf.org.uk

British liver trust: 0800 6527330 and www.britishlivertrust.org.uk

Chest Heart and Stroke: 0808 8010899 or www.chss.org.uk

COPD NHS Scotland support service: www.support.nhscopd.scot

Croy resource centre support group for dementia: 01292 513205 or

Dementia Support: 01294 602720

Dementia UK: Helpline: 0800 8886678 and www.dementiauk.org

Diabetes UK: Helpline: 0345 1232399 and www.diabetes.org.uk

Huntingtons disease: 0141 8480308, Email: sha-admin@hdscotland.org and www.hdscotland.org

Kidney care UK: 01420 541424, Email: info@kidneycareuk.org and www.kidneycareuk.org

National kidney federation: Helpline: 0800 1690936 and www.kidney.org.uk

Motor neurone disease: 0141 3323903, Email: info@mndscotland.org.uk and

www.mndscotland.org.uk

Multiple Sclerosis: 0800 0323839 and www.mstrust.org.uk

Parkinsons disease: 0808 8000303, Email: localsupport@parkinsons.org.uk,

www.parkinsons.org.uk and www.forum.parkinsons.org.uk

Pulmonary fibrosis: – www.actionpf.org and www.pulmonaryfibrosistrust.org

Miscellaneous charity support services

Redcross: 0300 3036077 Helpline: 01292 263946,

Email: Connecting-withyou@redcross.org.uk or Email: information@redcross.org.uk

Salvation Army: 0207 3674500 and www.salvationarmy.org.uk

Age Scotland: 0800 1244222 and Age concern Ayr: Tel: 01292 265304 or

www.ageconcernayr.co.uk

Wedding charity for terminally ill. Information and application form via www.giftofawedding.org and Enquiries: 0161 3388000

Criteria: Aged over 18, UK residents, Marriage to be in UK, Aim to be married within 3 months, One of the partners is diagnosed with a terminal illness

Short term emergency pet care: The Cinnamon trust (national charity for the elderly, terminally ill and their pets: Tel: 01736 757900 and

Pet fostering service Scotland: 0344 88119909 or www.pfss.org.uk

Financial support and services

North Ayrshire Money Matters: 01294 310456 or 01294 310000,

Email: moneymatters@north-ayrshire.gcsx.gov.uk

South Ayrshire information and Advice Hub: 0300 1230900,

Email: informationandadvicehub@south-ayrshire.gov.uk

East Ayrshire Money: 0800 3897750 or 01563 554400, Email: macmillan@east-ayrshire.gov.uk

Scottish welfare fund: www.mygov.scot

Citizens Advice Bureau: 0800 0857145 and Citizens Advice Local Bureau: 0800 0281456

Money Talk Team: 08000 0857145 and www.moneytalkteam.org.uk

Digital advice hub: 0808 8009060, Email: info@advice.scot and www.advice.scot

Public information directory for supportive and palliative services

Social security Scotland: 0800 1822222
Department Work and Pensions (DWP): 0121 4108780
Financial health check service: 0800 0857145
Health and work support service: 0141 2720505
Macmillan financial guidance support line: 0808 8080000
Armed Forces Charity/financial support (ssafa): 0800 606767
Caring for veterans: 0141 8121100 and www.erskine.org.uk
Rsabi (financial/support for those involved in farming): Helpline 0300 1114166, Main office 0131 4724166
National free debt advice service: Tel: 0800 138111 and www.stepchange.org
National debt line: Tel: 0808 8084000
https://www.socialsecurity.gov.scot/terminal-illness
https://socialsecurity.gov.scot/guidance-resources/guidance/when-to-complete-a-basris-or-a-ds1500-form
https://www.socialsecurity.gov.scot/what-we-do/stakeholder-resources/funeral-support-payment

Homeless and foodbanks and energy supplier support services

Shelter: 0808 8004444 and www.scotland.shelter.org.uk
Ayr housing aid centre: Tel: 01292 288111 or Email: info@ayrhousingaidcentre.com or www.ayrhousingaidcentre.com
Health and Homeless Team Referral via: aa-uhb.clinicalhomelesshealthteam-east@aapct.scot.nhs.uk
Health and Homeless East Ayrshire Team Office: 01563 578592, Charge Nurse Lorna Costley Health and Homeless South Ayrshire Team Office: 01292 559777, Charge Nurse Gayle Ridge
East Ayrshire Housing Options can be contacted via Tel: 01563 554400, option 5 during office hours. Out with office hours please use 24 hour helpline via Tel: 0345 7240000 or Email: homelessness@east-ayrshire.gov.uk Neighbourhood housing teams: 01563 554400 or Email: housing@east-ayrshire.gov.uk
North Ayrshire Housing and Homeless Advice team: Tel: 01294 314600 or 0800 0196500 out of hours. Email: housing-info-advice@north-ayrshire.gov.uk
CHAP North Ayrshire - confidential support on housing, welfare, debt and benefit issues: The Michael Lynch Centre for Enterprise, 71 Princess Street Ardrossan, KA22 8DG, Tel: 0300 0020002 or Email: enquiries@chap.org.uk or www.chap.org.uk
South Ayrshire housing offices and services: Tel: 0300 1230900 or Email: HousingOptionsTeam@south-ayrshire.gov.uk Emergency homeless assistance standby service out of hours: Tel: 0808 1003151 Ayr Housing Aid Centre: Tel: 01292 288111 or Email: advice@ayrhousingaidcentre.com
Homeless project Scotland: Tel: 0800 147160 7 www.homelessprojectscotland.org
Foodbanks: Find a Food Bank - The Trussell Trust: http://www.trusselltrust.org/get-help/find-a-foodbank/ Email: info@southayrshire.foodbank.org.uk or Tel: 07599071114 / 07871689392 http://southayrshire.foodbank.org.uk Email: info@northayrshire.foodbank.org.uk or Tel: 01294 601312 or 07908 469556 or http://northayrshire.foodbank.org.uk Email: info@cvoea.co.uk or Tel: 01563 574000 or http://ayrshireeast.foodbank.org.uk
Home Energy Scotland: 0808 8082282 and British Gas energy trust: Tel: 0330 1000056
East Ayrshire Churches Homelessness Action (EACHa): www.eacha.co.uk Tel: 07871153458
Churches Homeless Action North Ayrshire (CHANA): For information Tel: 07585 665751
Riverside Church Community Trust South Ayrshire care and share Tel: 01292 262686 or www.riverside-ayr.org

Public information directory for supportive and palliative services

Mental health recovery support services

Mental health teams: Crosshouse: 01563 572476 Ayr: 01292 559710

Adult Mental health: North: 01294 470010, East: 01563 578592, South: 01292 559777

Elderly mental health teams: Crosshouse and Ayr: 01292 513007

Elderly Mental health services: North: 01294 227567, Largs: 01475 687551. East: 01563 578630, Cumnock: 01563 578630. South: Ayr North 01292 513908, Ayr South 01292 513907

C-The Child Adolescent Mental Health Service (CAMHS) :
North: 01294 323425, South: 01292 615931, East: 01563 578540

Three Towns mental health resource centre: Nelson Road, Saltcoats, KA21 5RF.
Tel: 01294 470010

Scotland mental health support: 0344 8000550 or www.samh.org.uk

Breathing Space: 0800 838587 or www.breathingspace.scot

NHS inform: Tel: 111 or www.nhsinform.scot & www.nhsinform.scot.mindtomind

Samaritans: Tel: 116 123 or www.samaritans.org

Barnardos: www.barnardos.org.uk

Scottish Families affected by Alcohol and Drugs support: 0808 0101011
Email: helpline@sfad.org.uk

MIND: Tel: 0300 1233393 or www.mind.org.uk

Confidential support with alcohol, drugs or mental health concerns South Ayrshire: 01292 430529
and www.wearewithyou.org.uk

Ayr Action for mental health: Wellington Lane, Ayr, KA7 2DA. Tel: 01292 619600 or Email:
enquire@thethreesixty.org.uk or www.thethreesixty.org.uk

Andy's man club support group: Ayrshire Medical Services Ltd, 2 Alloway Place Ayr, KA7 2AA
Email: info@andysmanclub.co.uk or <https://andysmanclub.co.uk/scotland-clubs/>

SANE: 0300 3047000 or www.sane.org.uk

Supporting positive mental health in teenagers: www.stem4.org.uk (Apps and resources)

Parents helpline: 0808 8025544 or www.youngminds.org.uk (up to age 25)

Advice for supporting children and young people's mental health and emotional wellbeing
www.handsonscotland.co.uk

PAPYRUS: 0800 0684141 or www.papyrus-uk.org (prevention of young suicide)

Resources and staff training available via: chooselife@aapct.scot.nhs.uk or 01292 513146

Recovery Enterprise from multiple barriers: The Foundations Hub, 4 St Marnock Place Kilmarnock,
KA1 1DU Tel: 07793241895. Email: recoveryenterprises@outlook.com or
<https://www.recoveryenterprises.scotland.org/>

Online digital mental health and wellbeing: www.kooth.com

Drug and alcohol recovery services

Acute Hospital Alcohol and drug liaison team: Contact via switchboard and Radio page

North: Prevention and Service support team (PSST): 01563 826223

North Ayrshire Drug and Alcohol recovery services (NADARS): 01294 476000 and
www.nhsaaa.neet/servicesa-to-z

Woodland View ward 5: 01294 322377

Turning Point Prevention, early intervention and recovery (PEAR). North Ayrshire: 01294 447407.
Drop in 2 Dalry Road, Kilwinning, KA13 7HD, Tel: 01294 557849. www.carena.org.uk Or
Email: northayrshireinfo@turningpointscotland.com

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Woodland view mental health facility: Ayrshire Central Hospital grounds, Kilwinning Road, Irvine, KA12 8SS. Tel: 01294 274191
Recovery Allotment: Irvine Road Kilwinning Ayrshire, KA13 7PZ and http://eglintongrowers.co.uk/
Vineburgh Community Centre: Quarry Rd Irvine, KA12 0PS, Tel: 01294 317156, Email: vineburghcentre@gmail.com or https://www.facebook.com/vineburghcentre/
East: NHS Addiction services Bentinck Centre East Netherton Street Kilmarnock, KA1 4AX. Tel: 01563 574237. Alternative Phone Number: 01563 578770 https://www.east-ayrshire.gov.uk/SocialCareAndHealth/Support-available-in-East-Ayrshire/Alcohol-and-drugs/Alcohol-and-drugs-advice-and-support.aspx
East Ayrshire Alcohol and Drugs partnership: 01563 555353 or 01563 576739 Community health activity team: 01563 576427 or 01563 576723
NHS South Ayrshire Community Addiction Ailsa Campus Dalmellington Road Ayr, KA6 6AB. Tel: 01292 559800 and https://www.nhsaaa.net/services-a-to-z/addiction-services/
Confidential support with alcohol, drugs or mental health concerns South Ayrshire: 01292 430529 or 0808 1784549 and www.wearewithyou.org.uk
Harbour Ayrshire support service charity: 6 Miller Road Ayr, KA7 2AY. Mon-Fri 9am-5pm 07793 457679 / 01292 623016. Out of hours 07920 057 950. Email: info@harbourayrshire.co.uk or https://harbourayrshire.co.uk/
Ayrshire council on Alcohol: 01292 281238 Email: info@acaayr.org or www.acayr.org
Supporting people with alcohol or drug misuse and promoting recovery (EARN): 07708110559 Email: info@earecoverynetwork.co.uk or www.earecoverynetwork.co.uk
East Ayrshire Recovery hub: Tel: 07708 110559, Kilmarnock station, Station Brae, Kilmarnock, KA1 2AF
East Ayrshire hub recovery support training: 3-9 John Finnie Street Kilmarnock, KA1 1BL. Tel: 07497 887458. Email: socialmedia.earh@gmail.com
Council of voluntary organisations East Ayrshire: www.cvoea.co.uk Email: info@cvoea.co.uk and www.cvoea.co.uk/the-nest-cumnock or www.camerados.org
Rapid access to drug and alcohol recovery services (RADAR) Single point of contact: North West Area Centre Western Road Kilmarnock, KA3 1NQ. Tel: 01563 578770
Ayrshire Arts Academy (Centrestage): 15 Elmbank Drive Kilmarnock, KA1 3AE. Tel: 01563 551505 or Email: info@centrestagemt.org.uk and https://www.centrestagemt.org.uk/
Scottish Families affected by Alcohol and Drugs support: 0808 0101011 Email: helpline@sfad.org.uk or www.sfad.org.uk
Supporting people with alcohol or drug misuse and promoting recovery: 07708110559 Email: info@earecoverynetwork.co.uk or www.earecoverynetwork.co.uk
Confidential support with alcohol, drugs or mental health concerns: www.wearewithyou.org.uk

LGBTIQ+ support services

Supporting and advocating for LGBTIQ+ people affected by cancer Email: contact@livethroughthis.co.uk or www.livethroughthis.co.uk
Macmillan https://www.macmillan.org.uk/cancer-information-and-support/impacts-of-cancer/lgbtq-cancer & https://community.macmillan.org.uk/cancer_experiences/lgbt-and-cancer-forum and https://www.macmillan.org.uk/images/supporting-lgbt-people-with-cancer_tcm9-300546.pdf
Marie Curie Palliative and end of life care for LGBT+ people: Resources and information for health professionals and general public. LGBTQ+ Booklet: Getting care and planning for the future via www.mariecurie.org.uk or 0800 0902309
Galop (for those affected by abuse): 0800 9995428 and 0207 7042040 or www.galop.org.uk
LGBT Helpline Scotland: 0300 1232523 or Email: helpline@lgbthealth.org.uk or www.lgbthealth.org.uk

Public information directory for supportive and palliative services

LGBT+ helpline: 0300 33006330 or www.switchboard.lgbt	
LGBT foundation: 0345 330303030 or Email: info@lgbt.foundation or https://lgbt.foundation	
Terrence Higgins Trust Helpline: 0808 8021221 or Email: info@tht.org.uk Glasgow office: 0141 3323838	
Switchboard LGBT+ helpline: 0300 3300630	
Fearless (domestic abuse support in Scotland): 0131 6247266 and www.fearless.scot/contact	
www.stonewall.org.uk/helpadvice/faqs-and-glossary/glossary-terms and www.stonewall.org.ukhttps://www.stonewall.org.uk/sites/default/files/stonewall-guide-for-the-nhs-web.pdf	
https://sahir.org.uk/lgbt/	https://mindout.org.uk/resources
https://www.cancerresearchuk.org/about-cancer/cancer-symptoms/spot-cancer-early/screening/trans-and-non-binary-cancer-screening	

Community wellbeing police support services

Police: Tel 101 for non-emergency enquiries or 999 in an emergency, when a serious offence is/has been committed and when you need support right away

Text phone emergency service: 18000 and non - emergency 18001101

Ayrshire Community Wellbeing Unit: reachable through switchboard: 101

HM Prison: Mauchline Road, Kilmarnock, KA1 5AA. Tel: 01563 548800

Relay UK service lets deaf, hard of hearing or speech impaired people alert police, ambulance, fire or coastguard services by calling via a relay assistant or texting a message to 999. There is also a 999 British Sign Language emergency video relay service. Text register to 999 to set up the relay service. For more information re text phone and App: 0800 500888 or www.relayuk.bt.com
There is no additional costs for this service.

If you are hearing or speech impaired your telephone provider should also offer you a rebate.

Abuse support services

Women's Aid: East Ayrshire: 01563 536001, North Ayrshire: 01294 602424,
South Ayrshire: 01292 266482 or www.womensaid.scot

National domestic abuse helpline: 0808 2000247 www.nationaldomesticviolencehelpline.org and
www.refuge.org.uk

Scottish Women's Aid: www.womensaid.scot

Men's Advice Line: 0808 8010327 or www.mensadvice.org.uk/favicon.ico

AMIS (Support for men experiencing domestic abuse): 0808 8000024 or

Email support@amis.org.uk and www.abusedmeninscotland.org

Rape crisis Scotland Helpline: 0808 8010302

Fearless (domestic abuse support in Scotland for LGBTIQ+ community): 0131 6247266 and
www.fearless.scot/contact

National LGBT+ domestic abuse helpline: 0800 9995428 or Email: help@galop.org.uk

Victim Support Scottish Helpline: 0345 6039213 or www.victimsupportsco.org.uk

Beatson and Glasgow services

Beatson Cancer Centre Site specific Clinical Nurse Specialists: 0141 3017000

Beatson cancer charity wellbeing service and health and work service: 0141 2120505

Bereavement support www.beatsoncancercharity.org or

Email: Bereavementsupport@beatsoncancercharity.org

Neuro-oncology CNS QEUH Beatson Cancer Centre: 0141 2012727 and 0141 301760

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QEUH Neurology: 0141 2012589	
Teenage and young adult service (16-25) CNS Beatson: 0141 3017586 and 3017616 or Page: 15007	
Clinical trials Beatson: 0141 3017175	
Young lives vs cancer (formerly known as CLIC sargent- caring for children with cancer via http://www.clicsargent.org.uk)	
Contact information: 0300 3035220 or Email: GetSupport@younglivesvscancer.org.uk	
Social work: 0141 3017680	
The Child and Adolescent Support Service	Beatson Cancer Centre: 0141 531374
Gartnavel General: 0141 2113000	Southern General Hospital: 0141 2011100
Genetic Clinic queries QEUH: 0141 3549200 or Email: cancer.genetics@ggc.scot.nhs.uk	
Maggies Centre: 0141 3572269, Email: glasgow@maggies.org or www.maggies.org	

Macmillan services

Macmillan support line: 0808 8080000	Emotional and practical information
Website www.macmillan.org.uk	Macmillan and BUPA counselling service
Macmillan booklet order: 0800 500800	Information and support team
www.community.macmillan.org.uk	Work support team
Clinical Information	Welfare rights team
Financial guidance team	Energy advice team
Macmillan grants	Cancer information nurse specialist
Macmillan telephone buddies: Provides emotional support via telephone for up to 12 weeks	
Macmillan community buddies: Provides emotional or practical support within someone's home, around home or in the community for up to 12 weeks:	
Digital Buddies: Provide emotional support via digital form e.g. Teams for up to 12 weeks	
Service users can self-refer to Buddies services by going to the following website link and registering for the service: https://www.macmillan.org.uk/cancer-information-and-support/get-help/emotional-help/telephone-buddies	

Macmillan Move More services

Macmillan Move More Development Officer South Ayrshire: 01292 612 624 Email: macmillanmovemore@south-ayrshire.gov.uk or www.south-ayrshire.gov.uk/leisure/sports-development
Macmillan Move More Development Officer East Ayrshire: 01563 578124 or Email: movemore@east-ayrshire.gov
Move More North Ayrshire: 01294 270796 or Email: movemore@kaleisure.com (KA Leisure)
Macmillan Cancer Information & Support Service: Saltcoats Library: Tel: 01294 469546

Marie Curie information, resources and support services

Helpline: 0800 0902309
Check-in and chat telephone service
Bereavement support service
Marie Curie nursing service at home (organise via your district nurse)
Marie Curie Hospice Glasgow: 0141 5577400
On-line community: www.community.mariecurie.org.uk
Palliative, anticipatory care planning (ACP) and end of life care resources, information and booklets via www.mariecurie.org.uk

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Cancer speciality	Contact numbers
Nurse Consultant	01563 826024
Oncology (ANP) Nurse consultant	01292 616925 Page 1279
Breast CNS team	Crosshouse: 01563 825756, 01563 826038, 01563 827001 & 01563 827895 Ayr: 01292 614515 or Irvine: 01294 323509
Breast Screening Unit	Ayrshire Central Hospital: 01294 323509
Colorectal CNS team	Crosshouse: 01563 827567 or Ayr: 01292 617165 and 617017
Stoma Care	Crosshouse: 01563 827878 or Ayr: 01292 614283
Advanced CNS Rapid cancer diagnosis service	01563 825626
Gynae-Oncology CNS team	01563 827719 and 01563 827833
Haemato-oncology team	Crosshouse: 01563 826803 or Ayr: 01292 614898
Head and Neck CNS team	01563 845501
Macmillan speech and language therapist (SALT)	01563 527194 SALT also available across hospitals and community services
Lung Cancer CNS team	Crosshouse: 01563 827911 and 825144 or Ayr: 01292 617018
Mesothelioma	Glasgow: 0141 4516744
Palliative Care CNS team	Crosshouse: 01563 827517 or Ayr: 01292 610555 ext.14286
Upper GI CNS team	01563 826976
Urology CNS team	01292 614765 or 01292 614829
Urology secretary	01292 614489
Melanoma and skin cancer Support Nurse	01563 827923
Nurse Coordinator (ArCaS) Arran	01770 0600777
Lymphoedema service team	Crosshouse: 01563 826571 or Ayr: 01292 614233
Improving the Cancer Journey	Programme lead: 0782 4596406
Improving the Cancer Journey	Co-ordinator: 01563 554400 (Johnny Walker Bond)
Cancer treatment helpline	0800 9177711

Clinical non-malignant clinical nurse specialists and team members

Speciality	Contact numbers
Respiratory CNS Crosshouse	01563 827060
Respiratory CNS Ayr	01292 513161
Renal supportive care CNS	01563 826161
Diabetes CNS & team	01563 827642
Parkinsons CNS	01292 665712 and 01292 665628
Multiple Sclerosis CNS	01653 823029
Motor Neurone Disease CNS	0141 2012380
Huntingtons CNS	0795 6011231
Heart Failure CNS office	01563 8825772 (Crosshouse) and 01292 614177 (Ayr)

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ANP for ACCU	Contact ACCU direct 01563 827944
Alzheimers Nurse Consultant	01563 826719
Delirium Nurse	01563 826380
Acute Pain CNS	01563 827838 (Crosshouse) and 01292 617013 (Ayr)
Tissue Viability Team	01563 825840

Organ and tissue donation services

<https://www.organdonation.scot/tissue-donation>

www.organdonationscotland.org/

www.organdonation.nhs.uk/helping-you-to-decide/your-faith-and-beliefs/

Specialist nurse Organ donation Ayrshire and Arran: Tel: 01563 825893

Tissue, cells and advanced therapeutics (TCAT) responsible for tissue and cell donation in Scotland Tissue donor co-ordinator: Tel: 07623 513987

Tissue National Referral Centre Helpline: Tel: 0800 4320559 or Email: Enquiries@nhsbt.nhs.uk

Lead nurse tissues and cells Scottish national blood transfusion service Edinburgh:
Tel: 0131 3145560

Blood cancer and blood disorders support: www.anthonynolan.org or Enquiries:
Tel: 0303 3030303

Bequest body donation services via Glasgow University Anatomy Facility
Tel: 0141 3305397 or Email: bodydonation@glasgow.ac.uk

Public information directory for supportive and palliative services

Useful anticipatory and palliative care resources

Most patients' and carers require a generalist palliative care approach provided by health and social care staff working in hospitals, the patients home, community, nursing homes, urgent and emergency care services. Not everyone with a life limiting illness or dying requires input from specialist palliative care services due to the experience, training, collaboration and skill of staff across services who provide generalist palliative care.

Specialist palliative care services can also be accessed for advice or review for those with more complex needs in these settings. Specialist palliative care services provide holistic assessment and care and can be accessed at various stages of a life-limiting illness depending on the needs of the individual patient, those that matter to them and the staff/teams supporting their care.

Specialist Palliative services in hospitals and hospices also provide education and training to staff.

The specialist hospital palliative care team (HPCT) are experienced nurses and doctors who can support patients and those that matter to them with complex holistic needs alongside the patients' multi-disciplinary teams. The HPCT are based in University Hospitals Crosshouse and Ayr and work closely with individual teams, hospices, community teams and multi-disciplinary staff delivering palliative, supportive, end of life and pre-bereavement care. There is a separate patient information leaflet available on this service. The Hospital Palliative Care Team can also provide free resources, books and information to support and empower patients, families, children and those who matter to them during their illness and pre bereavement.

Ward teams may involve the specialist palliative care team for advice or review for those with more complex needs. The HPCT work during office hours Monday – Friday.

Staff across health and social care services can contact the Ayrshire Hospice for specialist palliative care advice at any time.

The Ayrshire Hospice provides free specialist palliative care through a multi-professional team. They work and communicate closely with hospital and community teams on an advisory basis. Provides advice and holistic specialist palliative care services to people affected by life-limiting illness. Services include multi-disciplinary in-patient and day services, Living well hubs, respite and response, community, medical, pharmacy, therapies, cafes, patient and family support and bereavement services. The in-patient unit provides holistic symptom assessment and management, short term multi-disciplinary assessment and interventions, nursing care, planned respite and end of life care. The Community Specialist Palliative Care nursing and medical roles provide advice including medication to manage pain and other symptoms. They provide additional emotional and spiritual support to help patients and those that matter to them cope with a life limiting illness and bereavement. They can advise on other hospice services which may be of benefit. For example the Respite and Response service offers support in the persons' home and provides practical physical care and emotional support to the patient and family/carer to allow them rest and help them cope or to attend to their own health care needs.

Additional information on services available via <https://www.ayrshirehospice.org>

Ayrshire and Arran staff involved throughout your care will be happy to discuss what matters to you for your future Anticipatory and Care Plan needs. There are a variety of different documents and digital platforms available which staff can provide additional information on. For example the Key Information Summary (K.I.S) which your G.P. and community team can update to support your wishes and communicate this information to other health care professionals and services involved in your care.

Health Improvement Scotland website has a wealth of information to support decision making and discussion around Anticipatory Care Planning (ACP) with those that matter to you and your healthcare team. Includes resources and a My ACP booklet.

<https://www.healthcareimprovementscotland.org>

<https://www.resus.org.uk/respect> Recommended Summary Plan for Emergency Care and Treatment (ReSPECT) The process creates a summary of personalised recommendations for a

Public information directory for supportive and palliative services

persons' clinical care in an emergency and is intended to respect both patient preferences and clinical judgement. The agreed realistic clinical recommendations that are recorded include a recommendation on whether or not CPR should be attempted if the person's heart and breathing stop.

Ayrshire and Arran Personal plan of care for the last days of life in hospital supports adults in last days of life, the people important to them and staff. Supports shared decision making, promotes safe, consistent, individualised care and pharmacological decisions based on palliative care guidelines and the 4 key principles of caring for people in the last hours and days of life. Please ask a member of staff if you would like more information.

<https://www.resus.org.uk/library/additional-guidance/guidance-dnacpr-and-cpr-decisions> and a service user leaflet

<https://www.sad.scot.nhs.uk> NHS Education for Scotland Support around death

<https://spict.org.uk/red-map> and Supportive and palliative care indicator tool (SPICT and SPICT- 4ALL)

<https://nhsinform.scot/acp>

<https://realisticmedicine.scot>

<https://ihub.scot>

Carers UK: **Excellent resources which provide a range of advice, resources, sign posting and information including health and wellbeing, support for caring, jointly App, digital resources, financial planning, e-learning and local resources for service users, their carers' and staff.**

Free access across Ayrshire and Arran for staff, patients and carers funded by our Health and Social Care Partnerships.

To Create a free account Go to: www.carersdigital.org

North Ayrshire and Arran Unique Access Code: DGTL4110

South Ayrshire Unique Access Code: DGTL4111

East Ayrshire Unique Access Code: DGTL4112

Public information directory for supportive and palliative services

Registration of death offices		
Contacts	Address	Contact details
Ayr	5-9 High Street, Ayr KA7 1LU	01292 617617 Email: ayr.registrars@south-ayrshire.gov.uk
East	Burns monument centre Kilmarnock KA3 7RU Cumnock registration office Rothesay House, KA18 1LH	01563 576695 Email: registrar@east-ayrshire.gov.uk
North	Saltcoats, The Town Hall, KA21 5HW Customer service centre Bridgewater House, Irvine, KA12 8BD Largs, Brooksby Medical Resource Centre, KA30 8LH Kilbirnie, Branch Library, KA25 6BL Arran, North Ayrshire Council office, Lamlash KA27 8JY	Email: contactus@north-ayrshire.gov.uk 01294 310000 01770 600338 (Arran office)
Emergency	Ayrshire and Arran	0300 1230900

Bereavement resources	Contact numbers
Pan Ayrshire local delivery lead for financial support following bereavement	07341 793447
DWP bereavement service	0800 7310469
Ayrshire Cancer Support: Peer support group for children, young people and families who have been bereaved through cancer can now be made by completing a form via www.ayrshirecs.org/services	01563 538008
www.ayrshirehospice.org or Email: familycare@ayrshirehospice.org Provide pre-bereavement and bereavement support, counselling & therapeutic interventions to support children, young adults and families.	01292 269200
East Ayrshire Bereavement services	01563 554775
Cruse bereavement care - www.cruse.org.uk www.crusescotland.org.uk/ - Email: support@crusescotland.org.uk	0844 4779400 0808 8026161
Suicide bereavement support service A&A: Email: suicidebereavementsupport@nhs.scot and www.penumbra.org.uk/services/suicide-bereavement-support-service/	0800 4714768
Bereavement support and resources – Email: supportservices@beatsoncancercharity.org or	0141 2120505
Scottish Families affected by Alcohol and Drugs bereavement support: Email: helpline@sfad.org.uk or http://www.sfad.org.uk/	0808 0101011
www.gov.scot What to do after a death in Scotland	
www.gov.uk/bereavement-support-payment	
www.gov.uk/funeral-payments	
www.mygov.scot/funeral-support-payment	
www.gov.uk/guardians-allowance	
www.nhsinform.scot/care-support-and-rights/death-and-bereavement	

Public information directory for supportive and palliative services

www.ataloss.org (free support, information and resources bereavement signposting service)	
www.pushingupthedaisies.org.uk/ Scottish Charity supports practical options, legal rights and grief	
www.scotland.shelter.org.uk/	
www.relationships-scotland.org.uk/	0345 1192020
www.citizensadvice.org.uk/scotland/about-us/get-advice-s/	
www.sad.scot.nhs.uk	
www.dyingmatters.org	
www.knowledge.scot.nhs.uk/pceducation.aspx supportarounddeath@nes.scot.nhs.uk	
www.goodlifedeathgrief.org.uk/content/after_death/	
www.goodlifedeathgrief.org.uk/content/advance_care_planning/	
www.penumbra.org.uk/services/suicide-bereavement-support-service	
www.brighteststar.org.uk (free memory boxes and support for bereaved families of a child)	0141 4283132
www.simbacharity.org.uk (for those affected by the loss of a baby)	
www.sands.org.uk (for those affected by the death of a baby before, during or shortly after birth)	

Public information directory for supportive and palliative services

Resources for children, teenagers, families and staff	Contact numbers
www.winstonswish.org.uk	0845 2030405
www.childbereavementuk.org.uk (age 0-25)	0800 0288840
www.macmillan.org.uk	0808 8080000
www.riprap.org.uk (good for teenagers)	
www.teenagecancertrust.org and young adults	
www.trebstock.com	
www.chas.org.uk (Children's hospices across Scotland)	0131 4441900
www.littlewebsite.org	
www.hopeagain.org.uk	
www.childline.org	0800 1111
www.nspcc.org.uk	0808 8005000
www.papyrus-uk.org (prevention of young suicide)	0800 0684141
www.samaritans.org.uk	116 123
www.actionforchildren.org.uk	
www.whocaresscotland.org	
www.ayrshirecancernetwork.org	
www.cancerresearch.uk (support link for teenagers)	
www.planif.org.uk (for families to help prepare)	
www.suddendeath.org	
www.fruitflycollective.com	
www.myh.org.uk (muslim youth support)	
www.richmondshope.org.uk	
www.dougy.org	
www.support@chas.org.uk (children's' palliative services at home, hospital and hospice)	0131 444 1900
www.brighteststar.org.uk (free memory boxes and support for bereaved families of a child)	0141 4283132
www.mind.org.uk Child and adolescent mental Health Services (CAMHS)	0300 1233393
www.stem4.org.uk (Apps and resources) Supporting positive mental health in teenagers:	
www.youngminds.org.uk (up to age 25) Parents helpline:	0808 8025544
www.handsonscotland.co.uk Practical support for mental health and emotional wellbeing	
www.barnardos.org.uk/Scotland	00131 4467000
www.aberlour.org.uk Scotland children charity supports children and families before and after crisis related to trauma, abuse, addiction and disabilities. Supports from early years, through early intervention, urgent funding, self-directed and school attainment support.	0800 0856150
www.ayrshirehospice.org or Email: familycare@ayrshirehospice.org Provide pre-bereavement and bereavement support, counselling & therapeutic interventions to support children, young adults and families.	01292 269200
Ayrshire Cancer Support: Access to free therapeutic support or counselling for children & young people aged 5 to 25 years and families who have been affected by or bereaved through cancer www.ayrshirecs.org/services .	01563 538008
Helpful resources, books and journals are available from the hospital palliative care team for free for service user and staff affected by life limiting disease, loss and bereavement	Crosshouse: 01563 827517 Ayr: 01292 610555 Ext 14286