



Alzheimer Scotland
Action on Dementia

Local services for people with dementia and their carers in

Argyll & Bute

Local Service Guide



Introduction

More and more services are being made available for people with dementia and for their carers. However, finding the service that will best meet your needs is seldom easy. Some services are run by the social work department, some by the health board, some by voluntary organisations and some by private companies. This resource guide for the Argyll and Bute area aims to simplify the task of identifying appropriate local resources. It is a companion to *Coping with Dementia - A Handbook for Carers* available from Alzheimer Scotland - Action on Dementia or from **Health Promotion Unit, Argyll and Clyde Health Board Ross House, Hawkhead Road, Paisley PA2 7BN. 0141 842 7255.**

Information and support

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 - Action on Dementia has a booklet, free to carers, called *Getting Help from your Doctor*. Call the freephone Dementia Helpline on 0808 808 3000, or your local contact, for a copy.

Support from social work

Social workers can provide **community care assessments**, to see what services would help. Both the person with dementia and the carer have a right to an assessment. Ask your local social work office to arrange one. A social worker will visit and talk to the person with

dementia and to the carer, both of whom should feel fully involved in the assessment and have a 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 Carers' 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 a free booklet called *How Do I Get Help? - A Guide to the Assessment Process* available from **Carers Scotland, 3rd Floor, 91 Mitchell Street, Glasgow. G1 3LN. 0141 221 9141.**

Assessment is free, but you may have to pay something for any services.

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

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

Because dementia is a progressive condition, the needs of the person with dementia change over time. People with dementia must have regular reviews of their situation. The person carrying out the assessment should give a review date. Carers should ask for their own needs to be reassessed at the same time. To arrange for an assessment, contact

the **duty social worker** at your local office between 9am to 5pm Monday to Friday. Help in an emergency is also available outwith office hours from the **Emergency Social Work Standby Service** - 0800 811 505.

Argyll & Bute Council social work departments have the lead responsibility for coordinating care in their area. It is expected that they do so in close co-operation with other service providers, health, housing and the voluntary and private sector. The full range of community care services includes:

- nursing home and residential care
- home care
- day care
- day hospital
- housing which is appropriately designed and sited
- adaptations to housing and the provision of aids to daily living
- alarm systems
- respite care
- transport
- community and primary health care
- rehabilitation
- assessment, care planning and care management
- advocacy
- employment and training
- personal support
- counselling and befriending
- welfare benefits advice and income maximisation
- information on services and how to obtain them
- health promotion.

Argyll and Bute Council's **Housing and Social Work Department** is at *Dalriada House, Lochnell Street, Lochgilphead, PA31 8ST. 01546 602177.*

The individual social work departments serving Argyll and Bute are:

Bute and Cowal

*35 Union Street, Bute, Rothesay, PA20 0HD. 01700 503748,
5 Argyll Road, Dunoon, PA20 8ES.
01369 707300.*

Helensburgh and Lomond

29 Lomond Street, Helensburgh, G84 8TQ. 01436 658750.

Oban, Lorn and the Isles

*Soroba Road, Oban, PA34 4JA.
01631 563068.*

Breadalbane Street, Tobermory, Isle of Mull, PA72 6NZ. 01688 302216.

Council Offices, 1E, Unit 2, Crossapol, Tiree, PA77 1UP. 01879 220765.

Mid Argyll, Kintyre and Islay

*Dalriada House, Lochnell Street, Lochgilphead, PA31 8ST.
01546 602177.*

Old Quay Head, Campbeltown, PA28 6BA. 01586 552659.

Kilarrow House, Bowmore, Isle of Islay PA43 7LH. 01496 810484.

Support from Alzheimer Scotland Action on Dementia

We have two services based in Argyll and Bute:

Lomond & Argyll Advocacy Service (covering from Clydebank to Oban & Campbeltown)

- Individual and group advocacy
- Advice and information
- Advocacy for anyone in receipt of community care

Alzheimer Scotland – Action on Dementia, Lomond & Argyll Advocacy Service, Flat 2, 4 High Street, Dumbarton, G82 3LL.

01389 726543, fax 01389 726694.

E-mail: scott@laas.freeserve.co.uk

***Campbeltown Office**, 20 Hall Street, Campbeltown, PA28 6BU.*

Phone/fax 01586 551607.



Oban & Lorn Branch

- Information, advice and support
- Carer support group
- Outreach support (day and evenings)
- Flexible day care (Saturdays)
- Outings
- Holidays
- Transport service to visit people in long-term care
- Carer support group

Contact Margaret Melville 01631 562778.

Other support groups

The Princess Royal Trust North Argyll Carers Centre, Albany Street, Oban PA34 4AL. 01631 564422.

The centre is open Tuesday, Wednesday, Thursday, 10am to 3pm. The centre offers:

- Information and advice
- Support
- Training
- Listening ear
- Pampering days
- Venue and assistance in setting up support groups
- Newsletter
- Raising awareness of carers needs
- Home visits.

Benefits

You can get advice on benefits you or the person with dementia may be entitled to such as Income Support, Disability Living Allowance, Attendance Allowance and Invalid Care Allowance.

You can apply for benefits at the Benefits Agency offices at:

Greenock, 2 Cross Shore Street, Greenock, PA15 1DU. 01475 881500.

Port Glasgow, 6 Scalow Street Port Glasgow, PA14 5EY. 01475 881500.

Campbeltown, 40 Hall Street, Campbeltown, PA28 6BZ. 01586 559200

Rothesay, 9 King Street, Rothesay. 01475 881500.

Oban, 1 Miller Road, Oban Argyllshire. PA34 4AF 01631 569300.

There is also a national freephone service which can advise you about benefits: 0800 882200 (free, 9am – 4.30pm Monday to Friday, 9.30 to 1 on Saturday) and a comprehensive and regularly updated Benefits Agency website at

www.dss.gov.uk/lifeevent/benefits/index.htm .

People who are ‘severely mentally impaired’ may be entitled to a **council tax discount**. Carers who are not the person’s spouse or partner may also be entitled to a discount. For the **Helensburgh and Lomond Area** telephone 01436 658920/2 and for the rest of **Argyll and Bute** contact 01586 555230/1112. To make enquiries about **council tax benefits** contact for **Helensburgh and Lomond Area** 01436 658924/6 and for the rest of **Argyll and Bute** contact 01586 555222/1314.

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

For benefits checks and assistance in claiming benefits in the **Oban** area contact the Welfare Rights Officer on 01631 563068.

For the **Dunoon and Cowal** area contact Welfare Rights – Edward Street Community Service, 01369 705097 between 2 and 4pm on Mondays and Wednesdays.



Other sources of information

Your **local health council** can help you with any matter to do with health care: **Argyll and Clyde Health Council**, *The Gatehouse, Hawkhead Hospital, Hawkhead Road, Paisley PA2 7BL. 0141 840 1336. Website: www.show.scot.nhs.uk/achb/.*

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

Medical assessment

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

Specialist mental health services are provided from **Argyll and Bute Hospital**, *Barbuie Road, Lochgilphead PA31 8LD, 01546 602323*, with consultant outreach, reinforced by the presence of local community psychiatric nurses in the main centres of population. Lomond Healthcare NHS Trust (see their website www.abaros.demon.co.uk/ which includes location maps for all the hospitals) provides the full range of acute, mental health, elderly and community services to Dumbarton and Helensburgh and Lomond residents.

Elderly and mental health services are also provided from **Dumbarton Joint Hospital**, *Cardross Road, Dumbarton, G82 5JA, 01389-762317*, and at the **Victoria Infirmary**, *93 East King Street, Helensburgh, G84 7BU. 01436 672158.*

Dunoon Community Hospital, *Sandbank Road, Dunoon PA23 7RL.* Has a team of community psychiatric nurses who do assessments and give advice on psychiatric problems. Direct referral system – 01369 703244.

Your GP or specialist may refer you to a day hospital for medical assessment. See day hospitals listed below.

Specialist day care

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

Day hospitals

Most day care is in the community; places in day hospitals are usually for short-term assessment or sometimes in the longer term for people with more severe dementia. Ask your GP or hospital specialist if you think the person you care for needs a place in a day hospital.

Dumbarton Cottage Hospital, *(Day Hospital) Townend Road, Dumbarton G82. 01389 763151*, provides up to 20 day places for elderly people with dementia, covering the Lomond area: Dumbarton, Alexandria, Helensburgh and the Lochside. Argyll & Clyde Health Board recently approved additional funding to allow the service to operate on a 7 day basis with clinical support provided by staff based in the Dumbarton area.

Dumbarton Joint Hospital, *Cardross Road, Dumbarton, G82 5JA. 01389 762317.* Has a day unit for the elderly, adult mental health day unit (30 places).

Campbeltown Hospital, *Ralston Road, Campbeltown, Argyll, PA28 6LE. 01586 552224.* There is a 10-place day hospital for care of elderly people and elderly people with dementia. It also has assessment beds.

Dunoon Community Hospital, *Sandbank Road, Dunoon, PA23 7RL, 01369 704341.* There is a ten place day hospital and a 2-bedded hospice providing day care facilities. It also has assessment beds.



Victoria Hospital and Victoria

Annexe, High Street, Rothesay, Isle of Bute PA20 9JJ. 01700 503938. The Victoria Annexe offers consultant-led medicine for the elderly services and includes a 10 place day hospital with 15 beds dedicated to assessment and rehabilitation.

Lorn and Islands District General Hospital, Glengallan Road, Oban PA34 4HH. 01631 67500. The consultant geriatrician is responsible for medicine for the elderly which includes assessment beds, continuing care beds and a 10-place day hospital. Palliative care is provided on an inpatient and respite care basis and is supported by education for patients and their families.

Day centres

Your social worker can arrange community-based day care in the following day centres after a community care assessment (see page two for telephone numbers). Most day care services are free though often a small charge is made for meals and transport. Contact your local social work office for information on the availability of places.

Oban, Saturday day-care provided by Alzheimer Scotland Oban and Lorn Branch, contact Margaret Melville 01631 562778.

Oban, Eader Glinn Residential Home, Drummore Road, Oban PA34.

01631 563219.

Day care no. 07900 406 880

Service accessed through Oban social work department 01631 563068.

Oban, Fort Spence Court, Sheltered Housing Complex, Benderloch, By Oban. 01631 720552.

Oban, Linnside Day Centre, Lorn Resource Centre, Soroba Road, Oban PA34 4DA. 01631 563012.

Ardrishaig, Caledonia Court, West Bank Road, Ardrishaig PA30 8HB (01546) 603275. Fridays only.

Lochgilhead, Smiddy Court, Smiddy Lane, Lochgilhead PA31, 01546 604562. Mondays only.

Rothesay, Thomson Court Day Centre, Townhead, Rothesay, Isle of Bute. 01700 503166.

Monday – Friday 9am – 7pm

Saturday & Sunday – 9am – 5pm

All holidays and Christmas and New Year included. The centre provides respite care, community laundry, day care, 24 hour helpline, carers' support group, plus an advice and information service.

Lunch clubs

There are eighteen subsidised lunch clubs within Argyll and Bute. There are also some non-subsidised clubs organised as a service to the community by some hotels. Contact your local social work office for details (see page 2).

Home support

Support at home can be very important. There are many kinds of support you and the person with dementia may find useful. Some is provided by the social work department, some by the health service, some by voluntary organisations and some privately.

Charges for home support

Some services are free but you will have to pay for home helps, private home care and some other services. Argyll and Bute's charging policy on people with dementia is that the normal charging policy is used for home care services but for specialist dementia services such as groups, tuck-in services etc there is no charge.

Home support services from social work

See page two of this guide for a list of services which your local social work department should be able to provide. These include:





Alzheimer Scotland
Action on Dementia

- **Home helps** can help with getting someone up, personal care, putting to bed. Contact the Home Help Organiser at your local social work office.
- The **Meals on Wheels** service delivers a hot meal to the person's own home. Meals on Wheels in Argyll and Bute is contracted to the WRVS. Details from your local social work department, see page two.
- **Community occupational therapists** advise on safety in the home and on aids and adaptations that can make life easier for you. Your local council may also be able to help you with aids and adaptations for your home. Contact your local social work department (see page 2 for phone numbers).

Home support services from voluntary organisations

Crossroads Caring for Carers

- limited support for carers

Contact Mary Downie, 30 George Street, Dunoon. 01369 707700.

Home support through the health services

Your GP or consultant can also arrange support at home

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

There is no charge for these health services.

Private nursing and home support

The British Nursing Association provides trained nurses/carers.

Contact 01292 269596. See Yellow Pages or local directories under Care Agencies. Also, a social worker can

help you to decide which company to contact, if you ask for assistance.

Respite care

Contact your local social work department, numbers on page 2.

Respite through the social work department

Many local authority and private sector residential and nursing homes provide respite breaks, although there may be charges for both. Residential respite for older people is available in all seven local authority residential units which all maintain one dedicated respite bed, although Rothesay has two such beds. Argyll and Bute Council can also "spot" purchase respite care in the independent sector. Argyll and Bute offer up to eight weeks subsidised residential respite in a year, subject to an assessment of needs.

Private respite

Contact your local social work office and ask to see their directory of nursing homes.

Hospital respite

Lorn and Islands District General Hospital, Glengallan Road, Oban PA34 4HH. 01631 67500. Palliative care is provided on an inpatient and respite care basis and is supported by education for patients and their families.

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 residential or nursing home or in a hospital.

Ask your social worker to assess the person with dementia to see what sort of long-stay care would be appropriate. The social worker should be able to suggest suitable local homes, or you can call the Dementia Helpline, **0808 808 3000**, who have a searchable database (**CHIC**) of



all the registered and residential care homes in the UK and can arrange to send you a list of residential or nursing homes with specialist dementia care in any area of Scotland.

Garail Bullwood in **Dunoon, 01369 703060** is registered as specialising in dementia. For the **Campbeltown** area private residential homes include *Kintyre Nursing Home, Shore Street, Campbeltown PA28 6BT. 01586 553615* and *Auchinlee Eventide Home, Askomil Road, Campbeltown PA28 6EN 01586 552568*.

Residential and nursing homes will charge fees, but the social work department may be able to help, depending on the person's capital and income. There is no charge for hospital care.

Alzheimer Scotland – Action on Dementia 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.

Age Concern Scotland publishes a factsheet (No.10) on local authority charging procedures for residential and nursing home care, available from *113 Rose Street, Edinburgh EH2 3DT. 0131 220 3345*.

Residential homes

Residential homes may be provided by the social work department, by voluntary organisations or by private companies.

Nursing homes

Nursing homes, provided by voluntary organisations and private companies, provide a higher level of nursing support than residential care homes. Contact your local social work department (numbers on page two) and ask to see their directory of registered nursing

homes. Alternatively, nursing homes registered with Argyll and Clyde Health Board are listed at

<http://www.show.scot.nhs.uk/achb/services/nursing%20homes.htm> .

Care housing

Care housing, also called very sheltered housing, or augmented care housing, provides a high level of support in a homely kind of environment.

Oban social work department have an assisted living flat for people with dementia. To find out more about the "Alfie" project contact Maureen Robertson on *01631 563068*.

Hospital care

Dumbarton Joint Hospital, Cardross Road, Dumbarton, G82 5JA. 01389 762317. Has two 30 bed units for the care of elderly patients.

Campbeltown Hospital, Ralston Road, Campbeltown, Argyll, PA28 6LE. 01586 552224. There are 39 care of the elderly, assessment and long stay beds, including a specialist dementia ward (Benguillan) - these services are consultant led by visiting consultants from Oban.

Dunoon Community Hospital, Sandbank Road, Dunoon, PA23 7RL, 01369 704341. Offers consultant-led medicine for the elderly services, both assessment and long stay.

Victoria Infirmary, 93 East King Street Helensburgh, G84 7BU. 01436 672158 and 01436 672159. The Jeanie Deans Unit is a 30 bed Care of the Elderly Unit. Care of the Elderly Services within Helensburgh form part of the Primary Care Trust although consultant cover is maintained from the Acute Trust through Dr Niall Manning.

Victoria Hospital and Victoria Annexe, High Street, Rothesay, Isle of Bute, PA20 9JJ. 01700 503938. Has 16



beds dedicated to long-term care of the elderly.

There is no charge for these beds because they are provided through the NHS. The criteria applied are usually that the person must have a need of ongoing psychiatric care.

Further help

We hope that this guide will help you chart a course through the maze of different services. Contact Alzheimer Scotland – Action on Dementia locally or the freephone 24 hour Dementia Helpline (0808 808 3000) if you would like any help or advice.

Further reading

Coping with Dementia: a handbook for carers, Health Education Board for Scotland. £7.95. Single copies free to carers from the Dementia Helpline or Health Promotion Department.

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

Dementia: Money & Legal Matters: a guide for carers, Alzheimer Scotland - Action on Dementia, £3.50 post free, or £2.75 for 5 or more copies. Single copies free to carers.

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

A Positive Choice: choosing long-stay care for someone with dementia, Alzheimer Scotland - Action on Dementia, £1.50. Single copies free to carers.

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.

Talking Dementia: a tape for carers, Alzheimer Scotland - Action on Dementia, £2.95 including p&p.

About dementia, coping with caring, looking after yourself and how to get help.

Getting Help from Your Doctor, Alzheimer Scotland. - Action on Dementia, £1.00 including p&p. Single copies free to carers.

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

Understanding dementia: a guide for young carers, Health Education Board for Scotland. Single copies free to carers from the Dementia Helpline or Health Promotion Department.

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, Health Education Board for Scotland. Single copies free to carers from the Dementia Helpline or Health Promotion Department.

How to cope when you care for someone but don't live with him or her.

Facing Dementia: useful information for people with dementia, Health Education Board for Scotland. Single copies free to carers from the Dementia Helpline or Health Promotion Department.

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, new edition 1992, by Nancy L Mace and Peter V Rabins, MD with Beverley A Castleton, Evelyn McEwen and Barbara Meredith, Hodder and Stoughton, co-published with Age Concern, £9.99.

An informative and comprehensive look at caring for someone with dementia.

Understanding Dementia, by Alan Jacques and Graham A Jackson, Churchill Livingstone, £19.95

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, who will also be happy to send you their publications lists.

Alzheimer Scotland - Action on Dementia

22 Drumsheugh Gardens, Edinburgh
EH3 7RN 0131-243 1453.

Email: alzheimer@alzscot.org

Website: www.alzscot.org

Dementia Services Development Centre
University of Stirling
FK9 4LA.

01786 467740

<http://www.stir.ac.uk/Departments/HumanSciences/AppSocSci/DS/>

Does not work directly with carers, but provides advices, contacts training and consultancy to professionals and organisations setting up or improving services.

Please help to keep the information in this guide as up to date as possible by passing any staff, service, or contact detail changes to:

Allison Brisbane

Website and LSG Administrator

Alzheimer Scotland Action on Dementia,
22 Drumsheugh Gardens,

Edinburgh EH3 7RN(0131) 243 1453.

E-mail: abrisbane@alzscot.org

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Alzheimer Scotland - Action on Dementia 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.



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Alzheimer Scotland
Action on Dementia

DEMENTIA HELPLINE

FREEPHONE 0808 808 3000

Alzheimer Scotland - Action on Dementia

National Office

22 Drumsheugh Gardens

Edinburgh EH3 7RN

Tel: 0131 243 1453 Fax: 0131 243 1450

E-mail: alzheimer@alzscot.org

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