



Alzheimer Scotland  
Action on Dementia

# Local services for people with dementia and their carers in North Ayrshire

## 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 services department, some by the health board, some by voluntary organisations and some by private companies. This resource guide for the North Ayrshire 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 **Ayrshire and Arran Health Promotion Service**, Ayrshire Central Hospital, Kilwinning Road, Irvine, Ayrshire KA12 8SS. 01294 323457.

### 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 services

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 services 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**, 3<sup>rd</sup> 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 services department or by voluntary or private organisations.

Sometimes there is a waiting list for assessments. If you need help right away, ask the social services 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 4.45 Monday to Thursday and 9.30 4.30pm on Friday. Help in an emergency is also available outwith office hours from the Emergency Social Work Standby Service on 0800 811 505.

North Ayrshire Council also have a website at [www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk).

The social services departments serving North Ayrshire are:

**Arran**

*Council Offices, Shore Road, Lamlash, Isle of Arran. KA27 8JY. 01770 600742.*

**Irvine**

*Bridgeway House, Irvine. KA12 8BD. 01294 324800.*

**Kilbirnie**

*Craigton Road, Kilbirnie. KA25 6LJ. 01505 684551.*

**Largs**

*32/34 Boyd Street, Largs. KA30 8LE. 01475 674585.*

**Saltcoats (covers Saltcoats, Stevenston, Ardrossan)**

*17 Vernon Street, Saltcoats. KA21 5HE. 01294 605261.*

**Community Mental Health Teams Elderly**

There are two comprehensive teams on the mainland and a shared service on Arran (with Adult Mental Health), based at Brodick Health Centre. Mainland teams are based at Kirkton Hall, West Kilbride and Ballot Rd. Clinic, Irvine. They comprise community psychiatric nurses (CPNs), occupational therapists, speech and language therapists, nutrition & diet therapists, physiotherapists, consultant psychiatrist, and administration staff and have sessional input from pharmacists & psychologists. Your GP can refer you to the team in your area. These specialist teams can

help assess your needs at home and offer support on coping with dementia both practically and emotionally.

**Memory clinics**

There are two memory clinics available in North Ayrshire. Both will assess your suitability for, and provide where appropriate, the new drugs on offer from the NHS which can help with some types of dementia. One is run by the medical side geriatricians from Staff House 18, Ayrshire Central Hospital (01294 274191) and the other by the consultant psychiatrists for Old Age Psychiatry from Garnock Day Hospital (01294 323050). These clinics accept referrals direct from your GP, from Community Mental Health Teams and other healthcare professionals.

**Carer Education Research Project**

This is a research project which investigates the effects, on carer stress and depression levels, of an educational intervention. Carers who participate in the project attend, either an education group, an individual counseling session or do not actively participate in a group intervention. People who participate are asked to fill in questionnaires three times during the course of the project. The purpose of the research is to identify the benefits of a 6-week group education programme. This is an Ayrshire wide project, with open access referral.

**Support from Alzheimer Scotland – Action on Dementia**

We have two projects in North Ayrshire, and one branch covering Ayrshire:

**Irvine Project, Ayrshire Central Hospital, Irvine. KA12 8SS. Phone/fax 01294 323259.**

- Day care (under 65 and over 65)
- Carer education
- Carer support
- Information and advice service.

**Three Towns Project (Ardrossan, Saltcoats, Stevenston), Harbour Centre,**



4 Harbour Street, Ardrossan. KA22 8BS. Phone/fax 01294 469955.

- Day care (including Saturday day care)
- Home support service
- Carer support group
- Information and advice service
- Carer education.

#### Ayrshire Branch

- awareness raising
- campaigning on local issues

Contact: Sheena Abercrombie 01560 485181.

#### Other support groups

**The Princess Royal Trust North Ayrshire Carers Centre**, 174 High Street, Irvine. KA12 8AN. 01294 311333.

The centre is open from 9am to 5pm Monday to Friday, also Saturday mornings from 10am to 1pm. The centre offers:

- Information and advice
- Support
- Training
- Recreational activities
- Assistance in setting up carers' groups
- Advice on your rights and entitlements
- Regular newsletter
- Raising awareness of carers' needs
- Home visits
- Young carers project.

**North Ayrshire Council Dementia Support Project** offers day care and outreach in Largs & Garnock Valley. Contact Graham Hart 01505 685611.

#### 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. Although there is no direct

public access to North Ayrshire Council's welfare rights team, referrals can be made through the social services department in each area.

You can apply for benefits at the

**Benefits Agency** offices at:

44 Bank Street, Irvine. KA12 OHL. 01294 314500.

There is also a freephone service which can advise you about benefits: 0800 882200 (free, 9am – 4.30pm Monday to Friday, 9.30 to 1 on Saturday).

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. Contact the Financial Services Department of North Ayrshire Council, *Cunninghame House, Irvine. KA12 8EE. 01294 324502.*

You can call the **Dementia Helpline** free on 0808 808 3000 for information on the council tax or on benefits. For independent benefits advice contact:

**Irvine Citizen's Advice Bureau**  
68 High Street, Irvine. KA12 OBA  
01294 278051. (10am – 12.30pm, Monday, Tuesday, Thursday, Friday)

**North Ayrshire Citizen's Advice Bureau**, 98 Dockhead Street, Saltcoats. KA21 5EL. 01294 467848. (Monday & Friday 10am – 2.30 pm; Tuesday, Wednesday & Thursday 10am – 12.30pm).

**Arran Citizen's Advice Service**, Park Terrace, Lamlash, Isle of Arran. KA27 8NB. 01770 600210. (Monday 10am – 2pm, Tuesday, Wednesday, Thursday and Friday 10am – 4pm).

#### Other sources of information

Your **local health council** can help you with any matter to do with health care: Ayrshire & Arran Health Council, 6 Arthur Street, Ayr. KA7 1QJ. 01292 618857.

Ayrshire & Arran Primary Care Trust



**COPELINE** (Freephone) 08000568181. A telephone counselling, support and information service for anyone in Ayrshire concerned about mental health problems.

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.

North Ayrshire has one in-patient assessment unit at Ayrshire Central Hospital for people with dementia and behavioural problems. Crosshouse Hospital also has an in-patient unit for people with dementia who need medical assessment from consultants in elderly medicine. Only Garnock Day Hospital caters for North Ayrshire.

### 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.

**Garnock Day Hospital** offers limited places for day care for people with severe dementia on a Saturday, but is otherwise solely for assessment. Garnock's Saturday day care is used as a 'stepping stone' until alternative services are free.

**Brooksby Hospital, Largs** provides day care on Mondays and Wednesdays for people with challenging behaviour. **Kiln Walk, Irvine** (01294 276714) provides ongoing day care on Tuesdays, Thursdays and Saturdays.

### 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 services office for information on the availability of places.

**Kiln Court, Irvine.** (01294 271422)  
**Caley Court Residential Home, Stevenston** (01294 602519) has one day a week of specialist dementia day care (Thursday) with the other four days for frail elderly people.

**Alzheimer Scotland – Action on Dementia Three Towns Project** (see page 2) has 7 sessions a week, including Saturday.

**Alzheimer Scotland – Action on Dementia Irvine Project** (see page 2) has 5 sessions a week.

**Currie Court Residential Home, Ardrossan** (01294 602538) has five days frail elderly care.

**Montgomerie Lodge Respite** (01505 684362) (Elderly Mental Health) Dementia Day Care provided at two sites (Irvine, Largs – Kiln Walk and Brooksby see above) – small projects for people with challenging behaviour.

### Day centres for elderly people

Some people with dementia enjoy day care centres for elderly people which do not specialise in helping people with dementia. These are the centres in your area:

**Caley Court, Stevenston** (01294 602519), **Currie Court, Ardrossan** (01294 602538), **Kiln Walk, Irvine** (01294 276714), **Montgomerie Court, Kilbirnie** (01505 684362), **Montrose House, Arran** (01770 302131).



### Lunch clubs

There is no centralised provision of lunch clubs but many are run from community centres. Age Concern runs some of the lunch clubs and is able to provide information about others. Contact Mrs Betty Weir on 01294 212354.

### 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 services 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.

According to North Ayrshire Council the level of home care service a person receives should be in accordance with his/her needs. There is no hourly charge for services. The amount a person pays is related to their disposable income and ability to meet the costs.

Each person receiving home help/home care services will be given information on what they will have to pay and how it is calculated.

For 2000-2001, North Ayrshire Council's charging policy is that a single person with disposable income of between £90 - £100 per week or a couple with £140 - £150 per week will pay £5 per week no matter how many hours of home care service they receive. These amounts may vary in line with the annual benefit and pensions increases.

Thereafter charges are on a sliding scale. People with disposable income above these levels will pay an additional 50p for each £1 income. The maximum amount a single person with more than

£190 per week disposable income or couples with £240 will pay is £53.80 irrespective of how many hours of service they receive. Very few will pay more than £30 per week.

Single people with disposable incomes of less than £90 per week and couples with less than £140 per week will receive all home care services free of charge.

When calculating a person's disposable income War Widow's pension and Mobility Allowance are not taken account of. The costs of caring for children, rent and mortgage interest payments are also allowed for. Social services staff should ensure that people receiving home care services are getting all the benefits to which they are entitled.

If you do not want to pay the amount the council decides you should pay, they will offer you a more limited package of care within a minimum charge of £10.80.

#### Home support services from social services

- **Home helps** can help with getting someone up, personal care, putting to bed. Contact the home help organiser at your local social services office.
- The **Meals on Wheels** service delivers a hot meal to the person's own home
- **Community occupational therapists** advise on safety in the home and on aids and adaptations that can make life easier for you. If you are a North Ayrshire Council tenant and have difficulty using your bath or getting around your home, the Council may also be able to help you with aids and adaptations for your home. Contact your local social services department at the numbers shown on page 2 of this guide.
- **Continence services**



There are continence advice nurses operating as part of the Acute Hospitals Trust. Your GP can refer you. Contact Ayr Hospital 01292 610555.

### Home support services from voluntary organisations

- **Alzheimer Scotland – Action on Dementia Three Towns Project** (Ardrossan, Saltcoats, Stevenston) provides a specialist dementia home support service. 01294 469955.
- **Community Alarm Service**  
North Ayrshire Council tenants and owner occupiers may be eligible for this service which provides a home alarm linked to a 24hr central support unit from which mobile attendants who have undergone specialised training in various aspects of care provision can be dispatched. Contact your local social services office for more information.
- **Crossroads Caring for Carers** provides up to two hours domiciliary respite for carers:
  - Largs & District 01475 674735.

### 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

#### Respite through the social services department

Many local authority and private sector residential and nursing homes provide respite breaks, although there may be charges for both. Contact your local social services department (cf page 2).

#### Private respite

Contact your local social services office and ask to see the *Directory of Residential and Nursing Homes in North Ayrshire*.

#### Hospital respite

Montgomerie Lodge at Ayrshire Central has 8 places available for people with behavioural problems. Your GP may also be able to arrange respite at a Frail Elderly unit at Ayrshire Central or at the Lady Margaret Hospital on Millport.

### 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 can arrange to send you a list of residential or nursing homes with specialist dementia care in any area of Scotland.

In your local social services office (see page 2) you can see a copy of the *Directory of Residential and Nursing Homes in North Ayrshire*. All nursing homes in the directory are registered with Ayrshire and Arran Health Board



and all residential homes with North Ayrshire Council.

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

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.

### Residential homes

Residential homes may be provided by the social services 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. See the *Directory of Residential and Nursing Homes in North Ayrshire* or contact your **local health council - Ayrshire & Arran Health Council, 6 Arthur Street, Ayr. KA7 1QJ. 01292 618857.**

### Hospital care

There is no long-stay hospital care for people with dementia in North Ayrshire, although the NHS funds 120 beds in two nursing homes, not all for people with dementia – some are for older people with enduring mental health problems. The homes are:  
Arranview Nursing Home, Burns Road, Saltcoats and Cumbrae Lodge Nursing

Home at Ayrshire Central Hospital, Irvine.

There is no charge for these beds because they are provided through the NHS. The criteria applied are 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,*** 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, which 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: [alzheimerscot.org](mailto:alzheimerscot.org)

Internet: <http://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 advice, contracts training and consultancy to professionals and organisations setting up or improving services.



Please help us to keep the information in this guide up to date by notifying us of any changes. Contact:

Allison Brisbane  
Website and LSG Administrator  
22 Drumsheugh Gardens, Edinburgh  
EH3 7RN 0131 243 1453  
Email: [abrisbane@alzscot.org](mailto: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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**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](mailto:alzheimer@alzscot.org)

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