

ONE IN EIGHT PEOPLE ARE CARERS?

Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.

3 in 5 people will become a carer during their lifetime

People who take on this role include mothers, fathers, daughters, sons, friends neighbours, husbands, wives. Carers may be children, young people or adults. Without the support they provide, many people would be unable to manage in the community.

Caring for someone may be only one of the many things you do in your everyday life.

You may or may not live with the person for whom you provide care.

The circumstances in which you provide care can vary to those of other people who take on a caring role:

- A 7-year-old who sleeps at her granny's house overnight to make sure she is okay and to be there to call for help if needed.
- A young woman who has Multiple Sclerosis who looks after her disabled child.
- A husband or wife who gradually over time has increased the amount of help they provide to their spouse.
- An ageing parent who helps their son or daughter who has a learning disability and is now in their forties or fifties.
- A 13 year old boy who has to look after himself and his sister because their mum misuses drugs and/or alcohol
- The neighbour who pops round to see if the lady next door is okay

EVERYBODY KNOWS A CARER.

THE NEEDS OF CARERS CARERS IDENTIFIED THE FOLLOWING:

- **CHOICE** – Carers like to have prompt and understandable information on available services, have a choice of services and the right to say no to continuing their current role or to take on a caring role.
- **WELL-ORGANISED SERVICES** – Carers need to know who does what and why and how to access these.
- **PRACTICAL HELP** – Carers require access to a range of support services including respite.
- **RECOGNITION** – Carers would like their specific contribution, needs, rights and responsibilities recognised.
- **INFORMATION** – Carers need readily available information and independent advice.
- **INVOLVEMENT** – Carers need to be consulted at all levels in the decision making process and given the opportunity to become involved.
- **YOUNG CARERS** – Primarily want non-interfering, non-judgmental, practical services, that offer recognition, information, practical support and someone to talk to.

CAN WE HELP

If you care for someone or know someone who is a carer you may have many questions you would like an answer to or you may want to get information for yourself, the person you care for or someone else.

You may want to talk about your situation with someone in confidence who is impartial and able to offer advice, support and information on where and how you can get help. Your local carers support centre will be happy to help.

You can also get help from your local Social Work Office where a number of different professionals including Social Worker, Care Manager, Home Care Supervisor and Occupational Therapist will be able to offer advice and support on a variety of different issues.

If you look at the map it will show you your local contact details for all the Carers Support Centres that cover Aberdeenshire and includes a central contact number for Aberdeenshire Council.

WHO TO CONTACT

NE Aberdeenshire Carers Centre
3 North Street
Peterhead
01779 490894
01346 510111

NE Aberdeenshire Young Carers Support Worker
01346 511965
Mobile 07732 655199

Deveron Carers Support
01466 780101

Gordon Carers Support
Gordon Rural Action
15a High Street
Inverurie
01467 625277

Gordon Rural Action Young Carers Support Worker
01467 629955
Mobile 07879 652953

South Aberdeenshire Carers Support
Crossroads Resource Centre
42 46 Barclay Street
Stonehaven
01569 766714

South Aberdeenshire Young Carers Support Worker
01569 766986
Mobile 07773 631876

Voluntary Services Aberdeen Carers Centre
24 – 28 Belmont Street
Aberdeen
01224 646677

OTHER USEFUL NUMBERS

Aberdeenshire Council
01467 620981
Social Work out of hours
01779 477333

NHS 24
08454 242424

Carers UK Helpline
Open 10am – 12 noon
and 2pm – 4pm
0808 8087777

JOINT ABERDEENSHIRE STRATEGY FOR CARERS AND YOUNG CARERS

Aberdeenshire Council and NHS Grampian in partnership with carers and the Voluntary Sector have jointly developed a strategy for carers, which outlines the aims and principles of how carers are regarded and supported in Aberdeenshire. The principles on which the strategy is based are in the Carers Charter displayed on the back page of this booklet. The strategy is for **all** carers, including young carers.

Copies of Aberdeenshire Carers Strategy are available from Aberdeenshire Council Social Work Department, Woodhill House, Westburn Road, Aberdeen, AB16 5GB Telephone 01224 664991

There is also a National Strategy for Carers called “Caring about Carers” (1999). Copies are available from The Scottish Executive web site at www.scotland.gov.uk or your local Carers Support Centre.

There is a wealth of information and research available relating to caring and carers issues that may be helpful to you. This information is available or can be obtained for you at the Local Carers’ support Centres.

CARERS LEGISLATION

If you regularly provide a substantial amount of care for another person, there are specific laws relating to carers that assign you certain rights. These include the right to an assessment, the rights to information and the right to support.

Some of these rights are contained in the following Acts

- Carers recognition and services act 1995
- National Health Service and Community Care Act 1990
- Social Work (Scotland) Act 1968
- Children (Scotland) Act 1995
- Community Care and Health (Scotland) Act 2002

HOW DO I GET MORE INFORMATION

Contact Aberdeenshire Council Social Work Department or your Local Carers’ Support Centre. The telephone numbers are detailed alongside the map on the previous page.

For an assessment of your needs contact your local Social Work Office.

CARERS’ CHARTER

This Charter states how Aberdeenshire Council and NHS Grampian aim to meet the needs of carers and young carers and those for whom they care by listening to carers, providing flexible and well co-ordinated services and by promoting and developing good practice. It reflects the spirit as well as the letter of the National Health Service & Community Care Act 1990. Aberdeenshire Council and NHS Grampian will adopt these principles:

- 1. Choice** Enable carers to choose whether or not they wish to take on or continue with a caring role.
- 2. Respect for the Individual** Respect each individual carer as a partner in caring who has expertise and skills and as a person who may have needs for services in their own rights
- 3. Equal Opportunities** Provide equitable services throughout Aberdeenshire. Provide an effective complaints procedure. Not act selectively towards carers out of prejudice
- 4. Safeguarding Rights** Provide a confidential service and provide access to advocacy services and information and advice about services and carers’ rights
- 5. Consumer Voice** Seek and listen to the views of carers and enable them to take greater control
- 6. Quality** Offer services that are of a high standard not only to those that they care for but also for themselves. Aim to improve services continuously
- 7. Equity** Allocate resources fairly
- 8. Service Delivery** Deliver services to carers in their own community



Are you the ‘One in Eight’ who helps look after someone at home?

Aberdeenshire 
COUNCIL

Housing and Social Work