



West Lothian
CHCP

Carers information

1. Contents



1. Contents
2. Contact us
3. Do you need help to read this?
4. What are our aims of service?
5. Who can use the service?
6. How do I apply for the service?
7. What is an assessment?
8. What happens next?
9. How much does it cost?
10. What are our service standards?
11. Any ideas or complaints
12. Links to other helpful services

2 Contact us

Please phone to ask for information or a home visit:

- Livingston Social Work Centre01506 777777
- Bathgate Social Work Centre01506 776700
- Broxburn Social Work Centre01506 775666
- Your local hospital, clinic, or health centre

How to find us: phone above for directions or download a street map from:

..... www.multimap.com

Travel information - plan a journey or tel: ☎ 01506-777840

Social Care Emergency Team:

The 24 hours out of office hours service can help if there is an urgent problem.

..... 📧 Email: scet@westlothian.gov.uk ☎ 01506- 777401

West Lothian CHCP supports **Carers of West Lothian**, a voluntary group which is run by carers, for carers. Their website has a full range of information to browse through and a carers information pack. Or ☎: 01506 771750

3 Do you need help to read this?

We can provide this information in different ways such as:

- Braille (for blind people)
- British Sign Language (for Deaf people)
- Tape (for people who cannot see or read)
- other languages such as Urdu or Chinese
- CD Rom

If you need help to read this, please contact us.

UK information for Carers is available

in:

[Shqip](#) Albanian | [اے ب ر ع ل](#) Arabic

[বাংলা](#) Bengali [中文](#) Chinese

[فارسی](#) Farsi [Français](#) French

[ગુજરાતી](#) Gujarati .. [Soomali](#) Somali













[Español](#) Spanish ... [Português](#) Portuguese

[Türkçe](#) Turkish [ودرا](#) Urdu



West Lothian Community Health and Care Partnership Information for carers

4 What are the aims of the service?	<p>We aim to support you to care safely with information about the services, benefits and choices available. We can offer practical help such as respite care and aids and adaptations to the home where required.</p> <p>West Lothian has over 18,000 carers. If you look after someone who's ill, frail, disabled, or unable to cope, then you are a carer and have a right to a carer's assessment.</p>
5 Who can use the service?	<p>A carer qualifies for support if:</p> <ul style="list-style-type: none">• you are the main or only carer• you have regular contact with the person• the cared for person would be at risk if you were unable to provide support• you require support to continue in your caring role
6 How do I apply for the service?	<p>To apply for an assessment contact any of the following:</p> <ul style="list-style-type: none">• Livingston Social Work Centre 01506 777777• Bathgate Social Work Centre 01506 776700• Broxburn Social Work Centre 01506 775666
7 What is a carers assessment?	<p>We can visit you to discuss what your needs and wishes are and how we can help you with them. The assessment may take just one visit or it may take some time to complete. In most cases an assessment must be carried out before any services or support are recommended.</p> <p>The purpose of the assessment is to look at the support you provide and to determine your needs as a carer. It takes into account all your own commitments – family, work, study, housing, social life, leisure activities, your age, health and any support already in place.</p>
8 What happens next?	<p>Practical support available includes:</p> <ul style="list-style-type: none">• information about housing, equipment and adaptations• the home safety service – technology like flood/heat detectors, wandering devices, home security and careline support• welfare benefits advice• respite care and short breaks from caring• who to contact in an emergency• local carer's support centres• help with the support you provide• how to arrange a needs assessment for the person you are supporting
9. How much does it cost?	<p>There are no charges for information and assessments. Depending on your individual circumstances, you may be asked to help pay for some expensive services or equipment (such as a ground floor bathroom extension to a house that you own). It is your choice whether to use these services or not, and who should provide you with the service.</p>
10 What are our Service standards?	<p>We aim to ensure that:</p> <ul style="list-style-type: none">• the assessment takes place when and where it suits you• you can have a male or female assessor• if you prefer, the person you care for can be present• you can have a friend or advocate with you• someone to translate or sign for you can be arranged• we will visit you within 6 weeks from the date you first contacted us, or 7 days if high priority• you will be given a copy of the written assessment

		West Lothian Community Health and Care Partnership Information for carers								
		<ul style="list-style-type: none"> with your permission, we will share information with other agencies like housing and health to ensure you get all the help you need we will arrange for any equipment or adaptations you need you can ask for a new assessment at any time if your needs change 								
11 Any ideas or complaints?		<p>Your views are very important to us. Please talk to a member of staff. If you are not happy with their reply you can contact their Team Manager.</p> <p>Alternatively you can pick up a Points of View form from any Council information point, which can be sent to us by Freepost. You can also phone 01506 775000; you can fax 01506 775099 or you can e-mail: customer.service@westlothian.gov.uk</p> <p>If you need help, phone ☎ 01506 775000</p>								
12 Links to other helpful information:		<p>If you are looking for further information, there is plenty of help and advice available on the web:</p> <ul style="list-style-type: none"> the Carers of West Lothian website has a very useful free carers information pack. The Direct Government website has a great deal of useful UK information Carers Scotland website focuses on information for Scottish carers <p>West Lothian Council contacts include:</p> <ul style="list-style-type: none"> Adult Assessment Team Physical Disabilities ☎ 01506 777777 Older Peoples Assessment Team ☎ 01506 776700 Children with a Disability Team..... ☎ 01506 773789 Ability Centre..... ☎ 01506 774066 Community rehabilitation and acquired brain injury service ☎ 01506 774046 West Lothian Council ☎ 01506 775000 Community Equipment Store ☎ 01506- 419666 x2929 West Lothian Council Housing..... ☎ 01506 776301 								
Author:		<p>Val De Souza..... ☎ 01506 777033</p> <p>If you want to comment on this information or find an error, please contact Val in the first instance</p>								
Date created		March 2006								
										
emergency team	home page	housing	physical disability	drugs & alcohol	older people	mental health	OT support	carers	learning disability	sensory needs
Published by West Lothian CHCP										
