



Useful Contacts

Duty Social Worker
 Education and Social Care Department
 Shetland Islands Council
 92 St Olaf Street
 Lerwick
 Tel: 01595 744421
 Fax: 01595 744436
 Email: duty@shetland.gov.uk
www.shetland.gov.uk/socialwork-health/services/carers.asp

Crossroads (Shetland)
 Market House
 14 Market Street
 Lerwick
 ZE1 0JP
 Tel: 01595 743931/2
 Email: crossroads@shetland.org
www.crossroads-scotland.co.uk

Direct Payments Support Service
 Citizens Advice Bureau
 Market House
 14 Market Street
 Lerwick

Advocacy Shetland
 Market House
 14 Market Street
 Lerwick
 ZE1 0JP

Tel: 01595 694696

Tel: 01595 743929

Shetland Carers Group
 Tel: 01595 743905

Parentline Plus
 Helpline Tel: 0808 800 2222
 Email:

CarersLine
 Tel: 0808 808 7777

contact@parentlineplus.org.uk
www.parentlineplus.org.uk

For more information on Carers Services log on to any of the following websites:

www.carersuk.org
www.carersweek.org
www.carerscotland.org

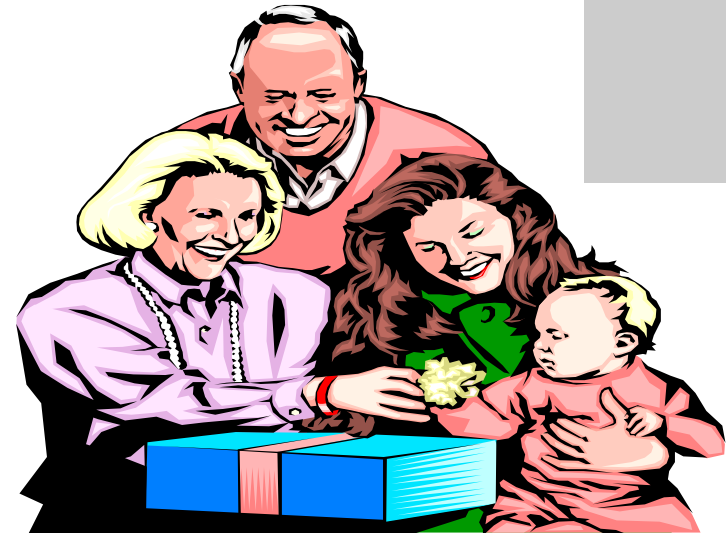


COMPLAINTS

If you are dissatisfied with the service provided you can make a formal complaint to the Executive Director, Education and Social Care Department, at the address shown above, who will respond within 28 days. A Complaints leaflet is available at all Social Care offices and establishments.



Services for Carers in Shetland



If you look after someone

People who look after a neighbour, friend or relative on a regular basis may not always consider themselves as a 'Carer' but play a vital part in that person's independence. If you help look after someone regularly you should make sure that you receive support so that the person you care for has the best services available to them and that you receive the advice, information and assistance you need to enable you to carry on with your own life. Many people look after someone who has a disability, mental health problems, addiction problems or who is an older or frail person, without receiving any assistance.

There are many different types of help that you and the person you look after can access. This could be short breaks in either a residential or day care setting or support at home. Other types of help may be available to carers such as financial assistance to attend training courses.

A carer is a person of any age who provides support to a relative, friend or neighbour who needs help to live at home, e.g. help with moving and assisting, help with feeding, personal hygiene or administering medication. If you would like information about the support and resources available to help you to care, please contact:

**Social Care
Education and Social Care Department
Quendale House
31 Commercial Street
Lerwick
Shetland
ZE1 0AN**

Young Carers

Young Carers often have additional pressures on them and this can be a difficult and stressful responsibility for many young people. As a young person living in Scotland you have certain rights and it is important that you understand and exercise those rights and access the support and assistance you need. You can speak to your Guidance Teacher or the Social Care Service on 01595 744421 about getting help and support.

Are you getting the help you need?

Often carers are unaware of the support and services that are available to them. If you are not sure what type of help you are entitled to or what type of help is available, you should ask for a **Carer's Assessment** from the Social Care Service. A qualified person will go over your details with you and help you find out if there is any assistance that could be provided to help you care for someone. You should contact the Social Care Service at the number at the end of this leaflet to find out what assistance can be provided. There is nothing to lose by asking for an assessment and it should not take too long to complete.



Ask for a Carer's Assessment by contacting your local Social Care Service at the address shown opposite