



CARERS OF WEST  
DUNBARTONSHIRE

# YOUR WELCOME PACK

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# 1. WELCOME

Welcome to Carers of West Dunbartonshire.

In this welcome pack, you'll find everything you need to know about our services and support available to you as an unpaid carer, from short breaks to emergency planning.

Now that you are registered with our organisation, you'll be allocated one of our Carer Support Workers. They will be your point of contact for any support you may need with your caring role. Your Carer Support Worker will make contact with you to introduce themselves within 28 days of registering with us.

We're based at 41 Kilbowie Road, Clydebank, G81 1BL. Our office is open Mon - Fri, 9:30am - 4:30pm (excluding bank holidays). We also provide telephone carer support during the festive period. You can make an appointment by contacting us at the number below.

We understand how challenging caring can be, and we aim to make our services as accessible as possible. Your Carer Support Worker can make contact with you via telephone, email, video call, home visit or by appointment at our office.

We can even arrange to meet you out and about if this is something you would feel more comfortable with.

If you have any questions about our organisation or any of the information included in this pack, please get in touch on 0141 941 1550 or email [clydebankcc@carerswd.org](mailto:clydebankcc@carerswd.org).



# 2. COMMITMENT TO EQUALITY



Carers of West Dunbartonshire is committed to ensuring that it treats its staff, job applicants, volunteers, users of the service and others equally and without prejudice.

We recognise that there is a variation in people's needs for support, information and services, and how these needs should be met. We acknowledge that groups and individuals face discrimination, both directly and indirectly.

As an organisation, we are committed to taking positive action to counter discrimination in all areas of our work and to promote policies and initiatives aimed at the active participation of all groups and individuals in the management, staffing, volunteering, administration, membership and services of Carers of West Dunbartonshire.

# 3. YOUR SUPPORT

Here at Carers of West Dunbartonshire, we want to ensure you receive the most appropriate and effective support. Under the Carers (Scotland) Act 2016, as a carer you have the right to an Adult Carer Support Plan (Young Carer Statement for those aged under 18). This captures how caring impacts various aspects of your life and helps us to identify the support you need, as well as identifying what is important to you.

Please note that the person you are looking after must live in West Dunbartonshire.

In West Dunbartonshire, this is known as an Adult Carer Assessment and Support Plan (ACASP). Your Carer Support Worker will discuss this with you once registered. Your ACASP can be completed with assistance from your Carer Support Worker, or you can complete this individually using the copy available on our [website](#). Should you choose to complete your ACASP on your own, this can be emailed to our team at [acasp@carerswd.org](mailto:acasp@carerswd.org), or sent via post to our office at:

Carers of West Dunbartonshire

41 Kilbowie Road,  
Clydebank  
G81 1BL

Completing an Adult Carer Assessment and Support Plan will also help us to identify whether you are eligible for local authority support. Services provided by Carers of West Dunbartonshire remain available to you regardless of your eligibility for local authority support.

Guidance on completing your ACASP is also available on our website. An information video is available on our [Youtube channel](#).

To find out more about West Dunbartonshire HSCP's eligibility criteria, visit: <http://www.wdhscp.org.uk/carers/eligibility-criteria-for-adult-carers/>

# 3. YOUR SUPPORT

Your wellbeing is a key priority for us.

Caring for a loved one can be very rewarding, but it can also be stressful and demanding and can have an impact on your own health and wellbeing. It's important that you look after your mental and physical health to ensure that you are in the best health to enable you to maintain your caring role.

We provide a range of support that can help you to do this, including:

- Counselling/CBT (Cognitive Behavioural Therapy)
  - Yoga
  - Mindfulness
- Stress Management

## Social Opportunities and Support Groups

Participation in social activities is an important element of everyone's wellbeing. Being socially connected with other people helps increase our sense of belonging, our confidence and provides balance in our lives. However, as a result of your caring role you may find it difficult to attend social events and feel that you have lost touch with friends. This can leave you feeling very isolated. We believe that carers have a right to a life of their own and it's important for you to maintain a balance between your caring responsibilities and social activities.

We offer a range of support groups, which are a good way of meeting other carers and getting support from people who are experiencing similar challenges. We call this peer support. A full list of our support groups can be found at: <https://carerswd.org/services-support-groups/>. Alternatively, you can get in touch with us on 0141 941 1550.

A variety of social opportunities are hosted by Carers of West Dunbartonshire throughout the year, bringing carers together and supporting you to stay socially connected. Some of our annual events include:

- Carers Week and Carers Rights Day
- Carers Break
- Christmas Party/Event

# 3. YOUR SUPPORT

If you'd like to attend a support group or event but are unable to leave the person you care for, our replacement care service is available to you,

More information on Replacement care can be found under 'Short Breaks' in this pack.

If you are interested in attending a support group or would like more information on what's available, call us on 0141 941 1550 or contact your Carer Support Worker.

# 5. YOUR EMERGENCY PLAN

To help you plan for the unexpected, we provide support with emergency planning. Have you thought about who would look after your loved one if you became unwell, injured or are needed elsewhere? We're here to help.

Our Emergency Planning pack contains materials to support you in the event of an emergency. The pack includes:

- Emergency Planning booklet
- Emergency contact keyring
- Carers' Emergency Card
- Stickers to identify where your Emergency Planning pack is kept

We recommend you add any other information to your pack you feel would be useful in an emergency, for example important contact numbers or a medication list.

We also provide The Herbert Protocol and Dementia Safeguarding Tag by Police Scotland as part of our Emergency Planning pack.

## The Herbert Protocol

The Herbert Protocol is a form created by Police Scotland to help officers safely locate missing people who have dementia. The form asks families to provide information such as the person's appearance, most visited places, and places they have been found if they have gone missing before. This allows police to search for those missing more efficiently and bring them home quicker.

## Dementia Safeguarding Tag

The Dementia Safeguarding Tag is a device used to reunite those living with dementia with their loved ones should they become confused or distressed

when in public. The tag is small and discreet and is loaded with emergency contact information. The tag is intended to be scanned using a smartphone by a member of the public if they encounter someone with dementia who is lost or confused. The phone will then display the emergency contact information and provide the user with the ability to contact the carer or family member.



# 5. YOUR EMERGENCY PLAN

Dementia Safeguarding Tags are available by contacting Police Scotland.

To find out more about emergency planning, you can contact your Carer Support Worker or call us on 0141 941 1550.

# 6. YOUR FINANCES

Caring can have an impact on finances, however we're here to support you. As an unpaid carer, you may be entitled to Carers Allowance. To qualify for Carers Allowance:

- You must be aged 16 or above
- You must provide at least 35 hours of care per week to your loved one
- The person you care for must be in receipt of a qualifying disability benefit
- If you are employed, your earnings must be below a certain amount

For more information on Carers Allowance, visit:

<https://www.gov.uk/carers-allowance>

We offer a benefit maximisation check to support you in your caring role. This is to ensure you are in receipt of any benefits you may be entitled to. We work closely with West Dunbartonshire's Working4U Money team to provide this service.

If you are experiencing financial hardship, we are available to help you get in touch with local organisations and receive support. Help packs are available to carers which contain cleaning and sanitary products. Your Carer Support Worker will advise you if there is external funding available that you may be eligible for.

For more advice and information, please get in touch with us today, or contact:



West Dunbartonshire Working4U - 0800 980 90 70



Citizens Advice Bureau - 0800 484 0136



Social Security Scotland - 0800 182 2222

Visit our [Useful Resources](#) page on our website for additional support and services.

# 6. YOUR FINANCES

A break from your caring role offers a range of benefits, such as giving you the opportunity to unwind and relax, take time for yourself to do something you enjoy, and improve your own health and wellbeing.

Here at Carers of West Dunbartonshire, we provide a range of opportunities to take a break and are here to support you no matter what your break looks like.

## Replacement Care

Replacement Care service provides support attending your own medical appointments, taking a break from your caring role or to attend an event. Where you already receive care at home services and require some replacement care, we will try to book these additional hours with your usual care provider. Please note the person you are looking after must live in West Dunbartonshire.

## Time For Me

Our Time For Me project is funded by the Short Breaks Fund and provides small grants to carers, allowing you to take a break from your caring responsibilities. We aim to make Time For Me flexible and responsive to carers' needs, therefore the grant can be used towards a traditional break away either on your own, with the person you care for, or even a friend or family member. If a break away isn't possible or doesn't appeal to you, you can apply for something that allows you to have a break while remaining at home, for example hobby craft materials or entertainment subscriptions. Please note to be eligible to apply, the carer must live in West Dunbartonshire

## Box Office

Funded by the Community Fund, the Box Office project is a 12-month initiative that provides a trip surrounding the arts and entertainment each month. Previous trips have included Kelvingrove Art Gallery, cinema outings and a Christmas concert. Some trips are open to both carers and the people they look after. For some outings, we may ask for a £5 admission fee to cover additional costs such as transport.

To find out more about any of our short breaks opportunities, you can contact Mhairi (Short Breaks Co-ordinator) email [mhairi@carerswd.org](mailto:mhairi@carerswd.org). Alternatively, you can contact your Carer Support Worker.

# 8. VALUED CARER



Unpaid carers are at the heart of what we do, and in a post-pandemic world, we wanted to find a way to support both carers and our wider community alike. Valued Carer aims to raise awareness and support for unpaid carers within West Dunbartonshire, while also helping to sustain community spirit and show support for the local, independent businesses that are key to our area.

Carers registered with us will receive a Valued Carer card alongside the welcome pack. This acts as a form of identification, while also unlocking discounts, promotions and unique services provided by local businesses. Businesses and organisations supporting the Valued Carer project have the opportunity to complete Carer Awareness Training with our team, highlighting who unpaid carers are, the challenges faced by unpaid carers, and what we can do to support those looking after a loved one.

For a full list of participating businesses, visit our Valued Carer Directory here: <https://carerswd.org/valued-carer-directory/>. A paper copy of the directory is available upon request.

If you have any questions or require a replacement Valued Carer card, contact Andrea on 0141 941 1550 or email [Andrea@carerswd.org](mailto:Andrea@carerswd.org).

# 9. SDS (SELF-DIRECTED SUPPORT)

Self-Directed Support, or SDS is a principle and practice that gives control to carers and those they look after over how their care and support from the local authority is managed and delivered.

If you or the person you care for are not already in receipt of local authority support, both the Adult Carer Assessment and Support Plan and the My Life Assessment will determine whether you are eligible for local authority support. More information on Adult Carer Assessment and Support Plan can be found in this pack, while information on the My Life Assessment can be found here:

<http://www.wdhscp.org.uk/self-directed-support/eligibility-criteria/>.

If you already receive local authority support but feel it isn't meeting your needs, this can be reviewed.

If you meet West Dunbartonshire's eligibility criteria for support, you have 4 SDS options to choose from:

## Option 1: Direct Payment

This allows a direct payment to be made by West Dunbartonshire HSCP to arrange your own support. Under Option 1, you are able to use funds to employ a Personal Assistant. Where there is Power of Attorney or guardianship for the individual receiving care, these payments will be made to this nominated person.

## Option 2: Individual Service Fund (ISF)

With an individual service fund, you continue to choose and direct your own support. However, the financial budget is managed by yourself in partnership with the local authority, the care provider or a third party. Personal assistants cannot be employed under option 2.

## Option 3: Care provided by West Dunbartonshire HSCP

Option 3 allows you to choose to have the approved support managed and delivered by your local authority. This option comes with the least responsibility.

## Option 4: A Combination of Options 1, 2 and 3

You can choose to have care provided using a combination of SDS options 1, 2 and 3.

# 9. SDS (SELF-DIRECTED SUPPORT)

You will have the opportunity to discuss each SDS option before deciding on what works best for you.

For more information on SDS in West Dunbartonshire, visit:  
<https://www.west-dunbarton.gov.uk/health-social-care/self-directed-support/>

Your Carer Support Worker is available to provide advice and information on SDS.

To contact West Dunbartonshire Health and Social Care Partnership, call 01389 776 499.

# 10. POWER OF ATTORNEY AND GUARDIANSHIP

The law assumes that an individual aged 16+ is capable of making decisions and managing their own affairs. For those living with certain illnesses, injuries or disabilities, this may not be possible. When someone is unable to act, communicate, understand or remember decisions, then they are considered to lack capacity.

There is often the assumption that important decisions such as money, care or medical treatment, can be taken over by a next of kin or primary carer. However, no-one has an automatic right to make decisions on someone else's behalf unless they have been legally appointed.

The Adults with Incapacity (Scotland) Act 2000 offers a range of options to give others authority to act or make decisions for another adult.

## Power of Attorney

Power of Attorney is when an individual chooses someone to act on their behalf. This can be immediately put in place, or used when the granter is no longer capable of managing their own affairs. Power of attorney cannot be 'taken out' on an individual and can only be granted at a time when the person you look after has capacity to understand the document they are signing.

## Guardianship

If the person you care for has never had capacity, or has lost capacity and never previously granted Power of Attorney, then they may need a guardian to make decisions on their behalf. Guardianship orders can be granted to authorise someone to be responsible for property, finances and/or matters relating to personal welfare. Sometimes, an application may be triggered by a certain event, e.g. authority is needed to sign a tenancy agreement on the individual's behalf. Before applying for a guardianship order, you should seek legal advice to ensure the appointment will benefit the person you look after and is appropriate under the circumstances.

## Intervention Order

This is similar to Guardianship except it is used for one-off events or a short series of decisions or actions, for example selling a home.

# 10. POWER OF ATTORNEY AND GUARDIANSHIP

You should seek your own legal advice when exploring Power of Attorney or Guardianship. Your Carer Support Worker can provide more information.

Alternatively, more information can be found at:



Office of the Public Guardian (Scotland)  
Hadrian House  
Callendar Business Park  
Callendar Road  
Falkirk  
FK1 1XR

Call: 01324 678300

Visit: <https://www.publicguardian-scotland.gov.uk/home>



West Dunbartonshire Citizens Advice Bureau

Call: 0800 484 0136

Visit: <https://www.wdcab.co.uk/>

# 11. WHEN YOUR CARING ROLE ENDS

Your caring role can come to an end for a number of reasons. The person you care for may have passed away, gone into a long-term care establishment, their condition may have improved or no longer require the same support, or someone else may have taken over their care.

When your caring role comes to an end, it can leave a gap in your life, particularly if you have been caring for a long time. As your circumstances change, so too will the support that Carers of West Dunbartonshire offers you.

Our team will continue to support you for up to 10 weeks following the end of your caring role. You can continue to access advice and information, and emotional support, as well as attendance at our Thursday CRAFT Group. Your Carer Support Worker will support you in accessing other groups and opportunities in the community, for example returning to work, volunteering or community activities.

If you feel you do not require any further contact or support from us, we will ensure your details are removed from our database and mailing lists. Our newsletters and all service updates are available on our [website](#).

Everyone is different and we will be led by you in terms of how much support you still require.

Interested in volunteering with us or becoming a member of Carers of West Dunbartonshire? Contact Joanne  
[joanne@carerswd.org](mailto:joanne@carerswd.org)

# 11. WHEN YOUR CARING ROLE ENDS

It is necessary for Carers of West Dunbartonshire to hold confidential information about the people we support. This includes your name, address, date of birth and details about the person you are caring for. This also includes details about the support you are receiving from us.

We will only use this information to support you and provide you with information you have requested from us. From time to time, we would like to contact you about services or support that we think would benefit you or the person you are caring for. If you are happy for us to contact you for this purpose, we will generally do this via telephone or in writing.

If we are referring you to another organisation, we won't share your details without your permission to do so.

We may also be asked by funders for information about the people that use our services. This can help us attract funding and develop services. When providing this information, we will only share specific data sets, e.g. ethnicity, postcode or gender. We will never share your name.

## How Your Information is Kept Confidential

All information is stored securely on our staff database, which is password protected and operates using two-factor authentication. This is only available to Carers of West Dunbartonshire staff who are required to adhere to the organisation's Data Protection Policy.

## Your Rights

- You have a right to know how your information is used
- You have a right to see the information we have about you
- You have a right to complain if you are unhappy about how your information is protected

Our Privacy Statement which outlines our practice in more detail is available upon request.



**Carers** of West  
Dunbartonshire  
*"the place for every carer to turn to"*

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41 Kilbowie Road  
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0141 941 1550

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