



# AGGILE

Aberdeen Guide to Independent Living & Enablement



In association with



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Ma tha thu ag iarraidh eadar-theangachadh den sgrìobhainn seo ann an cànan neo cruth eile (clò mòr neo clàr clàistinneach) feuch an cuir thu fios gu

# AGILE Aberdeen Guide to Independent Living & Enablement

The information in this booklet is for anyone who wants to know about the help and support that's available in Aberdeen to enable you to stay as independent as possible in your own home.

Remaining at home independently and getting the most out of life are important goals for a lot of people and we want to help you achieve this.

The information in this booklet will help guide you to the choices that suit you best.

You can ask most of the services in this booklet for help directly without a professional referral and some of these services are completely free of any charge. Where services have a charge there is information on where to find the financial help and support that you may be entitled to.

Aberdeen City Health & Social Care Partnership and our partners want to ensure that people, their families and friends have the information needed about living independently at home and can find support from a whole range of services to support you to stay safe, stay well, stay connected, and stay informed.

A period of illness, diagnosis of a condition or a hospital stay can make achieving your goals more difficult, so we have made sure that there is information on services that can help you to become as enabled and independent as possible.

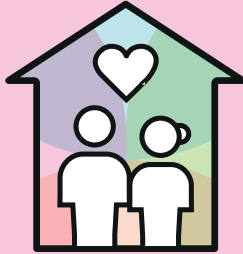
We understand how important it is for your wellbeing that you feel safe and secure, that you stay well and connected, and that you know where to turn to for help and advice.

If you are having difficulties and would like to find out more about what is available in your community to improve your quality of life, happiness, health and wellbeing then this booklet will guide you to the services available to you in Aberdeen.

[www.aberdeencityhscp.scot/our-delivery/agile/](http://www.aberdeencityhscp.scot/our-delivery/agile/)

Email: [swsc@aberdeencity.gov.uk](mailto:swsc@aberdeencity.gov.uk)

## Stay Independent



- Stay safe at home
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- Reablement & Enablement
- Bon Accord Care
  - Telecare
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- Community Adult Assessment and Rehabilitation Service (CARRS)
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- Alzheimer's Support
- Carers Support Service
- Getting Around
- Housing Options

## Stay Well and Connected



Connect

Be Active

Keep Learning

Take Notice

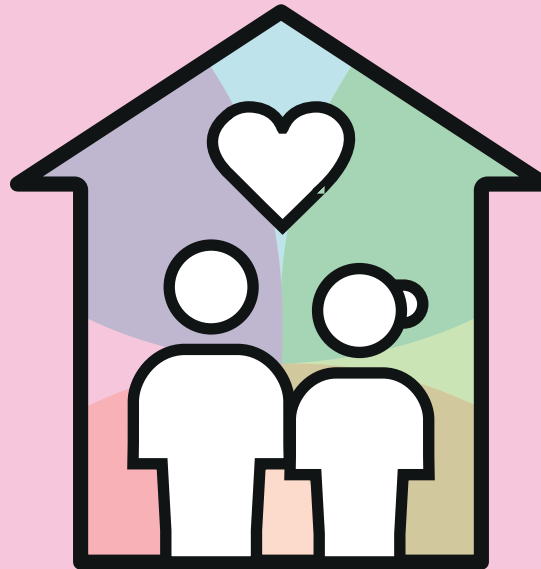
Give

## Stay Informed



- Health Services
- Money Matters
- Legal Information
- Advice and Support
- Adult Social Care
- Granite Care Consortium
- Additional Services

# Stay Independent





## information



### HOME CHECK TEAM



[homecheck@aberdeencity.gov.uk](mailto:homecheck@aberdeencity.gov.uk)



03000 200 292



### ABERDEEN CARE AND REPAIR



[gencareandrepair@castlehillha.co.uk](mailto:gencareandrepair@castlehillha.co.uk)



01224 251 133

Mon - Fri 9:30am - 12pm and 1pm - 3pm



[www.aberdeencareandrepair.co.uk](http://www.aberdeencareandrepair.co.uk)

## Homecheck - Feel safe and secure in your own home

Your home is the place where accidents are most likely to happen – so it's important that you are aware of the dangers so that accidents can be prevented.

Aberdeen City Council offers a free service called **Homecheck** to older people, people who are disabled or to any family with a child under the age of 24 months and is available to everyone living within the Aberdeen City area.

The Homecheck team provide basic home safety advice and will install safety equipment for residents free of charge whether they are owner-occupiers, or council or private tenants.

The Homecheck team can fit internal and external grab rails and replace any light bulbs which require the climbing of a ladder or excessive bending (bulbs not provided) for older and disabled people.

This service is not intended to replace trained health professionals who do have access to qualified tradespeople. However they can carry out some tasks to help make your home a safer place to live in. To arrange a free home check please use the contact details.

## Aberdeen Care and Repair

**Aberdeen Care and Repair** provide advice and practical help to people aged 60 and over, people with disabilities and people with long-term health conditions, to allow them to continue to live in their own homes as independently as possible.

They offer services to residents of Aberdeen City, including social housing tenants, plus free advice and practical help with things like:

- **Home Repairs**
- **Home Improvements**
- **Adaptations**
- **Safety and Security Measures**
- **Heating**
- **Home Safety.**



## Able Deen

### AbilityNet - Feel safe at home online

**AbilityNet** has a number of free services, resources and webinars to help older people stay safe online and learn how to get the best out of their digital device.

AbilityNet can provide IT (information technology) support at home and online for older people and people with disabilities of any age with their technology.

### Able Deen

In partnership with Shopmobility Aberdeen. **Able Deen** is helping to connect the community.

The Able Deen service will take our wheelchairs, scooters and volunteers to the four corners of Aberdeen to enable people to access their local services, facilities, shops etc – to be able to shop, to participate, to socialise, to visit places and explore and to volunteer.

The Able Deen service will be able to provide you with the use of mobility equipment, manually-powered wheelchairs, powered scooters and walking frames.

You can also get help from a volunteer companion to provide company and assistance when you are out and about or perhaps you want to visit somewhere quiet to relax and gather your thoughts.

## information



#### ABILITY NET



[enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)



**0800 048 7642**  
Mon - Fri 9am - 5pm



[www.abilitynet.org.uk](http://www.abilitynet.org.uk)



#### ABLE DEEN



[AbleDeen2019@gmail.com](mailto:AbleDeen2019@gmail.com)



**01224 254 338**



[www.abledeen.org.uk](http://www.abledeen.org.uk)



## Bon Accord Care

### information



**BONACCORD CARE**



**bacinfo@bonaccordcare.org**



**01224 788 616** Telecare

**01224 570 400** Community Meals

**0800 1412 339** Occupational Therapy



**[www.bonaccordcare.org/referrals/  
community-alarm-telecare/](http://www.bonaccordcare.org/referrals/community-alarm-telecare/)**

**[www.bonaccordcare.org/referrals/  
occupational-therapy/](http://www.bonaccordcare.org/referrals/occupational-therapy/)**

**[www.equipmeforliving.co.uk](http://www.equipmeforliving.co.uk)**

## Bon Accord Care – Community Support at Home Services

Bon Accord Care provide a range of community-based services in Aberdeen to help you remain independent in your own home. The services provided include:

- **Care at home**, including the community meals service and community alarm responder service, to meet your personal care and support needs
- **Occupational Therapy (OT)**, enablement, equipment, and telecare services, so you can be independent and safe at home
- **Wellbeing activities and information**, to keep you as well as possible and to combat social isolation.

## Telecare

### What is Telecare?

Telecare is the name used to describe a range of devices (alarms) and systems that call for help if you, or someone you know, falls, or has a problem at home. Having telecare devices in your home will give you and your family peace of mind and reassurance.

A community alarm is an addition to your telephone. When it is activated it will get help to you quickly.

Telecare is a range of equipment sensors in addition to the community alarm, which will automatically activate to alert the appropriate response e.g. fire, medication.

Telecare sensors can be directed to a monitoring centre or linked to a pager for an in-house solution. Having telecare sensors means that people can get help no matter where they are within their home, giving confidence and help in living as independently as possible. Community Alarm and Telecare sensors don't replace human contact but they do provide an added assurance that if any issues should arise while alone, you can get help easily. This will give you, your family and friends confidence and reassurance too. Telecare can help people of any age who:

- **Are prone to falling**
- **Have mobility problems**
- **Are vulnerable**
- **Have epilepsy**
- **Live in supported accommodation**
- **Have a family member/carer who needs support**
- **Have memory problems because of dementia or head injury**
- **Are at risk from environmental threats such as fire, gas and floods**
- **Are worried about living alone.**

Anyone can refer either themselves or someone they know for a Community Alarm and Telecare through the online referral link.



Use Google Chrome to access the following link which take you to the referral form on the website: [www.bonaccordcare.org/referrals/community-alarm-telecare/](http://www.bonaccordcare.org/referrals/community-alarm-telecare/)

The online form is the quickest way to refer to Bon Accord Care telecare and community alarm service. The service will need the names and contact details for 2- 3 people who are willing to be contacts.

We will set up your profile with our control centre and check your contacts are willing to attend in the event of your alarm being activated. If you don't have any contacts we have a Responder Service who can act as a contact. If you are unable to contact this service online, please call **01224 788 616**.

The Telecare Team are available for advice on equipment and will carry out a further assessment at each visit to ensure that the equipment requested and installed is meeting your needs. Please note Community Alarm Telecare is a chargeable service. You can find who to contact for advice on financial help and advice in the **Stay Informed** section of this booklet.

## Occupational therapy at home

We understand that sometimes after illness, getting a bit older or if you have a disability, you may find yourself starting to struggle with everyday tasks.

Bon Accord Care has an occupational therapy service that aims to help you to improve your ability to do everyday tasks if you are finding these difficult. We can help enable you to go about your everyday life more easily, safely and independently.

If you think you might benefit from having some input from our occupational therapy service, you can refer by using the following link: [www.bonaccordcare.org/referrals/occupational-therapy/](http://www.bonaccordcare.org/referrals/occupational-therapy/)

Alternatively, if you are unable to access an online referral form you can call on **01224 570 400** and ask for Occupational Therapy.

## Equip me for Living

Equip me for Living is an online shop where you can buy small aids to help you manage in your day-to-day life. Delivery is free for people living in Aberdeen. The team can offer advice on a variety of things to help you live as independently as possible. You can browse through the shop by visiting [www.equipmeforalliving.co.uk/](http://www.equipmeforalliving.co.uk/)

## Community Meals

Eating well is essential for everyone and is a vital part of keeping as well and as independent as possible. Sometimes, and for different reasons, it can be challenging to shop and prepare a nutritional and satisfying meal.

Through our community meal service, you have access to a wide range of great-value, healthy frozen meals that are delivered directly to your door. The two-course meals are nutritionally balanced to keep you nourished and hydrated and are continually monitored to ensure that each meal meets the highest recommended standards. Each meal is prepared with fresh quality ingredients, containing vitamins and minerals, to offer you the flexibility to enjoy what you choose when you choose.

### How does it work?

The menu selector contains a wide range of meals and a description, so you know what you are getting – you make your selection and order your favourites. Each meal will have a soup and a main course OR a main course and a dessert. All meals are charged at a discounted rate, and we provide meals that cater for special dietary needs, and for cultural and religious requirements. Every two weeks your selected pre-prepared frozen meals will be delivered to you. If you don't own a freezer or a microwave, don't worry, as we will offer you a loan of either, free of charge.

Arrangements will be made for a delivery day that is convenient for you. You will be met by your friendly delivery driver who will ensure your meals are stored safely, collect payment and take your next order.

Go online to see the menus and email us to make a referral or call **01224 570 400**.



Aberdeen City  
Health & Social Care  
Partnership

*A caring partnership*

## Community Adult Assessment and Rehabilitation Service (CAARS)

Provides a range of services from Occupational Therapy and Physiotherapy. The **Community Adult Assessment and Rehabilitation Service** is available to adults over 16 years old with an Aberdeen city GP, whose illness or injury impacts their ability to carry out daily activities. It is available to people who are unable to access outpatient services and require a service within their own home. Our aim is to enable people to be as independent as possible by delivering a service which is person centred; working with people to achieve their own goals.

We offer appointments via telephone, virtually or face to face, depending on the identified needs of the person.

## Occupational Therapy and Physiotherapy

Our **Occupational Therapists** provide:

- **Rehabilitation programmes based on your goals, helping you to maintain and increase your independence and confidence with daily tasks**
- **Advice on falls risk, prevention and management**

- **Practical advice and strategies on memory changes**
- **Management of anxiety, fatigue and pain**
- **Returning/remaining at work following ill health or injury.**

Our **Physiotherapists** provide:

- **Transfer & walking assessment, provision of equipment & walking aids as required**
- **Falls assessment & interventions as required. This may include falls prevention advice, strength & balance work, possible signposting or referral to falls classes**
- **Pulmonary rehabilitation- 1:1 input, virtual or face to face classes**
- **Assessment and input if activity levels are significantly reduced following surgery, illness or a period of time in hospital.**

## Assessment and treatment of joint and muscle conditions

As a service we encourage independence and self management whenever possible. We work closely together and in collaboration with our health and social care colleagues. You can refer yourself to the Occupational Therapy and Physiotherapy in the Community Adult Assessment and Rehabilitation Service using our duty telephone number.

## information



**CAARS**



**gram.caarsotptsap@nhs.scot**



**01224 558 399**



**[www.nhsgrampian.org/service-hub/mobility-and-rehabilitation-service-mars/](http://www.nhsgrampian.org/service-hub/mobility-and-rehabilitation-service-mars/)**



Aberdeen City  
Health & Social Care  
Partnership

*A caring partnership*

## information



### DIETETIC TEAM



[www.nhsgrampiandiabetes.scot.nhs.uk/](http://www.nhsgrampiandiabetes.scot.nhs.uk/)



### HEALTHY HELPINGS



[gram.adultweightmanagementservice@nhs.scot](mailto:gram.adultweightmanagementservice@nhs.scot)



01224 558 212



[www.healthyweightgrampian.scot.nhs.uk/nhs-services/community-dietetic-service/community-dietetic-service/](http://www.healthyweightgrampian.scot.nhs.uk/nhs-services/community-dietetic-service/community-dietetic-service/)

## Community Dietetic team

We are a small team of **Dietitians and Dietetic Healthcare Support Workers**. We provide a wide range of services to enable people to stay healthy and live as independently as possible, advising and supporting people on how to prevent and recover from illness.

We have self-help materials and tools available to help people manage different medical conditions but can also see people for individual appointments (either video consultation, in an out-patient setting, a group setting, care home or in their own home where necessary).

We see people of all ages, from babies to older adults. Most of our clinical consultations require a referral from another member of the health and social care team (this doesn't have to be a GP), however people with diabetes or those wishing to lose weight can self-refer at the following links below.

## Type 2 diabetes

[www.nhsgrampiandiabetes.scot.nhs.uk/nhs-grampian-and-new-diagnosis-of-type-2/](http://www.nhsgrampiandiabetes.scot.nhs.uk/nhs-grampian-and-new-diagnosis-of-type-2/)

Further information about diabetes can be found at:

[www.nhsgrampiandiabetes.scot.nhs.uk/](http://www.nhsgrampiandiabetes.scot.nhs.uk/)

## Help to lose weight - Healthy Helpings programme

[www.healthyweightgrampian.scot.nhs.uk](http://www.healthyweightgrampian.scot.nhs.uk)

Information on a range of other clinical conditions such as:

- **Are prone to falling**
- **Malnutrition**
- **Undernutrition**
- **Healthy Eating**
- **Drinking**
- **Specific group conditions.**

[www.healthyweightgrampian.scot.nhs.uk/nhs-services/community-dietetic-service/community-dietetic-service/](http://www.healthyweightgrampian.scot.nhs.uk/nhs-services/community-dietetic-service/community-dietetic-service/)



## information



**ABERDEEN CARERS  
SUPPORT SERVICE**  
37 Albert Street Aberdeen AB25 1XU



**aberdeencarers@quarriers.org.uk**



**01224 914 036**



**[www.carers.quarriers.org.uk/services/  
aberdeen-carers-support-service/](http://www.carers.quarriers.org.uk/services/aberdeen-carers-support-service/)**

## Aberdeen Carer Support Service

Do you look after a friend, family member or neighbour who is unable to care for themselves? If so, you are a carer, and we can help.

We are here to help you access the advice, information and support which will help you to continue in your caring role in a way that is best for you. We will work with you on a co-produced Adult Carers Support Plan that will identify your needs and allow us to work together towards meeting the most appropriate outcomes. At Quarriers we recognise that every caring situation is different, and every carer is different. You may be caring for a:

- **parent or grandparent**
- **son or daughter**
- **brother or sister**
- **husband, wife or partner**
- **relative / friend / neighbour.**

There is a wide range of reasons why they may not be able to care for themselves. They might:

- **have a physical or learning disability**
- **misuse alcohol or drugs**
- **be frail or elderly**
- **have mental health problems**
- **have a long-term illness.**

We will work with you to help you prioritise your needs as a carer and, as much as possible, help to reduce your caring role.

We can then help you to access the advice, information and support that best meets your needs and the needs of the person you care for.

### **Support to work out what help you need**

If you are struggling and know you need support but don't know what would make a difference, we can help.

### **Range of contact methods**

You can contact us online or by email or we can meet you in your local community. We are also at the end of a phone if you want to let off steam but don't want to worry other family members or friends.

### **Advice and information**

We provide advice and information on a wide range of resources and community supports that could help you and the person you care for.

### **Peer support**

We can work with you on a one-to-one basis or as part of a group. We also run events where you can meet other carers and speak to people in similar situations.

### **Training and development**

We offer a range of individual and group training opportunities for carers, to build your knowledge, skills and confidence.

### **Support to have a life out with caring**

We will support you to balance your caring role with your own needs. Our unique service looks at the effect caring has on the whole family.



## Getting around

Getting out and about again may seem hard if you have had an illness, a fall or perhaps a stay in hospital but there are things available in the community that are there to help you. Here is some information on a few of the things available in Aberdeen that can help you get around.

## Community Transport

This is a door-to-door service within the city for those who are unable to use conventional bus services. Our vehicles are fully wheelchair-accessible, and passengers will be helped onto and off the buses where necessary.

For more information about this service telephone **01224 523 765** or see the Community Transport page at:

**[www.aberdeencity.gov.uk/services/roads-transport-and-parking/public-transport/community-transport](http://www.aberdeencity.gov.uk/services/roads-transport-and-parking/public-transport/community-transport)**

## Transport to Healthcare

The **Transport to Healthcare Information Centre (THInC)** provide practical transport advice for people who have difficulty getting to and from medical appointments in Grampian.

The service provides a dedicated telephone service, offering guidance on accessing suitable transport options to get to and from appointments when they have no means of personal transport. The centre can provide details of suitable bus or train times, contact telephone numbers and other services such as local dial-a-bus or voluntary car schemes.

Please call THInC on **01467 536 111** between 9am and 4pm, Monday to Friday.

## information



### COMMUNITY TRANSPORT



**01224 523 765** Community  
Mon - Fri 9am - 1pm

**01467 536 111** Healthcare  
Mon - Fri 9am - 4pm



**[www.aberdeencity.gov.uk/services/roads-transport-and-parking/public-transport/community-transport](http://www.aberdeencity.gov.uk/services/roads-transport-and-parking/public-transport/community-transport)**



## information



### SHOPMOBILITY



[shopmobility.aberdeen@gmail.com](mailto:shopmobility.aberdeen@gmail.com)



01224 254 338



[www.shopmobilityuk.org/](http://www.shopmobilityuk.org/)



### BLUE BADGE



[www.aberdeencity.gov.uk/services/roads-transport-and-parking/apply-blue-badge](http://www.aberdeencity.gov.uk/services/roads-transport-and-parking/apply-blue-badge)

## Shopmobility Aberdeen

**Shopmobility Aberdeen** is a charity whose aim is to increase independence, freedom, self-esteem and choice for people with disabilities.

We are a service dedicated to helping anyone with a mobility difficulty, be it temporary or permanent, who wishes to visit Aberdeen city centre to conduct business, enjoy our many visitor and cultural attractions or to visit the city's wide variety of shops, leisure and business services.

We offer assistance to anyone experiencing a mobility or sensory impairment by providing the loan of a battery-powered scooter, a battery-powered wheelchair or a manual wheelchair to help ease your walking difficulty, and the assistance of a volunteer escort if required. Shopmobility Aberdeen is about freedom to get about in the city centre.

You do not have to be registered disabled to use the scheme. It is available to those with sport or road accident injuries as well as those with long-term disabilities. The service is open to anyone living in or visiting Aberdeen.

## Blue Badge

The **Blue Badge Scheme** is a national scheme that allows badge-holders to park closer to their destination, but the national concessions apply only to on-street parking. The scheme helps you travel independently, as either a driver or a passenger. Transport Scotland is responsible for the legislation setting out the framework for the scheme and supports local authorities to deliver the scheme.

Blue Badge applications can only be made online. You can grant permission for another individual to apply on your behalf, for example a support worker, friend, or family member. Correspondence can go directly to you or your preferred point of contact.

More information on the eligibility criteria and any supporting documentation that is needed can be found here: [www.aberdeencity.gov.uk/services/roads-transport-and-parking/apply-blue-badge](http://www.aberdeencity.gov.uk/services/roads-transport-and-parking/apply-blue-badge)

Payment is taken at the time of application and the cost is £20 to issue a badge. If your application is declined, you will be refunded via the original payment method.




**THESE HOMES**

Affordable Rented Housing Across Scotland

## information



### HOUSING OPTIONS



**03000 200 292**



**[www.aberdeencity.gov.uk/services/housing/find-home](http://www.aberdeencity.gov.uk/services/housing/find-home)**



### THESE HOMES



**[www.thesehomes.com](http://www.thesehomes.com)**

## Housing Options

If you decide that you cannot manage your home any longer and would rather move than adapt it, support is available to help you to consider alternative housing options.

Housing Options are the potential alternative housing choices. These could include social or private renting, home ownership, sheltered or supported housing, a housing-with-care scheme, or even a move to a care or residential home.

### Who can help me choose the best housing option for me?

You may be happy working out your best housing option on your own, but if you wish to speak to someone, or need help working out what to do, the council's Housing Options service can help and an interview can be discussed by calling **03000 200 292**.

### How can I find out more?

Visit **[www.aberdeencity.gov.uk/services/housing/find-home](http://www.aberdeencity.gov.uk/services/housing/find-home)** and search under "Find a home".

Alternatively, if you feel that you need additional housing support in the form of a residential or nursing home, our care management team can advise you about the best course of action to take. You can contact them on **03000 200 292**.

## What is These Homes?

**These Homes** is a Digital Lettings Service, which has been designed to give you improved access to affordable rented properties across Scotland.

There are seven landlords working in partnership using this service. All of the partners will be sharing the same Housing Register and you can apply for any property which suits your needs.

By offering more choice we hope to build more settled communities and give you more say in where you are housed. These Homes is a simple and straightforward way of letting homes which is fair, open and transparent.

### Register for These Homes

You must register with These Homes before you can apply for housing.

Completing the registration process will ensure that the landlords can award you any priority should you be eligible. You can also apply for priority after you have registered should your circumstances change.

Once your registration has been approved you will receive confirmation that it is live. You will then be able to apply for properties.



## North East Sensory Services - NESS

**North East Sensory Services** (or NESS for short) is a fully integrated joint sensory service that delivers support to people who are Deaf or hard of hearing as well as those who are blind or partially sighted. Our Services include:

### **Daily living Aids and Technology**

Daily Living Aids make day to day tasks simpler.

### **Hear 2 Help and Hearing Aid Batteries**

Support with battery replacement, maintenance and cleaning for people who wear NHS-issued hearing aids.

### **Lipreading and Managing Hearing Loss Classes**

Communicate more confidently with others when you have a hearing loss.

### **ICT for all Service**

Service provides information technology awareness, skills and training for blind, deaf, visually and hearing impaired people.

### **Hospital Information Service**

Providing information, advice and support to patients and their families.

### **Employment Service**

Our specialist support enables people to access relevant employment, education and/or training opportunities.

### **Connect, Include & Support**

Social support and activity groups for older people living with a sensory loss, to help reduce social isolation.

### **Audio Books & CD's**

We have an extensive collection of audio books on CD and cassette tape, and produce three regular audio magazines on CD and memory stick.

### **Clubs & Groups**

NESS supports and / or hosts a wide range of clubs and groups which bring people together. Many are delivered by the members themselves, some with the assistance of NESS' volunteers.

## information



**NESS**



**info@nesensoryservices.org**



**0345 271 2345**

**Text 07593 102 004**



**www.nesensoryservices.org**


**BSL users: www.contactscotland-bsl.org/**







## information

 **POST DIAGNOSTIC SUPPORT**

 **PDS@aberdeencity.gov.uk**

 **DEMENTIA CARERS SUPPORT**  
**Aberdeen Dementia**  
**Resource Centre**  
**Alzheimer Scotland**  
**13 - 19 King Street AB24 5AA**

 **01224 644 077**

 **www.dementiacarers.org.uk/**  
**www.alzscot.org/living-with-dementia/**  
**getting-support/find-support-near-you/**  
**aberdeen-dementia-resource-centre**

## Support for people living with Dementia and those who care for them

Post-diagnostic support for people living with dementia and those who care for them.

**5 Pillars of Post Diagnostic are:**

1. **Understanding illness and managing symptoms - Support to come to terms with dementia and learn about self-management of the illness**
2. **Supporting community connections - support to maintain and develop social networks**
3. **Peer Support - From other people with dementia, their families and carers to help them come to terms with the illness**
4. **Planning for future care – support when they are ready, to plan the shape of their future care from their choices hopes and aspirations which can guide professionals**
5. **Planning for future decision making – support to set up power of attorney and deal with other legal issues.**

For more information and advice, please use the contact details, left.

## Dementia Carers Support

**Dementia support** is available to bring together in person or virtually by offering courses on the realities and lived experiences for those who care for loved ones living with dementia. The resource is available nationwide.

**[www.dementiacarers.org.uk/](http://www.dementiacarers.org.uk/)**

# Stay Well and Connected



Having a sense of wellbeing is important – keeping to a routine, getting up and dressed, eating at regular times, drinking plenty of fluids and keeping a regular sleeping pattern is central to maintaining wellbeing.

It sounds so simple! But we know that these routines can slip when we are faced with difficulties in our lives. You may find that your physical and mental health starts to deteriorate, and you begin to worry about how you will find your sense of wellbeing again. There are positive steps you can take to regain a sense of wellbeing. Evidence shows there are five steps you can take to improve your sense of wellbeing. Trying these things could help you feel more positive and get the most out of life.

Good connections are important for your mental wellbeing. Making phone calls to others can help hugely. So, give your friends, neighbours, and families a call. Spread this out over the days so you speak to different people each day.



There are many groups in Aberdeen who will give you a warm welcome as well as help and advice, whether that is practical help as you learn to live with a long-term condition or a peer support group where you meet other people who use their own experiences to help each other.

Find more information on our webpage:  
[www.aberdeencityhsc.scot/agile/our-delivery/agile/](http://www.aberdeencityhsc.scot/agile/our-delivery/agile/)

Email: [swsc@aberdeencity.gov.uk](mailto:swsc@aberdeencity.gov.uk)

Connect



Be Active



Keep Learning

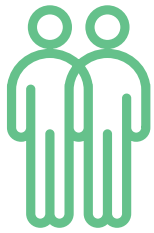


Take Notice



Give





## Connect



## information



### LIBRARIES



[healthinfo@aberdeencity.gov.uk](mailto:healthinfo@aberdeencity.gov.uk)



[www.aberdeencity.gov.uk/services/libraries-and-archives/find-your-local-library](http://www.aberdeencity.gov.uk/services/libraries-and-archives/find-your-local-library)

## Aberdeen City Libraries Helping you to stay connected!

We know that not everyone is digitally connected and that it can be hard to know where to begin looking for a group or a community of interest. Your local library is a great place to find out this sort of information!

**Aberdeen City Libraries** cover the breadth of Aberdeen, with sixteen community libraries, the Central Library and a Home Library Service for customers unable to visit their local libraries, the library service truly reaches everyone!

Membership is free and will give you access to many resources and services and our staff will be happy to help you with any query you might have.

Navigating health and wellbeing information online can sometimes seem difficult and confusing, the library service can offer you 1-2-1 appointments with our Health & Wellbeing Librarian who will help you to access the relevant information from trusted sources.

We hold Healthy Reading collections in our Central Lending Library, Central Information Centre, Culter Library, Mastrick Library and Tillydrone Library. These collections supply supportive texts, guides to self-management of conditions and books that supply information on certain conditions.

These locations also hold up to date Health & Wellbeing related leaflets to signpost you towards help in managing conditions and up to date information on services available in the community including peer support.

Whatever your health-related query may be, email [healthinfo@aberdeencity.gov.uk](mailto:healthinfo@aberdeencity.gov.uk)

## PC Access / Wi-fi

Library membership also entitles you to 2 hours of **PC Access** a day. Non-members can use this resource for 1 hour per day, using our Guest Log in option. Printing is available for a small fee.

Public wi-fi is enabled across all library sites as well, allowing you to bring along your own laptop, tablet or mobile phone and work on your own device. The wi-fi service is the City Connect service, which is also available in many public buildings including shopping centres, community centres and Marischal College. Fill in one form, and you'll be able to connect at any of these locations.

A full list of our libraries is available at [www.aberdeencity.gov.uk/services/libraries-and-archives/find-your-local-library](http://www.aberdeencity.gov.uk/services/libraries-and-archives/find-your-local-library), along with opening hours and services specific to each library.




## Connect



## information

 **ALISS**

 [www.aliss.org](http://www.aliss.org)

 **GREC**  
1st Floor 680 King Street  
Aberdeen AB24 1SL

 [info@grec.org.uk](mailto:info@grec.org.uk)

 **01224 595 505**

 [www.grec.co.uk](http://www.grec.co.uk)

### ALISS Connecting you to your community

**ALISS** (A Local Information System for Scotland) is a national digital service funded by the Scottish Government, managed by the Health and Social Care Alliance (the ALLIANCE), and coproduced with communities throughout Scotland, to help people find and share information that can support health and wellbeing.

ALISS helps people to live well through accessing the right support, including but not limited to services, groups and activities that:

- **Help self manage long term conditions (e.g. Diabetes support group)**
- **Enable social connection (e.g. community choirs, book groups, befriending services)**
- **Increase outdoor or physical activity (e.g. badminton clubs, community gardens)**
- **Link to a range of practical support (e.g. Money Advice, Advocacy Services).**

### GREC - Equality for all

**Aberdeen Equalities Participation Network**, developed **GREC** as resource to improve engagement with equality-related groups and organisations in the city.

The key piece of legislation which governs what GREC do is the Equality Act 2010. The General Duties within the Act require us to eliminate discrimination; advance equality of opportunity; and foster good relations between persons who share a protected characteristic and those who do not.

The protected characteristics as defined by the Equality Act 2010 are: Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

GREC can support you make sense of your rights and options if you have been a victim of a hate crime, discrimination, struggling to access services or feel isolated and want community involvement.

Our services include:

- **Support**
- **Advice**
- **Advocacy**
- **Mediation.**



## Be Active



## information



01224 047 928



[www.sportaberdeen.co.uk/activities/active-lifestyles/walk-aberdeen](http://www.sportaberdeen.co.uk/activities/active-lifestyles/walk-aberdeen)

[www.pathsforall.org.uk/walk-project/walk-aberdeen](http://www.pathsforall.org.uk/walk-project/walk-aberdeen)

[www.adlsmartcare.com/lifecurveapp](http://www.adlsmartcare.com/lifecurveapp)

Being active is not only great for your physical health and fitness, but evidence shows it can also improve your mental wellbeing. Taking part in physical activity will raise your self-esteem and when you set personal goals and challenge yourself to achieve them chemical changes in your brain happen to positively change your mood.

**Walking** is a no-cost, accessible way to get active. Walk Aberdeen's health walks are part of **Sport Aberdeen's Active Lifestyles Programme**. They are designed as low intensity walks for those who want to get a bit more active or are living with, or recovering from, a long-term health condition. There are a range of local health walks across the city every week.

**Paths For All** with the help of a large network of fantastic volunteers, Walk Aberdeen runs a range of low-level, friendly walks from buggy walks to Macmillan Friendly walks. Some of our walks have been designed with those living with dementia and their families in mind and many of our walk leaders and walkers are dementia aware.

The free walks always welcome new walkers and last around an hour. They always finish with a blether and a cup of tea.

## LifeCurve™

The **LifeCurve™** is a model of ageing discovered through research at the University of Newcastle and made available through a practical tool created by ADL Smartcare Limited. A model of ageing is just a way of thinking about how we experience getting older.

The LifeCurve™ is based on research which says there is a set order in which we lose the ability to do everyday activities as we age. The LifeCurve™ is not based on your actual age. Because how we age is affected by many things including our overall health, our early years' experience, our living and social circumstances, and our socio-economic status.

So you could be 90, fit and healthy and not be on the LifeCurve™ or be near the top. Equally you might be in your late 50s or 60s and be nearer the middle of the LifeCurve™. The important thing is that wherever you are on the LifeCurve™ you can change your position and it is never too late to start.

Have you heard of the lifecurve app? It is an app for your phone or tablet/computer which helps you quickly discover how you are ageing. You answer 19 quick questions, and the app will then give you some daily/weekly tasks to help you make improvements.



## Be Active



## information



### SPORT ABERDEEN



[information@sportaberdeen.co.uk](mailto:information@sportaberdeen.co.uk)



01224 507 744



[www.sportaberdeen.co.uk/memberships](http://www.sportaberdeen.co.uk/memberships)



### SPORTS VILLAGE

**Aberdeen Sports Village**  
**Linksfield Road, Aberdeen AB24 5RU**



[info@aberdeensportsvillage.com](mailto:info@aberdeensportsvillage.com)



[www.aberdeensportsvillage.com](http://www.aberdeensportsvillage.com)

It is very important to stay moving even if you have health challenges. Choose a time in the day when you feel you have the most energy and make this your time to move. This can be as gentle or as vigorous as your body allows. However, there are some simple but effective movements everyone can do to stop you losing strength in your muscles and prevent you having a fall.

### Sport Aberdeen

**Sport Aberdeen** provides inclusive opportunities for everyone to get active and participate in physical activity regardless of whether you are starting out, recovering from injury, living with a long-term health condition or an older adult.

There are programmes available in the city to ensure activity for adults is delivered by suitably qualified instructors and offer the right kind of exercise for you.

With more than 30 indoor and outdoor venues across the city, Sport Aberdeen offers a vast array of sport and physical activities.

From public sessions to private hire, from lessons, classes and coaching to holiday camps and children's parties, there is something for everyone, regardless of age, gender or ability.

### Sports Village

**Aberdeen Sports Village** offers variety of indoor and outdoor sport and activity opportunities for people of all ages and abilities. The ASV Evergreens Lifestyle Membership will give you access to our state-of-the-art gym, exercise classes, swimming, health and relaxation suite, the athletics areas and squash courts.

Access to the whole group exercise timetable (Off-Peak) is included in your membership, as well as a range of specialist lifestyle workshops and classes – including table tennis, badminton, Pilates and much more.

You can also take time to relax, socialise and meet new friends in our two onsite cafes that serve a range of refreshments, snacks, and tasty hot drinks – regular offers are available too.



## Keep Learning



## information



### LIBRARIES



[HomeLibrary@aberdeencity.gov.uk](mailto:HomeLibrary@aberdeencity.gov.uk)



**01224 498 930** Home Library

**01224 652 500** Main Switch Board

Keeping your brain challenged is another thing that helps us to stay well. Anecdotal evidence suggests that the opportunity to engage in work or educational activities particularly helps to lift people out of depression. Read or join a book club, do puzzles, jigsaws, crosswords or sudoku or do something creative like knitting, sewing, crotchet or art – it's never too late to learn a new skill. There are lots of things you can do to challenge your brain.

### Helping you to keep learning!

**Aberdeen Library Service** are so much more than a book borrowing service nowadays. They have a whole range of learning opportunities on offer so why not pop into your local library to find out more. If you are not able to travel to the library, there is a home library service.

This is a free personal service for people of all ages who live in Aberdeen and are unable to visit their local library due to disability, illness or because they are caring for someone. The service is available on a permanent or temporary basis, for example while recovering from an operation or illness.

Our friendly staff will visit you at home to discuss your application and find out about your reading or listening tastes. They then visit once every four weeks to drop off and collect items. Although use of the home library service is free, there is a charge for borrowing CDs, DVDs, and Blu-ray. Library members can choose from a large collection of books, audiobooks, DVDs and CDs.

Our library catalogue can be accessed online, see details below, where you can browse our collection or search for specific items.

Reservations can be placed, free of charge, for any library items which are then delivered to the library of your choice ready for you to collect. Items are loaned for 4 weeks except DVDS which are for 1 week and can be renewed twice through the library catalogue or by telephoning one of our libraries.





## Keep Learning



## information



[www.aberdeencity.gov.uk/services/libraries-and-archives/learning-opportunities](http://www.aberdeencity.gov.uk/services/libraries-and-archives/learning-opportunities)

[aberdeencity.spydus.co.uk/cgi-bin/spydus.exe/MSGTRN/WPAC/HOME](http://aberdeencity.spydus.co.uk/cgi-bin/spydus.exe/MSGTRN/WPAC/HOME)

[www.aberdeencity.gov.uk/services/libraries-and-archives/local-and-family-history/local-studies](http://www.aberdeencity.gov.uk/services/libraries-and-archives/local-and-family-history/local-studies)

## Our Online Resources – Borrowbox / Pressreader

Borrowbox is our eBook and eAudiobook service which allows you to browse and download items direct to your eReader, tablet or computer.

We have a huge collection of fiction and non-fiction, for all ages and interests which is constantly updated with new and classic titles. Perfect for if you are on the move or unable to visit your local library, or if you just prefer to read on your device.

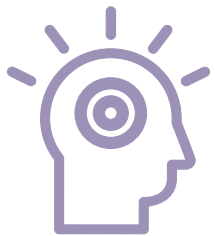
Pressreader is our online magazine and newspaper service, which supplies access to over 7,000 titles from 120 countries. This can be accessed on a device using the dedicated app or through the browser of your internet enabled device. If you are unsure about how to use these services, please ask our staff who will be only too happy to help.

## Family History

Our **Local Studies and Family History** service, based in Central Library Information Centre, is the perfect place to start digging into your past. Whether you are looking for information to build your family tree, access to historical newspapers or information relating to the history of Aberdeen and the surrounding area, we are here to help.

We can provide you with free, unlimited access to online resources such as Ancestry and Find My Past and can support you in making the best out of these resources.

Our Local Heritage Librarian is on hand to help with every aspect of your exploration, so please just get in touch.



## Keep Learning

**NORTH EAST  
SCOTLAND  
COLLEGE**



## information



**NESCOL**



[www.nescol.ac.uk/courses](http://www.nescol.ac.uk/courses)



**SILVER CITY SURFERS**



[www.silvercitysurfers.co.uk](http://www.silvercitysurfers.co.uk)

## North East Scotland College

**North East Scotland College (NESCOL)**, learn a musical instrument, or a language. North East Scotland College is the single largest provider of vocational education and training in the North East of Scotland.

We have a course to suit everyone; whether you're fresh out of school, currently working, returning to education or simply want to try something new – whatever your educational or occupational background, an opportunity awaits at NESCOL. Check out classes available at North East Scotland College online.

## Silver City Surfers

**Silver City Surfers** is a small local charity which aims to help older people with modern technology for those aged over 55 within the City of Aberdeen and the North East of Scotland. We provide free tutoring and support on all forms of modern technology (e.g. laptops, iPads & other tablets, smartphones, digital cameras, etc) through mentoring and one-to-one support sessions provided by experienced volunteers.

With more and more businesses and organisations going completely digital, the need for a safe, welcoming space to learn digital skills is needed more than ever and we are here for the people who need us most.

Read or join a book club, do puzzles, jigsaws, crosswords or sudoku or do something creative like knitting, sewing, crochet or art – it's never too late to learn a new skill.



## Keep Learning

### Aberdeen Archives, Gallery & Museums

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#### AAGM

**Aberdeen Archives, Gallery & Museums (AAGM)** cares for some of the finest art and history collections in the UK on behalf of the people of Aberdeen.

In the prize-winning Aberdeen Art Gallery you can explore outstanding artworks in the permanent collections galleries, each with its own story to tell, from the Balmoral Phenomenon to People and Portraits, and from Feasting to the Art of Empowerment. The Art Gallery is open 7 days and admission is free. There is also a regularly-changing programme of special exhibitions, many of which are free to visit. The public programme of talks, tours, workshops and performances for visitors of all ages offers opportunities to discover more about the collections.

The AAGM website and YouTube channels host a wide range of digital content which explore many different aspects of the collections. There are talks from curators and guest speakers, music performances, collections insights, visual descriptions, mindful moments, blogs and much more.

Our Aberdeen is a programme of dementia-friendly events where we explore the collections in a relaxed environment, enjoying an informal chat with participants, staff and volunteers.

Aberdeen Art Gallery, Aberdeen Maritime Museum and Provost Skene's House are all open 7 days a week and admission is free. Please note that due to the historic nature of of Provost Skene's House, which dates from 1545, there is wheelchair access to the ground floor only (shop, Hall of Heroes and Access Gallery). You can find out more about access to our buildings and visiting information at [www.aagm.co.uk](http://www.aagm.co.uk)

Keep an eye on the What's On section of the AAGM website, or follow us on Facebook, Twitter and Instagram (@AbdnArtMuseum) for our latest news and what's on information.

We look forward to welcoming you in person or online soon!

## information

 **AAGM**

 **[www.aagm.co.uk](http://www.aagm.co.uk)**



## Take Notice



**Healthier  
Scotland**  
Scottish  
Government

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It can be easy to rush through life without stopping and fail to take the time to really look at what's around you.

Try paying more attention to the present moment and to your own thoughts and feelings, and look at the world around you.

It really can improve your mental wellbeing. Some people call this awareness "mindfulness". Mindfulness can help us enjoy life more and understand ourselves better. You can take steps to develop it in your own life.

## Healthier Scotland

**Healthier Scotland** have some great tips that help you clear your head, connect with others and give you a mental workout too – all helping to make you feel much better.

Get outdoors! Spending time in green space or bringing nature into your everyday life can benefit both your mental and physical wellbeing. For example, doing things like growing food or flowers, exercising outdoors or being around animals can have lots of positive effects.

Take some time to just relax and indulge in simple pleasures like:

- **Listening to your favourite music or watching a movie**
- **Colour in! (adult colouring books can help the mind to focus)**
- **Download a relaxation, breathing, mindfulness app or listen to a podcast.**

information



**HEALTHIER SCOTLAND**



[www.clearyourhead.scot](http://www.clearyourhead.scot)



Give



Community Planning  
in Aberdeen

## information

 **ACVO**

 **[Volunteer@acvo.org.uk](mailto:Volunteer@acvo.org.uk)**

 **07814 902 083**

 **[www.acvo.org.uk](http://www.acvo.org.uk)**

 **COMMUNITY PLANNING**

 **[LocalityPlanning@aberdeencity.gov.uk](mailto:LocalityPlanning@aberdeencity.gov.uk)**

 **[www.aberdeencityhscp.scot/our-delivery/locality-empowerment-groups](http://www.aberdeencityhscp.scot/our-delivery/locality-empowerment-groups)**

Playing your part in community life and helping others can make you feel happier and more fulfilled. It can be as simple as saying thank you or smiling! These are things we can all do to make ourselves and those around us feel better and valued.

Volunteering, even for just a few hours a week or month, can help you to discover and learn new skills, gain confidence, and provides a real sense of achievement and for many organisations in Aberdeen, volunteers are the beating heart. You might have a particular skill you could share or have a cause or charity that is close to your heart. We can help you to find the perfect volunteer role which reflects your area of interest and the amount of time you can share.

## ACVO

**Silver Volunteers, ACVO**, is a programme run by Volunteer Aberdeen to support older people with their volunteering journey and to connect them with organisations who need their help. Get in touch with the Volunteer Aberdeen Centre who will be happy to help you with any of your enquiries.

## Community Planning

**Are you enthusiastic about improving your community? We need you!**

Do you want to positively influence your community? Do you want to work in partnership to deliver change? If the answer is YES, Locality Empowerment Groups (LEGs) could be for you! LEGs are local people interested in improving the quality of life for people living in Aberdeen. Members use their own knowledge and experiences to influence priorities and help determine solutions. There are groups for Central, North and South of Aberdeen but we also focus on needs that may be citywide e.g. sharing your experience as a person living with a disability.

There are also Priority Neighbourhoods which focus on areas of the city which experience the greatest disadvantage. Go online to get in touch and we can let you know which group would be best for you.


# Stay Informed






## information

### **NHS GENERAL SERVICE**


 **0345 566 000**

**111** Out of Hours Advice Line

 **[www.know-who-to-turn-to.com](http://www.know-who-to-turn-to.com)**

**[www.nhsgrampian.org/commchapist](http://www.nhsgrampian.org/commchapist)**

### **GENERAL PRACTICE SERVICE**

 **[www.aberdeencityhscp.scot/our-innovations/community-link-working/](http://www.aberdeencityhscp.scot/our-innovations/community-link-working/)**

**[www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/general-practice-services](http://www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/general-practice-services)**

Knowing where to look for information, support or advice is very important. To take the right decisions for yourself, you need to be informed and aware of what is available. This section of the brochure will direct you to available resources that may be of help now or in the future.

## NHS General Service

**NHS Grampian General Service** is your one stop health information point, offering free confidential information, advice, and access to reputable services, in a friendly welcoming environment.

Healthline is a free local telephone line available Monday - Friday 9.00am -5.00pm. Any information requested is sent by post free of charge. All calls are confidential and are answered by trained health advisers.

**The Listening Service (CCL)** is free and confidential and being run out of GP practices in Aberdeen. For the list of venues where CCL is available please visit the web page online.

**GP referral services.** If you are struggling with finding your way around community services, you can be referred to some specialised services through your GP.

## Primary Care Link Practitioners

Primary Care Links Practitioners - **The Aberdeen Links Service**, delivered by SAMH, aims to support local people to connect with their community and overcome life's challenges. Whether it is money worries, housing issues or social security problems, they give practical and emotional support that can change lives.

Aberdeen is one of the few places in Scotland that has a Link Practitioner in every single GP practice across the city. Link Practitioners are there to offer practical and emotional support with any non-clinical factors that may be impacting your health and wellbeing.

Your Link Practitioner will be able listen to what is affecting you, work with you to identify personal outcomes, support you to overcome any barriers you may be facing, and connect you with resources available in your community that may be able to help you overcome the issue you are experiencing. Link Practitioners can support and refer individuals into a wide variety of local services which cover a range of different non-clinical topics. These include but are not limited to:

- **Money management / Employment help**
- **Housing / Food & Fuel poverty**
- **Mental Health / Isolation**
- **Addiction**
- **Carers Support / Local Activities.**



## Scotland's Service Directory

Scotland's Service Directory is part of the NHS Inform website.

Using the directory can help you to find NHS and other health and wellbeing services in and around Aberdeen, which includes:

- **A & E**
- **Minor Injuries**
- **Dental Services**
- **Health and Wellbeing Services**
- **Hospitals**
- **Pharmacies**
- **Opticians**
- **Sexual Health Clinics.**

## Money Matters

**Financial Inclusion Team.** The Aberdeen Financial Inclusion Team is a free, expert and confidential service provided by the Aberdeen City Council to the residents.

Our Money Advisers can:

- **Check you are receiving all you are entitled to**
- **Assist you to challenge benefit decisions you are unhappy with**
- **Provide representation at appeal tribunals**
- **Help you deal with all types of problem debts**
- **Provide advice on what your creditors can/can't do.**

Advisors can speak to your creditors on your behalf. The team provide an advice line, duty and appointment service for clients, staff and partner agencies. Service offered:

- **Benefits**
- **Crisis Management**
- **Debt Advice.**

## information



### SCOTLANDS SERVICE DIRECTORY



[www.nhsinform.scot/scotlands-service-directory](http://www.nhsinform.scot/scotlands-service-directory)



### FINANCIAL INCLUSION TEAM



03000 200 292



[www.aberdeencity.gov.uk/services/benefits-and-advice/contact-us-benefits-and-money-advice](http://www.aberdeencity.gov.uk/services/benefits-and-advice/contact-us-benefits-and-money-advice)





## information

### CFINE

info@cfine.org

01224 531 386 Mon - Fri 9am - 4pm

www.cfine.org/get-support/  
improving-finances

### SCARF

info@scarf.org.uk

01224 213 005

www.scarf.org.uk/

## CFine's Support Advice Finance Education Team (SAFE)

The SAFE Team is part of the local charity Community Foods Initiative North East and as well as tackling food poverty they have a group of support workers who help those who are facing financial difficulty or need help navigating the welfare system.

To refer yourself or someone else to access the following services:

- **Access to food**
- **Wellbeing Services**
- **Improving Finances**
- **Skills Development.**

## Scarf

Scarf is a social enterprise, headquartered in Aberdeen, delivering a range of services to householders, businesses, and communities throughout Scotland. Launched in 1985, Scarf's original aim was to eradicate fuel poverty.

Although this purpose remains at our core, Scarf has developed into a professional social enterprise making a practical difference to individuals and organisations.

Scarf can help you with things like:


- **Fuel debt**
- **Grants and funding**
- **Home renewables**
- **Reducing energy bills**
- **In-home advice**
- **Switching suppliers.**



## information


### **ABERDEEN CITIZENS ADVICE BUREAU**

 [Bureau@aberdeencab.casonline.org.uk](mailto:Bureau@aberdeencab.casonline.org.uk)

 **0808 800 4444**

 [www.aberdeencab.org.uk/](http://www.aberdeencab.org.uk/)

### **SHELTER SCOTLAND**

 **01224 569 750** Mon - Fri 10am - 3pm

 [www.scotland.shelter.org.uk](http://www.scotland.shelter.org.uk)

### **DPHS**

 [info@dphsaberdeen.org](mailto:info@dphsaberdeen.org)

 **01224 810 222**

 [www.dphsaberdeen.org](http://www.dphsaberdeen.org)

### **SCOTTISH HOUSING REGULATOR**

 [www.housingregulator.gov.scot/](http://www.housingregulator.gov.scot/)

## Legal information, advice & support

Aberdeen Citizens Advice Bureau gives all clients free, confidential, impartial and independent advice on a wide range of subjects, including:

- **Benefits:** questions about entitlements, support with applications and appeals against unfair decisions
- **Debt advice:** how to manage your debts, improve your financial situation and maximize your income (the debt service is funded for people living in Aberdeen City only)
- **Employment:** questions about terms and conditions, dismissal, redundancy, intimidation and unfair dismissal
- **Immigration:** from EU workers to asylum seekers
- **Consumer Issues:** everything from broken kettles to difficulties with gas and electricity suppliers
- **Relationships:** issues relating to splitting up, children, and bereavement
- **Housing:** your rights.

## Shelter Scotland

For those experiencing homelessness and the following problems can contact shelter directly.

- **Eviction from your home**
- **Housing helpline, costs and money advice**
- **Rights if you rent your home**
- **Repossession and how to stop it**
- **Housing costs & money help.**

## Disabled Person Housing Service (DPHS)

DPHS Aberdeen is a local charity offering housing advice, information and advocacy to disabled people their families and carers. Service include:

- **Access adaptation to your house**
- **Advice to Access OT therapy**
- **Apply for housing and options**
- **Support to access re-assessment when circumstances change**
- **Access to veterans voice.**

## Scottish Housing Regulator

Safeguards and promotes the interests of tenants, homeless people and other service users for all Scottish local councils. Their services include:

- **Apply for housing**
- **Complain about a social landlord**
- **Complain about a housing association**
- **Find and compare your social landlords performance.**



## Advocacy Service Aberdeen

Independent advocacy is a way to help people have a stronger voice and as much control as possible over their own lives. **Advocacy Service Aberdeen** helps people take more control of their lives and actively participate in decision-making by helping them to know and understand their rights and the situation that they are in, to consider the options that are available to them, to express their views and wishes, and to make informed choices.

We have specialist services for people with mental health issues, people with learning disabilities, older people, carers, self-directed support and for people who are victims of domestic abuse.



## Age Scotland - Legal issues, information, advice and support

We all, at some point in our lives, need to make important decisions about ourselves and our loved-ones. **Age Scotland** has a fantastic website that can help you get started with these decisions.

Age Scotland provides free information and advice to support you in making decisions on a range of topics such as:

- **Power of Attorney**
- **Claiming Benefits**
- **Legal and family issues**
- **Money Matters**
- **Dementia**
- **Energy**
- **Care and Support**
- **Health and Wellbeing.**

## information



### ADVOVACY SERVICE



[ASA@advocacy.org.uk](mailto:ASA@advocacy.org.uk)



**01224 332314** Willowbank office

**01224 557912** Cornhill office



[www.advocacy.org.uk](http://www.advocacy.org.uk)



### AGE SCOTLAND



**0800 1244 222** Mon - Fri 9am - 5pm



[www.ageuk.org.uk/scotland/information-advice/](http://www.ageuk.org.uk/scotland/information-advice/)



## Granite Care Consortium

In Aberdeen city should you or your loved one need some care at home it will be provided by Granite Care Consortium who are commissioned to provide Care at Home in the city.

### Who are Granite Care Consortium?

Granite Care Consortium (GCC) are ten local 3rd and private sector providers, with decades of experience in delivering health and social care services. The Consortium was set up to ensure availability of quality services, improve outcomes of those we support and to build a consistent trained and skilled workforce, in line with our shared values and ethos of Changing Care for Good.

We are commissioned by AHSCP to provide outcomes-based care and support services to adults in their own homes and local communities. Services which can assist with the achievement of agreed outcomes include personal care, housing support, skills development, social and carer support.


Each person we support benefits from a person-led approach as we work together to meet agreed outcomes, focusing on individual needs and goals in an enabling and encouraging way.

Our providers collectively bring with them the expert knowledge and resources to allow us to successfully support across a range of fields, including older adult services, learning disabilities, physical disabilities, mental health, and those with terminal and critical illness.

## information

 **GRANITE CARE CONSORTIUM**

 **hello@granite.care**

 **01224 531 335**

 **www.granite.care/**



## information



### POWER OF ATTORNEY



**0845 122 8686** Slab



**[www.mypowerofattorney.org.uk](http://www.mypowerofattorney.org.uk)**

**[www.slab.org.uk](http://www.slab.org.uk)**

**[www.publicguardian-scotland.gov.uk](http://www.publicguardian-scotland.gov.uk)**

## My Power of Attorney

### Information for everyone - what is a Power of Attorney?

A Power of Attorney is a legal document giving someone else (your Attorney) authority to act or make decisions on your behalf. You choose the person(s) you want to act as your Attorney and what powers you want the Attorney to have. A Power of Attorney is there to make sure that your financial affairs and personal welfare can still be dealt with/protected if things change and you can't do it for yourself.

### Who is a Power of Attorney for?

Everyone over the age of 16 and able to act on their own behalf can apply for Power of Attorney. Accidents or illnesses can happen at any age and the sooner a Power of Attorney is completed, the better. You should register your Power of Attorney with The Office of the Public Guardian as soon as you can. A solicitor can safely hold onto the deed for you until you are unable to make decisions for yourself and it is asked for by your Attorney.

### What does losing capacity mean?

If you lose capacity, it means that you are no longer able to make decisions about how to look after your own financial and personal affairs, perhaps due to illness eg dementia/ stroke etc.

Incapacity is determined by a lawyer or doctor and is assessed against specific criteria. The Adults with Incapacity (Scotland) Act 2000 sets out certain situations in which you could be deemed to lack capacity.

- **Incapable of acting/making on decisions**
- **Incapable of communicating decisions**
- **Incapable of understanding decisions**
- **Incapable of retaining the memory of decisions in relation to any matter due to mental disorder**
- **Incapable of communicating due to physical disability.**

### How do I start the process for Power of Attorney?

Start by having a conversation with someone you trust to take action on your behalf should the need arise. Make sure the person is happy to be your Attorney and that they understand your wishes.

### How much will it cost?

Check eligibility for Legal Aid with Scottish Legal Aid Board (SLAB). SLAB helps those on low and modest incomes gain access to the legal system. If you are not eligible for legal aid, visit **[mypowerofattorney.org.uk](http://mypowerofattorney.org.uk)** for local information or shop around for a solicitor to draw up a Power of Attorney document. Legal fees depend on each case and costs. The solicitor will be able to provide an estimate before work is carried out on your behalf.



## information



### ADULT SOCIAL CARE



CareMgtAdmin@aberdeencity.gov.uk  
duty@aberdeencity.gov.uk



0800 731 5520



[www.aberdeencity.gov.uk/services/social-care-and-health/assessing-your-need-care](http://www.aberdeencity.gov.uk/services/social-care-and-health/assessing-your-need-care)

## Adult Social Care

At some point in our lives people may need more help with everyday living because of an illness, a disability, because we are getting older, or because we are caring for someone.

**Adult Social Care** can assess your situation by using what are called Eligibility Criteria to find out if you are eligible for adult care services. Social Work has a set amount of money for community care services. To ensure that citizens in the greatest need or most at risk are prioritised, the council has taken a policy decision that only those citizens with needs that have been assessed at Emergency/ Urgent or High levels will be eligible for a service. The eligibility criteria apply to all citizens who currently receive a service and anyone who requests an adult care service.

People with needs that do not reach the threshold will receive information and advice, or direction to alternative provision. If you feel you are unlikely to fit into the priority categories, but have special circumstances we should consider, then you should refer yourself for an assessment.

To find out more about the eligibility criteria and if you already have a Social Worker, Care Manager or Community Care Coordinator, you should contact them directly. Otherwise or for more information please contact The Duty Social Work Team.

## Adult Support and Protection

### What is Adult, Support and Protection?

You have the right to be safe. There is a law that tells the Council to make sure you are safe if people are worried about you.

The Council might need to become involved if they believe three things about your situation:

- **They believe you find it difficult to look after your safety, health, rights or other interests; and**
- **They believe you are at risk of harm; and**
- **They believe you are more likely to be harmed because of a disability, mental illness or physical illness.**

If you or someone who cares about you are worried about your safety, please contact Advocacy Service Aberdeen to discuss the situation that is causing you concern.

For more information about services available on AGILE brochure Contact the wellbeing team by email on:

[swsc@aqberdeencity.gov.uk](mailto:swsc@aqberdeencity.gov.uk)



## information



### BEREAVEMENT SUPPORT



[www.mygov.scot/bereavement-support](http://www.mygov.scot/bereavement-support)



### FOUR PILLARS



[mail@fourpillarsuk.org](mailto:mail@fourpillarsuk.org)



**01224 211 963**  
**0300 123 2523**



[www.stonewallscotland.org.uk/  
category/late-life](http://www.stonewallscotland.org.uk/category/late-life)



### VICTIM SUPPORT



**01224 622 478** Local  
**0800 161 1985** National

## Bereavement Support

The death of someone close to you can be a difficult and worrying time. You may need practical advice to help you cope, or someone to talk to about how you feel. If you think you might need extra support, your first step could be to speak to your GP or another health professional you feel comfortable with and tell them how you're feeling. You can find out more information on coping with grief and a range of different types of support available on the Scottish Government website.

## Support for LGBTQ+

Older LGBTQ+ people often have diminished support networks resulting in an increased sense of vulnerability and anxiety about ageing.

A range of information and support can be found. Contact Four Pillars in Aberdeen, the national helpline on **0300 123 2523** or Stonewall Scotland.

## Victim Support

When people of any age become victims of crime at home or in their community or they a witness to crime, they lose confidence.

This experience can have long lasting impact in their wellbeing and the ability to feel safe. For support please contact Victim Support in Aberdeen or National helpline.



## Sight Scotland and Sight Scotland Veterans

At **Sight Scotland** we're tackling vision loss together. Our mission is to reach everyone in Scotland with sight loss – where and when they need us.

We're here for everyone affected by vision loss in Scotland, with support, advice and funding for medical research.

Our services include The Royal Blind School and education outreach services; residential care for children and adults; provision of formats which enable equal access to the written word for people with sight loss; emotional support and information to anyone living with or impacted by sight loss, through our support line and community service; and expert rehabilitation and mobility training so people regain independence.

Our sister charity, Sight Scotland Veterans, supports veterans with vision loss, assisting them and their families to adapt to the impact of visual impairment and to regain confidence, restore independence and make new connections.

Our services can connect you with information, services, and local support, guidance on staying as independent and safe as possible at home and in the local community; advice on living well; understanding more about sight loss, and how to deal with emotional and practical difficulties.

Together, our charities are determined that no one should face sight loss alone. To get free support, and contact our staff in Aberdeen City and Aberdeenshire, please see the details below.

## information



### SIGHT SCOTLAND



[help@sightscotland.org.uk](mailto:help@sightscotland.org.uk)



0800 024 8973



[www.sightscotland.org.uk](http://www.sightscotland.org.uk)



### SIGHT SCOTLAND VETERANS



0800 035 6409



[www.sightscotland.org.uk/veterans](http://www.sightscotland.org.uk/veterans)



# Notes



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All information was correct at the time of printing  
**FEBRUARY 2023**

