

Getting it Right for Young Carers in Aberdeenshire

Universal Guidance Notes for Supporting Young Carers

‘Getting it Right for Every Child’ – Getting it Right for Young Carers.

These guidance notes have been produced by the Aberdeenshire Young Carers Strategy Group and are designed to support staff members who are working through the GIRFEC assessment and action planning process with young carers and their families.

The Aberdeenshire Young Carers Strategy Group have agreed the following definition for young carers for use throughout Aberdeenshire Services.

A Young Carer is: “A child or young person aged under 18 who has a caring role for someone within their household who is experiencing illness or disability. This would be on an ongoing basis, and may include physical, practical and/or emotional support due to illness, disability, mental health or substance misuse issues. It would also include supporting siblings where parent/s are unable to fully undertake the parenting role themselves, due to any of the issues outlined above”.

Where a young person has been identified as a young carer, and where additional support is required to meet their wellbeing needs, it is essential that the Aberdeenshire Council Guidelines for GIRFEC assessment and action planning, from single service action plans to multi-agency action plans, is followed. This information can be found under Aberdeenshire GIRFEC Guidance, on the GIRFEC website. Please see the link below.

<http://www.girfec-aberdeenshire.org/for-practitioners/practitioners-toolkit/>

Additional Considerations for the GIRFEC Assessment Process

When making your assessment of a young carers wellbeing needs it is important to take the following considerations of the wellbeing indicators into account. This information has been adapted from national materials.

SAFE – Protected from abuse, neglect or harm at home, at school and in the community.

All services have a responsibility to ensure that young carers are not put at risk of harm and that they are not carrying out inappropriate caring roles. Young carers can be in a position where caring tasks or other family issues compromise their safety and well-being. For example, this may relate to the physical demands of supporting someone with a disability to transfer from bed, to wheelchair, to toilet. Or it may be around the risks that vulnerable young carers can face if their parent has substance misuse difficulties that cause extreme poverty, denies them life chances, or results in unknown

adults entering the home. Similarly when caring for a mental health issue then some young carers can witness and experience unpredictable behaviour which can extend to abuse and violence.

Such vulnerability and social isolation can be more acute in rural areas, where transport, support and services are less readily available, or where there may be stigma associated with the illness/disability.

HEALTHY – Having the highest attainable standards of physical and mental health, access to suitable healthcare, and support in learning to make healthy and safe choices.

A young carer's physical, emotional or mental health may be affected by the physical, emotional and social impact of their caring responsibilities. For example they may experience back problems if they are having to carry heavy shopping or perform other physical tasks. They may lack appropriate parental support and guidance to the detriment of their own diet, lifestyles and healthcare as well as to their mental and sexual health and development. The young carer may miss health checks or dental appointments of their own if they are not being supported to keep up to date and attend these. They may suffer from broken sleep patterns as a result of the role they undertake. Many will present as often tired and lethargic in school as a result. In cases where young carers are providing personal care it could threaten their psychological development. Taking on caring responsibilities in general can lead to depression or anxiety if the young person is not effectively supported. Many young carers report that they spend all day worrying about the health and safety of the person they look after and so cannot focus on anything else. This can lead to problems with behaviour and attitude, as these young people often take their anger and frustrations out at school when they are away from the person they care for. In cases where a parent is terminally ill, and where a caring role may come to an end, the feeling of loss and bereavement is a significant factor.

We need to make sure that young carers are given advice and support on how to make healthy choices and maintain a healthy lifestyle. All young carers should have the opportunity to talk about the concerns they have about their own health or the health of the person they care for, as this could lead to heightened anxiety and stress for the young carer if it is not properly addressed.

ACTIVE – Having opportunities to take part in activities such as play, recreation and sport which contribute to healthy growth and development, both at home and in the community.

We need to make sure that young carers get the opportunity to take part in a variety of activities and to spend time with their peers. The demands of caring on young people can be physically onerous and mentally demanding, and can affect their energy levels, their sleep patterns and concentration. Caring can

also limit young people's life chances and opportunities and they often put the cared-for-person's priorities ahead of their own. This can result in them experiencing a 'caring curfew' due to the need to be home in time to provide care, which, combined with the effects of poverty, can affect their friendships and prevent them joining clubs and groups and pursuing interests out with the home, becoming socially inactive and isolated. This needs to be monitored on an ongoing basis and would include attendance at wider-curricular groups and activities connected with school and in the local community. If the young carer does not have the opportunity to do this, then steps need to be taken to support them to do so.

NURTURED – Having a nurturing place to live, in a family setting with additional help if needed or, where this is not possible, in a suitable care setting.

We need to make sure that young carers have the opportunity to be a child first and foremost, and that they receive the care they need. This must be taken into consideration when services are making plans for the cared for person as well.

Actively supporting a loved one can build stronger relationships, enable young carers to gain maturity and confidence and achieve a greater degree of independence. However, young carers are often required to assume a level of responsibility beyond their years and this, combined with other pressures in their home circumstances, inappropriate rules and roles, can deny them necessary emotional support, praise, engagement and recognition to develop. In some situations young carers may be dealing with the effects of poverty which can mean their most basic physiological and physical day-to-day care needs are not met. Some young carers report that they miss out on having 'normal' family relationships and family experiences such as days out, visiting relatives, getting help to do homework or even being able to communicate and engage with their family member in cases where the disability is quite severe. This can cause a lot of anguish and frustration for the young carers.

ACHIEVING – Being supported and guided in their learning and in the development of their skills, confidence and self-esteem at home, at school and in the community.

We need to make sure that young carers are supported so they can reach their potential. The responsibilities that come with caring can result in young carers missing school, arriving late, not being able to concentrate in class or do homework, and having no one to attend parents' nights. Some young carers report that these issues are often not picked up or are confronted in public. This can clearly impact on young carers' confidence and their ability to achieve and attain.

The demands and responsibilities of caring can serve to limit young people's horizons and their thoughts about their own futures beyond caring. Those

whose parents have life limiting illnesses or disability may be fearful for the future and the possible end of caring. Older young carer's work ambitions can be limited by their caring responsibilities and by their educational disadvantage. It is therefore important that the post school transition is carefully planned for well in advance.

However, caring can also enable young people to gain insight, develop problem-solving and coping skills and managing challenges. Caring can also enable young people to gain resilience and build their self-esteem.

The important things to consider are, what is this young person's attendance like and what targets can we set in relation to this? Are they late to school because of their caring role? Are they able to focus and concentrate in class and on school work? Do they feel motivated to do their school work? Is the young person making progress in class, what support is needed for this? Do they need to be considered for an IEP? Are they able to do homework and study at home? Are they thinking about their future plans? Are they being supported to explore all of the options? Do they have problems getting transport to school?

RESPECTED – Having the opportunity, along with carers, to be heard and involved in decisions which affect them.

We need to make sure that young carers have the opportunity to have their views heard and that this will be taken into account when planning for the cared for person. They also need to be provided with health information on the person they are caring for.

Some young carers can feel that they are excluded from contributing to the care planning and that their opinions, thoughts or cares are not valid or are ignored. Some young carers are pushed into the caring role and are not asked if they want to do it. As a result some can feel neglected and isolated. Their status as children and young people can often mean they lack a voice and power, while their status as carers can mean they lose their childhood. This is particularly the case if the caring responsibilities have been sudden and dramatic. If a young carer is supporting a sibling they often feel that other adults do not consider them an equal partner in care, and dismiss their activities as something they feel is really the parent's responsibility and as such do not respect the role that the young carer has to play. This can in turn lead to a lack of support or empathy with their caring role.

RESPONSIBLE – Having opportunities and encouragement to play active and responsible roles in their schools and communities and, where necessary, having appropriate guidance and supervision and being involved in decisions that affect them.

Some young carers learn to carry out practical and household tasks at an early age and can derive self-worth from such accomplishments. While this

can bring maturity, independence, confidence and resilience, it can also result in worry, stress, depression, and even self-harm for the young person concerned. Young carers are often required to assume greater responsibility than is appropriate for their age and miss out on the fun and laughter, and opportunities to express themselves.

However, we need to make sure that young carers have the opportunity to have other roles in their community and to develop their skills and interests, beyond their caring role. A flexible approach with this is very important, and discussions about it with the young person is vital. Assumptions of their ability to carry out such roles should not be made based on their caring responsibilities alone.

INCLUDED – Having help to overcome social, educational, physical and economic inequalities and being accepted as part of the community in which they live and learn.

We need to make sure that young carers do not get excluded because of their caring role. We need to ensure that young carers' issues are understood by their peers and that they get the same opportunities as them within school and in the local community. The demands of a caring role can lead to young people being excluded from their peers in school, from groups and clubs and from making new friends.

Some young carers feel different and that no one understands their experiences. Bullying can be a big problem for young carers with many reporting they have been bullied because their family member has a difficulty, or because the family may have some financial restrictions, or just because the young carers themselves behave differently and have a different routine to follow due to their caring role.

Some feel excluded from the learning process if they are not receiving effective support and some feel they do not get the same opportunities as others due to their caring role, rather than being supported to take these opportunities if they want to. However, caring can enhance the parent-child relationships and make children feel included at home, when sometimes they feel excluded out with the home.

It is important that you explore what their relationship with their peers is like in order to identify if there are any issues.

Key Points to Consider

Having completed your initial observation and assessment there now follows some key points for consideration as you move into the action planning process.

Consider the venue and timings of meetings.

Where a caring role is taking place within a household there will be added pressure and complications associated with this for the parent or guardian. Consideration will need to be given to the times and locations of meetings as it may be that the venue needs to be closer to their family home or that some discussions need to take place over the telephone or using email and recorded and shared appropriately.

What if the young person or their family insist that there is no caring role taking place?

Not all families are willing to acknowledge their situations even when they are being clearly brought to their attention. It is really important that you persevere with these discussions. It may take several attempts at speaking with a young person and their family to get them to open up about their caring role as it is a very sensitive and personal issue and they may feel they are letting themselves or others down by sharing the information, or they may be fearful of the consequences of acknowledging the situation. In some cases the family may accept that there are issues within the home but reject the status or label of their child being a 'young carer'. In this scenario you can continue to proceed with the needs assessment and support implementation without appointing any specific labels.

If in any case where you have concerns that there may be a child protection issue, the child protection procedures for your service must be followed.

Ensure the caring role remains a key focus of the discussions.

It is often the case that being a young carer is only part of the picture for a young person. Some may already be receiving additional support or be in the GIRFEC action planning process for other reasons. Where this is the case it is important that their caring role is always taken into consideration and is not overlooked. It should be at the fore during all discussions.

Give careful consideration to the nature and extent of the caring role.

Where young people have been identified as being a young carer, it is really important to consider whether that role is appropriate for their age and stage. While it is acknowledged that there will be young carers within the primary age category, serious consideration needs to be given to the nature and extent of their role. Is the young person at any risk from carrying out these activities? Give careful consideration to tasks such as cooking, assistance with medication and provision of any personal care. Is the role excessive? When you identify a primary aged pupil is a young carer who has a significant caring role, it is good practice to inform the Duty Social Worker. This action must take place if you

feel the caring role is inappropriate or excessive. This is something that should be discussed with the family and they should be encouraged to see this as a positive step, however this action should take place regardless. If you have any parenting concerns or if you feel there may be a child protection issue then you should discuss this with the Child Protection Co-ordinator.

Gain the young person's views on their caring situation.

During these discussions, in the case of a young carer, it is really important to establish at this time whether the young person wants to take on this caring role. Are they comfortable and confident with the tasks they are being asked to do, or is it putting too much pressure on them? Do they feel that their family needs more support? It is also important to ascertain the level of anxiety the young person feels about the person they care for when they are not with them, as it can be quite common for this to become excessive leading to further problems such as lack of concentration and poor attendance. It is important that steps are taken to relieve this as far as possible. Every young person feels differently about their role and so it is important that assumptions are not being made on their behalf. This is something that must be revisited regularly.

Acknowledge the positive aspects of a caring role.

It is also important to acknowledge the positive aspects of being a young carer, such as the skills that they may have developed, the additional responsibilities they may have taken on and their commitment to supporting their family member. Having this discussion with the young person can help them to feel valued and appreciated for the role that they undertake and can help build self-esteem and confidence. It can also help to uncover their true feelings on the situation if they struggle to see any positive aspects.

Consider the young person's role within school if they are caring for a sibling.

In cases where a young person is supporting a sibling who attends the same school it is important that as part of your discussion you agree what their caring role will be when they are in school. Young carers are, and should be considered equal partners in care and so it is important that the school acknowledges this. This should be recorded as part of your discussions. Consider whether they feel comfortable taking messages back and forth to home for their sibling. Do they want to be informed and is it appropriate for them to be involved if their sibling has a problem whilst in school? Would they be a source of support for the sibling if things were getting too much? Clarifying this role is really important in all cases, and again should be revisited frequently.

Consider whether the young person has respite from their caring role.

It is important that all carers get a break from their caring role. In the case of young carers, having the opportunity to be involved in clubs and activities and going out with friends provides a distraction and a break from the caring role. Getting young carers involved in groups such as Dynamic Youth Awards can also have a number of benefits for young carers and there is scope for them to be accredited for the caring role that they undertake. It is important that breaks from caring are given priority in your discussions and that consideration is given to whether support is required to allow them to access

such activities. Please note that being away from home may cause considerable stress and anxiety for some young carers so it is important that their views are taken into consideration here.

Aberdeenshire Libraries' Clubs Directory and Local Events index is an online resource which allows you to search for local clubs and organisations. Here you can find out about a wide range of clubs including sports, hobbies and youth organisations in your area. There is also information available about holiday programmes being offered by Aberdeenshire Council Sport and Leisure as well as other partner agencies.

www.aberdeenshire.gov.uk/clubs/index.asp
www.aberdeenshire.gov.uk/events/index.asp
www.aberdeenshire.gov.uk/local/holidays/index.asp

Where there may be cost implications for this, for example fees for clubs, trips away with school, or where it is necessary to purchase equipment, and the family are unable to provide this, then contact should be made with the Aberdeenshire Young Carers Service to see whether financial support can be made available.

Support Strategies within schools.

During the action planning process there are a number of support strategies that can be put in place in school for young people who are affected by a caring role and for young carers. The Aberdeenshire Guidelines for supporting young carers offers a list of suggested interventions which have proven effective both locally and nationally from the perspective of professionals and young people. Input could also be sought from the Educational Psychology Service.

Does the young person require specialist input from the Young Carers Support Service?

If, as part of the assessment and action planning process, you identify that a young person is a young carer that is taking on a significant caring role (carries out a large number of caring tasks on a regular basis which is having a significant impact on their overall wellbeing) you should consider whether they would benefit from specialist input from the Aberdeenshire Young Carers Service. Where this is the case a referral form should be completed. This provides the Service with much more information which can help to speed up their own assessment process. If you are unsure whether a young person is suitable for input from the Young Carers Service, you should contact the service and discuss this with the Service Manager. If a young person is being supported by the Aberdeenshire Young Carers Service then they are at Stage 3 of the staged intervention process and so Multi-Agency Action Planning Meetings must take pace.

Practice Note 1 provides an overview of the Aberdeenshire Young Carers Service provision and processes.

Does the young person or their family require signposting to other services?

In some situations it may be that a young carer does not meet the criteria for the Young Carers Service. In these circumstances it is important to consider whether other support services would be more appropriate for that young person.

In addition to the GIRFEC assessment process, under current legislation, all young carers are entitled to a statutory Carers Assessment. This is a more detailed assessment carried out by the Social Work Department. If young carers or their family members request this assessment then you should signpost them on to their local Social Work Office. The Scottish Government are currently considering a Carers Bill which is likely to see some changes to the statutory assessment process. More information on the Carers Bill can be found at:

<http://www.scottish.parliament.uk/parliamentarybusiness/Bills/86987.aspx>

It may also become apparent from your discussions that the family as a whole would also benefit from some additional advice or support which you could signpost towards. By supporting the families you may be able to reduce the caring role required of the young person. If it becomes clear that the family are not engaging with any other professionals, the best advice to offer here is that they discuss their situation in detail with their GP who can then refer them on if this is appropriate. They can also make contact with the Aberdeenshire Social Work Department who can give more information and advice on everything from what is available to help the person they are caring for, to how they can access short breaks and respite, and whether they would benefit from a statutory Carers Assessment. This is fulfilled through the Child and Young People's Assessment process which is GIRFEC compliant and considers the young person's holistic needs including those arising from any caring role they may have'.

Additional support and advice for adults and young people can also be sought from condition specific charities and broader support organisations, including Carers organisations, health points and Advocacy services.

Practice Note 2 is a directory of some of the key services that are available within Aberdeenshire which should be considered when supporting young carers and their families.

A Focus on Transitions

It must be recognised that some young carers will require little more input or support than what is required for many of their peers under the universal support umbrella of Curriculum for Excellence. However, More Choices, More Chances recognises that young carers are among those young people who are at risk of disengaging from learning and who do not move on to positive and sustained destinations when they leave school. Young Carers are also listed as one of the priority groups identified by the Scottish Government's Post 16 Transitions Policy and Practice Framework which positions 16+

Learning Choices within the context of the delivery of Curriculum for Excellence and Opportunities for all. They therefore require to be targeted by local authority partnerships to ensure that they have sufficient focused support to maintain positive engagement in learning. It can be a time of real fear, frustration, anger, jealousy, guilt and confusion for young carers and so it is important that this is considered and addressed very early on for all young carers regardless of how much input and support they have required to date.

In addition to coping with their transition from school into a positive destination, young carers are also often trying to cope with the transition to becoming an adult carer. This will be a particular consideration for those with significant caring roles. Young people make this transition at the age of 18 when they move on to adult services. This is something that should be considered within the GIRFEC review and action planning meetings for the young person, and consideration should be given to involving adult services in these meetings when they are approaching 18. Where the Aberdeenshire Young Carers service are already involved with a young person, they will already be making these links with adult services. However if the young person is new to a caring role, or their caring role is likely to increase due to their age and maturity level, then contact should be made with both the Aberdeenshire Young Carers Support Service and the Aberdeenshire (Adult) Carers Support Service for information and advice.

Regular Monitoring and Review

As soon as a young person is identified as either being a young carer or a young person affected by a caring role, and the necessary support is put in place, it is essential that their situation and support strategies are monitored and regularly reviewed. Just as the effects of illness and disability can change at any time, so can the resulting caring role so it is important that these young people are closely monitored throughout their time in education.

PRACTICE NOTES

PRACTICE NOTE 1 – Input from the Aberdeenshire Young Carers Service

The Aberdeenshire Young Carers Service will provide support to young people who have a **significant caring role**. This criteria has been determined by Aberdeenshire Council as part of service contract. If it is felt a young person is a young carer but does not have a significant role then they will not be eligible for support from this service. At this stage the support for the young person would lie with the school and consideration should be given to signposting to other services if appropriate.

What support does the service offer?

The Young Carers Service can offer:

- One to one confidential support to address specific difficulties and challenges that the young person is facing as a result of their caring role.
- Group activities to allow some respite from the caring role and provide the opportunity for young people to meet with other young carers
- Respite trips and excursions during the holiday period

The type of support offered to a young person will be determined as part of the assessment process and will regularly be reviewed by the allocated support worker for the young person.

Any agency can refer to the Young Carers Service. If however you are unsure whether a young person would be eligible for support from the Young Carers Service, confidential telephone conversations are welcomed and a member of the team can help you determine whether a referral is appropriate. A referral form should then be submitted to the organisation. If as part of your identification process you have completed the Young Carers Identification Recording Sheet in Practice Note 3 then with the young person's agreement send a copy of this form in with your referral form. The Young Carers Service really need as much information from you on the situation as possible to ensure that their input is effective.

What happens after I make a referral?

The Young Carers Service will conduct their own assessment of the young person to determine whether their input is appropriate, and where it is, what type of support is required. They will produce their own action plan for the young person and they will inform the 'named person' of their involvement with the young person. This will bring the young person to Stage 3 of the staged intervention process and so Multi-agency Action Planning meetings will then take place following the GIRFEC practice model.

What if the referral to the service does not come from the school?

In cases where a young person is referred to the Young Carers Service by another agency, the 'named person' will be kept fully informed of all actions and inputs by the service. Given the potential impact that a caring role can have on a young person's education, there will be every effort to encourage the young person to share this information with their school.

What if a young person in my care who already receives input from the Young Carers Service has a sibling, should they also be referred to the Service?

Not every young person within a household will take on the same role and so it should not be assumed that they all require the same levels of support. Each young person should be treated as an individual and referred to the service on their own merit. It may be that the support worker recognises a sibling taking on a caring role during their work, but again this should not be assumed so any concerns you may have about a sibling should be discussed with the service.

Additional funding

The Aberdeenshire Young Carers Service also operate some additional funds which allow young carers to apply for financial support. This could be used to put towards a school trip or excursion, to buy equipment to allow them to take up a hobby or interest, to cover transport to allow them to attend an activity or to put towards equipment that would help them with their school work. Every application is carefully considered and a decision about whether to award and how much to awarded is agreed by a panel of staff. This is worth remembering in situations where financial restrictions are proving a barrier to young carers who would like to participate in activities within the school or local community.

PRACTICE NOTE 2 – Signposting Directory

Support Services and useful websites for young people and their families.

Carers Support

Aberdeenshire Councils information for carers

Provides information and access to local services specific to carers of all ages.

http://www.aberdeenshire.gov.uk/care/help/caring/support_carers/young_care_rs.asp

Grampian CareData

Grampian CareData is a free local care, community and health information service provided for the people of the North East of Scotland to support self-management of long term conditions. We can signpost you to NHS, public authority and charitable services in the area that may be able to help.

Website: www.grampiancaredata.go.uk

Email: caredata@aberdeenshire.gov.uk

Tel: 01651 872727

Carers Information

There is a **Carers information point** within the main concourse of Aberdeen Royal Infirmary where carers of any age can go for free confidential support and information.

Tel: 0500 202030

NHS Grampian Guide to Local Services for Disabled People and their Carers

<http://www.nhsgrampian.org/files/guidetolocalservices.pdf>

VSA Carers Support Aberdeenshire

VSA have several local carers support offices throughout North, Central and South Aberdeenshire for **adults** with caring roles.

To find your nearest branch tel: 01779 490894

Email: Aberdeenshire.carers@vsa.org.uk

Dedicated Young Carers Support Website – Babble

This is an online community space where young carers can chat, comment, share their experiences and access information and advice from qualified youth workers through the regular webchats and the private email helpline which is answered daily.

<https://babble.carers.org/>

Carers Trust Website

Carers Trust work with network partners to improve support, services and recognition for Carers in communities across Scotland.

<http://www.carers.org/scotland>

Carers UK Scotland

A Support Service for carers in Scotland.

<https://www.carersuk.org/scotland>

Scottish Government Self Directed Support Website

This is a one-stop-shop for information about Self-directed Support for people who use social care services and health and social care professionals.

<http://www.selfdirectedsupportscotland.org.uk/>

Take A Break

Funds for short breaks for children and young people with disabilities and their families.

Tel: 01904 571093

Email: info@takeabreakscotland.org.uk

Website: www.takeabreakscotland.org.uk

Specific Services

Aberdeenshire Guide to Alcohol and Drugs Services

This guide produced by the Aberdeenshire Alcohol and Drugs Partnership aims to help people find out about the supports available to those experiencing difficulties with alcohol and / or drugs and their families and carers.

For more information go to www.aberdeenshireadp.org.uk.

Drugs Action - Compass

Compass is a specialist service providing support and guidance to children and young people affected by parental alcohol and other drug use. It is available across Aberdeenshire and is delivered through a range of easy to access community locations.

For more information

Tel: 01224 594700

Email: info@compassaberdeenshire.co.uk

Website: www.compassaberdeenshire.co.uk

Mental Health Aberdeen, Aberdeenshire Carers support Service

This service provides support to all Aberdeenshire residents over 18 years of age who provide care to someone with a Mental Illness, intend to care or are an ex-carer.

Tel: 07827630160

Email: carers@mhaberdeen.org.uk

Aberdeenshire Signposting Project

The Aberdeenshire Signposting Project provides a service within GP surgeries and Community Hospitals and by self-referral throughout Aberdeenshire to help enhance individual's quality of life and promote positive mental health. The project offers help to clients their families and carers, who are at risk of developing, or who have developed, a deterioration in their mood or wellbeing. (While this project is for people aged 16 and over, they will support parents to support their families)

For more information and to contact this service go to www.signpostingproject.org.uk or tel: 014666 793284

Penumbra

Penumbra promotes mental wellbeing for all, prevents mental ill health in those at risk and supports those experiencing mental ill health.

www.penumbra.org.uk

Sleep Scotland

A charity that supports the parents and carers of children and young people with additional support needs and sleep problems.

Tel: 0131 651 1392

Email: enquiries@sleepscotland.org

Website: www.sleepscotland.org

CLAN Children and Families Support Services

Support for children and families affected by cancer

Tel: 01224 647000

Email: leigh.ryrie@clanhouse.org

Website: www.clanhouse.org

PAMIS

Pamis is a registered charity working with people with profound and multiple learning disabilities (PMLD) and complex health care needs, their parents and carers and interested professionals. They provide a range of services and projects including Family Support Services, Information and Library Services, Personal Communication Passports and Transition Services.

The Grampian office is based at 52 Evan Street, Stonehaven.

Tel: 01569 764 221

Email: grampian@pamis.org.uk

The National Autistic Society

The National Autistic Society (NAS) champions the rights and interests of all people with autism. Services include outreach work, social groups, befriending, student support, transitions, employment support and supported living. They also have a confidential telephone service providing emotional support for parents and carers of an adult or child on the autism spectrum.

Tel: 0141 2218090

Email: Scotland@nas.org.uk

Website: www.autism.org.uk/scotland

Autism Helpline: 08088 004 104

Grampian Autistic Society

Aims to provide support and services to individuals of all ages with an Autism Spectrum Disorder and to tailor these services to meet their needs

<http://www.grampianautisticsociety.co.uk/>

Alzheimer Scotland

Alzheimer Scotland provides a wide range of specialist services for people with dementia and their carers. We offer personalised support services, community activities, information and advice, at every stage of the dementia journey.

<http://www.alzscot.org/>

Dementia Aberdeenshire

A Support Service for those caring for people with Dementia. This website contains a number of useful resources and information for people who are new to caring roles, or who have been caring for a number of years.

<http://www.aberdeenshire.gov.uk/dementia/carers.asp>

Parkinsons UK – Aberdeen Branch

Parkinsons UK offer information, friendship and support to local people with Parkinson's, their families and carers.

<http://www.parkinsons.org.uk/local-support-groups/regions/scotland/aberdeen-branch>

Cruse Bereavement

Many children and young people experience the death of a parent, caregiver, sibling, friend or grandparent. Even very young children can be deeply affected by the death of someone close. Children and young people react differently depending on their age and understanding but all should be supported to understand and express their grief. For more information:

Tel: 0845 600 2227

Email: aberdeen@crusescotland.org.uk

Grampian Child Bereavement Network

Many children and young people experience the death of a parent, caregiver, sibling, friend or grandparent. Even very young children can be deeply affected by the death of someone close. Children and young people react differently depending on their age and understanding but all should be supported to understand and express their grief. For more information:

Telephone: 01224 594099

Email: coordinator@gcgn.org.uk

Website: <http://www.gcgn.org.uk/>

General Support

Aberdeenshire Council's Support Directory for Families

Provides a fast and reliable way to access information, help and support from a wide range of organisations. It includes information on Benefits, Financial Help, Childcare and Respite, Health, Education, Transport, Legal Assistance, Housing and General Services. It also includes a directory of national and local support groups.

The Aberdeenshire Council support Directory for Families can be found at: www.aberdeenshire.gov.uk/parentscarers/additional/SupportDirectoryforFamilies.asp

For more information about the services provided by Aberdeenshire council, Tel: 01467 620981

Health Points

NHS Grampian healthpoint/carerspoint and health line offer free and confidential health advice on practical ways to improve your health, access to support groups and organisations, how to access NHS information and information about health conditions.

Health points can be found at:

- Concourse, Aberdeen Royal Infirmary
- Aberdeen Community Health and Care Village
50 Frederick Street, Aberdeen
- The Hotspot, 1-3 Kirk Street, Peterhead
- 58A High Street Fraserburgh

Healthline Tel: 0500 20 20 30 (Mon-Fri 9am-5pm)

Advocacy Services

Advocacy North East, 01467 651604 or email advocacyne@btconnect.com

Befriend a Child

Befriending service for vulnerable children and young people

Tel: 01224 210060

Email: info@befriendachild.org.uk

Website: www.befriendachild.org.uk

Young Scot

Scottish Youth Information service for 11-26 year olds

Website: <http://www.youngscot.org/>

Childline

A private and confidential service for children and young people up to the age of 19. You can contact a Childline counsellor about anything -no problem is too big or too small.

Telephone: Call free on 0800 1111

Website: <https://www.childline.org.uk/Pages/Home.aspx>