



THE WEE UNPAID CARERS BOOK OF SUPPORT

Signs you might be a Unpaid Carer?

Tick any that sound like you.

☐

I manage their appointments, paperwork or medications.

☐

I help with their shopping, cooking, washing or getting them out of bed.

☐

They rely on me for their day-to-day needs, errands and emotional support.

If you ticked even one, support is available. Still not sure?

What does the law say?

An unpaid carer is someone who provides unpaid support to a family member or friend who may have a disability, illness, mental health condition, addiction or who requires general support in life.

It may range from a few hours a week to something that's 24/7.

DID YOU KNOW...

1

**YOU HAVE A
LEGAL RIGHT TO
SUPPORT.**

Local authorities need to listen to your needs as an unpaid carer and support you if your needs are not being met.

2

**IT'S OUR DUTY
TO SUPPORT
YOU WITH A
BREAK.**

First, by checking if support for the person you care for also helps provide you with a break. If not, they will assess your needs and may offer extra support for you to get a break.

3

**YOU HAVE A
LEGAL RIGHT
TO ADVICE.**

There are many organisations to support you in finding the right information and advice. Visit **www.nhshighland.scot/carers** to find out more.

Get started now, not later.

Every carer's journey is different. Choose what works for you. You don't have to do it all at once or on your own.

Worried about finances?

The **Highland Council Welfare Support Team** can assist carers to maximise income. Contact them on: **0800 090 1004**

Our Guide:

1

IDENTIFY

Think about where you are right now. Take a moment to really reflect.

1. Write down how you feel - this helps when talking to organisations and professionals.
2. What are you doing in your caring role?
3. What would happen if you got sick or needed a day off or couldn't continue caring - do you have plan?

2

INFORM

Make your role known.

Talk to your GP, family or friends about your situation - when you feel ready.

Carer burnout is real, and your health matters.

Don't wait until crisis point to start getting support.

3

INVOLVE

There are options.

Whether you want local support over the phone or don't want to talk, check out the services commissioned by NHS Highland at:

www.nhshighland.scot/carers

or scan the QR code:



4

REFLECT

Caring roles change.

They can stop, or become more demanding.

These changes can impact your well-being and it's okay to feel it.

Go back to step 1 when things change and keep services informed.

Who's here to help. Connect now.

The logo for mobilise, featuring a pink circle to the left of the word "mobilise" in a dark blue, lowercase, sans-serif font.

A fully digital platform with a wealth of information on entitlements, resources, toolkits, and an online peer support community.

Visit: www.mobiliseonline.co.uk



Connecting Carers
A better life for
unpaid Carers in Highland

Provides local support to unpaid carers both over the phone and in person. They offer information, guidance, and help carers navigate the support available to them.

Call them on: 01463 723560

**Partners in
Advocacy**

Need support to be heard by services? Be seen and heard with advocacy support.

Call them on: 0330 533 0238



Highland
Directory of Services

An online resource of local and national services, groups and organisations for anyone looking to improve their health and wellbeing in the Highlands.

Visit: www.elementalsoftware.site/nhshighlands/

DID YOU KNOW...

Being a person's Next of Kin or primary carer **does not** give you legal authority to make decisions for them?

Let's clear this up...

If a person loses the ability to make decisions for themselves, e.g. property, money, care or living arrangements, **you can't step in unless you have the legal authority to do so.** They must either have appointed an Attorney **before their incapacity** or a Guardianship order has been granted by the Court.

What's the difference between a Will and a POA?

- A **Will** takes effect after someone *dies* - it's about dividing assets.
- A **POA** takes effect while someone is *alive*, but no longer able to make decisions themselves.

Q. When should someone arrange a POA?

As soon as possible, while they retain capacity.

Anyone over 16 can set one up.

Want to know more?

**Office of Public Guardian
(Scotland) 01324 678300**
(Option 1 for POA)

Email: OPG@scotcourts.gov.uk

Web: www.publicguardian-scotland.gov.uk

Mini Carers Contingency Plan

Put me on,
or a place
your fridge
easy to see.

Personal & Practical Needs

Carer

Cared For

Name:

Known as:

DOB:

Address:

Phone(s):

Relationship:

GP Name:

GP Address:

GP Phone:

NHS Number:

Medical Conditions /

Allergies:

Personal Care: _____

Dietary Needs / Allergies: _____

Communication Needs: _____

Emotional / Mental Health Support: _____

Mobility / Equipment: _____

Risks (to self or others): _____

Emergency Plan

Preferred Emergency Response:

What would you like to happen?

Medication

Location kept: _____

Medications

Does & Timings

How long can _____ be safely left alone? hrs min

Others in household: *Insert names and roles*

Key safe / Spare key location & code: *Insert details*

Pets & their emergency care plan: *Insert details*

Notes and Questions

Things I want to ask or share:

Actions points

Support I think I need:

Our recommendations:

- ☐ **Get an emergency plan** - For when sick days come and services know what your cared-for person needs.
- ☐ **Power of attorney** - This is vital to have in place to have legal authority in decision making.

Emergency Contacts

Service	Number
NHS / Police Urgent	999
NHS Non-Urgent	111
Police Non-Urgent	101
Emergency Social Work	0808 175 3646

Adult Social Care Service	
Badenoch & Strathspey:	01479 812618
Caithness:	0345 850 9413
Easter Ross:	01349 853131
Inverness (E & W):	01463 888333
Lochaber:	01397 709832
Mid Ross:	01349 860460
Nairn:	01667 422702
Skye, Lochalsh & Wester Ross:	01471 820174
Sutherland:	01408 664018
Transitions Team:	01463 644325
Community Mental Health Team:	01463 704678

Other Support Contacts

Name	Phone	Who are they?	Key?
			Y/N
			Y/N
			Y/N
			Y/N



NHS
Highland
na Gàidhealtachd