



A-Z WHO'S WHO IN ADULT SERVICES

Finding your way around the health and social care system can be difficult. This A-Z will help you understand the roles of the many professionals involved in providing support. You may find it helpful to ask professionals to write their name, their role and contact details in a notebook or diary.

"When Jenny got ill there were so many people visiting the house it was difficult to remember who they were".

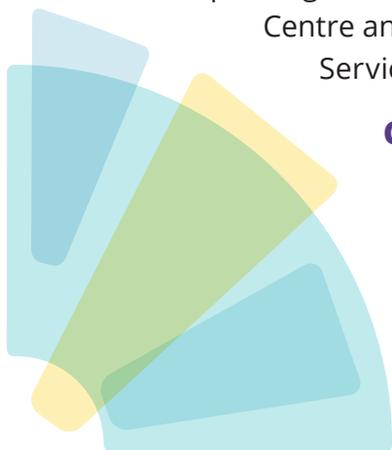
Bill, a local carer

Advocacy Caseworker

An Advocacy Caseworker is someone who supports you or the person you care for to speak up and express your views and opinions. This could include contacting agencies by phone or letter, support at meetings and explaining information. The Borders Carers Centre and Borders Independent Advocacy Service provide this service.

Carers Liaison Workers/ Hospital Liaison Worker

Liaison Workers are employed by the Borders Carers Centre. Their role is to provide you with advice,



information and emotional support. They also carry our Carers Assessments/Support Plans.

Community Psychiatric Nurse (CPN)

When someone in the family has a mental health condition (e.g. depression, schizophrenia or dementia), they may be allocated a CPN. CPNs can offer support to you and the person you are caring for.

Community Pharmacist

For a wide range of minor ailments, a visit to the doctor is not always necessary. It is always worth visiting your local pharmacist as not all conditions require medication which can only be prescribed by a doctor. Your local pharmacist or chemist can provide advice and medication for a wide range of conditions.

Many pharmacies have a small consulting room where you can speak to the pharmacist in private and the range of services they can provide is growing all the time.

Dietician

Dieticians offer practical information about food and nutrition to children and adults. They see people in health centres, hospitals or in their own homes. They also give advice to people who need a special diet as part of their medical treatment. Your doctor, nurse or other health professional can refer you to a dietician.



“I knew that there were people and services out there, who could help, I just didn’t know where to find them”

District / Community Nurse

Visit people in their own home and offer help and advice on the practical and medical aspects of caring, such as physical care, medication, dressings. Ask your GP for more details.

General Practitioner (GP)

Based in the community, your GP can help you to access many services that may help you.

Home Care Workers

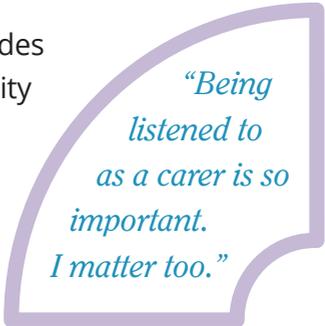
Home Care Workers can come into your home for a few hours each week to help with tasks such as cooking, feeding, bathing, shopping, dressing and collecting pensions or prescriptions. Home care can be provided by the NHS, the council, or some voluntary sector and private providers.

Local Area Co ordinator (LAC)

A LAC provides support for people with a learning disability or a mental health problem to access community services and take part in local activities.

Lifestyle Advisor (LASS)

The Lifestyle Advisory Service provides support for anyone in the community who would like help to address a health related issue such as diet, exercise or stopping smoking, they can be contacted through your GP practice or the Carers Centre.



“Being listened to as a carer is so important. I matter too.”

Macmillan Nurse

Macmillan nurses specialise in cancer and palliative care. Palliative care offers relief from the pain and symptoms of an incurable illness. These nurses offer information, emotional and practical support for people with cancer and their families.

Mental Health Officer (MHO)

Mental Health Officers are Social Workers with specialist experience and training in the area of mental health conditions and mental health law. They carry out duties under the Mental Health Care and Treatment (Scotland) Act 2003. MHOs may be involved in assessments concerning a person's need to be admitted to hospital for treatment, or to be the subject of a guardianship order. They may also be involved in offering support and advice to individuals and families in matters of mental health and mental impairment and can provide details of resources in the local community. A relative can request the involvement of a MHO to carry out an assessment under the Mental Health Care and Treatment (Scotland) Act 2003.

Named Person

A named person is nominated by a person experiencing a mental health condition, to assist them with dealing with their condition when liaising with their consultant or with a Mental Health Tribunal Service. Ask your MHO for a form.



“It’s a maze out there, it’s good to have someone holding the map; the Carers Centre can do that”

Occupational Therapist (OT) and Assistants

Occupational Therapists work with Health and Social Care services and aim to enable individuals with long term and/or complex needs to live a full and independent life of their choice in the community and within the limits of their physical and social circumstances. They can provide advice and support relating to illness or disability, advice on housing or major adaptations, provision of small pieces of equipment and minor adaptations, referral to other services that are required, and rehabilitation in activities for daily living such as washing, dressing, meal preparation, etc.

Physiotherapist and Assistants

Physiotherapists work with patients to prevent, treat and relieve physical problems caused by illness, injury or disease, which affect the movement and function of the body. Physios work in hospitals, day hospitals, health centres, other community settings and patient's homes. Referral is through your GP or other healthcare professional. You can also self-refer by completing a form available from your GP practice.

Podiatrist (formerly known as chiropodist)

Podiatrists specialise in the assessment, treatment and management of the foot and lower limb disorders. Podiatry is available both through the NHS and from private practitioners. All NHS podiatrists are registered with the Health Professions Council (HPC). If you want to see a private podiatrist, it is recommended that you see someone with HPC registration. NHS podiatry



is free of charge and is based on clinical need. It is provided in health centres, hospitals, day centres, nursing and residential homes. There is a home visiting service for people who are 'housebound'. You can make appointments yourself or through your GP. Contact your Health Centre for more information.

Psychological Services – psychologists, therapists and counsellors

Psychological Services work with patients and their carers to overcome difficulties which can arise from physical illness, emotional problems or disability. They do this through an understanding of how human beings develop, perform, think, behave and relate to others. They work with adults who have a variety of health problems such as chronic pain, anxiety and/or depression, mental health issues, dementia or a learning disability. They also work with children with emotional or behavioural difficulties. Services are provided in health centres, day centres, hospitals and in patient's homes. Referral is usually through your GP.

Service Provider

A service provider is an organisation that provides a service to people with disabilities (sometimes referred to as service users). The service provider may be a public agency or voluntary sector/third sector organisation.

Social Workers/Care Manager/Community Care Assessor

Social workers offer information, advice and support to individuals and families who may be experiencing

both personal and practical difficulties. They carry out assessments of need for social care and health services, agree care plans with clients, arrange for the provision of care services and monitor and review clients' needs. Health professionals can also take on the role of care manager, if appropriate.

Speech and Language Therapists

Speech and Language Therapists offer a range of services for children and adults who have speech or language difficulty and/or a swallowing problem (eating and drinking). They see people in a variety of settings. People can be referred by health professionals, social workers, teachers, carers and patients/clients themselves.

Voluntary Sector/ Third Sector Workers

There are a number of voluntary organisations and charities that provide practical support, advice and information. Although they are called 'voluntary organisations', most have paid staff who are trained and qualified to provide the services they offer to carers and their families. More information can be found in the Onlineborders community website directory:
www.onlineborders.org.uk/directory

Support Worker

A support worker assists people with disabilities or mental ill health to get out and about. They can assist with shopping, going for a walk or a coffee, or getting to an appointment, when a person is isolated or needs supervision to maximise their potential.





Borders Carers Centre (SCIO)

Supporting carers throughout the Borders

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