



## USEFUL CONTACTS



### Action for Children

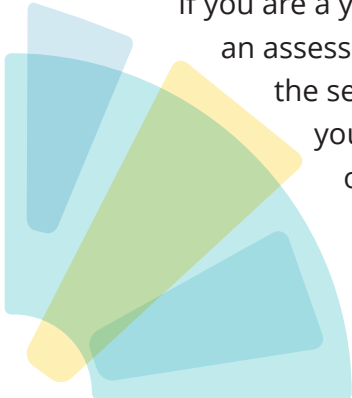
Unit 10a (Ground Floor)

Galabank Mill - Business Park Galashiels TD1 1PR

Telephone 01896 750173

Young Carers are people under the age of 18 who are providing care and support to parents, siblings, or other family members who have a physical or learning disability, illness, mental health difficulty, sensory impairment or who misuse drugs or alcohol.

They carry out significant caring tasks and assume a level of responsibility for themselves and/or another person which would normally be taken on by an adult.



If you are a young carer, you have the right to an assessment of your needs and advice on the services available to you. Contact your local Integrated Children's Service office for more information. Specific support is also provided by Action for Children who offer youth groups, activities and advice.

## **Addaction**

125 High Street  
Galashiels  
TD1 1RZ

Tel: 01896 757843 Fax: 01896 751853

Opening times: The service is open Monday to Friday 9am-5pm with appointments available out with these times by prior arrangement.

Email: [borders@addaction.org.uk](mailto:borders@addaction.org.uk)

Services: For adults, young people and families. Group work, one-to-one sessions, Information & Advice, SMART recovery, Acupuncture, Quest group-support for people affected by family members problems

## **Alzheimer Scotland Borders Services**

Kelso Hospital  
Inch Road  
Kelso TD5 7JP

Tel: 01573 226162

Freephone: 0808 808 3000 (24 hr Dementia Helpline)

Email: [BordersServices@alzscot.org](mailto:BordersServices@alzscot.org)

Website: [www.alzscot.org](http://www.alzscot.org)

Provides information on dementia, local services, financial and legal issues and rights. Also, individual support for people with dementia, carers support groups and short courses. They also provide a free handbook '*Coping with Dementia – A Handbook for Carers*'. Contact the helpline or visit the website for more information.



## **Borderline**

Tel: 0800 0274466 Helpline

Website: [www.newborderline.org.uk](http://www.newborderline.org.uk)

Out of hours helpline providing emotional and listening support for people who are bereaved, anxious, lonely, isolated or depressed.

## **Borders Additional Needs Group**

70 Kenilworth Avenue Galashiels TD1 2DB

Tel 01896 756893

Borders Additional Needs Group or "B.A.N.G" is a group set up by parents of children with special needs to support families who have children with additional, complex or rare conditions. They hold regular meetings and provide a range of advice and support

## **Borders Ability Equipment Service**

Units 4 and 5, Block 12

Tweedbank Industrial Estate

Galashiels TD1 3RS

Tel: 01896 750565

Email: [abstore@scotborders.gov.uk](mailto:abstore@scotborders.gov.uk)

This service arranges loans of health related equipment to help people keep their lifestyle and independence at home. A request for assessment for equipment can be made through local social work offices, health centres or The Borders Carers Centre

## **Borders Aspergers and Autism Group Support**

01896 668 961

Provides advice and information for people on the autistic spectrum and their carers

## **Borders Care and Repair**

The Weaving Shed, Ettrick Riverside

Dunsdale Road, Selkirk TD7 5EB

Tel: 01750 724895

Email: [enquiries@borderscareandrepair.org.uk](mailto:enquiries@borderscareandrepair.org.uk)

Website: [www.borderscareandrepair.org.uk](http://www.borderscareandrepair.org.uk)

Borders Care and Repair offers independent advice and assistance to help people repair, improve or adapt their home so that they can live in comfort and safety in their own community. This free and confidential service is available to owner-occupiers and private tenants who are at least 60 years of age or anyone with a disability.

The service is for older people and people with disabilities who live in the Borders. It provides practical help with small tasks around the home including changing light bulbs, fitting locks and security items, replacing tap washers and unblocking sinks, fitting curtain rails and moving furniture within the house. The service does not include painting and decorating, gas and electric work, chimney and roof repairs or gardening.

## **Borders Independent Advocacy Service (BIAS)**

Ladhope Mill, Low Buckholmside

Galashiels TD1 1RT

Tel/Fax: 01896 752200

Email: [info@bordersadvocacy.org.uk](mailto:info@bordersadvocacy.org.uk)

Website: [www.bordersadvocacy.org.uk](http://www.bordersadvocacy.org.uk)

BIAS provides a free, confidential and independent advocacy service. It offers support to people in the Borders, especially those needing Health or Social Care Services. See page 61 for more information.

### **Borders Voluntary Care Voice**

Roxburgh House Court,

Roxburgh Street

Galashiels TD1 1NY

Tel: 01896 757290 / 01573 226969

Fax/voicemail: 0871 2420426

Email: [admin@bvccf.org.uk](mailto:admin@bvccf.org.uk)

Web: [www.onlineborders.org.uk/site/microsites/bvccf](http://www.onlineborders.org.uk/site/microsites/bvccf)

An independent voluntary organisation which represents the interests of service users, carers and local voluntary organisations in the planning and provision of community care. BVCV acts as a focal point for consultation and representation, supports the development of user and carer networks and assists in the setting up of new projects in the field of advice, information and advocacy. Membership is open to anyone with an interest in community care.

### **Breathing Space Helpline**

0800 83 85 87

A confidential phoneline for anyone in Scotland feeling low, anxious or depressed.

## British Red Cross

1 Wheatlands Mill, Wheatlands Road  
Galashiels TD1 2HQ

Tel: 01896 751888

Email [lswilson@redcross.org.uk](mailto:lswilson@redcross.org.uk)

Website: [www.redcross.org.uk](http://www.redcross.org.uk)

The local Red Cross branch organizes first aid classes and provides community services. Provides skilled and impartial care to people in need and in crisis in their own home and in the community. British Red Cross also has short-term medical loan service, drivers and escorts, home from hospital: Red Cross Buddies, Neighbourhood Links.



## Contact a Family

209-211 City Road, London EC1V 1JN

Tel: 020 7608 8700

Support for families of children with a disability or health condition.

Services include:

- ▶ **Contact a Family helpline** – For information or advice on any aspect of caring for a disabled child, call our freephone helpline.
- ▶ **Medical information directory** – Up-to-date and validated information on hundreds of disabilities and conditions, their symptoms, treatment and the support available.

► **Advice and support online** – information on different aspects of bringing up a disabled child, including information about the special education system, and visit our resource library.

► **Workshops and information sessions** – workshops and events for parents across the UK. Find out what's happening in your area.

## **Citizens Advice Bureaux**

### **Berwick-upon-Tweed**

5 Tweed Street,  
Berwick-upon-Tweed  
TD15 1NG  
Tel: 01289 330222  
Website:  
[www.cas.org.uk](http://www.cas.org.uk)

### **Duns**

Southfield  
Community Centre  
Station Road,  
Duns  
TD11 3EL  
Tel: 01361 883340

### **Eyemouth**

Community Centre,  
Albert Road,  
Eyemouth  
TD14 5DE  
Tel: 018907 50500

### **Galashiels**

111 High Street,  
Galashiels  
TD1 1RZ  
Tel: 01896 753889

### **Hawick**

1 Towerdykeside,  
Hawick  
TD9 9EA  
Tel: 01450 374266

### **Kelso**

20 Shedden Park Road,  
Kelso  
TD5 7AL  
Tel: 01573 223516

### **Peebles**

42 Old Town,  
Peebles  
EH45 8JF  
Tel: 01721 721722

## **Council Contact Centres, Scottish Borders Council**

Council Contact Centres offer information and advice on all services provided by Scottish Borders Council. Each centre has a public reception counter for general enquiries and a private meeting room where concerns can be discussed in confidence.

Customer Services Telephone Number: 0300 100 1800  
8am to 5pm Monday, Tuesday, Wednesday and Friday  
8am to 8pm Thursday 9am to 12pm Saturday

### **Coldstream**

Gateway Centre,  
High Street  
Coldstream TD12 4DH  
Tel: 0300 100 1800

### **Duns**

Newtown Street  
Duns TD11 3DT  
Tel: 0300 100 1800

### **Eyemouth**

Old High School Building,  
Coldingham Road  
Eyemouth TD14 5BY  
Tel: 0300 100 1800

### **Galashiels**

Paton Street  
Galashiels TD1 3AS  
Tel: 0300 100 1800

### **Hawick**

High Street  
Hawick TD9 9EF  
Tel: 0300 100 1800

### **Innerleithen**

Buccleuch Street  
Innerleithen EH44 6LA  
Tel 0300 100 1800

### **Jedburgh**

Castlegate  
Jedburgh TD8 6AS  
Tel: 0300 100 1800

### **Kelso**

Bowmont Street  
Kelso TD5 7JH  
Tel: 0300 100 1800

### **Newtown St Boswells**

Council Headquarters  
Newtown St Boswells  
TD6 0SA  
Tel: 0300 100 1800



## **Peebles**

High Street  
Peebles EH45 8AG  
Tel: 0300 100 1800

## **Selkirk**

High Street  
Selkirk TD7 4JX  
Tel: 0300 100 1800

## **Cruse Bereavement Care**

0845 600 2227

Services include:

- Telephone support
  - National phonenumber 0845 600 2227
- Face-to-face support
  - find out about this via the phonenumber
- Leaflets
- Support Groups
- Support for children and young people - for online help: The Little Website also the Cruse Bereavement Care website - RD4U



## **Disabled Person's Housing Services (Borders)**

10 Orchard Park, St Boswells TD6 0DA

Tel: 01835 823122

Email: [dphsborders@msn.com](mailto:dphsborders@msn.com)

Provides advice and support to disabled people who wish to adapt their homes or move to a disabled friendly house.



## E

### **Encompass**

Andersons Chambers  
Market Street Galashiels TD1 3AF  
T: 01896 759700

Encompass can help people to recruit, manage and organise their own staff by offering a range of services to enable them to live independently.

They can help you with:

- ▶ advertising for staff – safe recruitment
- ▶ advice on employing staff – budgeting
- ▶ payroll services – third party banking
- ▶ liaising with social care and health services.



## F

### **The Family Fund**

4 Alpha Court, Monks Cross Drive, York YO32 9WN  
Telephone 01904 621115

The UK's largest provider of grants to low-income families raising disabled and seriously ill children and young people. The Family Fund can help ease the additional pressures families face. They can help with essential items such as washing machines, fridges and clothing but can also consider grants for sensory toys, computers and much needed family breaks together.



## Interest Link Borders

Platform One,  
Station Road, Duns,  
Berwickshire TD11 3HS  
Tel: 07785 734992 or 01573 410760

This is a befriending project for adults and children with learning disabilities. It helps people to take part in the community by linking them with volunteers to do things they both enjoy.

They also provide a Buddy Scheme which supports people to attend college courses. Helps young people aged 16-25 who are in transition from childrens' to adults' learning disabilities services. Offices are located in Duns, Galashiels, Hawick and Peebles.



## Language and Interpretation Services

Should you need help or support in your own language, or leaflets translated into another language or format, contact:

NHS Borders  
Tel. 0800 731 4052 (Freephone)  
Social Work Services  
Tel. 01835 825080

## LGBT Groups

### **Involved Youth Group**

Involved is a youth group in Central Borders for LGBT young people aged 13-25. The group runs every Wednesday night from 5.45pm to 7.45pm.

Come along and take part in workshops, events, film projects and meet new like minded people. Bus fares may be reimbursed. For more information please email: [info@lgbtyouth.org.uk](mailto:info@lgbtyouth.org.uk)

### **Eyemouth Youth Group**

A youth group now meets every month in Eyemouth, and a youth worker is available to provide advice and support to young people in Eyemouth, Duns and surrounding area. For more information please email: [info@lgbtyouth.org.uk](mailto:info@lgbtyouth.org.uk)

**1-2-1 support** – Would you like some support on issues like bullying, relationships, coming out, or self esteem? Then you can access 1-2-1 support in a local venue that's suitable for you.



## **Minority Ethnic Carers of Older People Project (MECOPP)**

MECOPP Carers Centre

172 Leith Walk, Edinburgh EH6 5AE

Telephone: 0131 467 2994

Email: [info@mecopp.org.uk](mailto:info@mecopp.org.uk)

Website: [www.mecopp.org.uk](http://www.mecopp.org.uk)

MECOPP provides a variety of services to Black and Minority Ethnic carers and communities locally, regionally and nationally, including Scotland's first black and minority ethnic resource library. It provides information on all aspects of health and social care from advice leaflets to research papers. This includes hundreds of titles in community languages. These can be posted out for people who are unable to visit.

### **Momentum Skills- Borders Brain Injury Service**

Enterprise House  
Galabank Business Park,  
Galashiels TD1 1PR  
Telephone 01896 754517

Provides community-based support, advice and information to adults and children following a brain injury, their families and carers.

Open 9.00am - 4.30pm Monday to Friday.



### **New Horizons Borders**

6b Island Street, Galashiels, TD1 1NU  
Tel: 01896 755510

Provides information and support for those suffering from mental health problems. There are drop-in facilities throughout the Borders. They also produce a directory called "Survivor's Guide".

### **NHS 24**

Telephone 101



P

## **Penumbra Borders**

47b Ladhope Vale,  
Galashiels TD1 1BW

Email: [bordersyp@penumbra.org.uk](mailto:bordersyp@penumbra.org.uk)

Telephone: 01896 751 177

Borders Youth Project offers emotional support and structured advice to young people experiencing any difficulties relating to their mental health and wellbeing. This includes issues such as anxiety, low mood, family and relationship difficulties, self harming, suicidal thoughts, bullying, abuse, stress, sleep issues, anger management and drug and alcohol issues.



R

## **Royal Voluntary Service (RVS)**

1 Veitch's Close,  
Jedburgh TD8 6AY

Tel: 01835 864789

Website: [www.wrvs.org.uk](http://www.wrvs.org.uk)

Aims to help older people to stay independent at home and active in their community. Provide a Good Neighbour service and a community transport service.



## **Scottish Association for Mental Health (SAMH)**

Resource Centre  
50 - 52 Island Street  
Galashiels TD1 1NU  
01896 664 838

The Resource Centre offers information on looking after your mental health, common mental health problems and the rights of patients and carers.

Through the Resource Centre, you can access :-

- A listening ear
- A wide range of information leaflets
- A comfortable sitting area to read and enjoy a hot drink
- Private rooms to discuss sensitive enquiries
- The internet for independent or guided research
- Information and signposting on other organisations

The service provides information as opposed to advice or casework. The goal is to empower visitors to the centre to take well-informed steps to improve their own mental wellbeing, and that of their family and friends. The centre is staffed by SAMH employees and trained, dedicated volunteers.

## **Social Work Services, Scottish Borders Council**

Contact your local Social Work office for information on any of the services provided by the Department.

Offices are open from 8.45am – 5.00 pm Monday to Thursday and from 8.45am to 3.00pm on Friday. In an emergency out-of-office hours telephone 01896 752111. Information about the range of services provided by the Department can be found on the Council website: [www.scotborders.gov.uk](http://www.scotborders.gov.uk)

### **DUTY HUB**

0300 100 1800 (option 4)

### **Out-of-hours service**

Tel 01896 752111

### **Duns**

14 Newtown Street, Duns TD11 3DT

Tel: 01361 886103

### **Galashiels**

4-6 Abbotsford Road, Galashiels TD1 3DS

Tel: 01896 664157

### **Hawick**

Town Hall, Hawick TD9 9HD

Tel: 01450 374545

### **Kelso**

Community Hospital, Inch Road, Kelso TD5

Tel: 01573 227444

### **Peebles**

Rosetta Road, Peebles EH45 8HG

Tel: 01721 726355 Fax: 01721 726356

Email: [sw.peebles@scotborders.gov.uk](mailto:sw.peebles@scotborders.gov.uk)

### **Customer Care Officer**

Council HQ, Newtown St Boswells, TD6 0SA

Freephone 0800 0194490 Fax: 01835 825081



Email: [customercare.socialwork@scotborders.gov.uk](mailto:customercare.socialwork@scotborders.gov.uk)  
Contact the Customer Care Officer if you are unhappy with any aspect of a service provided by Social Work Services.

### **Joint Learning Disability Service**

Church Street, Earlston, TD4 6HR

Telephone: 01896 840200

Email: [sw.ltd@scotborders.gov.uk](mailto:sw.ltd@scotborders.gov.uk)

Offers community support, advice and information to adults with a learning disability and their carers.

### **Sensory Services Team**

Borders General Hospital, Melrose TD6 9BS

Telephone: 01896 826272 Fax: 01896 826270

Email: [sensoryservices@scotborders.gov.uk](mailto:sensoryservices@scotborders.gov.uk)

Offers assessment of need, support, advice and guidance on any problem relating to sensory loss.

### **Mental Health Team**

The Stables, Huntlyburn, Melrose TD6 9BD

Tel: 01896 827181 Fax: 01896 827308

Email: [sw.huntlyburn@scotborders.gov.uk](mailto:sw.huntlyburn@scotborders.gov.uk)

Offers a service to people experiencing mental health problems. The team also includes the Mental Health Officer service which can provide advice and information about the Mental Health (Care and Treatment) (Scotland) Act 2003 and the Adults with Incapacity (Scotland) Act 2000.

### **Social Care and Health Team**

Borders General Hospital, Melrose TD6 9BS

Tel: 01896 826271 Fax: 01896 826270

Email: [sw.bgh@scotborders.gov.uk](mailto:sw.bgh@scotborders.gov.uk)

Offers information and advice about social work services for people being discharged from hospital.

## **Welfare Benefits Service**

Paton Street,

Galashiels TD1 3AS

Tel: 01896 661 394

Fax: 01896 662 765.

Email: [wbs@scotborders.gsx.gov.uk](mailto:wbs@scotborders.gsx.gov.uk)

Provides information, advice and advocacy on a range of social security benefits and other related rights.

## **Stable Life & Equine Centre**

Dryden Farm,

Ashkirk,

Selkirk

TD7 4NT

Tel. 01750 32277

Stable Life provides a safe, nurturing and learning experience using the horse and its environment to help young people reach their full potential, and become healthier and happier with aspirations and dreams.

- Child-centred, tailored support in 1:1 or group sessions
- Provide opportunity to engage in positive activities
- Increase self-confidence/self-esteem
- Develop positive/trusted relationships
- Increase resilience
- Develop social and transferable life skills
- Provide peer mentoring training
- Access to supported work placements



## **The Eyemouth & District Disabled Association (TEDDA)**

Wellbraes,  
Eyemouth TD14 5ET  
Tel: 01890 750854  
Email: enquiries@tedda.demon.co.uk

This is a social care day centre for members who wish to keep themselves active. It offers social activities, including games, as well as tearoom facilities and workshops. The centre is open six days a week from 9.00am to 4.00pm.



## **Youth Borders**

Langlee Complex,  
Galashiels, TD1 2LP  
Tel: 01896 755 110

YouthBorders is the charity which supports youth organisations, groups and non-uniformed clubs across the Scottish Borders region. Contact them for information about local youth groups.



# Borders Carers Centre (SCIO)

*Supporting carers throughout the Borders*

Brewerybrig Low Buckholmside, Galashiels TD1 1RT

phone: 01896 752431

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

email: [info@borderscarers.co.uk](mailto:info@borderscarers.co.uk)

Scottish Charity No. SC028087