



DUNDEE  
**CARERS**  
**STRATEGY**  
2008 - 2011



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All the photographs in this publication are of either actual carers or those cared for by friends and relatives.

## Foreword

Welcome to the Dundee Carers' Strategy 2008-2011.

Carers play a vital and central role in the provision of care, making an enormous contribution to supporting people in the community. Carers are the largest group of care providers and in Dundee there are approximately 14,000 carers. Carers of all ages spend a great deal of their own valuable time and energy caring for vulnerable people. We are committed to providing the support carers need to carry out this essential role. That is why this strategy is very important for the citizens of Dundee.

A strategy for carers can only be meaningful if carers themselves are involved in identifying their needs and priorities, and involved in agreeing the objectives for future developments with partner agencies. This Dundee Carers' Strategy has been produced in partnership with carers, the voluntary sector, Dundee City Council Social Work Department, NHS Tayside, Princess Royal Trust Carers Centre and other key stakeholders.

We are committed to ensuring that carers are supported in the excellent role that they carry out in caring for others. We recognise that there is still a great deal more that can be done for carers and we hope that this strategy will help us to achieve better outcomes for carers.



Bailie Helen Wright  
Social Work and Health Convener



## Introduction

Caring is often an isolated, and isolating, activity that can limit the carer's own opportunities and development. Many carers neglect their own needs and can become socially excluded from traditional support networks such as family, school, friends, work and the wider community. However most carers find their responsibilities both challenging and rewarding and are happy to accept their responsibilities in their desire to assist and support their friends and loved ones.

There are many 'hidden' carers in Dundee, including young carers, who do not think of themselves as carers and may not be aware of the help and support available to them. These people provide valuable support and care for friends or family and it is important that they are identified and supported.

## Who is a Carer?

A carer is defined in the Carers (Recognition and Services) Act 1995 as a person who provides a "substantial amount of care on a regular basis". There are carers of all ages, from young children to older adults. They look after family, partners or friends in need of any help because they are ill, frail or have a disability. This includes people with a physical or learning disability, HIV/AIDS, mental health issues and drug and alcohol dependency.

It is important to note that carers, and the people they care for, are all different people with diverse backgrounds and circumstances and therefore they each have different needs. We show how we intend to address these differing needs in this strategy. We aim to ensure that all carers are recognised and supported in the provision of care and at a strategic level in terms of service planning and design.

## Partnership Working

For carers in Dundee to be adequately informed and supported they need to be part of a positive and active partnership where they are treated as equal partners. Carers have been consulted and involved in planning and developing services. It is the intention of this strategy that this partnership continues with the involvement of even more carers in future. Carers will be involved in developing an action plan to implement the objectives outlined in this strategy.



## Carers in Dundee

The 2001 Census identified that in Dundee there are almost 14,000 unpaid carers - almost 10% of the total population of Dundee. Given that many people do not recognise themselves as carers this figure is likely to be higher - for example the Young Carers Project has supported 931 young carers since 2000. Research by Carers UK estimates a 60% increase in the number of carers by 2037.

Most carers provide care for between 1 and 19 hours each week, but there are a significant number of carers providing over 50 hours of care each week, as shown in table 1 below.

**Table 1. Weekly hours of unpaid caring in Dundee City Council**

Provision of hours of unpaid care per week in Dundee by age group and sex							
Age Group	1-19 hours of care		20-49 hours of care		50 hours or more of care		Total
	Male	Female	Male	Female	Male	Female	
0-15	109	148	11	16	8	9	301
16-64	2,835	4,320	583	913	1,008	1,591	11,250
65-84	420	549	102	103	518	526	2,218
85+	21	10	8	5	29	22	95
Total	3,385	5,027	704	1,037	1,563	2,148	13,864

Source: 2001 Census, data supplied by SCROL

The proportion of people with poor health increases as weekly hours of care rise – this varies between men and women; 1 in 5 men caring for 50 hours or more each week reported poor health, as did almost 1 in 4 women. This is illustrated in table 2 below.

**Table 2. Number of people in Dundee City Council whose health was 'Not Good'**

Numbers of carers reporting 'Not Good Health' by age group and sex							
Age Group	1-19 hours of care		20-49 hours of care		50 hours or more of care		Total
	Male	Female	Male	Female	Male	Female	
0-15	4	7	0	2	1	0	14
16-64	269	406	90	107	209	348	1,429
65-84	52	65	12	24	114	128	395
85+	4	1	0	1	9	8	23
Total	329	479	102	134	333	484	1,861

Source: 2001 Census, data supplied by SCROL

## Legislative & Policy Context

### National policy and legislation

The Scottish Government signalled its commitment to carers in The Strategy for Carers in Scotland (1999). This resulted in investment in services to support carers and new legislation. Several pieces of legislation have been introduced which give carers legal rights and which place duties upon statutory agencies to support carers. Key pieces of legislation are:

- Carers (Recognition and Services) Act 1995
- Children (Scotland) Act 1995
- Community Care and Health (Scotland) Act 2002
- Work and Families Act 2006
- Employment Act 2002
- UN Convention on the Rights of the Child

In recognition of the contribution of unpaid carers in Scotland, the Government commissioned further research. The publication of the Care 21 Report on The Future of Unpaid Care in Scotland (2005) created an agenda for change in the way that carers are recognised and supported. It set out 22 recommendations arising from research on the issues faced by unpaid carers in Scotland. One of the main outcomes of this report was the development of Carer Information Strategies by NHS Boards.

In addition, several policy documents have been published to provide information and guidance. The main policies include:

- Caring About Carers - A National Strategy for Carers (1999)
- Strategy for Carers in Scotland (1999)
- Partnership for Care (2003)
- Changing Lives: 21st Century Social Work Review (2006)
- Care 21 Report: The Future of Unpaid Care in Scotland (2006)
- NHS Tayside - Carer Information Strategy (2007)
- Delivering for Health (2005)
- Building a Health Service Fit for the Future (Kerr Report) (2005)



## Local Policy Planning

Supporting carers locally in Dundee is a continuing priority for the Social Work Department, NHS Tayside and the Princess Royal Trust Dundee Carers Centre. The Dundee Carers' Strategy is developed within the context of national developments and legislation affecting carers.

Planning and developing services to support carers is integrated within a range of local plans and strategies. The relevant strategic planning groups develop and review plans and strategies. Carers are represented either directly or indirectly on these groups. Some current key plans and strategies include:

- Dundee Joint Community Care Plan 2005-08
- A Plan for Dundee's Children 2005-08
- NHS Tayside Local Delivery Plan 2006-2009
- Dundee Joint Health Improvement Plan 2005-2008
- Older People Strategy
- Learning Disability Strategy
- Mental Health Strategy
- Physical Disability Strategy
- NHS Carer Information Strategy 2007-2011

## Outcomes for Carers

In developing this strategy, the following outcomes were agreed with local carers:

- recognition & involvement as equal partners
- support in their caring role;
- increased social inclusion; and
- improved health and wellbeing.

## National and Local Targets

Recently we have set Local Improvement Targets for carers as required in the Joint Performance Information and Assessment (JPIAF) framework. The Scottish Government is developing a new national outcomes framework and there will be associated outcome measures introduced which will be incorporated into our performance management framework.



*...ensure carers are recognised and treated as key partners...*

## Carers Priorities

Carers have identified their priorities through various consultation activities and as part of partnership working with statutory and voluntary organisations. These priorities are to be recognised, informed, involved and supported in their caring role.

Meeting these priorities is the aim of this Strategy. There are several areas which must be addressed if we are to meet the aim. These are:

- Information
- Assessment
- Carers Support Groups
- Respite & Short Breaks
- Training, Education & Employment
- Health and Wellbeing
- Financial Support
- Advocacy
- Consultation and Involvement

In this Strategy we set out our objectives for meeting the priorities. In addition to these priority areas, we aim to improve:

- Access to services;
- The range of services; and,
- The balance between formal and informal caring.

## Achievements to date

There have been several achievements for carers over the past few years and these are described in later sections.

## Aim of the Strategy

The overall aim of this strategy is to ensure that carers are recognised, informed, involved and supported in their caring role. The ways in which this aim will be achieved are set out as objectives in each of the priority areas. An action plan will be developed to show how the objectives will be met and this will be published and made available on the internet.

## Information

There is a range of services in Dundee for carers and the people they care for, provided by voluntary agencies, the Social Work Department and NHS Tayside. A list of services and contact details are in Appendix 2.

Carers can get help and support in various ways: These include:

- information and advice;
- help and support for the person being cared for; and
- help and support for the carer.

However, some carers still find it difficult to get information about the kinds of support and services that are available, e.g. respite options, care home costs and benefit entitlement. In addition, where information is provided, it is not always available in appropriate languages or formats, e.g. visual or audio.

Providing information upon which local service developments can be based is an important local activity.

Information is important not only for carers but for staff and the general public. Although some staff training has already been completed there are still key members of staff who need an increased awareness of carers' rights to an assessment. It is important that training is reviewed to ensure that all staff understand carers' issues and recognise their role in providing carers' assessments and arranging support where possible.

## Achievements

- A carers' information leaflet was produced by Dundee City Council, Social Work Department.
- Carers' awareness events were held to identify hidden carers in the workforce.
- A Carers' Information Pack has been produced in various formats.
- Joint training was delivered to health and social care staff on providing information about carers' rights and carers' issues.

## Objectives

- Improve the availability of information for carers, staff and the public in various formats.
- Increase awareness of carers issues and the impact of caring.

## Assessment

In order for a carer to receive the most effective resources and support a Carers' Assessment is necessary. Carers' Assessment will:

- Establish what level of care the carer is willing and able to provide, and determine whether their caring role is sustainable.
- Take account of the carers needs, including physical, psychological, social, spiritual and religious needs.
- Determine what the carer needs to support them in the caring role and to maintain their own health and wellbeing, and help decide how these resources can best be provided.

Carers can be assessed either on their own or at the same time as the person they care for. The assessment is usually carried out by the worker who assesses the person who requires care but the carers' permission will be sought before sharing the assessment with anyone else. Carers can request that a different member of staff completes their assessment and it is possible to receive a Carers' Assessment even when the person you are looking after does not want an assessment.

Many carers say they are still not aware of their right to an assessment, or are not being offered an assessment. Most of those who have had carers assessment found it helped them in their caring role.

## Achievements so far

- Carers' assessment documentation was amended following feedback from carers.
- A young carers' assessment form was designed and piloted by the Young Carers Project.
- Carers assessments are sent to the Princess Royal Trust Carers Centre and carers are allocated a key worker for information and support.

## Objectives

- Increase the number of carers' assessments, particularly for children and young people.



## Carers Support Groups

One of the most important sources of support for carers is that provided by the support of other carers in support groups. There are a number of carer support groups at present, including the Young Carers Project, HIV/AIDS, Princess Royal Trust Centre, Dementia Carers' Education Group.

### Achievements so far

- Assistance has been given to support the HIV Carers' Support Group.
- PAMIS works with carers of people with profound and multiple disabilities.
- There are four carers support groups which have been developed by the Princess Royal Trust.
- The Young Carers Project facilitates three support groups for young people.
- Princess Royal Trust is in the process of establishing a carers support group for people from minority ethnic communities.

### Objectives

- Support existing carers groups and help establish others, especially for minority ethnic communities.
- Maintain and develop the Young Carers Project.
- Identify all current support groups available for carers and enhance current provision.
- Consult carers regarding gaps in carers services and consider how best to meet these.



*...ensure carers are recognised and treated as key partners...*

## Respite and Short Breaks

Respite and short breaks provide a much needed break from the usual caring responsibilities. There is a range of respite options, which include home-based services, day support services and support away from home.

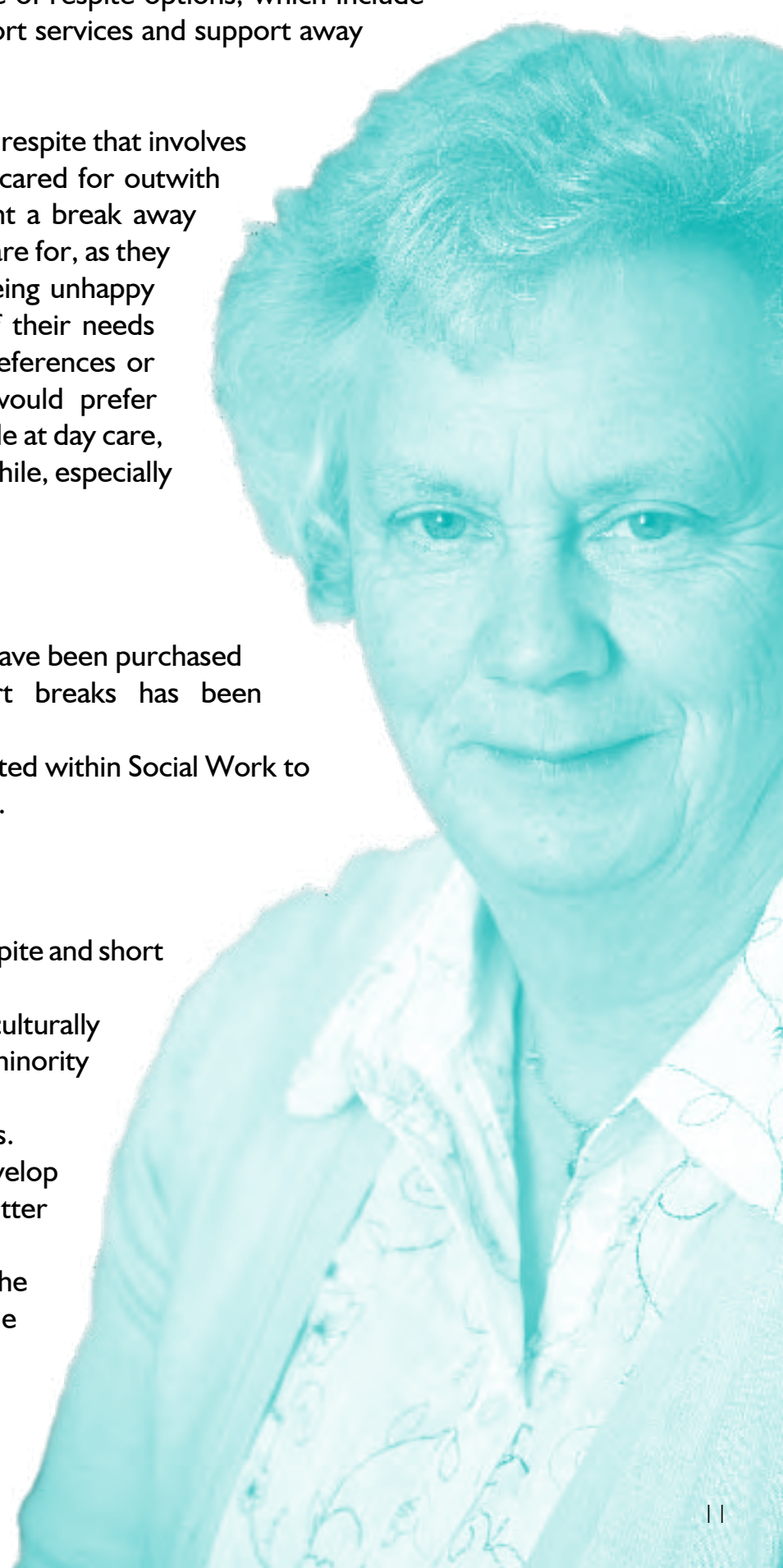
Many carers want some form of respite that involves the person they care for being cared for outwith their home. But many also want a break away together with the person they care for, as they worry about their loved one being unhappy at being apart, or that some of their needs might not be met, e.g. food preferences or cultural needs. Some carers would prefer more flexible respite, for example at day care, or a sitter to let them out for a while, especially in the evenings or at weekends.

### Achievements so far

- Additional respite hours have been purchased and the range of short breaks has been extended.
- A new post has been created within Social Work to promote direct payments.

### Objectives

- Develop more flexible respite and short breaks.
- Ensure that services are culturally sensitive to the needs of minority ethnic communities.
- Promote Direct Payments.
- Review and further develop the Princess Royal Trust Sitter Service.
- Update and produce the Princess Royal Trust Guide to Respite Care.



## Training, Education & Employment

Many carers have to give up employment or find it difficult to secure employment or training opportunities that fit in with their caring roles. This can lead to financial difficulties, loneliness and lack of social opportunities.

Young carers can experience difficulties at school, resulting in isolation and bullying, which can have an impact on both their academic achievements and their ability to develop social relationships and networks.

It is important that all carers are supported to achieve their potential and this should be considered carefully during a carers' assessment.

A few carers have said that they were prevented from accessing training or education for themselves. However, some carers would like to get training to specifically help them in caring, for example on moving and handling, first aid, medication or dealing with challenging behaviour.

### Achievements so far

- Flexible working policies are in place.
- Employees can get leave in emergency circumstances including carers' crisis. Employers can offer this on a paid or unpaid basis. e.g. Dundee City Council can offer up to 2 days paid leave to carers who need this.
- A new project through the Princess Royal Trust assists carers aged 16-19 years to access education, employment, training and volunteering.
- Funding has been received for Dundee Voluntary Action to establish a project supporting carers of all ages to access education, employment or training.
- Young Carers Project provides opportunities for youth accreditation. e.g. Youth Achievement Award.

### Objectives

- Promote campaigns to raise awareness of carers' rights amongst the workforce.
- Promote joint working between Education, Health and Social Work to support young carers.
- Work in partnership with colleges and carers to develop support to enable young people with special learning needs to benefit from attending college.
- Extend the availability of training for carers, especially manual handling training.

*...ensure carers are recognised and treated as key partners...*

## Health and wellbeing

One of the consequences of caring is that the carers own health can become adversely affected. Many carers report that they suffer physically and emotionally, with back pain, exhaustion and stress amongst the common problems experienced. Clearly, if carers are to be able to continue in their vitally important caring role, then they must have their own health needs met.

Help and support is available from GPs, district nurses, health visitors and pharmacists.

## Achievements so far

- Several successful Pampering Days have been held.
- Princess Royal Trust provides therapeutic services on an ongoing basis.
- Princess Royal Trust provides information sessions on healthy living including stress management, exercise, healthy eating and men's health.
- Princess Royal Trust provides personal support and advocacy for carers.

## Objectives

- Improve the health and wellbeing of carers.
- Reduce the effects of stress.
- Reduce injuries and illnesses as a direct result of caring.
- Provide personal emotional support and counselling.



*...carers, and the people they care for, are all different...*

## Advocacy

We are working in partnership with advocacy providers to review the way that advocacy is provided. It is intended that this will lead to a more efficient service that enables users and carers to make informed choices about their care needs.

### Achievements so far

- A review of advocacy services is currently underway and will be complete by March 2008.
- Princess Royal Trust provides advocacy for carers and young carers.

### Objectives

- Improve/increase advocacy support for service users and carers.
- Raise awareness of services available.



*...ensure carers are recognised and treated as key partners...*

## Financial Support

Caring can be a stressful role and this stress can be made worse when carers experience financial difficulties. Many carers report that they have had to give up paid employment, or have had their employment opportunities restricted, as a result of caring.

There are various ways that the financial burden can be eased for carers. Carer/family friendly policies in the workplace can help. Welfare Rights experts can help to maximise the income of carers by helping them to apply for the benefits that they are entitled to.

## Achievements so far

- The Social Work Welfare Rights Team has raised £144,412 in income for over 600 carers. The total financial gain to carers is likely to be higher than this because some benefits lead to further entitlement to other benefits.
- Workplace family friendly policies are supporting local carers.
- Princess Royal Trust provides comprehensive welfare rights services including specialist services for minority ethnic communities.
- Princess Royal Trust has access to carers grants, including a carers break fund and carers relief fund.

## Objectives

- Continue to increase the income of carers.
- Continue to raise awareness of carers' rights to benefits.



## Consultation and Involvement

Carers have been consulted many times and their feedback has been important in helping to determine service priorities. We involve carers and consult with them in various ways. However, we recognise that it is often the same carers who participate and steps have been taken to address this.

NHS Tayside has a User and Carer Involvement Strategy Document and Dundee City Council Social Work Department has introduced a User Involvement Policy Document. These strategies, along with the Dundee Carers Strategy and the NHS Tayside Information Strategy underpin a commitment by both organisations to improve the way that we consult and involve carers and users of services.

We are also ensuring that carers from black and minority ethnic communities are consulted and involved through partnership working with Minority Ethnic Carers Older Peoples Project and the Princess Royal Trust Minority Ethnic Communities Project.

Carers often say that they are not included in making decisions about the care package that is arranged for the person they care for. This is often the case when the person they care for is being discharged from hospital.

### Achievements so far

- Carers attend, or are represented on, several Strategic Planning Groups, e.g. learning disability, older people and mental health.
- Carers were involved in implementing actions within the Partnership in Practice Agreement (2004-07) for people with learning disabilities and developing the new agreements for 2008-11.
- A local audit of Carers' Assessments was completed in 2005. The audit looked at 33 assessments randomly selected from a six-month period.
- Carers were extensively consulted on and involved in the development of the NHS Carer Information Strategy 2007-10. The NHS Carer Information Strategy Group included representatives from Carer organisations, partner organisations and importantly carers - young and old. These groups distributed a questionnaire to about 4000 carers throughout Tayside.
- Carers were consulted during Carers Week in June 2007 to further inform the development of the Carers' Strategy.
- A focus group was held at Dundee International Women's Centre in July 2007.
- Representatives from minority ethnic communities providers attended a focus group in August 2007.
- The Young Carers Project undertakes ongoing consultation with Young Carers and their families.

*...ensure carers are recognised and treated as key partners...*

## Objectives

- Ensure that carers' consultation and involvement are integral components of organisational involvement strategies.
- Ensure that opportunities for consultation are accessible by all, including young people and minority ethnic communities.

## Funding Commitments

The budget for services to support carers is detailed in Appendix I. This includes services that are provided directly for carers like respite care, and services which, although primarily for the service user, also benefit the carer, e.g. day care, enabling and befriending services.

Future spending will be agreed in consultation with carers through a Carers Partnership that will be established soon.

## Monitoring and Evaluation

We are developing a performance management framework that will monitor how we are achieving our outcomes through measurement of objectives and targets. The framework is based on an agreed performance improvement model and will incorporate the national outcomes framework developed by the Scottish Government for all care groups.

Ongoing consultation with carers and young carers will also identify and evaluate how we are progressing as a city to meet their needs.

## References

- The Carers Recognition Act 1995
- The Children (Scotland) Act 1995 - Regulations and Guidance Volume 2
- Community Care and Health (Scotland) Act 2002
- Partnership for Care (2003)
- Changing Lives: 21<sup>st</sup> Century Social Work Review (2006)
- Care 21 Report: The Future of Unpaid Care in Scotland (2006)
- NHS Tayside - Carer Information Strategy (2007)

## Appendices

### Appendix I - Budget Allocation - Carers Funding

CARER SUPPORT SERVICES	AMOUNT (£) 2007/08
<b>Respite</b>	
Residential Respite (Local Authority) Older People	386,880
Residential Respite Older People (Voluntary & Private)	41,640
Nursing Respite Older People (Voluntary & Private)	122,060
Residential Respite Physical Disability (Voluntary & Private)	9,200
Nursing Respite Adults (Voluntary & Private)	36,840
Residential & Nursing Respite MH, D&A, HIV/AIDS (Voluntary & Private)	6,000
Mackinnon Centre Respite	137,000
Whitetop Respite	308,140
Sense Respite Hillview	273,283
Young Adults Respite Service	31,540
Penumbra Respite Mental Health	12,112
Care Management Team Respite	23,110
Crossroads	31,540
Home From Home Respite Scheme	16,800
Short Breaks	23,840
Crossroads Respite at Home	300,000
Gilburn Road Respite Unit - Children's Services	378,900
<b>Day Care</b>	
Oaklands Day Centre	918,840
Alzheimers Scotland Day Care - extended day care	83,150
Alzheimer Scotland Whitfield Day Centre	72,304
MidLin Day Centre	43,350
Lunch Clubs	14,540
Kemback Street ARC	372,600
Whitetop Day Centre	363,050
Jean Drummond Centre	102,870
Capability / Anton House	238,000
Capability Enabler	194,586
Mackinnon Day Centre	495,230
Wellgate Day Support	563,510
<b>Others</b>	
Level 1 Services Review (Mental Health)	80,000
Dundee Association for Mental Health (DAMH) Befriending Scheme	39,094
Enabler (Sense)	10,460
Out and About Projects	295,950
Children's Services Enabling Service (Cornerstone and Capability Scotland)	246,050
Side-by-Side Carers	58,130
Princess Royal Trust Centre	
• Information & Development Workers	54,269
• Direct Payments support Service	61,033
• Young Carers Project - Community Regeneration	176,435
- Community Voices	35,100
Occupational Therapy Services	
• Keysafe - access for carers	10,000
• Portable tracking hoists	7,500
• Bathing equipment	20,000
Moving & Handling worker 5% of time advising carers	2,000
Ability Centre Worker 25% of time supporting carers	10,000

## Appendix 2 - Useful Contacts

Contact Name	Address	Phone Number	Website/ e-mail
Social Work Department Access/First Contact Team Dundee City Council	Unit 7 Business Centre Nethergate Dundee DD1 4ER	01382 435106	<a href="http://www.dundee.gov.uk">www.dundee.gov.uk</a> <a href="mailto:admin.accessteam@dundee.gov.uk">admin.accessteam@dundee.gov.uk</a> <a href="mailto:helpline@dundee.gov.uk">helpline@dundee.gov.uk</a>
The Princess Royal Trust Dundee Carers Centre	Telephone House 21 Ward Road Dundee DD1 1ND	01382 200422	<a href="http://www.dundecarerscentre.org.uk">www.dundecarerscentre.org.uk</a> <a href="http://www.youngcarers.co.uk">www.youngcarers.co.uk</a> <a href="mailto:centre@dundecarerscentre.org.uk">centre@dundecarerscentre.org.uk</a>
NHS Tayside	Tayside NHS Board, Kings Cross, Clepington road, Dundee DD3 8EA	01382 424000	<a href="http://www.nhstayside.scot.nhs.uk">www.nhstayside.scot.nhs.uk</a> <a href="mailto:carers.tayside@nhs.net">carers.tayside@nhs.net</a>
Carersline National Carers Helpline	No Local Office	0808 808 7777	Wednesday and Thursdays only 10-00-12-00 (Noon) 14-00-16-00
Barnardo's Side By Side /Family Support Team	14 Dudhope Street Dundee DD1 1JU	01382 224924	<a href="http://www.barnardos.org.uk">www.barnardos.org.uk</a> <a href="mailto:dundee.familysupport@barnardos.org.uk">dundee.familysupport@barnardos.org.uk</a>

Appendix 2 - Useful Contacts (continued)

Dundee Service Alzheimer Scotland-Action on Dementia	Weekdays only c/o Whitfield Parish Church, Haddington Cres, Dundee DD4 0NA	01382 509002	<a href="http://www.alzscot.org">www.alzscot.org</a> <a href="mailto:dundeeproject@alzscot.org">dundeeproject@alzscot.org</a> 24hr helpline 0808 8083000
Tayside Carers Support Project	(N.S.F.) Scotland, 10 Constitution Rd, Dundee DD1 1LL	01382 305712 or 305713	<a href="http://www.tcsproject.org.uk">www.tcsproject.org.uk</a> <a href="mailto:Cathy@tcsproject.org.uk">Cathy@tcsproject.org.uk</a>
Crossroads (Dundee) Care Attendant Scheme	Kings Cross Hospital 274 Clepington Rd, Dundee DD3 8EA	01382 818557	<a href="http://www.crossroads-scotland.co.uk">www.crossroads-scotland.co.uk</a> Fax 01382 827722
HIV and Hepatitis C Carers Group	Body Positive Tayside, 11-15 Princes Street, Dundee	Jackie Kerr 01382 307570	<a href="mailto:jackie.kerr@dundeecity.gov.uk">jackie.kerr@dundeecity.gov.uk</a>
Carers Scotland (part of Carers UK)	No local office.	0141 221 9141	<a href="http://www.carerscotland.org">www.carerscotland.org</a> <a href="mailto:information@carerscotland.org">information@carerscotland.org</a>

If you require advice and/or support see Useful Contacts on pages 19/20

For further information please contact:

Social Work Department  
Floor 7  
Tayside House  
Dundee DD1 3BY

telephone: 01382 433947  
email: [carers.strategy@dundeecity.gov.uk](mailto:carers.strategy@dundeecity.gov.uk)

For further copies of this document please contact:  
[helpline@dundeecity.gov.uk](mailto:helpline@dundeecity.gov.uk)

or download a copy from [www.dundeecity.gov.uk/socialwork](http://www.dundeecity.gov.uk/socialwork)

<b>This information is made available in large print or in an alternative format that meets your needs.</b>	
<b>Chinese</b>	欲知詳情，請致電： 01382 431563
<b>Punjabi</b>	ਹੇਰ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਫੋਨ ਕਰੋ 01382 431563
<b>Urdu</b>	01382 431563 پر کال کر کے جاننے کے لیے
<b>Polish</b>	po dla szczególnych informacji zadzwoń pod numer 01382 431563
<b>Alternative Formats</b>	For further information please tel: 01382 434503



*Dundee Carers Centre*

