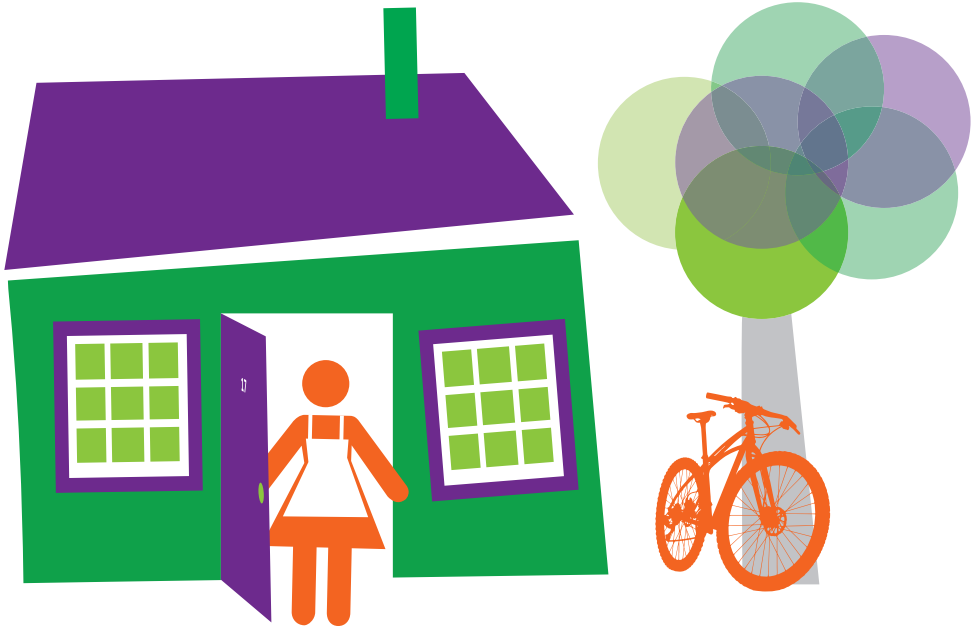


# Care and Support at Home

## Practical Help



# Who we are

**Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 and promote their rights and interests.**

**Our vision** is a Scotland which is the best place in the world to grow older.

**Our mission** is to inspire, involve and empower older people in Scotland, and influence others, so that people enjoy better later lives.

**We have three strategic aims:**



**We help older people to be as well as they can be**



**We promote a positive view of ageing and later life**



**We tackle loneliness and isolation**

# How we can help

**We know that growing older doesn't come with a manual. Later life can bring changes and opportunities to your life and you may need to know about rights, organisations and services which are unfamiliar to you.**

That's why we provide free information and advice to help you on a range of topics including benefits and entitlements, social care, legal issues such as Power of Attorney, housing and much more. All of our guides are available to download for free from our website, or you can contact our helpline team to have copies posted to you for free.

Our **helpline** is a free, confidential phone service for older people, their carers and families in Scotland looking for information and advice.

Later life can bring times when you just need someone to talk to. Our **friendship line** is part of our wider helpline and older people can call us for a chat. We're here to listen, provide friendship and offer support.



**Call us free on: 0800 12 44 222**  
**(Monday – Friday, 9am – 5pm)**



**Visit [agescotland.org.uk](https://www.agescotland.org.uk)**  
**to find out more.**



# Care and Support at Home: Practical Help

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# Support to stay in your home

Most people want to live independently and safely in their own home for as long as possible. As you become older, you might start to need help with things you used to be able to manage for yourself. You may need help because you:

- are unable to climb in and out of the bath
- have difficulty turning taps
- take a long time to get into and out of bed
- struggle to go up or down stairs
- cannot see or hear clearly
- find it awkward to stand up or sit down to use the toilet
- forget what you need to do to stay safe

There may be care, support, equipment or minor adaptations which could help you to manage better at home. Responsibility for providing these if you need them is split between your local council and NHS, who should work closely together. This guide can help you to explore what types of help may be available.

For information about help with care costs see the Age Scotland guide **Care and Support at Home: Assessment and Funding**.



For information about the benefits available if you need care call the **Age Scotland helpline** on **0800 12 44 222** or see our **Benefits Maze** guide.





# Council assessment for care and support at home

If you think care, equipment or adaptations could help you to manage day to day, contact your local council's social work department (or in some areas like Highland, the NHS) and ask for a care needs assessment.

You do not need a letter from a health professional to ask for the assessment, but having one may help the assessor to understand your needs. If you have a carer they should be involved in the assessment as they can describe the help they give you.

You will usually be assessed at home, by a social worker or an occupational therapist. If you are being discharged from hospital you may be assessed partly in the hospital and partly at home. Assessments should happen as soon as possible, but there may be a delay to you being assessed or receiving any equipment the assessment says you need.

After your assessment you will be given a care plan (or support plan). This will describe the needs the council feels you have, and the care, equipment or adaptations that may help. It will also tell you what help the council can give you towards costs.





## Choosing how you receive support

You should be given a choice about how any care and equipment you need is arranged and managed. This choice is called Self-Directed Support. You may want the council to arrange everything for you, or you may wish to use funding from the council to arrange some or all of your support yourself.

It is important to get expert advice to make sure any care you arrange, or equipment you buy, is right for you.



For information about Self-Directed Support call the **Age Scotland helpline** or see the Age Scotland guide **Care and Support at Home: Assessment and Funding**.

## The costs of care and equipment

Any personal or nursing care that your care plan says you need, and any equipment needed to support this, should be free.

Personal care can include help with dressing, washing, eating and drinking, or getting around. It can also be someone to watch over you to keep you safe, for example if you are unsteady on your feet.

Councils can charge for other services (such as housework) and equipment, and they can decide the cost. You should always be told how much services or equipment will cost before you are asked to agree to them.

Some things in your care plan may be classed as adaptations, such as changes to a shower. Costs for adaptations are worked out separately. See the Housing Adaptations section of this guide for details.

## Charitable funding

It may be possible to get charitable help to purchase equipment.



The charity **Turn2us** can help you find out whether help may be available to you. Call them on **0808 802 2000** or visit **[www.turn2us.org.uk](http://www.turn2us.org.uk)**.



## SOCIAL CARE NOT ORDINARILY CHARGED FOR

### As regards the personal hygiene of the person cared for:

- shaving
- cleaning teeth (whether or not they are artificial) by means of a brush or dental floss and (in the case of artificial teeth) by means of soaking
- providing assistance in rinsing the mouth
- keeping finger nails and toe nails trimmed
- assisting the person with going to the toilet or with using a bedpan or other receptacle
- where the person is fitted with a catheter or stoma, providing such assistance as is requisite to ensure cleanliness and that the skin is kept in a favorable hygienic condition

Where the person is incontinent:

- the consequential making of the person's bed and consequential changing and laundering of the person's bedding and clothing
- caring for the person's skin to ensure that it is not adversely affected

### If the person requires medical treatment, assisting with medication, as for example by:

- applying creams or lotions
- administering eye drops
- applying dressings in cases where this can be done without the physical involvement of a registered nurse or of a medical practitioner
- assisting with the administration of oxygen as part of a course of therapy



**As regards eating requirements, the preparation of, or the provision of any assistance with the preparation of, the person's food including (without prejudice to that generality):**

- defrosting, washing, peeling, cutting, chopping, pureeing, mixing or combining, cooking, heating or re-heating, or otherwise preparing food or ingredients
- cooking, heating or re-heating pre-prepared fresh or frozen food
- portioning or serving food
- cutting up, pureeing or otherwise processing food to assist with eating it
- advising on food preparation
- assisting in the fulfilment of special dietary needs

but not the supply of food (whether in the form of a pre-prepared meal or ingredients for a meal) to, or the obtaining of food for, the person, or the preparation of food prior to the point of supply to the person.

**If the person is immobile or substantially immobile, dealing with the problems of that immobility.**

**With regard to the person's general well-being:**

- assisting with getting dressed
- assisting with surgical appliances, prosthesis and mechanical and manual equipment
- assisting with getting up and with going to bed
- the provision of devices to help memory and of safety devices
- behaviour management and psychological support



# Arranging care yourself

You can ask your council for help arranging any care services listed in your care plan. If you would prefer to arrange these yourself (Option 1 of Self-Directed Support), or you would like care services not listed in your care plan, there are a number of ways you can arrange these.

## Making a contract with a home care service

You could make a contract with a home care agency who can provide carers to support you at home. This could include help with bathing, getting in and out of bed, getting dressed, preparing a meal or collecting medication. The number of visits you arrange will depend on your needs and what you can afford within your budget. It could be anything from half an hour a week to several hours a day, or even live-in care.



To find a local home care agency you could:

- ask your local council for recommendations
- contact the **Care Inspectorate** for a list of agencies and their care service and inspection reports:  
**0345 600 9527 / [www.careinspectorate.com](http://www.careinspectorate.com)**
- contact the **UK Home Care Association** for details of home care agencies that follow its code of practice:  
**020 8661 8188 / [www.ukhca.co.uk](http://www.ukhca.co.uk)**
- ask friends, relatives or neighbours if they have had good experiences with local agencies



Ask any agencies you are interested in to send you a brochure and their price list, or check their website for details of the service they provide. You may want to check:

- Have they cared for anyone with similar needs to yours?
- Are their carers trained in managing your medical condition?
- Do their carers understand the needs of people with your religious beliefs?
- What ongoing training do their carers receive?
- Have their carers had criminal record checks with Disclosure Scotland, and are they members of the PVG (Protecting Vulnerable Groups) scheme?
- What happens if your regular care worker is off sick or on holiday?
- What happens if you are away or go into hospital?
- How do you contact the agency in an emergency?
- Do the prices include VAT and travel costs?
- What happens if you need to cancel the contract at short notice?
- Do they charge extra for evenings or weekends?

The agency you choose will work with you to agree a contract for your care package. This should give details of when they will arrive, what they will do, how long they will stay and any other relevant information. This should be reviewed every year, or more often if your needs change.

You should be comfortable with the care you receive and confident it is right for you. Tell the care agency if you are unhappy with your care and ask if they can make some changes. If that does not work, ask for a copy of their complaints procedure.



Call the **Age Scotland helpline** on **0800 12 44 222** for advice about making a complaint about your care provider.



## Employing someone yourself

You may want to employ someone directly to help you. To do this you would need to set up an employment contract, deal with tax, National Insurance and possibly a pension. You will need to understand your responsibilities as an employer, for things like sick pay and holiday pay. You will also need insurance as you are responsible for the carer's health and safety whilst they are working for you.

You should ensure that anyone you employ has had the appropriate criminal record checks from Disclosure Scotland. A local support service or payroll company may be able to do this for you, and may offer other training and support - ask your council if they can recommend one.

In certain circumstances you may be able to employ a partner or relative if the council agrees this is the best or only solution. This may be for reasons of religion, culture or language, or because there are no other options for suitable care locally. Before you employ a partner or relative, think carefully about how being their employer could affect your relationship and also any benefits they claim.



**HMRC** can give advice to new employers. Call them on **0300 200 3211** or visit **[www.gov.uk/employing-staff](http://www.gov.uk/employing-staff)**.

**Self Directed Support Scotland (SDSS)** provides information about employing your own carers (or personal assistants). Visit **[www.handbook.scot](http://www.handbook.scot)** to view the SDSS Personal Assistant Employers Handbook.



## Making a contract with someone self-employed

You can use your Self-Directed Support payments, or your own funds, to make a contract with a person who is self-employed. You should ask them about their training, experience and insurance and check they are registered with the Care Inspectorate.

It is not always clear whether someone is self-employed or could be considered to be employed by you, particularly if they only provide care for you. If you are making a contract with someone who is self-employed, ask them for HMRC documentation to show that they are self-employed for tax purposes. You can find more information about the differences between being employed and self-employed at **[www.gov.uk/employment-status/selfemployed-contractor](http://www.gov.uk/employment-status/selfemployed-contractor)**.



# Equipment for daily living

## Equipment to meet care needs

Equipment may help you to manage better at home, either by itself or as part of a wider package of care.

Equipment to help with care needs can be supplied or funded following a care needs assessment by your local council, or in some areas such as Highland, the NHS.

This may include items to:

- help you use the bath or toilet such as shower chairs, grab rails, bath boards and raised toilet seats
- help with food preparation, such as taps that are easy to turn and adapted kitchen utensils
- help with the use of beds and chairs such as bed raisers

If you think you are waiting too long for an assessment or equipment you can complain using your council's complaints procedure.

## Equipment to meet health needs

Some types of equipment, such as commodes or walking aids, are arranged by the NHS. You can contact your GP or community nurse if you feel you need one of these items.

If you have **mobility problems**, walking equipment can be provided after an assessment with a physiotherapist. A physiotherapist will be able to recommend the most appropriate walking aid and make sure you can use it safely.





## Loans of health equipment

Some organisations can loan equipment such as commodes for short periods, for example for a family visit.



To hire a toilet aid from the **British Red Cross**, see [www.redcross.org.uk/get-help/hire-a-toilet-aid](http://www.redcross.org.uk/get-help/hire-a-toilet-aid).

## Aids to help you in your home

- A **sensor light** can sense your movement and turn on automatically, reducing the risk of tripping if you get up in the night.
- **Beds and chairs that raise and recline** can be helpful if you struggle transferring when sitting or lying down. These are available from many furniture shops. See the section in this guide about VAT relief on specialist equipment for people who qualify.
- An **intercom or video entry system** may be useful if you find it difficult to get to the door in time to answer it.
- A **keysafe** can be fitted if you want close friends, relatives or trusted carers to be able to let themselves into your home. Only give the code to people you know well and can trust. A **Care and Repair** service may be able to fit a keysafe for you.



For details of your local **Care and Repair** service, call **0141 221 9879** or visit [www.careandrepairsotland.co.uk](http://www.careandrepairsotland.co.uk).

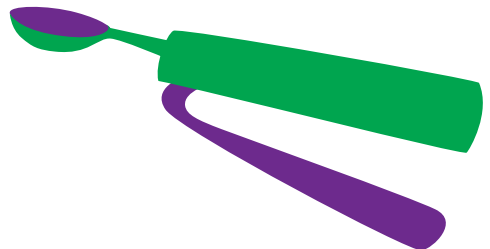
- **Long-handled sponges, grabbers, shoehorns and other extended equipment** could help if you have difficulty stretching to wash your back or legs, put on shoes or reach things. Don't try to pick up anything too heavy with a grabber, as you could overbalance or injure yourself.
- A **safety plug or flood alarm** can help make sure the water doesn't overflow when you run a bath.



- A **second handrail** may help you use the stairs if a stairlift is not an option.
- **Wide-handled cutlery, two-handled cups** and **high-rimmed plates** may help you to eat and drink more easily if you find gripping things difficult.
- You can buy **sensor mugs** that beep when they are full enough if you have difficulty judging this. You can also get **kettle tippers** that help with pouring hot water safely.
- If you have hearing or sight loss, **adapted doorbells and smoke alarms** with flashing lights or vibrating pads can be set up. **Talking clocks** and **telephones with large buttons** may also be useful.
- **Voice activated 'home hubs'** can be set up to do many tasks, such as controlling lights or heating if you struggle to see or operate the controls. They can also be set up to remind you of things, such as appointments or when to take medications.



**Living Made Easy's** online tool, **AskSARA**, provides advice about daily living aids. Call **0300 123 3084** or visit **<https://medequip.livingmadeeasy.org.uk>**.





## Personal aids and accessories

- If you feel you might benefit from a **hearing aid**, you should visit your GP. They will check if there is a medical reason for your hearing loss and may refer you to your local hospital for a hearing test. The NHS can provide a hearing aid for you if you need one.



For information and support for living with hearing loss, contact **RNID** on **0808 808 0123**, or visit their website **www.rnid.org.uk** where you can talk to someone via webchat or arrange a BSL signed video call.

- Aids such as **magnifiers** could help if you have problems with your sight. The NHS can provide these aids on loan, usually from hospital eye departments or specialist support services.



For further information contact the **RNIB** on **0303 123 9999** or visit **www.rnib.org.uk**.

- **Calendar clocks** and **digital memo reminders** can be useful if you are having memory problems. You may also find it helpful to use reminder apps, or the alarm function on a mobile phone.



**Alzheimer Scotland** can provide advice about equipment which could help you if you are having memory problems. Call **0808 808 3000** or visit **www.alzscot.org**.

- Some items such as **wigs** or **fabric supports** may be available through an NHS prescription.



See the Age Scotland guide **NHS services for older people** for more information.





## Buying your own equipment

You should always get advice from an occupational therapist or physiotherapist before buying your own equipment.



Information about choosing equipment is also available from:

**Living Made Easy**. Try their online tool **AskSARA**  
at <https://medequip.livingmadeeasy.org.uk>  
or call **0300 123 3084**.

**Disability Information Scotland** on **0300 323 9961**  
or their website [www.disabilityscot.org.uk](http://www.disabilityscot.org.uk).

## What to check if you are buying equipment

If you are choosing equipment for yourself you should:

- avoid being pressurised into buying equipment
- carefully check the terms of any leasing or credit agreement
- check that it complies with British Standards and has a “Kitemark”
- try out equipment before you buy, to make sure it is comfortable and easy to use
- check it is in good condition and suitable for your needs
- think about how you would transport and store equipment such as a wheelchair
- if relevant, plan for servicing, maintenance, repair and insurance of the equipment

Many private companies sell disability equipment, through mail order catalogues, shops and online. Some large high street chemists stock smaller items of daily living equipment and may have catalogues of other equipment they can supply.



# Mobility equipment

## Wheelchairs

If you have long-term mobility problems, a wheelchair could help you maintain your independence. Your GP, hospital consultant or council social work team can refer you to your local NHS wheelchair centre. They will assess your needs and can help you choose a suitable wheelchair if you are eligible for one.

NHS wheelchairs are provided on free long-term loan, for as long as you need them. Any wheelchair the NHS provides will officially belong to the NHS and they will pay for any servicing and repairs.

NHS wheelchairs are generally only suitable for daily indoor use. If you are assessed as needing a powered wheelchair, the NHS can provide one suitable for indoor and occasional outdoor use.

## Outdoor electric scooters and buggies



The **Living Made Easy** website provides information about electric scooters and buggies.

Visit **[www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)**.

It is important to try out scooters and buggies before you buy them, to make sure that what you buy is suitable for your needs. Check what arrangements are needed for storage, battery charging and maintenance. You also need to be aware of government rules for using scooters on the road or pavement.



You can find these rules in the **Highway Code**:  
**[www.gov.uk/guidance/the-highway-code](http://www.gov.uk/guidance/the-highway-code)**.



## Accessible vehicle schemes

If you receive certain benefits, or elements of benefits, you can use your payment to lease a car, scooter or outdoor electric wheelchair. This is either through the **Motability Scheme** (for benefits paid by the Department for Work and Pensions) or **Accessible Vehicles and Equipment scheme** (for benefits paid by Social Security Scotland). Both schemes are run by the charity **Motability**.

The qualifying benefits are:

- Adult Disability Payment enhanced rate mobility component
- Personal Independence Payment higher rate mobility component
- Disability Living Allowance higher rate mobility component
- Armed Forces Independence Payment
- War Pensioners' Mobility Supplement
- Child Disability Payment higher rate mobility component



For information about the **Motability Scheme**, see [www.motability.co.uk](http://www.motability.co.uk) or call **0300 456 4566**.

For information about the **Accessible Vehicles and Equipment Scheme**, see [www.mygov.scot/lease-accessible-vehicles](http://www.mygov.scot/lease-accessible-vehicles) or contact Social Security Scotland on **0800 182 2222**.

## Loans of mobility equipment

Some organisations can loan equipment for short periods, for example if a relative is visiting or you are spending time away from home.



To borrow or hire a wheelchair from the **British Red Cross**, see [www.redcross.org.uk/get-help/hire-a-wheelchair](http://www.redcross.org.uk/get-help/hire-a-wheelchair).

**Shopmobility** schemes provide low cost or free wheelchairs and powered scooters to people who need them to shop or access leisure facilities: [www.shopmobilityuk.org.uk](http://www.shopmobilityuk.org.uk).



# Housing adaptations

Housing adaptations can include small changes like grab rails at the front door, or a more substantial change such as a stairlift or an accessible shower. If you rent your home, you must get permission from your landlord before making any changes.

For shared buildings, all the property owners will need to be asked about any changes that affect common areas. These changes could be adaptations to shared stairs in a tenement, or adding a ramp outside a shared doorway. Not all the owners need to agree, as long as more of them agree than disagree.



For more information about adaptations to common areas, call the **Age Scotland helpline** on **0800 12 44 222**.

## The council's Scheme of Assistance

By law, every council in Scotland must have a Scheme of Assistance statement. This gives details of the help available to adapt and repair privately owned or privately rented homes. Depending upon the type of work needed, this help could be in the form of information and advice, practical assistance or grant funding.

Grants may be available where structural adaptations are needed to make a property suitable for someone who has a disability. An occupational therapist must visit you to assess your needs before a grant can be given.

If you plan to make structural changes to your home, ask your council planning department whether you need planning permission or a building warrant. These must be in place before the work begins. For general repairs, or improvements such as adding energy efficiency measures, the council doesn't have to provide a grant. However, they should provide information and advice.



You can find out more about the Scheme of Assistance where you live by contacting your council, or by speaking to the **Age Scotland helpline** on **0800 12 44 222**.

## Trusted businesses and organisations

If you have a local **Care and Repair** service they will be able to offer independent advice about repairs and adaptations. Some Care and Repair services have their own handyman service that can help with small jobs, and most should be able to help you to find a reliable trader if they cannot do the work themselves. They may also know what funding is available locally to help.



You can find your local Care and Repair service by calling **Care and Repair Scotland** on **0141 221 9879** or see their website **[www.careandrepairsotland.co.uk](http://www.careandrepairsotland.co.uk)**.

Many councils run a trusted trader scheme. If there isn't a local scheme you could contact **TrustMark**. TrustMark is a government-endorsed scheme that can provide details of reliable, trustworthy tradespeople who work to government-endorsed standards.



Contact **TrustMark** on **0333 555 1234** or visit **[www.trustmark.org.uk](http://www.trustmark.org.uk)**.

If you think you need to borrow money for adaptations, or take out an equity release loan, seek advice from an **independent advice agency** first to make sure you have taken everything into account.



You can get information about borrowing and about equity release from the government-backed **MoneyHelper** advice service. Contact them on **0800 138 7777** or visit **[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)**.





# Remote monitoring and assistance

## Community alarms

A community alarm service allows you to be linked up 24 hours a day to a central service, that can offer help in an emergency.

The link is usually by telephone, pull cord, a pendant worn around your neck, or a combination of these. If you need urgent help, you can use the alarm to call a control centre.

Control centre staff will answer your call and see what they can do to help. The help available from alarm services varies locally, but generally they will summon help if you need it. This could be from emergency services, nearby friends or family who have agreed to help in an emergency, or a member of staff from the alarm service.

Some community alarms are provided by local councils, and others by private companies. Each service will have its own rules about who is eligible, what the service provides and what it costs.

Your council's social work department should be able to give you details of community alarm services in your area.



Information about personal alarm systems is available on the **Living Made Easy** website at [www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk) or by calling **0300 123 3084**.



## Telecare

Telecare offers more support than a community alarm. It covers a range of additional monitoring, assistance and response services.

The telecare equipment in your home may include a fall detector, epilepsy sensor, chair and occupancy sensor, flood detector, gas leak valve shut-off sensor, or a sensor that lets someone know if you have left your home.

There are three types of telecare systems, which may be used together or separately:

- 1) Systems that help predict problems. These analyse information from sensors and identify changes that could be a cause for concern, such as more frequent falls. The system can then alert carers to check on you to find out what has changed.
- 2) Systems that reduce risk. This could be, for example, a sensor that switches on a light when you get out of bed during the night, to reduce the risk of falls.
- 3) Systems that help manage problems if they occur. Community alarm services are an example of this, or sensors that can be set up to alert someone if heat or smoke is detected.

## Telehealth

Telehealth allows medical services to monitor things like your blood pressure, glucose level and heart and lung function, without you needing to leave your home. This can be helpful for diagnosis, or to review an existing condition. Telehealth systems can also be set up to remind you to take medications.

The Scottish Government has an online Telecare self-check tool at **[www.telecareselfcheck.scot](http://www.telecareselfcheck.scot)**. It provides advice on what Telehealth solutions could be helpful to you based on your answers to a few online questions.



# VAT relief

## Disability equipment

You will not be charged VAT on any products or adaptations designed to help you with a qualifying disability or long-term illness. You will also not be charged VAT for installation, repairs, maintenance, spare parts and accessories of these products.

Products and services likely to qualify include adjustable beds, stair lifts, wheelchairs, medical appliances to help with severe injuries, motor vehicles and building work like ramps, widening doors and installing a lift or toilet.

The disability or illness you have has to qualify too. According to government guidance, you are eligible if any of the following apply:

- you have a physical or mental impairment that affects your ability to carry out everyday activities, for example blindness
- you have a condition that's treated as chronic (long-term) sickness, like diabetes
- you are terminally ill

You do not have to be paying for or ordering the equipment yourself. The supplier of the goods should have a form that needs to be filled in to claim the exemption.



For more information see the UK Government website  
**[www.gov.uk/financial-help-disabled/vat-relief](http://www.gov.uk/financial-help-disabled/vat-relief)**.



## Mobility aids

If you are over 60, you may be able to pay a reduced rate of 5% VAT on some mobility aids. These include grab rails, ramps, stair lifts, bath lifts, showers with a built-in shower seat (or just the seat itself) and walk-in baths with sealable doors.

Your supplier should know about the reduced rate and apply it; they may give you a form to complete to prove that you qualify.

You qualify if:

- you are over 60 when the product is supplied or installed
- the product is installed - you do not get the reduced rate if you just buy it
- the product is for a private home (not a care home)

You do not have to be paying for or ordering the equipment yourself in order for the reduced rate to apply.



For more information see the UK Government website  
**[www.gov.uk/tax-on-shopping/mobility-aids](http://www.gov.uk/tax-on-shopping/mobility-aids)**.



# Other practical help

## Cleaning

One of the most common things people need help with at home is general housework and cleaning. A care needs assessment may show you qualify for help from the council. Otherwise, you can arrange this yourself.

The cost of a cleaner will depend on who is providing the service and what you need. Make a list of what you would like help with: General cleaning? Washing and ironing? Cleaning windows?

This will help you explain your needs clearly, and figure out what you can afford on a regular basis. You might want to ask for a deep clean followed by smaller tasks each week.

You could look for a cleaning service by:

- asking your friends and family for a recommendation
- contacting your local council to see if they have a list of approved cleaning companies
- checking local listings and websites

## Gardening

Many councils offer basic gardening services, but they may only be available if you are on a low income, in receipt of a disability benefit or living in a certain type of housing.

There may be local voluntary gardening projects that could assist you. To find out more about this contact your local volunteer centre.

You could employ a private gardener if you want a more personalised service. Prices will vary and it is always a good idea to shop around.



## Shopping and food

If getting out to the shops is difficult, there may be a local organisation that could help.

The **Royal Voluntary Service** offers a range of services, including home visits, help with shopping and other tasks, community transport and social clubs. Call **0330 555 0310** or check their website **[www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)**.

The **Food Train** provides a food delivery service and other support services in many areas of Scotland. Call **01387 270 800** or see their website **[www.thefoodtrain.co.uk](http://www.thefoodtrain.co.uk)**.

**Meals services** deliver prepared meals that are either hot or frozen. Your local council's social care department may have a list of services in your area. Meal delivery could be included as part of your care plan following a care needs assessment.

**Ready meal suppliers** will deliver frozen or chilled meals that you just need to heat up. You could search for these online or in the phone book, or ask family and friends for recommendations.

You can order your shopping online from **most supermarkets** and have it delivered for a small fee. Your local library may offer help getting online if you are not confident using a computer. You could also ask a trusted friend or relative to help you.

There may be local **lunch clubs** in your area. Many of these are run by local councils or charities.



Contact the **Age Scotland helpline** on **0800 12 44 222** to find out what help is available in your area.



# Complaints about services

## Social work services

If you need to complain about a social work service or decision, the first step is to make the complaint directly to them. You can complain in person, or by phone, letter or email. They will try to respond to your complaint within 5 working days, and they may contact you to try and resolve things. If your complaint is complex or needs detailed investigation it may pass straight to the formal investigation stage.

You can ask for a formal investigation yourself if you are unhappy with the response to your complaint. Your request should be acknowledged within 3 working days. You should receive a decision as soon as possible, normally within 20 working days.



For more information, or if you are still unhappy with the social work department's response, visit the **Scottish Public Services Ombudsman** website  
**[www.spso.org.uk/how-to-complain-about-public-service](http://www.spso.org.uk/how-to-complain-about-public-service)**,  
or call them on **0800 377 7330**.



## NHS services

You should first speak to the person or organisation you have been dealing with. If this does not help and you want to make a formal complaint, you should follow the complaints procedure. This should be available on the service provider's website, or by asking a member of staff.



If you would like to speak to someone for advice on making a complaint, you can contact the Citizens Advice Bureau's **Patient Advice and Support Service** on **0800 917 2127** or visit **[www.pass-scotland.org.uk](http://www.pass-scotland.org.uk)**.

## Consumer services

If you are not happy with equipment or care services you have purchased, get in touch with the supplier as soon as possible. If equipment is faulty then you should be able to have it repaired or replaced, or be given a refund.



For advice about your consumer rights contact **Advice Direct Scotland** on **0808 164 6000** or see their website **[www.consumeradvice.scot](http://www.consumeradvice.scot)**.





# Useful contacts

## Age Scotland helpline 0800 12 44 222

The Age Scotland helpline provides information, friendship and advice to older people, their relatives and carers.

If you need an interpreter call **0800 12 44 222** and simply state the language you need e.g. Polish or Urdu. Stay on the line for a few minutes and the Age Scotland helpline will do the rest.

You can call us on **0800 12 44 222** for a copy of our publications list or download copies from our website at **[www.agescotland.org.uk](http://www.agescotland.org.uk)**.

**Living Made Easy** provides advice and information on choosing the right daily living equipment. Try their interactive tool **AskSARA** at **<https://medequip.livingmadeeasy.org.uk>**. For further guidance call them on **0300 123 3084**.

**Disability Information Scotland** provides advice about aids and equipment. Call their helpline on **0300 323 9961** or see their website **[www.disabilityscot.org.uk](http://www.disabilityscot.org.uk)**.

**Care Information Scotland** provides information and advice if you look after someone, need care yourself or are planning for your future care needs. Visit their website **[www.careinfoscotland.scot](http://www.careinfoscotland.scot)** or call **0800 011 3200**.

This information guide has been prepared by Age Scotland and contains general advice only. It should not be relied upon as a basis for any decision or action, nor used as a substitute for professional advice. Neither Age Scotland nor any of its subsidiary companies or charities accepts any liability arising from its use and it is the reader's sole responsibility to ensure any information is up to date and accurate.

Please note that the inclusion of named agencies, websites, companies, products, services or publications in this information guide does not constitute a recommendation or endorsement by Age Scotland or any of its subsidiary companies or charities.

# How you can help

## Our vision is a Scotland which is the best place in the world to grow older.

All the information we provide is free and impartial. It helps older people access their rights and entitlements and can be life changing.

We are also a lifeline for older people who are feeling lonely and isolated. You can help us to support older people who need us most.

Together, we can make a difference.



### Make a donation

No matter how small or large, donations make a massive difference and help us continue our important work.

- Call **03330 15 14 60**
- Visit **age.scot/donate**
- Text **AGESCOTGIVE** to **70085** to donate £5\*
- Complete the **donation form** and return by Freepost



### Fundraise

Whether it's having a bake sale or running a marathon, there are so many ways to raise vital funds to support our work. To find out more, call **0333 323 2400** or visit **age.scot/fundraise**.



### Leave us a gift in your Will

By choosing to leave us a gift in your Will, you can help us to continue being there for older people in the years to come. To find out more, call **0333 323 2400** or visit **age.scot/legacy**.

\*Texts cost £5 plus one standard rate message

# Please donate today



Complete the form and return to RSBS-KEHC-GBBC, Age Scotland, Edinburgh, EH9 1PR

## Your details

Title:	Forename:	Surname:
Address:		
	City:	
Postcode:	Date of birth:	

By providing us with your telephone number and email address you are consenting to us contacting you via phone, text and email.

Email:

Home tel:  Mobile tel:

## I WOULD LIKE TO DONATE

£75  £50  £25  Other (£)

I wish to pay by (please tick):

MasterCard  Visa  CAF

CharityCard  Cheque  (payable to Age Scotland)

Signature

Name on Card

Card No.

Expiry date  Security code

Date

I prefer not to receive a thank you acknowledgement for this donation

I would like information about leaving a gift in my Will

## I WOULD LIKE TO MAKE MY DONATION WORTH 25% MORE

I want Age Scotland\*\* and its partner charities to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations.

*giftaid it*

I am a UK tax payer and understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Yes, I want Age Scotland\*\* to claim Gift Aid on my donations

I do not wish you to claim Gift Aid on my donations

Date

## Keeping in touch

We will stay in contact by post unless you ask us not to. We will never sell your data and we promise to keep your details safe and secure. You can change your mind at any time by emailing us on [contact@agescotland.org.uk](mailto:contact@agescotland.org.uk) or calling us on 0333 323 2400.

You can read Age Scotland's privacy policy at [age.scot/privacypolicy](https://www.agescot.org.uk/age.scot/privacypolicy).

\*\*Age Scotland, part of the Age Network, is an independent charity dedicated to improving the later lives of everyone on the ageing journey, within a charitable company limited by guarantee and registered in Scotland.  
Registration Number: 153343. Charity Number: SC010100. Registered Office: Causewayside House, 160 Causewayside, Edinburgh EH9 1PR.

**Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 so that they can love later life.**

**Our vision is a Scotland which is the best place in the world to grow older.**

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## Let's keep in touch

### Contact us:

#### Head office

0333 323 2400

#### Age Scotland helpline

0800 12 44 222

#### Email

info@agescotland.org.uk

#### Visit our website

www.agescotland.org.uk



### Sign up to our newsletter

Our regular newsletters by email contain details of our campaigns, services and how you can support our work.

Sign up today at [agescot/roundup](https://www.agescotland.org.uk/agescot/roundup)



### Follow us on social media

Our social media channels are a great way to keep up to date with our work and issues that affect older people.



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