



# East Renfrewshire Citizens

## Advice Bureau Weekly Update

15/10/2021

### Good News Story – Patient Advice and Support Service

Client visited ERCAB for an appointment - she had self-discharged from an NHS Rehabilitation Unit after suffering from a stroke. Three weeks had passed since the client had been at home and she had received one telephone call confirming that Renfrewshire Health and Social Care Partnership would be in touch with her but client was unable to recall any further information. Client was not coping on-her-own at home. ERCAB's PASS Adviser managed to ascertain that the client had been referred to Community Stroke Team. Contact was made on the client's behalf and it was confirmed that she was on a waiting list but no date for contact could be given. PASS Adviser had concerns in relation to this as the client was vulnerable and had suffered a fall whilst at home. Client was given contact details for East Renfrewshire HSCP to explore Home Care options with the support from a family relation. ERCAB's PASS Adviser secured an urgent Physiotherapy appointment for client with Community Stroke Team.

For help with NHS/health complaints, please contact our PASS adviser Maureen on **0141 881 2032**.

### Baby Loss Awareness Week

People who have experienced pregnancy or baby loss are encouraged to check if they are eligible for any financial support as part of the Baby Loss Awareness Week campaign. Parents who have sadly experienced the loss of a pregnancy or baby and get tax credits or certain benefits could be eligible for payments to help ease some of the financial pressure this can bring.

This could be a Best Start Grant Pregnancy and Baby Payment of up to £606 or the Funeral Support Payment – which can help towards the cost of a funeral.

For more information on this please visit <http://babyloss-awareness.org/>

Or contact one of our experienced advisers on **0141 881 2032** for further assistance.

Please feel free to distribute the contact details for our advisers provided on our Facebook page. Clients can also get in contact with the bureau via:

Email-bureau@eastrenfrewshirecab.casonline.org.uk

### Our Advice Adds up

Are you worrying about paying bills? You could be eligible to apply for benefits or grants – and our advisers can help with this.

Please call the office on **0141 881 2032** to speak to one of our experienced advisers or to arrange an appointment.

For more information about the Advice Adds Up campaign, please visit [www.cas.org.uk/our-advice-adds-up](http://www.cas.org.uk/our-advice-adds-up)

### Low Income Pandemic Payment

The Low Income Pandemic payment is a one-off payment to help with increased costs and lost income due to coronavirus. You can get a one-off payment of £130.

You can get the payment if you received Council Tax Reduction in April 2021, you don't pay Council Tax because you're in temporary accommodation or you're exempt from Council Tax for one of the following reasons:

- your home is unoccupied because you're being cared for or are caring for someone else
- all members of your household are care leavers
- all members of your household are under 18
- all members of your household are severely mentally impaired.

If you're eligible, submit your details as soon as possible before Tuesday 19 October at 5pm. If you don't submit your details by then it may lead to a delay in your payment being made. To submit your details, please visit; <https://covid.eastrenfrewshire.gov.uk/low-income-pandemic>

### Warm Home Discount

The Warm Home Discount is a one-off £140 payment applied to eligible customers' electricity bills sometime between October and April. It has been designed to help reduce costs for those living on a low income or pension over the winter months.

The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

For more information on this or to check if you are eligible please contact our adviser Mark on **0141 881 2032** or email [Mark.Parsons@eastrenfrewshireCAB.casonline.org.uk](mailto:Mark.Parsons@eastrenfrewshireCAB.casonline.org.uk)