

# Caring for someone



NHS 24 provides a range of services to support carers



Many people do not recognise themselves as carers.

A carer is anyone who is unpaid for their caring and looks after a friend, family member or neighbour due to old age, physical or mental illness, disability or addiction.

There is no minimum amount of time you need to support someone for you to be considered a carer.

## Where to start

How do you get social care support?

What is a care assessment?

Can I get support as a carer?

**Care Information Scotland is a phone, webchat and website service operated by NHS 24, providing information and advice to support carers, including young carers, right across Scotland.**

At [careinfoscotland.scot](http://careinfoscotland.scot) you'll find advice about care services, including rights, care home costs and support for you and the person you are caring for.

All you need to know about social care support

Support available for unpaid carers

How local carers centres can help

Home adaptations and telecare

Young carers and young adult carers

The importance of looking after yourself as a carer

If you have a question about care, you can call **0800 011 3200** to speak to a member of our team. The service is free, confidential and available Monday to Friday 9am to 5pm.

You can also chat to us online using the webchat button on the website, or e-mail us any questions at: [careinformationscotland@nhs24.scot.nhs.uk](mailto:careinformationscotland@nhs24.scot.nhs.uk)

## Health information

NHS inform is NHS 24's online health and care information service.

At [www.nhsinform.scot](http://www.nhsinform.scot) you'll find information on common symptoms and what to do to help look after your own health and wellbeing and the person you are caring for.

Scan the QR codes or visit the links for specific advice on fall prevention, mental health support and palliative care.



### Fall prevention

Information on how to reduce the risk of falling and what to do if someone you are caring for has a fall.

[www.nhsinform.scot/falls](http://www.nhsinform.scot/falls)



### Mental health services

Supporting someone else as a carer can impact your mental health.

NHS 24 mental health services can listen, offer advice, and guide you to further help if required.

[www.nhsinform.scot/mental-health-support](http://www.nhsinform.scot/mental-health-support)



### Palliative care

If you are caring for, or supporting someone who is at the end of their life or who has a terminal illness, we can provide access to advice and help.

[www.nhsinform.scot/palliative-care-advice](http://www.nhsinform.scot/palliative-care-advice)

## What if I can't get online?

If you are well and have a general health information question, phone:

**NHS inform on 0800 22 44 88**

Monday to Friday from 9am to 5pm.

## When to call 111

The 111 service provides urgent care telephone support when:

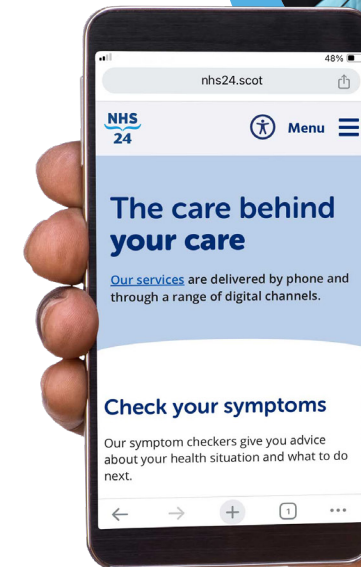
- you need urgent care and your GP, pharmacy or dental practice is closed
- you think you need A&E and it's not a life or limb threatening emergency
- you are in mental distress and need support

## Try our symptom checkers

At [nhs24.scot](https://nhs24.scot) our symptoms checkers are a quick, safe way to get the advice you need.

You will be asked a few questions and at the end be shown what to do next, and how soon to do it. The advice is based on the answers you have given.

This could be self-care advice, or advice to visit your pharmacist, speak to your GP, or to call 111.



## Quick health advice

**NHS 24 Online app** helps you to find your nearest health and care services and to check symptoms to find out what to do next.

This could be self-care advice, speak to a pharmacist or your GP, or to call 111.

Using the 'Find my Nearest' function helps you to find local services using your postcode or location.

The app is compatible with both Android and iOS devices.



## Minor illnesses and medicine advice

**Pharmacy First Scotland** is an NHS service provided by your local community pharmacy.

If you or the person you are caring for have a minor illness, a pharmacy is the first place you should go to for advice. You do not usually need an appointment and you can go to any pharmacy.

Your local pharmacy may be able to deliver your medicine to you or let you know when it's ready to collect.

### How does the service work?

The pharmacist, or a member of their team, will:

- ask about your symptoms
- give advice on your condition
- provide free medication under the Pharmacy First Scotland service (if applicable) or
- recommend an over-the-counter treatment for you to buy

### What to do if you run out of medicines.

If you run out of a prescribed medicine when your GP Practice is closed many community pharmacists can help. Find out what medicines they may be able to prescribe from the 'Check your symptoms' page on the NHS24.scot website.

[www.nhs24.scot/check-your-symptoms/accessing-medicines](http://www.nhs24.scot/check-your-symptoms/accessing-medicines)

## Looking After Your Mental Wellbeing

Supporting someone else as a carer can impact your mental health. You may experience some difficult feelings, where it can help to get some practical support.

NHS 24 mental health services at: [www.nhsinform.scot/mental-health-support](http://www.nhsinform.scot/mental-health-support) can listen, offer advice and guide you to further help if required.

## Accessing our Services in different ways

### Accessibility.

If English isn't your first or preferred language, you can use the free interpretation service Language Line for all our telephone services.

To use **Language Line**, call your chosen service. Tell the call handler you need an interpreter and which language you prefer.

If you use BSL, you can use the free BSL interpreting video relay service **Contact Scotland BSL**.

If you use a textphone you can contact **NHS 24** on **18001 111** or by using the Relay UK app.





[nhs24.scot](https://www.nhs.uk/24)