



NHS 24

Caring for someone



Easy Read



Caring for someone



NHS 24 has a range of services to support carers.

Many people do not recognise themselves as carers.



A carer is anyone who:

- is not paid for their caring
- looks after a friend, family member or neighbour because of their:
 - 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 a carer.

Where to start



Care Information Scotland is part of NHS 24.

It gives information and advice to support carers, including young carers, right across Scotland.



At careinfoscotland.scot you will find advice about care services including:

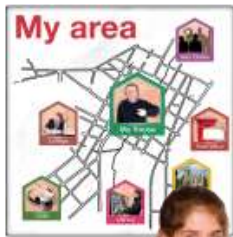
- rights
- care home costs
- support for you and the person you are caring for



It will tell you all you need to know about social care support including:

- how do you get social care support?
- can I get support as a carer?
- what is a care assessment?





- support for unpaid carers
- how local carers centres can help
- young carers and young adult carers
- home adaptations and **telecare** -
alarms and equipment that help people
to stay safe in their own homes
- 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, private and available Monday to Friday 9am to 5pm.

You can chat to us online using webchat.

The webchat box will pop up in the bottom right corner when you go to the website.





You can email us any questions at:

careinformationscotland@nhs24.scot.nhs.uk

Health information



NHS inform is an online health and care information service from NHS 24.

At www.nhsinform.scot you will find:



- information on common symptoms
- 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 advice on:

- fall prevention
- mental health support
- **palliative care** - caring for, or supporting someone who is at the end of their life or who has a terminal illness



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



Mental health services

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

NHS 24 mental health services can:

- listen
- offer advice
- guide you to further help if needed



Find out more online at:

www.nhsinform.scot/mental-health-support

Palliative care



Palliative care means caring for, or supporting someone:

- who is at the end of their life
- or who has a terminal illness.



There is advice and help online at:

www.nhsinform.scot/palliative-care-advice

What if I cannot get online?



If you are well and have a general health information question, phone NHS inform on 0800 22 44 88.



The phoneline is open from Monday to Friday from 9am to 5pm.

When to call 111



The 111 service gives support over the phone when:

- you need urgent care and your GP, pharmacy or dentist is closed
- you think you need Accident and Emergency but your life is not in danger
- you are mentally unwell and need support

Try our symptom checkers



A **symptom** is a sign that you have an illness.

The NHS 24 symptom checker is online at: www.nhs24.scot/check-your-symptoms/

It is a quick and safe way to get advice about your symptoms.



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 and it could be:

- **self-care** advice – how to look after your own health
- advice to visit your pharmacist
- advice about medication
- speak to your GP
- or to call 111

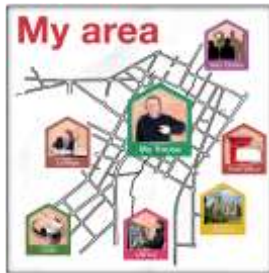


Quick health advice



NHS 24 has an app that you can download if you have a smartphone.

It helps you to:



- find your nearest health and care services by using your postcode or location



- check symptoms to find out what to do next which could be:



- advice on how to treat your symptoms
- speak to a pharmacist or your GP
- to call 111



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 is 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



- give you free medication under the Pharmacy First Scotland service if possible



- or recommend a 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.



Use this online page:

www.nhsinform.scot/self-help-guides/self-help-guide-accessing-medicines to find

out what medicines they may be able to prescribe.



Looking after your mental wellbeing



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

You may experience some difficult feelings and it can help to get some practical support.



NHS 24 mental health services at: www.nhsinform.scot/mental-health-support can:

- listen
- offer advice
- guide you to further help if needed

Getting our services in different ways



Accessibility

If English is not your first or preferred language, you can use the free interpretation service Language Line for all NHS telephone services.



To use Language Line, call the service that you need.

Tell the person who answers the phone:

- that you need an interpreter
- which language you prefer



If you use British Sign Language (BSL), you can use the free BSL interpreting video relay service Contact Scotland BSL at <https://contactscotland-bsl.org/>



If you use a textphone you can:

- contact NHS 24 on 18001 111
- or use the Relay UK app

