A Guide to Services For People with Acquired Brain Injury (ABI) and their Carers in West Lothian

April 2007

This guide is for people who have an ABI caused by an accident, fall, assault, stroke, haemorrhage and other causes; see page one for details.

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Community Rehabilitation & Brain Injury Service
West Lothian

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Introduction

This is a guide to services and help available for people who have an acquired brain injury (ABI) and their families. Some of the information will be relevant to **children** who have an ABI and their families too. An acquired brain injury can happen to anyone. It is sudden in onset and occurs after birth.

There are **many causes** of acquired brain injury (ABI) including:

- A road traffic accident
- A fall
- The result of an assault or violence
- Haemorrhage caused by blood vessels in the brain bursting
- Stroke caused by arteries which carry blood around the body becoming blocked
- Sudden lack of oxygen to the brain caused by some other medical condition
- An infection such as encephalitis or meningitis
- Complications of other illnesses or poisons

Acquired brain injury is a traumatic event for the person affected and their family. People who have had a more severe injury will have spent some time in a hospital such as Astley Ainslie. On returning home, it is important that you and your family receive information about your entitlement to help and the services available through the council, health and voluntary organisations.

But when is the right time to give information to individuals and families? Shortly after an acquired brain injury may not be the best time. Studies say that six months or more after the injury may be a better time. If you feel that this information is not for you just now, please set it aside and look at it when the time is right.

This guide draws together information about help available to people living in West Lothian and it includes services that are available throughout the Lothians that are available to you too. This includes information about:

- **Your rights and entitlements**, for example to money through the Department of Work and Pensions (DWP)
- **Voluntary organisations** that can provide support, for example Headway, Citizens Advice Bureau
- Support for you and your family at home for example through **local social work and health services**
- Help and opportunities to improve your **health**, **improve skills** that you may have lost, things to do during the day, and opportunities **to meet with other people** who have been through the same experience.

If you would like further information about this guide or extra copies, please contact Karen.Brown2@westlothian.gov.uk.

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Entries in this guide are arranged in sections to make it easier to find information of interest to you. But please browse through the whole booklet because many services do not fit neatly into these sections. For example, Carers of West Lothian, CAB, Headway and Social Work provide a wide range of services and their entries could appear in several sections.

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ORGANISATIONS THAT CAN HELP

EDINBURGH HEADWAY GROUP	
Address	Edinburgh Headway Group Headway House Astley Ainslie Hospital Canaan Lane Edinburgh EH9 2HL
Telephone number	0131 537 9116
E-mail	Office@edinburghheadway.org.uk
Web-site address	www.edinburghheadway.org.uk
Brief description of the service, including who the service is for	This Edinburgh based charity (EHG) provides a support service for (1) adults who have suffered certain types of post natal acquired brain injury (especially traumatic head injury) but excluding inherited or congenital damage and progressive degenerative diseases and (2) their caring relatives. The entry criteria also exclude anyone who requires, but cannot provide, a personal carer or is otherwise unsuited to the service provided by the Group. EHG provides rehabilitative activities at Headway House including; physical fitness programmes, Tai Chi, drama and music therapy, social activities, a range of complementary therapies and also a Befriending project and advocacy.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Self, G.P., Social Worker, Friend. Currently none. Bring own packed lunch or money to buy from Hospital canteen. Karen Hynd

SCOTTISH HEAD INJURY FORUM (SHIF)	
Address	c/o Ailsa McMillan (SHIF Chair) Charles Bell Pavilion Astley Ainslie Hospital Grange Loan Edinburgh EH9 2HL
Telephone number	0131 537 9075
E-mail	ailsa.mcmillan@lpct.scot.nhs.uk or info@shif.org.uk
Web-site address	www.shif.org.uk
Brief description of the service, including who the service is for	SHIF has the following aims: • to support people with an acquired brain injury, their families and carers through the *provision* of education and information • to increase knowledge of the effects of acquired brain injury amongst professionals, policy makers, providers and purchasers • to promote and influence the development of services for treatment, rehabilitation, health and welfare through the development of national and local policies SHIF organises 3 open forum meetings each year. These are usually held in March, June & October. Further information is available on the website.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Via SHIF website. Membership is available for individuals who have an acquired brain injury, carers, professionals, small, medium or large organisations. Forms and costs available on website or from contact below. Ailsa McMillan, Chair, Scottish Head Injury Forum

WEST LOTHIAN COMMUNITY REHABILITATION & BRAIN INJURY SERVICE (CRABIS)	
Address	The Ability Centre, Carmondean Centre Road, Livingston, EH54 8PT
Telephone number	01506 774046
E-mail	crabis@wlt.scot.nhs.uk
Web-site address	
Brief description of the service, including who the service is for	This Service provides specialist assessment and rehabilitation within the home or community setting to individuals over the age of 16 years who live in West Lothian and who have an acquired brain injury. The Service's core aim is to maximise individuals' independence, level of functioning, community reintegration and quality of life. The team provide specific advice and information to clients and their families and also respond to enquiries about acquired brain injury from individuals and organisations. The service also provides follow up and early intervention as required to individuals over the age of 16 years who have had a mild head injury. The Service is delivered by an experienced multi-disciplinary team – Occupational Therapists, Physiotherapists, Clinical Psychologists, Speech & Language Therapist and Rehabilitation Assistants.
How to get the service or make a referral and waiting times	Individuals should be referred through any professional agency/organisation – e.g. Social Work, Health Service, Voluntary organisation. Following referral, initial assessment will usually take place within 2 weeks. Individuals with a mild head injury will be given a leaflet about possible symptoms in the A&E department and may contact the Service directly if they have concerns about ongoing problems.
Details of any charges for the service	No charge for the Service – Health and Social work funded.
Contact person for more information	Janet Foggo, Service Manager, Tel:01506 774046. Fax; 01506 774049

WEST LOTHIAN COUNCIL SOCIAL POLICY (SOCIAL WORK) ADULTS AND OLDER PEOPLES SERVICES	
Addresses and Telephone Numbers	How to contact us: If you would like to contact Social Work Services in West Lothian, you can do so between 8-30 a.m. and 5-00 p.m. Monday to Thursday and 8-30 a.m. and 4-00 p.m. on Friday. If you are enquiring about someone aged between 16 and 65, please contact: Livingston Social Work Centre, Cheviot House, Owen Square, Livingston, EH54 6PW Tel: 01506-777777 If you are enquiring about someone aged over 65, please contact: Bathgate Social Work Centre, 69, Whitburn Road, Bathgate, EH48 1HE Tel: 01506-776700 If you are enquiring about someone aged under 16, please contact the nearest office to where you live: Livingston Social Work Centre (as above) Bathgate Social Work Centre (as above) Strathbrock Partnership Centre, 189a, West Main Street, Broxburn, EH52 5LH Tel: 01506-775666 Outwith these opening times and on Saturday and Sunday, if you need to contact us in an emergency, please phone the Social Care Emergency Team on 01506-777401
Web-site address	www.westlothianchcp.org.uk www.westlothian.gov.uk

Description of the service including who the service is for	In West Lothian, Social Work services for Adults and Older People are provided through the West Lothian Community Health and Care Partnership (CHCP). This used to be called the Social Work Department. Sometimes these Social Work services are also called community care services. Who can get Community Care Services? People who have an acquired brain injury (ABI) caused by a stroke or a traumatic injury such as a fall, assault or road traffic accident and people with a chronic disability are eligible for services. To be eligible for Community Care services you must be aged over 16 and have had a Community Care Assessment which has confirmed that you are in need of a services or services. A member of staff will discuss your situation with you (and your family and/or carer if you wish) in order to complete the community care assessment. This helps us to work out the type and amount of help or support you need. The community care assessment is recorded on a form and you will get a copy of your assessment. People who help or look after someone with an acquired brain injury may also be eligible for services to support them in their caring role and can request a Carers Assessment to look at their own needs. Again, a member of staff will complete the carers assessment with you to work out the support or help you need. The type of services provided by Social Work A range of services is provided for adults and older people. These are called community care services and include: ▪ Social Work staff to work with people and to offer information, advice, help and support ▪ Care at Home services where care workers can provide help in people's own homes. This help includes assistance with dressing, bathing, eating, medication and some household tasks. ▪ Supported Discharge and Re-enablement Team who offer short-term help to settle back at home after being discharged from hospital. ▪ Short breaks from caring for relatives, partners or others who look after someone with a disability or ill health. ▪ Care Home placements in the Council, private or voluntary sectors. ▪ Equipment, Technology and adaptations in people's own homes to help them to remain living at home and to manage any difficulties caused by disability or illness. ▪ Day services, training, further education and employment support opportunities for people with learning disabilities, physical disabilities, mental health and well-being issues and acquired brain injury. ▪ Sensory Impairment services for people with visual and/or hearing impairment ▪ Advice about welfare benefits and money matters for disabled people and their carers. ▪ Accommodation advice on housing issues.

How to get the service or make a referral	How can I get a service? Please contact your local office (see above) and ask to speak with the duty worker. This is the person you will speak to when you first get in touch with us – this can be on the telephone or in the office. The duty worker will ask you about your situation and will tell you about how we can look at what help or support you may need. How will the service be provided? Community care services can be provided directly by the Council, for example in a Care Home, or purchased by the Council from another organisation, for example, short breaks from caring. Direct Payments can also be offered. This is a cash payment made by the Council, following a community care assessment, to someone assessed as needing community care or children's services. This means that you can arrange your own services, such as personal care or short breaks, and pay for them with the funds provided to you. There are responsibilities that go with choosing to arrange your services in this way but we can provide help with these as well. Social work staff will be able to explain all this to you.
Details of any charges for the service	You may have to pay a contribution towards the cost of some of your services. This will depend on a financial assessment, which looks at your income, savings and outgoings. Social work staff will complete this with you.
Contact person for more information	The duty worker at your local office (see above) will be able to answer questions and provide you with more information.

JOBCENTRE PLUS	
Address	Livingston Jobcentre Plus Unit 15 Regional Centre Almondvale South Livingston EH54 6NQ Telephone number – 01506 772600 Bathgate Jobcentre Plus 31-33 Whitburn Road Bathgate EH48 1HG Telephone number – 01506 772000 Broxburn Jobcentre Plus 97 East Main St Broxburn EH52 5EE Telephone number – 01506 772800
Email	Kathryn.brady@jobcentreplus.gsi.gov.uk
E-mail	Alan.prentice@jobcentreplus.gsi.gov.uk
Web-site address	www.jobcentreplus.gov.uk
Brief description of the service, including who the service is for	Jobcentre Plus provides practical support and advice on benefits, tax credits, childcare, training and looking for work. We can also provide information about the support services offered by other organisations. Jobcentre Plus specialist advisers can help disabled people, people with health conditions and carers in their search for work or training. Disability Employment Advisers can work with customers who require extra support, or who are employed and are concerned about losing their job for a reason associated with a disability. For further information please contact your local Jobcentre Plus office or visit our website www.jobcentreplus.gov.uk
How to get the service or make a referral and waiting times Details of any charges for the service	Contact the Jobcentre Plus office in your area for an appointment. None
Contact person for more information	Kathryn Brady – Disability Employment Adviser, Livingston Jobcentre Plus – 01506 413173 Alan Prentice - Disability Employment Adviser, Bathgate Jobcentre Plus – 01506 772317 Pamela Wallace Disability Employment Adviser, Broxburn Jobcentre Plus– 01506 772320

CHILD BRAIN INJURY TRUST (CBIT)	
Address	Princes House 5 Shandwick Place Edinburgh EH2 4RG
Telephone number	0131 229 1852
E-mail	jennyhill@cbituk.org marydryburgh@cbituk.org info@cbituk.org
Web-site address	www.cbituk.org
Brief description of the service, including who the service is for	CBIT is a UK-wide charity offering support to children and young people with an acquired brain injury (ABI) and their families. An ABI can occur following an accident or an illness such as meningitis, stroke or brain tumour. In Scotland CBIT runs a wide range of services, including: - Information service - Helpline - Child and Family Support Service, including advocacy and mediation - Network of parent support groups - Telephone befriending service - Parents' information events - Activities for young people who have acquired brain injuries - Support for brothers and sisters - Respite breaks - Teacher training and bespoke sessions for individual schools - Training on acquired brain injury for professionals in health and social work
How to get the service or make a referral and waiting times Details of any **charges** for the service **Contact person** for more information	The family or professional can phone us on 0141 9454894 (for Glasgow families) and 0131 229 1852 (for all other families) There are no charges for CBIT services for families, although some professional training events may have a nominal cost attached. Mary Dryburgh, Child and Family Support Officer

ABILITY CENTRE SUPPORT SERVICE (ACSS)	
Address	Ability Centre Carmondean Centre Road Livingston EH54 8PT
Telephone number	01506 774066
E-mail	Marlyn.young@westlothian.gov.uk
Web-site address	
Brief description of the service, including who the service is for	The ACSS is part of West Lothian's Social Policy. The service is available, through a referral process, to adults between 16 and 65 who have a physical disability. The service offers 15 places a day in the centre itself and supports 12 community-based groups located across West Lothian. The service provides a range of individual therapeutic activities such as art therapy, aromatherapy and occupational activity as well as other learning, creative and recreational opportunities. Work experience opportunities are offered within the centre itself and support is offered to those wishing to return to work. The centre is the base for 5 different services including a Council Information and Housing Service, Disability West Lothian and a Community Rehabilitation and Brain Injury Service. The café bistro is open to the general public and general purpose rooms are available for community group hire.
How to get the service or make a referral and waiting times	Clients are referred to the centre-based service by practitioners from the Social Work adult physical disability team or from the Community Rehabilitation and Brain injury Service. Clients can self refer to the Outreach service. As throughput is built in to the way the service operates, a service can usually be offered following a site visit within two weeks.
Details of any charges for the service	There is no charge for the service. The only cost involved is what clients pay for any food or drink purchased from the café bistro.
Contact person for more information	Marlyn Young ACSS Manager

LIVINGSTON A.B.I.OUTREACH SERVICE	
Address	72 Sutherland Way Knightsridge Livingston EH54 8HU
Telephone number	01506 434869
E-mail	armina.flynn@placesforpeople.co.uk
Web-site address	
Brief description of the service, including who the service is for	Support for people with Acquired Brain Injury. At present covering the West Lothian Area. Aim To support and empower service users to maintain their tenancy within the community of their choice. Support is given at regular agreed times with service users and the service operates Monday – Friday. We are unable at present to offer support at weekends. Working closely with service users, families and other services to establish and agree what support is required. By working collaboratively we hope to offer choice and specific support without duplicating services that may already be in place.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Contact the office on the number provided and ask to speak to the manager. Payments are met through M.H. S.G. Armina Flynn, Project Manager

WEST LOTHIAN DRUG & ALCOHOL SERVICE	
Address	43 Adelaide Street Craigshill Livingston
Telephone number	01506 430225
E-mail	enquiries@wldas.org
Web-site address	
Brief description of the service, including who the service is for	Education, counselling & support and community rehabilitation for adults and young people in West Lothian experiencing difficulty with drug, alcohol and tobacco use. Family support also available Training for professional staff and volunteers
How to get the service or make a referral and waiting times	Through GP or other health worker, social work or self- referral. For young people – GP or other health worker, social work or teacher/pupil support manager Assessment appointment within 2 weeks of referral
Details of any charges for the service	No
Contact person for more information	Margot Ferguson, General Manager

EPILEPSY WEST LOTHIAN	
Address	BLOOM HOUSE 10 MAIN STREET LIVINGSTON VILLAGE EH54 7AF
Telephone number	01506 464446
E-mail	enquiries@epilepsywestlothian.co.uk
Web-site address	www.epilepsywestlothian.co.uk
Brief description of the service, including who the service is for	♦ Community Support – 1 : 1 support to enable people with epilepsy and additional support needs develop and learn the skills to become more independent and inclusive in their community ♦ Training & Information – training in epilepsy awareness & administration of emergency medication for non-medical carers requiring certificate course to administer. Tailored training in epilepsy to meet individual and organisational requirements ♦ Group Support – support groups for people with epilepsy, carers and parents ♦ Befriending Project – project for people with epilepsy and volunteer befrienders ♦ Outreach Service – 1 : 1 and family counselling and support service All services provided can be delivered to people with epilepsy, family members, carers, health and education professional, employers and the general public
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Community support requires referral from Social Workers or Local Area Co-ordinator. All other services can be from anyone who requires a specific service or support/information No charges other than for training Janet Henderson

SUPPORTED DISCHARGE AND RE-ENABLEMENT TEAM (SDRT)	
Address	Supported Discharge and Re-enablement Team 189A West Main Street Broxburn West Lothian EH52 5LH
Telephone number	01506 775651
E-mail	SupportedDischarge&Re-EnablementTeam@westlothian.gov.uk
Web-site address	
Brief description of the service, including who the service is for	Promoting independence in your own home. The team facilitates early discharge from hospital or prevents hospital admission by offering clients of any age a short period of support within their own home. The team offers a re-enablement programme to clients with a short - term acute illness /injury within their own home with an aim of the client returning to independence within a period of 21 days. The team operates 7 days a week 365 days a year between the hours of 07.00 and 22.00hrs.
How to get the service or make a referral and waiting times	Referrals are accepted from staff who work either in the Health Service or Social Work. Please phone the team to discuss a possible referral. The team have their own referral form. Within 48hrs of receiving the referral the team will visit the client to carry out an assessment to establish suitability of the client for the team.
Details of any charges for the service	No charge for the service.
Contact person for more information	Contact the duty worker by telephone – 01506 775651.

ADVICE AND INFORMATION

WEST LOTHIAN COMMUNITY REHABILITATION & BRAIN INJURY SERVICE (CRABIS)	
Address	The Ability Centre, Carmondean Centre Road, Livingston, EH54 8PT
Telephone number	01506 774046
E-mail	crabis@wlt.scot.nhs.uk
Web-site address	
Brief description of the service, including who the service is for	This Service provides specialist assessment and rehabilitation within the home or community setting to individuals over the age of 16 years who live in West Lothian and who have an acquired brain injury. The Service's core aim is to maximise individuals' independence, level of functioning, community reintegration and quality of life. The team provide specific advice and information to clients and their families and also respond to enquiries about acquired brain injury from individuals and organisations. The service also provides follow up and early intervention as required to individuals over the age of 16 years who have had a mild head injury. The Service is delivered by an experienced multi-disciplinary team – Occupational Therapists, Physiotherapists, Clinical Psychologists, Speech & Language Therapist and Rehabilitation Assistants.
How to get the service or make a referral and waiting times	Individuals should be referred through any professional agency/organisation – e.g. Social Work, Health Service, Voluntary organisation. Following referral, initial assessment will usually take place within 2 weeks. Individuals with a mild head injury will be given a leaflet about possible symptoms in the A&E department and may contact the Service directly if they have concerns about ongoing problems.
Details of any charges for the service	No charge for the Service – Health and Social work funded.
Contact person for more information	Janet Foggo, Service Manager, Tel:01506 774046. Fax; 01506 774049

CITIZENS ADVICE BUREAU WEST LOTHIAN (CAB)	
Address	Suite Seven Shiel House Craigshill Livingston EH54 5EH
Telephone number	ADVICE:01506 432977 ADMIN: 01506436132
E-mail	enquiries@cabwestlothian.org.uk
Web-site address	www.cabwestlothian.org.uk
Brief description of the service, including who the service is for	Comprehensive service of free, confidential & impartial advice, information and assistance covering a wide range of topics. Core topics: **Welfare Benefits** Consumer – including debt / money advice Employment Housing Legal Relationships Taxes – includes income tax; tax credits Utilities Other: Education; Community Care; Health; Immigration; Nationality; Miscellaneous; Signposting Service Users: Public living / working in West Lothian. No age restrictions Access to service: face to face [drop in sessions] mornings Monday, Tuesday, Thursday and Fridays from 10.00am to 12.30pm Appointments available most days, including afternoons [except Wednesdays]. Telephone Advice available at all advice sessions
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Face to Face; Telephone; Appointment or Email Self referral or via professional or voluntary organisation Free to all users Jane H Marnie, Manager Email: enquiries@cabwestlothian.org.uk

ADVICE SERVICE CAPABILITY SCOTLAND	
Address	11 Ellersly Road Edinburgh EH12 6HY
Telephone number	0131 313 5510
E-mail	ascs@capability-scotland.org.uk
Web-site address	www.capability-scotland.org.uk
Brief description of the service, including who the service is for	ASCS (Advice Service Capability Scotland) is a national disability advice and information service. ASCS provides free confidential advice and information on a range of disability issues including advice on cerebral palsy. We have information on: Capability Scotland services, living with cerebral palsy, organisations that can help with funding, support in the community, useful equipment, other organisations and much more. ASCS has over 3500 resources in our library. Anyone can borrow these.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	 Lorna Thompson, Manager ASCS

DISABILITY DISCRIMINTATION ACT (DDA) AND DISABILITY RIGHTS COMMISSION (DRC)

Address	DRC Helpline FREEPOST MID02164 Stratford upon Avon CV37 9BR The DRC Helpline is the first point of contact for all enquiries about the DDA
Telephone number	08457 622 633
E-mail	Via website
Web-site address	www.drc-gb.org

The Disability Discrimination Act (DDA) gives disabled people rights in the way they receive goods and services and use facilities.

You are protected from discrimination under the DDA if you have a physical or mental impairment that affects your ability to carry out normal day-to-day activities. The affect must be:

- Substantial ('more than minor or trivial')
- Adverse and
- Long-term (lasting or likely to last for more than a year)

This means that people with mobility impairments, blind or partially sighted, deaf or hard of hearing, learning disabilities, mental health difficulties and physical disabilities all have protection under the DDA.

Rights have been introduced in three stages since 1996 but since October 2004 service providers may have to make other 'reasonable adjustments' to their premises and '**physical features'** so that there are no physical barriers stopping or making it difficult for people to use services.

Physical features include: paving, parking areas, building entrances and exits (including emergency escape routes) internal and external doors, gates, toilet and washing facilities, public facilities such as telephones, counters or service desks, lighting and ventilation, lifts and escalators etc. Outdoor facilities are included too: seating in gardens and pubs, stiles and pathways in country parks or fixed signs in a shop or leisure facility etc.

Most services are covered by the DDA. Any one who provides a service to the public is a service 'provider.' There are a few exceptions: private clubs, transport (but only the transport vehicle and not everything connected with it such as stations, airports, and booking facilities.) Not all manufactured goods are covered. It does not matter whether or not payment is made for the service'; it's providing the service that matters.

Disabled people have a right to all kinds of services: going to a restaurant, shopping for food or clothes, using the library, going to church etc. In other words all the services that everyone expects to be able to use. The Act tries to remove society's barriers that make an impairment into a disability.

DISABILITY WEST LOTHIAN (DWL)	
Address	The Ability Centre, Carmondean Centre Road. Livingston. EH54 8PT
Telephone number	01506 774030
Text Number	01506 774044
E-mail	enquiries@dwl.demon.co.uk
Web-site address	www.dwl.demon.co.uk www.livingbook.co.uk
Brief description of the service, including who the service is for	Disability West Lothian was established in 1976 and founded as a Company with Charitable status in 1988. It comprises of individuals and representatives of organisations who work for and with people with disabilities who are committed to improving the quality of life of disabled people in West Lothian. Disability West Lothian provides the following Services: – Disability West Lothian – Disability Information and Advice Service – Learning Disability Information and Research – West Lothian Access Committee – Community Transport Service – Living Book Project – Partnership Initiatives – West Lothian Peer Counselling Service A team of staff and volunteers are committed to delivering high quality services. Services are for people with disabilities, their families and carers; service providers and policy makers; and the general public in West Lothian.
How to get the service or make a referral and waiting times	All are welcome to contact Disability West Lothian directly.
Details of any charges for the service	Access to Information and Advice Service is free. Some services have a charge such as passport photographs, supply of equipment and Community Transport service. There are identified and agreed at point of contact.
Contact person for more information	Andrew Baird – Manager Catriona Scally – Information Co-ordinator Karen Strang – Learning Disability Worker

COUNCIL INFORMATION SERVICES (CIS)	
Address	The Ability Centre Carmondean Centre Road Livingston EH54 8PT
Telephone number	01506 77500 (Call Centre)
E-mail	Customer.services@westlothian.gov.uk
Web-site address	www.westlothian.gov.uk
Brief description of the service, including who the service is for	Supply access to all Council services for all residents in West Lothian or anyone wanting information about West Lothian. Give help to fill out any Council forms. Take payments for any Council Bill, CTax or Rent. Hours: - Monday, Tuesday and Thursday Office hours 0830 to 1700. Cash 0830 to 1300 and 1400 to 1630. Wednesday Office hours 0830 to 1500. Cash 0830 to 1300. Friday office hours 0830 to 1600. Cash 0830 to 1530.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	No Appointment required. Drop in service. The service is free Frances Heath Customer Contact Manager. E-mail frances.heath@westlothian.gov.uk Marcus Kane Customer Contact Officer. E-mail marcus.kane@westlothian.gov.uk

WEST LOTHIAN COUNCIL ADVICE SHOP	
Address	Units 9 - 12 Waverley Industrial Estate Bathgate EH48 4HY
Telephone number	01506 776444
E-mail	Advice.shop @westlothian.gov.uk
Web-site address	NA
Brief description of the service, including who the service is for	The Advice Shop provides information, advice, advocacy and representation in the fields of welfare rights, debt advice, energy advice, housing advice and employment rights , available to everyone in West Lothian We also offer advice and support to people from ethnic minorities, including advice on discrimination and harassment
How to get the service or make a referral and waiting times	The shop is open 9 – 5 Monday, Tuesday and Thurdsay, 9 – 1 Wednesday and 9 – 4 Friday. Just drop in. Also our advice line on 01506 776444, or by e mail. We also run sessions in various other areas in West Lothian, ring for details
Details of any charges for the service	The service is free
Contact person for more information	Alan Cunningham, Welfare Strategy Manager on 01506 776455

SENSORY RESOURCE CENTRE

Address	St.John's Hospital Howden Road West Lothian Council Livingston EH54 6PP
Telephone number	01506 774490
E-mail	sensorycentre@westlothian.gov.uk
Web-site address	No website
Brief description of the service, including who the service is for	We offer – ▪ Specialist Social Work advice and services for people who are Deaf, Hard of Hearing, Blind, Partially sighted or Deafblind. ▪ Advice on mobility and equipment to improve safety, quality of life and independence. ▪ Support and Counselling to individuals affected by sensory loss. ▪ Spend time in their own homes to assess needs. ▪ Provide equipment to aid daily living. ▪ Give support and advice to carers and relatives.
How to get the service or make a referral and waiting times	Phone (Voice and Text): 01506 774490 Mobile: 07867657796 Fax: 01506 774491 Email: sensorycentre@westlothian.gov.uk Deaf and Hard of Hearing: Drop in – Duty Social Worker available each Tuesday 2.00 – 4.00pm.
Details of any **charges** for the service	No charges. Some equipment for blind and visually impaired people is free. Other equipment chargeable depending on income.
Contact person for more information	Steven Laidlaw Steven.Laidlaw@westlothian.gov.uk

MINORITY ETHNIC HEALTH INCLUSION PROJECT (HIP)	
Address	(MEHIP) Springwell House Ardmillan Terrace Edinburgh EH11 2JL
Telephone number	0131 537 7565
E-mail	Smita.grant@lpct.scot.nhs.uk
Web-site address	
Brief description of the service, including who the service is for	For Minority Ethnic individuals and Communities Lothian-wide. We provide: A multi-lingual link worker advocacy service. We have link worker from the main minority ethnic groups in Lothian. We also tackle health inequalities through health promotion/health improvement.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Self-referrals, GP referrals or similar. No waiting times No charges Administration Officer Tel: 0131 537 7565 or Bangladeshi Linkworker: 0131 537 7564 Chinese Linkworker: 0131 537 7562 Indian/Pakistani Linkworker: 0131 537 7563

SPEAKABILITY	
Address	Speakability 1 Royal Street London SE1 7LL
Telephone number	020 7261 9572
E-mail	speakability@speakability.org.uk
Web-site address	www.speakability.org.uk
Brief description of the service, including who the service is for	About quarter of a million people in the UK have aphasia, also known as dysphasia, as a result of stroke, head injury or other neurological condition. People with aphasia find it hard to speak, read, write or understand language – something often experienced by people that have had a head injury. Speakability is a national charity that works with people with aphasia to overcome barriers they face by: • Providing support for people and their carers through its information service, national network of groups and programmes of activities • Wide range of fact sheets and publications e.g. easy-to-read books for adults who are relearning their reading skills with age-appropriate content so that they do not have to use childrens' books • Campaigning for better services • Raising funds to support this work
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	The Information Service and Helpline: 080 8808 9572, Monday to Friday, 10am to 4pm. Answer phone at all other times. - See above

MONEY AND BENEFITS

WEST LOTHIAN COUNCIL ADVICE SHOP	
Address	Units 9 - 12 Waverley Industrial Estate Bathgate EH48 4HY
Telephone number	01506 776444
E-mail	Advice.shop @westlothian.gov.uk
Web-site address	NA
Brief description of the service, including who the service is for	The Advice Shop provides information, advice, advocacy and representation in the fields of welfare rights, debt advice, energy advice, housing advice and employment rights , available to everyone in West Lothian We also offer advice and support to people from ethnic minorities, including advice on discrimination and harassment
How to get the service or make a referral and waiting times	The shop is open 9 – 5 Monday, Tuesday and Thurdsay, 9 – 1 Wednesday and 9 – 4 Friday. Just drop in. Also our advice line on 01506 776444, or by e mail. We also run sessions in various other areas in West Lothian, ring for details
Details of any charges for the service	The service is free
Contact person for more information	Alan Cunningham, Welfare Strategy Manager on 01506 776455

FOR CARERS

CARERS OF WEST LOTHIAN	
Address	Strathbrock Partnership Centre 189a West Main Street BROXBURN EH52 5LH
Telephone number	01506 771750
E-mail	office@carers-westlothian.com
Web-site address	www.carers-westlothian.com
Brief description of the service, including who the service is for	Carers of West Lothian provides an information & support service to unpaid carers of all ages throughout West Lothian. It is the only organisation having a specific remit to support unpaid carers. Services provided to carers: • Carers Information Pack (containing information on local services and support available to carers) • Quarterly Newsletter (keeping carers informed of local and national initiatives to support carers) • One to one emotional support • Home visits • Signposting and referral to appropriate support services • Access to advocacy • Access to counselling • Carer support groups • Training courses for carers • Recreational courses (such as holistic therapy and basic massage) • Individual support for young carers (between 10 and 16 years) • Group support for young carers
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Referrals can be made directly to the organisation from carers, family members and friends, social work services, staff in GP practices and health centres, and staff in non-statutory and voluntary organisations. All of the above services are provided free of charge. Mary-Denise McKernan, Manager

VOICE OF CARERS ACROSS LOTHIAN (VOCAL)	
Address	8 – 13 Johnston Terrace Edinburgh EH1 2PW
Telephone number	0131 622 6666
E-mail	vocal@carers.net
Web-site address	www.vocal.org.uk
Brief description of the service, including who the service is for	VOCAL is an organisation for carers and run by carers. VOCAL manages the Edinburgh Princess Royal Trust for Carers Centre and provides support and services to carers through the centre, and through outreach work and home visits. The following services are available to carers living in Edinburgh and the Lothians: Information, Advice and Support, Advocacy, Expert Carers Training, Counselling and Groupwork. The Family Support - Addictions service offers support to carers affected by someone else's drug or alcohol misuse. There are also two outreach services in Midlothian and South Edinburgh.
How to get the service or make a referral and waiting times	Carers can self refer or a professional can make a referral on their behalf (with their permission). VOCAL can be contacted by phone, email or fax. There may be waiting lists for some services however carers will be advised on this at time of referral.
Details of any charges for the service	All services are free of charge
Contact person for more information	Rosie McLoughlin, Information and Advice Officer

WEST LOTHIAN COMMUNITY REHABILITATION & BRAIN INJURY SERVICE (CRABIS)	
Address	The Ability Centre, Carmondean Centre Road, Livingston, EH54 8PT
Telephone number	01506 774046
E-mail	crabis@wlt.scot.nhs.uk
Web-site address	
Brief description of the service, including who the service is for	This Service provides specialist assessment and rehabilitation within the home or community setting to individuals over the age of 16 years who live in West Lothian and who have an acquired brain injury. The Service's core aim is to maximise individuals' independence, level of functioning, community reintegration and quality of life. As part of this the team may offer information, advice and support, and if required, one-to-one sessions with carers / families of clients involved with the Service. The service also provides follow up and early intervention as required to individuals over the age of 16 years who have had a mild head injury. The Service is delivered by an experienced multi-disciplinary team – Occupational Therapists, Physiotherapists, Clinical Psychologists, Speech & Language Therapist and Rehabilitation Assistants.
How to get the service or make a referral and waiting times	Individuals should be referred through any professional agency/organisation – e.g. Social Work, Health Service, Voluntary organisation. Following referral, initial assessment will usually take place within 2 weeks. Individuals with a mild head injury will be given a leaflet about possible symptoms in the A&E department and may contact the Service directly if they have concerns about ongoing problems.
Details of any charges for the service	No charge for the Service – Health and Social work funded.
Contact person for more information	Janet Foggo, Service Manager, Tel:01506 774046. Fax; 01506 774049

LINLITHGOW LINK	
Address	Administration Building St Michael's Hospital Linlithgow EH49 6QS
Telephone number	01506 845137
E-mail	Co-ordinator@linlithgowlink.org.uk
Web-site address	www.linlithgowlink.org.uk
Brief description of the service, including who the service is for	Voluntary organisation providing car and caring service to residents of Linlithgow and Linlithgow Bridge. Link provides: Car service - for hospital or other health appointments for those unable to use public transport because of age, disability or other medical reasons. Caring service – a link volunteer visits those who need a friendly ear in time of crisis eg new mum finding difficulty in coping or someone elderly or housebound in need of company. All drivers and visitors are volunteers.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Ask GP or other health professional to make referral or can self refer. Caring service- depends on availability of suitable volunteer. Car services are arranged as quickly as possible. A charge of 40p per mile is made for car services eg return journey Linlithgow to St John's £8. Money paid directly to the driver. Caring service is free. Pauline Andrews or May McCaig

HEALTH & REHABILITATION SERVICES

WEST LOTHIAN COMMUNITY REHABILITATION & BRAIN INJURY SERVICE (CRABIS)	
Address	The Ability Centre, Carmondean Centre Road, Livingston, EH54 8PT
Telephone number	01506 774046
E-mail	crabis@wlt.scot.nhs.uk
Web-site address	
Brief description of the service, including who the service is for	This Service provides specialist assessment and rehabilitation within the home or community setting to individuals over the age of 16 years who live in West Lothian and who have an acquired brain injury. The Service's core aim is to maximise individuals' independence, level of functioning, community reintegration and quality of life. The service also provides follow up and early intervention as required to individuals over the age of 16 years who have had a mild head injury. The Service is delivered by an experienced multi-disciplinary team – Occupational Therapists, Physiotherapists, Clinical Psychologists, Speech & Language Therapist and Rehabilitation Assistants.
How to get the service or make a referral and waiting times	Individuals should be referred through any professional agency/organisation – e.g. Social Work, Health Service, Voluntary organisation. Following referral, initial assessment will usually take place within 2 weeks. Individuals with a mild head injury will be given a leaflet about possible symptoms in the A&E department and may contact the Service directly if they have concerns about ongoing problems.
Details of any charges for the service	No charge for the Service – Health and Social work funded.
Contact person for more information	Janet Foggo, Service Manager, Tel:01506 774046. Fax; 01506 774049

SCOTTISH BRAIN INJURY REHABILITATION SERVICE CHARLES BELL PAVILION – ASTLEY AINSLIE HOSPITAL (AAH)	
Address	Charles Bell Pavilion Astley Ainslie Hospital Grange Loan Edinburgh EH9 2HL
Telephone number	0131 537 9000
E-mail	yvonne.jones@lpct.scot.nhs.uk
Web-site address	
Brief description of the service, including who the service is for	This nationally important rehabilitation service is available for people aged 16 to 65 years who have an acquired brain injury. A team of staff provides early rehabilitation for patients in Charles Bell Pavilion. Patients are referred from the hospital in which they are being cared-for following their brain injury. Also information, support and advice about acquired brain injury are provided for the person and their family throughout the person's stay. When a person returns home after being discharged out-patient therapies, such as occupational therapy, psychology and physiotherapy, are available. The amount and type of therapy depends on each person's needs. These out-patient therapies are also provided for patients who have been referred to consultants by their GPs. An Outreach Nurse from Charles Bell Pavilion provides support and advice for patients in their own homes after they are discharged.
How to get the service or make a referral and waiting times	A referral has to made to a consultant in the Unit by another doctor (e.g. hospital consultant or GP)
Details of any charges for the service	Not applicable
Contact person for more information	Yvonne Jones, Personal Assistant to Dr. Brian Pentland, 0131 537 9000

SCOTTISH NEURO-BEHAVIOURAL REHABILITATION SERVICE ROBERT FERGUSON UNIT (RFU)	
Address	Royal Edinburgh Hospital Morningside Terrace Edinburgh EH10 5HF
Telephone number	0131 537 6857
E-mail	mhairi.mckay@lpct.scot.nhs.uk
Web-site address	N/A
Brief description of the service, including who the service is for	The Scottish Neuro behavioural Rehabilitation Service, Robert Fergusson Unit has19 beds and provides a service for patients with an acquired brain injury and associated severe behavioural disturbance. The aims of the service are to: • Provide a Scottish service for the multi-disciplinary assessment and rehabilitation of patients with complex care needs following acquired brain injury. • Provide services that make the best of peoples' physical and cognitive health, treat emotional and psychotic disorders and improve social and occupational skills. • Provide high quality treatment, care and therapy. • Provide support and advice to relatives, carers and other professionals. • Provide a national resource for education and dissemination of expertise on acquired brain injury.
How to get the service or make a referral and waiting times	Referrals to Dr L. Langrell, Associate Specialist, Robert Fergusson Unit, Royal Edinburgh Hospital, Morningside Terrace Edinburgh EH10 5HF Waiting times vary
Details of any charges for the service	–
Contact person for more information	Mhairi McKay, Secretary Robert Fergusson Unit, Royal Edinburgh Hospital, Morningside Terrace, Edinburgh EH10 5HF, 0131 537 6857

LANFINE UNIT	
Address	Lanfine Unit Liberton Hospital Lasswade Road Edinburgh EH16 6UB
Telephone number	0131 536 7866/7867/7864/7822
E-mail	
Web-site address	
Brief description of the service, including who the service is for	Service is inpatient based. Mainly short (2 week) stays for assessment and rehabilitation. Flexibility according to need. Aimed at younger (19-64 years) adults with progressive neurological disability. Non-progressive conditions accepted on time-limited basis, if potential for improvement in function and inpatient delivery appropriate. Holistic person-centred approach aimed at improving everyday home life. Ongoing planned admissions typically offered subject to consent and negotiation.
How to get the service or make a referral and waiting times	Any NHS or Health and Social Care professional with an understanding of the clinical issues, as long as the GP is informed.
Details of any charges for the service	No charge
Contact person for more information	Dr Stewart M Donald, Consultant in Rehabilitation Medicine (Community), Astley Ainslie Hospital or Linda Smith, Charge Nurse, Lanfine Unit, Liberton Hospital

PINEWOOD ACQUIRED BRAIN INURY UNIT	
Address	Pinewood ABI Rehab Unit 3 St Andrews Way Deans Livingston EH54 8DJ
Telephone number	01506 413974
E-mail	pinewoodabi@lc-uk.org
Web-site address	www.leonard-cheshire.org
Brief description of the service, including who the service is for	Pinewood is a transitional rehabilitation service for people with acquired brain injury. The multidisciplinary team provides a person-centred approach to planning that consistently realises ambitious goals. Specialist rehabilitation is provided for attention, concentration, perception and arousal issues, socially disabling behaviours such as disinhibition, aggression, anxiety and impulsiveness. We also plan for independence, looking at community access issues such as independent mobility. Our services include; Residential community rehabilitation services. Semi-independent flats. Outreach/community supported living. Planned short term stays. Consultancy services.
How to get the service or make a referral and waiting times	Referrals can be made by telephoning the unit and asking for a referral pack.
Details of any charges for the service	Fees are assessed on an individual basis.
Contact person for more information	Fiona Duncan, Service Manager

ABILITY CENTRE SUPPORT SERVICE (ACSS) - ART THERAPY	
Address	Ability Centre Carmondean Centre Road Livingston EH54 8PT
Telephone number	01506 774066
E-mail	Marlyn.young@westlothian.gov.uk
Web-site address	
Brief description of the service, including who the service is for	Art therapy is offered by a qualified art therapist two days per week,Tuesday and Thursday in the Ability Centre Building. This service is available to any adult with a physical disability who wishes to access support to address difficult emotional issues. Art therapy is a psychotherapeutic process that facilitates change by providing an opportunity to express and explore inner conflicts and feelings. It offers an alternative to verbal forms of therapy.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Individuals can self refer or social or health practitioners can refer to the service There is no charge for this service The Art Therapist is Carolyn Lynch who can provide additional information or discuss potential referrals to the service.

MENTAL HEALTH AND WELL-BEING

MOOD PROJECT	
Address	c/o ANSWER House Reveston Lane Croftmalloch Whitburn EH47 8HJ
Telephone number	01501 749974
E-mail	robert@moodproject.org.uk
Web-site address	
Brief description of the service, including who the service is for	MOOD identifies older people 55+ who live in West Lothian and are at risk of or are diagnosed as having a depressive illness. The group offers a range of resources to help prevent premature admissions to institutional care. OMUS is an arm of MOOD offering a variety of groups for older men 55+ who are at risk of self-harm/ suicide.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Referrals can be made by telephoning 01501 749974. Waiting lists are minimal for most of the groups once the person has been visited and assessed as requiring a service. No charge for any of the groups. Robert Cook

DISABILITY WEST LOTHIAN (DWL)

Address	The Ability Centre, Carmondean Centre Road. Livingston. EH54 8PT
Telephone number	01506 774030
Text Number	01506 774044
E-mail	enquiries@dwl.demon.co.uk
Web-site address	www.dwl.demon.co.uk www.livingbook.co.uk
Brief description of the service, including who the service is for	Disability West Lothian was established in 1976 and founded as a Company with Charitable status in 1988. It comprises of individuals and representatives of organisations who work for and with people with disabilities who are committed to improving the quality of life of disabled people in West Lothian. Disability West Lothian provides the following Services: – Disability West Lothian – Disability Information and Advice Service – Learning Disability Information and Research – West Lothian Access Committee – Community Transport Service – Living Book Project – Partnership Initiatives – West Lothian Peer Counselling Service A team of staff and volunteers are committed to delivering high quality services. Services are for people with disabilities, their families and carers; service providers and policy makers; and the general public in West Lothian.
How to get the service or make a referral and waiting times	All are welcome to contact Disability West Lothian directly.
Details of any **charges** for the service	Access to Information and Advice Service is free. Some services have a charge such as passport photographs, supply of equipment and Community Transport service. There are identified and agreed at point of contact.
Contact person for more information	Andrew Baird – Manager Catriona Scally – Information Co-ordinator Karen Strang – Learning Disability Worker

STROKE SERVICES

CHEST HEART AND STROKE SCOTLAND (CHSS)	
Address	65 North Castle St Edinburgh EH2 3LT
Telephone number	West Lothian coordinator 0131 446 3482 Head Office 0131 225 6063
E-mail	Lucy.bowman@chss.org.uk
Web-site address	www.chss.org.uk
Brief description of the service, including who the service is for	The Volunteer Stroke Service provides a range of services in the community for people affected by stroke, particularly those with communication difficulties. This includes group meetings, home and/or hospital visiting and individual services. All offer a program of communication-based activities.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Referral forms available from Head Office for any professional organisation by phoning 0131 225 6963. Initial contact will usually be made within 2 weeks. No charge for the Service Lucy Bowman, Lothian Coordinator, 0131 446 3482 lucy.bowman@chss.org.uk

CHEST, HEART AND STROKE SCOTLAND, LOTHIAN STROKE NURSE PROJECT (CHSS)

Address	Thomas Jones Lead Stroke Nurse Chest, Heart and Stroke Scotland St.John's Hospital Howden Livingston EH54
Telephone number	01506 523000
E-mail	Thomas.Jones@CHSS.org.uk
Web-site address	

Stroke is the largest cause of disability in the Scotland. The majority of people affected by stroke are discharged home after care and rehabilitation in hospital. There are five Lothian Stroke Nurses covering Astley Ainslie, Western General, St John's, Royal Victoria, Royal Infirmary and Liberton hospitals.

The aim of the service is to:

- Help people make a successful move from hospital back into the community
- Help people who have had a stroke and their carers to adjust to the changes resulting from a stroke
- Give advice, information and support and minimising the risk of further stroke.
- Help people to be more independent again

People are supported up to one year after being discharged from hospital through five planned visits or calls.

A Stroke Information Pack is available for patients and carers to answer questions about common concerns, communication and thinking difficulties, recovery and other services that can offer help.

How to get the service or make a referral and waiting times	See above
Details of any charges for the service	None
Contact person for more information	See above

DIFFERENT STROKES

Address	9 Canon Harnett Court Wolverton Mill Milton Keynes MK12 5NF
Telephone number	0845 130 7172
E-mail	info@differentstrokes.co.uk
Web-site address	www.differentstrokes.co.uk

Different Strokes is a registered charity providing a unique, free service to younger stroke survivors – under retirement age – throughout the United Kingdom. Formed in 1996. Different Strokes is run *by* stroke survivors *for* stroke survivors providing practical help and mutual support.

Stroke is the single largest cause of disability in the United Kingdom. 10, 000 people under the age of 55 years have a stroke every year - 1,000 of these are under the age of 30 years.

'Recovery and rehabilitation from stroke present particular challenges for the younger survivor. One day fit and well, the next moment disabled. The stroke survivor must come to terms with physical and emotional changes as well as significant lifestyle adjustments - mobility, job, income, dependence, relationships - everything changes.'

'With 90% of strokes affecting those aged over 55 years, services inevitably focuses attention on the older stroke survivor. The specific and complex needs of the younger and the more active stroke survivor have not received the full attention that they deserve.'

'Before Different Strokes, there was no single organisation able to provide the comprehensive support service that younger survivors need.'

'Different Strokes helps stroke survivors of under retirement age to optimise their recovery, take control of their own lives and regain as much independence as possible by offering 'rehabilitative services', information and advice.'

'Different Strokes does this by:

- Organising a national network of weekly exercise classes, access to gyms, physiotherapy and swimming
- Providing practical, easy to use information pack for the recovering stroke survivor,
- Offering a 'StrokeLine' telephone service so that younger stroke survivors can speak to other younger stroke survivors,
- Advice and information about further education, training and job opportunities for stroke survivors
- Welfare benefits and rights information
- Keeping stroke survivors informed, through newsletters, an interactive website and other means, of developments relevant to them.

How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Contact details above None Contact details above

DIFFERENT STROKES	
Address	We currently have a contact in Edinburgh (Shirley Kelly) but do not have an established group.
Telephone number	0131 476 6195 or 0845 130 7172
E-mail	Edinburgh@differentstrokes.co.uk
Web-site address	www.differentstrokes.co.uk
Brief description of the service, including who the service is for	Support for younger stroke survivors – Different Strokes provides a practical information pack with benefits and rights info, a quarterly newsletter to keep members in touch with each other, an interactive message board on our website: www.differentstrokes.co.uk, access to counselling services, and a helpline on 0845 130 7172. We hope to establish an exercise class in Edinburgh, which will also allow members to meet on a regular basis and share experiences etc.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Self-referral N/A Shirley Kelly on 0131 476 6195 or Central Office on 0845 130 7172.

WEST LOTHIAN COMMUNITY REHABILITATION & BRAIN INJURY SERVICE (CRABIS)	
Address	The Ability Centre, Carmondean Centre Road, Livingston, EH54 8PT
Telephone number	01506 774046
E-mail	crabis@wlt.scot.nhs.uk
Web-site address	
Brief description of the service, including who the service is for	This Service provides specialist assessment and rehabilitation within the home or community setting to individuals over the age of 16 years who live in West Lothian and who have an acquired brain injury, including stroke. The Service's core aim is to maximise individuals' independence, level of functioning, community reintegration and quality of life. The service also provides follow up and early intervention as required to individuals over the age of 16 years who have had a mild head injury. The Service is delivered by an experienced multi-disciplinary team – Occupational Therapists, Physiotherapists, Clinical Psychologists, Speech & Language Therapist and Rehabilitation Assistants.
How to get the service or make a referral and waiting times	Individuals should be referred through any professional agency/organisation – e.g. Social Work, Health Service, Voluntary organisation. Following referral, initial assessment will usually take place within 2 weeks. .
Details of any charges for the service	No charge for the Service – Health and Social work funded.
Contact person for more information	Janet Foggo, Service Manager, Tel:01506 774046. Fax; 01506 774049

TRAVEL

HANDICABS	
Address	17a Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP Head Office: 58 Canaan Lane, Edinburgh, EH10 4SG
Telephone number	01506 633953
E-mail	bathgate@handicabs.org.uk
Web-site address	Handicabs.org.uk
Brief description of the service, including who the service is for	Dial-A-Ride: provides a door-to-door transport service for people with limited mobility who are unable to use ordinary buses. In addition, we can in certain circumstances provide transport for people who have limited access to public and / or private transport. This service operates 7 days per week. Dial-A-Bus: provides transport from home to local shopping centres for people who cannot manage by ordinary bus. This service operates Monday to Friday between 9.00am and 5.00pm. Healthlink: provides transport between West Lothian and the Royal Infirmary in Edinburgh. This service operates 7 days per week, 365 days per year. There is no criteria for this service. This service is accessible.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Handicabs / Healthlink: 01506 – 633953 Monday to Friday, 9.00 am – 4.30pm Dial-A-Bus: 01506 633336 Monday to Friday, 1.00am – 4.00pm. Please request leaflet from above address, telephone number or website. Kelvin Cochrane, Operations Manager (West) Kelvin@handicabs.org.uk

LINLITHGOW LINK	
Address	Administration Building St Michael's Hospital Linlithgow EH49 6QS
Telephone number	01506 845137
E-mail	Co-ordinator@linlithgowlink.org.uk
Web-site address	www.linlithgowlink.org.uk
Brief description of the service, including who the service is for	Voluntary organisation providing car and caring service to residents of Linlithgow and Linlithgow Bridge. Link provides: Car service - for hospital or other health appointments for those unable to use public transport because of age, disability or other medical reasons. Caring service – a link volunteer visits those who need a friendly ear in time of crisis e.g. new mum finding difficulty in coping or someone elderly or housebound in need of company. All drivers and visitors are volunteers.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Ask GP or other health professional to make referral or can self refer. Caring service- depends on availability of suitable volunteer. Car services are arranged as quickly as possible. A charge of 40p per mile is made for car services eg return journey Linlithgow to St John's £8. Money paid directly to the driver. Caring service is free. Pauline Andrews or May McCaig

WEST LOTHIAN COUNCIL PUBLIC TRANSPORT TEAM	
Address	County Buildings High Street Linlithgow EH49 7EZ
Telephone number	01506 775288
E-mail	publictransport@westlothian.gov.uk
Web-site address	Westlothian.gov.uk
Brief description of the service, including who the service is for	West Lothian Council Public Transport Team can provide Information on all bus and rail services throughout West Lothian. A timetable book is published twice a year, and the council financially supports a number of routes where bus operators are unwilling to run without subsidy, as the journeys are not profitable. We also fund the Carlink service – providing low cost transport for anyone in rural areas, and the Handicabs Dial A ride and Dial A Bus routes for elderly and disabled people. Healthlink is another venture providing transport between West Lothian and the New Royal Infirmary of Edinburgh for anyone. The team are also responsible for bus stops and shelter siting and repairs . Elderly and disabled persons are able to take advantage of the Citizen Entitlement Card, which offers free local bus travel at all times throughout Scotland—and to Carlisle and Berwick- plus off peak local rail travel at reduced rates and anyone unable to use buses because of severe disability may be able to receive a taxicard or disabled parking badge The service is also responsible for mainstream school transport
How to get the service or make a referral and waiting times	Contact West Lothian Public Transport Team on 01506 775288 or e mail - for local buses – Linda.fairclough@westlothian.gov.uk . for concessions, taxicard- disabled parking badges- iris.keith@westlothian.gov.uk or liz.davidson@westlothian.gov.uk For school transport – andy.yovanovitch@westlothian.gov.uk Or publictransport@westlothian.gov.uk
Details of any charges for the service	There are no charges for the issue of Citizen Entitlement cards , blue badges or taxi cards
Contact person for more information	Roy Mitchell, Public Transport Manager, (Tel 01506) 775288

DISABILITY WEST LOTHIAN	
Address	The Ability Centre, Carmondean Centre Road. Livingston. EH54 8PT
Telephone number	01506 774030
Text Number	01506 774044
E-mail	enquiries@dwl.demon.co.uk
Web-site address	www.dwl.demon.co.uk www.livingbook.co.uk
Brief description of the service, including who the service is for	Disability West Lothian was established in 1976 and founded as a Company with Charitable status in 1988. It comprises of individuals and representatives of organisations who work for and with people with disabilities who are committed to improving the quality of life of disabled people in West Lothian. Disability West Lothian provides the following Services: – Disability West Lothian – Disability Information and Advice Service – Learning Disability Information and Research – West Lothian Access Committee – Community Transport Service – Living Book Project – Partnership Initiatives – West Lothian Peer Counselling Service A team of staff and volunteers are committed to delivering high quality services. Services are for people with disabilities, their families and carers; service providers and policy makers; and the general public in West Lothian.
How to get the service or make a referral and waiting times	All are welcome to contact Disability West Lothian directly.
Details of any charges for the service	Access to Information and Advice Service is free. Some services have a charge such as passport photographs, supply of equipment and Community Transport service. There are identified and agreed at point of contact.
Contact person for more information	Andrew Baird – Manager Catriona Scally – Information Co-ordinator Karen Strang – Learning Disability Worker

GETTING BACK TO WORK

MOVING INTOWORK	
Address	Norton Park 57 Albion Road Edinburgh EH7 5QY
Telephone number	0131 475 2600
E-mail	moving@intowork.org.uk
Web-site address	www.intowork.org.uk/moving
Brief description of the service, including who the service is for	Moving Intowork is a specialised employment and support service working within Edinburgh and Lothian. The service works with people aged 16 – 65 who have an acquired brain injury (either as a result of accident or illness) helping them to find and sustain employment. Assistance is also available to people currently in employment to retain their jobs. Support is provided on a one-to-one basis throughout the job finding process and includes: • Assessment of needs, interests and abilities • Vocational and recruitment guidance • Work placements and work trials • Support in the workplace • Advice and guidance for employers
How to get the service or make a referral and waiting times	Referrals are accepted by phone and an initial meeting will then be arranged to discuss the service. There may be a waiting list.
Details of any charges for the service	None
Contact person for more information	Valerie Bell, 0131 475 2600

WEST LOTHIAN COMMUNITY REHABILITATION & BRAIN INJURY SERVICE (CRABIS)	
Address	The Ability Centre, Carmondean Centre Road, Livingston, EH54 8PT
Telephone number	01506 774046
E-mail	crabis@wlt.scot.nhs.uk
Web-site address	
Brief description of the service, including who the service is for	This Service provides specialist assessment and rehabilitation within the home or community setting to individuals over the age of 16 years who live in West Lothian and who have an acquired brain injury. The Service's core aim is to maximise individuals' independence, level of functioning, community reintegration and quality of life. This may involve rehabilitating individuals following their acquired brain injury to facilitate a successful return to their work. The service also provides follow up and early intervention as required to individuals over the age of 16 years who have had a mild head injury. The Service is delivered by an experienced multi-disciplinary team – Occupational Therapists, Physiotherapists, Clinical Psychologists, Speech & Language Therapist and Rehabilitation Assistants.
How to get the service or make a referral and waiting times	Individuals should be referred through any professional agency/organisation – e.g. Social Work, Health Service, Voluntary organisation. Following referral, initial assessment will usually take place within 2 weeks. Individuals with a mild head injury will be given a leaflet about possible symptoms in the A&E department and may contact the Service directly if they have concerns about ongoing problems.
Details of any charges for the service	No charge for the Service – Health and Social work funded.
Contact person for more information	Janet Foggo, Service Manager, Tel:01506 774046. Fax; 01506 774049

ABILITY CENTRE SUPPORT SERVICE (ACSS)	
Address	Ability Centre Carmondean Centre Road Livingston EH54 8PT
Telephone number	01506 774066
E-mail	Marlyn.young@westlothian.gov.uk
Web-site address	
Brief description of the service, including who the service is for	The ACSS is part of West Lothian's Social Policy. The service is available, through a referral process, to adults between 16 and 65 who have a physical disability. The service offers 15 places a day in the centre itself and supports 12 community-based groups located across West Lothian. The service provides a range of individual therapeutic activities such as art therapy, aromatherapy and occupational activity as well as other learning, creative and recreational opportunities. Work experience opportunities are offered within the centre itself and support is offered to those wishing to return to work. The centre is the base for 5 different services including a Council Information and Housing Service, Disability West Lothian and a Community Rehabilitation and Brain Injury Service. The café bistro is open to the general public and general purpose rooms are available for community group hire.
How to get the service or make a referral and waiting times	Clients are referred to the centre-based service by practitioners from the Social Work adult physical disability team or from the Community Rehabilitation and Brain injury Service. Clients can self refer to the Outreach service. As throughput is built in to the way the service operates a service can usually be offered following a site visit within two weeks.
Details of any charges for the service	There is no charge for the service. The only cost involved is what clients pay for any food or drink purchased from the café bistro.
Contact person for more information	Marlyn Young ACSS Manager

LIVING AWAY FROM HOME

GILMERTON CARE HOME	
Address Wilson Unit	Four Seasons Health Care Gilmoreton Care Home 9 Moredunvale Road Edinburgh EH17 7QU
Telephone number	0131 672 3337
E-mail	
Web-site address	
Brief description of the service, including who the service is for	(16-65 years) Assists young disabled adults to live as full a life as possible within the bounds of their disability. Caters for traumatic/ non-traumatic brain injury. • Wilson unit provides long term care for young adults • Support to clients/family pre & post admission • Support to enable clients to live life at their own pace and as they wish • Active social life is encouraged • Annual holidays are encouraged • Independence and control of self/own life is main criteria of care approach • New building –purpose built with high tech specifications - 2008
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Via Social Work referral/ recommendations On assessment Liz Campbell, YDU—Gilmerton Care Home, 0131 672 3337

PINEWOOD ACQUIRED BRAIN INJURY UNIT	
Address	Pinewood ABI Rehab Unit 3 St Andrews Way Deans Livingston EH54 8DJ
Telephone number	01506 413974
E-mail	pinewoodabi@lc-uk.org
Web-site address	www.leonard-cheshire.org
Brief description of the service, including who the service is for	Pinewood is a transitional rehabilitation service for people with acquired brain injury. The multidisciplinary team provides a person-centred approach to planning that consistently realises ambitious goals. Specialist rehabilitation is provided for attention, concentration, perception and arousal issues, socially disabling behaviours such as disinhibition, aggression, anxiety and impulsiveness. We also plan for independence, looking at community access issues such as independent mobility. Our services include; Residential community rehabilitation services. Semi-independent flats. Outreach/community supported living. Planned short term stays. Consultancy services.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Referrals can be made by telephoning the unit and asking for a referral pack. Fees are assessed on an individual basis. Fiona Duncan, Service Manager

HOUSING

WEST LOTHIAN COUNCIL LOCAL HOUSING SERVICES	
Address	West Lothian Council Housing services can be accessed at any of the 10 Local offices throughout West Lothian: Ability Centre, Carmondean, Livingston The Mill Centre, 10 sycamore Walk, Blackburn St David House, South Bridge Street, Bathgate 5 East Main Street, Whitburn 1/3 East Main Street, Armadale 24-26 Main Street, West Calder Strathbrock Partnership Centre, 189a West Main Street, Broxburn 10 Main Street, Fauldhouse West Lothian Connected, Almondvale Centre, Livingston County Buildings, Linlithgow
Telephone number	01506 775000
E-mail	Customer.Service@westlothian.gov.uk
Web-site address	www.westlothian.gov.uk/housing
Brief description of the service, including who the service is for	Housing and Building Services provide information and advice on any housing problem, to anyone resident in West Lothian or wishing to move to West Lothian. The service can provide assistance with completing an application for housing for those wishing to be housed by the Council, or transfer from an existing Council tenancy. For West Lothian Council tenants the service can arrange adaptations where necessary to meet the needs of the tenant or members of the tenant's household.
How to get the service or make a referral and waiting times	Visit your local housing office (addresses above) or contact the Customer Service Centre on 01506 775000 for an appointment or home visit.
Details of any charges for the service Contact person for more information	Sarah Kelly, Quality Assurance Officer (equalities) Sarah.Kelly@westlothian.gov.uk

HOMELESS SERVICE	
Address	Lammermuir House Owen Square Dedridge Livingston EH54 6PW
Telephone number	01506-773709
E-mail	homelessservices@westlothian.gov.uk
Web-site address	
Brief description of the service, including who the service is for	The Youth Housing & Support Team is based at Lammermuir House Livingston. The role of the team is to provide specialist assistance to all 16-21yr old young adults who are homeless or may become homeless. We offer a one - door approach for homeless young people which includes a comprehensive support package to those who require this service. We work in partnership with other agencies to provide a flexible and immediate response to changing and crisis situations.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Referrals can be through local housing offices, social work, voluntary organisations and young people can directly access the service at Lammermuir House through duty from 1pm-5pm Monday-Thursday and 1pm-4pm on Fridays. The service is free. Joyce McDermott Joyce.mcdermott@westlothian.gov.uk

PENUMBRA	
Address	Unit 20 Grampian Court Beveridge Square Livingston EH54 6QF
Telephone number	01506 591 842
E-mail	katew@penumbra.org.uk
Web-site address	
Brief description of the service, including who the service is for	West Lothian Supported Living Service, offering support to service users who may be experiencing mental health problems which has lead to difficulties maintaining their tenancy. We will work alongside service users to help motivate and encourage good mental health through a recovery process.
How to get the service or make a referral and waiting times	Referrals can be made through Housing Officers, Doctors, Social Work Departments, CPN's, Criminal Justice Team. On receipt of referral, assessment will take place within 2 – 3 weeks.
Details of any charges for the service	This service is free to the service user if they meet the criteria. We are funded through Supporting People.
Contact person for more information	Kathleen McWhir, Support Manager, 01506 591 843

OPPORTUNITIES TO LEARN

WEST LOTHIAN COLLEGE	
Address	Almondvale Crescent Livingston West Lothian EH54 7EP
Telephone number	01506 418181
E-mail	enquiries@west-lothian.ac.uk
Web-site address	www.west-lothian.ac.uk
Brief description of the service, including who the service is for	West Lothian College provides further education programmes in various subjects from engineering to beauty therapy and from IT to sport and fitness, at levels ranging from access to HND. Study can be full time, part time, flexible, evening or distance, and can therefore fit around students' home or work commitments. A number of leisure courses are also offered, mostly in the evening, both at the College and at schools throughout the community. IT and basic computing courses are also available during the day in various venues throughout the community. The College offers a number of programmes for those with additional support needs such as physical disabilities, learning disabilities or mental health problems. The College has won three prestigious awards from the Leonard Cheshire Foundation for promoting inclusion and equality for disabled customers and staff.
How to get the service or make a referral and waiting times	All programmes are listed in the College prospectuses and on the College website where an application form can be downloaded. For further information on any programme, contact the Admissions Officer.
Details of any charges for the service	Information on fees and funding is available from the College Bursary Officer, on 01506 418181.
Contact person for more information	The Admissions Officer, Tel: 01506 427605, enquiries@west-lothian.ac.uk

THINGS TO DO

SPORTS DEVELOPMENT FOR PEOPLE WITH A DISABILITY	
Address	Andrew Smyth Sports Unit Balbardie Park Torphichen Road Bathgate West Lothian
Telephone number	(01506) 776185
E-mail	Andrew.smyth@westlothian.gov.uk
Web-site address	
Brief description of the service, including who the service is for	This service works closely with the different disability sports clubs in West Lothian. The aim of the service is to have strong independent disability sports clubs that will allow West Lothian's disabled population the opportunity to take part in sports and recreation activities. There are a wide range of sports covered within these clubs, including boccia, swimming, bowls and archery. Opportunities are provided to access regional and national coaching and competitions and to allow our local disabled athletes the opportunity to continue to improve within their chosen sport. Work is also being done within a number of mainstream sports to allow them to offer sessions to disabled participants. West Lothian's swimming and judo clubs have been working with people with a disability, however a new venture is opening football up to people with a disability. Due to the nature of sport being very selective and criteria driven the same can often be said about disability sports. The nature of some activities will not suit some people based on their specific needs. It is therefore best to contact Andrew Smyth who will be able to come and meet anyone interested in taking up a new sport. Every effort is made to ensure that the sports and activities offered will fit the specific needs of each individual, to ensure ongoing involvement in the sport or activity.
How to get the service or make a referral and waiting times	Simply get in touch with Andrew Smyth on the contact details above.
Details of any charges for the service	There is no charge for this service. However member to a club may come with a membership fee.
Contact person for more information	Andrew Smyth, (01506) 776185 andrew.smyth@westlothian.gov.uk

VOLUNTEER CENTRE WEST LOTHIAN	
Address	6 Mansefield Street Bathgate West Lothian EH48 4HU
Telephone number	01506 650111
E-mail	volunteer@vcwl.co.uk
Web-site address	www.vcwl.co.uk
Brief description of the service, including who the service is for	Volunteer Centre West Lothian is part of a national network of 32 volunteer centres located throughout Scotland's 32 unitary authority areas with a common objective to Promote, Support and Develop volunteering at local level. The service is for everyone. The specific role is to assist individuals and Organisations by providing advice and guidance on matters relating to volunteers and volunteering – including benefits, training, volunteer policies, recruitment, retention, support and best practice. We provide information and resources, special events, and have a team of highly skilled staff.
How to get the service or make a referral and waiting times	Phone, e-mail or drop into the Volunteer Centre.
Details of any charges for the service	No charges
Contact person for more information	Jim Gallacher - VCWL Centre Manager

LEISURE CARD	
Address	Cameron Watt 89 – 91 High Street Linlithgow EH49 7AZ
Telephone number	01506 775403
E-mail	cwatt@westlothianleisure.com
Web-site address	
Brief description of the service, including who the service is for	Referral system to West Lothian Leisure offering the change to continue or commence exercise at a Sports Centre / Swimming Pool run by West Lothian Council.
How to get the service or make a referral and waiting times	Referral can be made by self or by professional staff on your behalf.
Details of any charges for the service	Contact Cameron Watt as charges are based on the individual's personal circumstances.
Contact person for more information	Physiotherapist, CRABIS, Ability Centre, Carmondean Centre Road, Livingston, EH54 8PT. Tel no: 01506 774046 or email crabis@wlt.scot.nhs.uk.

EQUIPMENT, ADAPTATIONS & TECHNOLOGY

COMMUNITY EQUIPMENT STORE (CES)	
Address	St. John's Hospital Howden Livingston West Lothian EH54 6PP
Telephone number	01506-523335 for equipment service 01506-523339 for Inco delivery service Fax: 01506-523336 Minicom: 01506-419840 Sms: 07881-446632
E-mail	ces@westlothian.gov.uk
Web-site address	
Brief description of the service, including who the service is for	The store, which is a joint venture between West Lothian Council and NHS Lothian West Lothian Division, provides a range of equipment to help people to be independent within their community and to be nursed in their own home. The equipment is issued after assessment by a healthcare professional from one of the above partners. The equipment is issued on loan, no charge is made at the point of supply. There is also a small range of equipment which people can access directly without an assessment, for further information on this call 01506-522196. The equipment service can be potentially accessed by anyone living in West Lothian. There is also an Inco delivery service based at the store which arranges home deliveries of pads and the delivery of urology products through a network of local pharmacies. An assessment for these products should be arranged with the community nurses based at the local health centre.
How to get the service or make a referral and waiting times	Contact your local social work centre for an Occupational Therapy referral or health centre for a District Nurse.
Details of any charges for the service	None at the point of delivery, equipment is loaned and, where appropriate, serviced and maintained by the store. Most equipment is loaned long term, where an item is loaned for shorter periods the service user will be informed at the time.
Contact person for more information	Jim Cosgrove, Stores Manager jim.cosgrove@westlothian.gov.uk

HOME SAFETY SERVICE	
Address	Strathbrock Partnership Centre 189a West Main Street Broxburn EH52 5LH
Telephone number	01506 771770
E-mail	homesafetyservice@westlothian.gov.uk
Web-site address	www.westlothian.gov.uk/content/services/H/31955
Brief description of the service, including who the service is for	The Home Safety Service aims to support people in their own home by • Encouraging independence and safety through the provision of assistive technology, and • Ongoing support and 24 hour emergency link to West Lothian Careline. Who can apply? The Home Safety Service is available to all households in West Lothian where a needs assessment has identified needs / risks that can be addressed by technology. The household must have a working telephone landline.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	Leaflets and application forms are available from local social work centres, health centres, council information centres, local council housing offices or online. We aim to visit and carry out an assessment within 6 weeks of receipt of referral. There is currently a very high demand for the service. There is no charge for the service and battery and maintenance costs are also covered so there is no charge to the service user. Please contact us at the Home Safety Service on 01506 771770

DISCOM-TECHNOLOGY	
Address	Disability West Lothian West Lothian Ability Centre Carmondean Centre Road Livingston EH54 8PT
Telephone number	01506 - 890324
E-mail	fsc462@yahoo.co.uk
Web-site address	
Brief description of the service, including who the service is for	The service was set up by a small group of disabled people to try and alleviate the loneliness of the disabled in West Lothian by supplying them with second-hand computers which would allow them to get on to the internet and make contact with family and friends etc. anywhere in the world. We obtain the computers from many different sources and make sure that they are in a working condition, we do not supply modems as many clients use different means of going onto the internet, e.g. broadband etc. Once we have supplied the machines we tend to "walk away from them", in other words the machines become their property. We do however try to maintain the machines for them, so if they have any problems we will try and assist them with repairs. We also hope that by giving them a machine that it will encourage them to go on and obtain qualifications from outreach colleges etc. in this we have been quite successful, as clients realised their own potential. As a group we do not have any cash and occasionally sell a machine to buy parts that may be required to get a machine going again.
How to get the service or make a referral and waiting times	The service is available to anyone by contacting DWL at the Centre or by contacting us at the Ability Centre on Mondays or Fridays. Because of a shortage of machines over the last few months the waiting period is quite long, we do try however to get machines to clients as soon as we obtain them. We also do repairs for a donation to our funds.
Details of any charges for the service	No charge for standard machines, but we do ask that the client buys the parts if an upgraded machine is required e.g. a DVD or CD burner
Contact person for more information	Frank Sinclair, Bill Nelson or Graham Thompson

SENSORY RESOURCE CENTRE	
Address	St.John's Hospital Howden Road West Lothian Council Livingston EH54 6PP
Telephone number	01506 774490
E-mail	sensorycentre@westlothian.gov.uk
Web-site address	No website
Brief description of the service, including who the service is for	We offer – ▪ Specialist Social Work advice and services for people who are Deaf, Hard of Hearing, Blind, Partially sighted or Deafblind. ▪ Advice on mobility and equipment to improve safety, quality of life and independence. ▪ Support and Counselling to individuals affected by sensory loss. ▪ Spend time in their own homes to assess needs. ▪ Provide equipment to aid daily living. ▪ Give support and advice to carers and relatives.
How to get the service or make a referral and waiting times	Phone (Voice and Text): 01506 774490 Mobile: 07867657796 Fax: 01506 774491 Email: sensorycentre@westlothian.gov.uk Deaf and Hard of Hearing: Drop in – Duty Social Worker available each Tuesday 2.00 – 4.00pm.
Details of any **charges** for the service	No charges. Some equipment for blind and visually impaired people is free. Other equipment chargeable depending on income.
Contact person for more information	Steven Laidlaw Steven.Laidlaw@westlothian.gov.uk

RNIB EDINBURGH AND LOTHIANS	
Address	12-14 Hillside Crescent Edinburgh EH7 5DZ
Telephone number	0131 557 1004
E-mail	rniblothian@rnib.org.uk
Website address	www.rnib.org.uk (and see links to other websites from here.)
Brief description of the service, including who the service is for	If your sight has been affected by an acquired brain injury RNIB may be able to help you to with advice, equipment and support for your visual impairment. If you are, or should be, registered as blind or partially sighted, see the information below about the free Travel Permit. Services are provided for people who are blind or partially sighted. A register of people who are blind or partially sighted is held on behalf of East Lothian, Midlothian and Edinburgh councils. Services provided include: Social work service for adults and children. • Rehabilitation: aids to daily living, skills training, Braille teaching, magnification aids for low vision • Mobility training for long and symbol canes and advice about guide dogs • Drop-in centre: 10am – 2pm, Mon. – Fri. • Social and leisure groups: the Leisure and Recreation Officer has a three-page list of groups that meet in Hillside Crescent, Edinburgh or in the community. There are also groups in Musselburgh, Haddington, Dunbar, and North Berwick. • Children's activities Groups: after-school group and youth club, play scheme in summer holidays etc. • Blind and Partially Sighted Persons Travel Permit: for people that are registered blind or partially sighted, giving free travel on all Scotland's buses and trains, including Glasgow underground and ferries. If you receive Disability Living Allowance higher rate care component, a companion can also travel free. The travel permit is issued at your local library. If you vision has been impaired by acquired brain injury then your GP can refer you to the Princess Alexandra Eye Pavilion for specialist services. Registration as partially sighted or blind is done through the Eye Pavilion – following an assessment of your sight, they send a letter to RNIB who then issue a certificate.
How to get the service or make a referral and waiting times	Postal or telephone referrals to the above address. Waiting times depend on the service assessed as needed.
Details of any charges for the service	For most services, there is no charge.
Contact person for more information	Allan Jones, Operations Manager, at the above address. Telephone 0131 557 1004

KEYCOMM	
Address	1c Pennywell Road Edinburgh EH4 4PH
Telephone number	0131 311 7130
E-mail	Deborah.jans@educ.edin.gov.uk
Web-site address www.keycommaac.ik.org	
Brief description of the service, including who the service is for	Keycomm is the Lothian Technology Communication Service providing assessment and loan of communication aids for people of all ages who reside in Lothian Region. Keycomm can provide an assessment, loan of equipment, and training.
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	We have an open referral service and waiting times for an appointment for an assessment is usually 4 weeks. Free to all people who reside in Lothian Region which consists of City of Edinburgh, West Lothian, East Lothian and Mid Lothian Deborah Jans, Co-ordinator

DEAF ACTION	
Address	Head Office. 49 Albany St. Edinburgh Support Services. 7/2 Slateford Green Edinburgh
Telephone No.	Head Office: 0131 556 3128 Support Services: 0131 442 6900
E-mail	
Web-site address	www.deafaction.org
Brief description of the service, including who the service is for	Deaf-led registered charity established in 1835 Offices in Edinburgh, West Lothian and Highland Provision of specialist services to meet the needs of deaf * people (training, communication, support services, social work, information and advice).
How to get the service or make a referral and waiting times Details of any charges for the service Contact person for more information	First instance call the Head office number and they will direct you to appropriate department.

OCCUPATIONAL THERAPY & TECHNOLOGY SERVICES COUNCIL - ADULTS	
Address	Community Occupational Therapy Strathbrock Partnership Centre Broxburn
Telephone number	01506 775600
E-mail	Anne.Sheriff@westlothian.gov.uk
Web-site address	
Brief description of the service, including who the service is for	▪ Assessment of adults under 65 with physical disabilities in relation to their functional level and any risk factors. ▪ Provision of equipment and adaptations to improve levels of ability and promote safe environment.
How to get the service or make a referral and waiting times	Anyone can refer on behalf of the Service user e.g. Self, Relatives, Carer, Hospital, and Community Staff via Telephone, Letter, In Person or using a Referral Form. Contact Hours: Mon – Thr 8.30 – 4.30pm Fri 8.30 – 4.00pm
Details of any charges for the service	
Contact person for more information	Reception Desk, Community Occupational Therapy, Strathbrock Partnership Centre, Broxburn.

OCCUPATIONAL THERAPY & TECHNOLOGY SERVICES COUNCIL – OLDER PEOPLE	
Address	Community Occupational Therapy Bathgate Social Work Centre 69 Whitburn Road Bathgate
Telephone number	01506 776700
E-mail	Rena.Anderson@westlothian.gov.uk
Web-site address	
Brief description of the service, including who the service is for	For Adults 65 and over, Assessment and provision of equipment and adaptations to promote independence and a safe environment.
How to get the service or make a referral and waiting times	Anyone can refer on behalf of the Service user e.g. Self, Relatives, Carer, Hospital, and Community Staff via Telephone, Letter, In Person, or using a Referral Form. Hours: Mon – Thr 8.30 – 5.00pm Fri 8.30 – 4.00pm
Details of any charges for the service	
Contact person for more information	Bathgate Social Work Centre, 69 Whitburn Road, Bathgate.

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