Health and social care services and people in North Ayrshire communities are facing some significant challenges.

- More people than ever need health and social care services
- This demand for health and social care is likely to keep increasing
- There is less money available to meet this growing demand

We will do things differently.

We will take a fresh approach to health and wellbeing in North Ayrshire.

How are we doing this?

- Building on people’s strengths to create services that people need
- Supporting people to improve their own health and wellbeing
- Ensuring communities have a say in decision making about our services
- Working with people to create communities that are vibrant, resourceful places where people feel supported by their family, friends, neighbours and local services

... in your locality ...

We want health and social care planning to be guided by what is important to you.

Arran, Garnock Valley, Irvine, Kilwinning, North Coast, Three Towns – each has a health and social care planning forum.

Forums are made up of GPs, community link workers, housing support, voluntary sector and other health and social care professionals, as well as people who use services.

You can contact your locality forum via email: whatmatterstoyou@north-ayrshire.gov.uk

Prevention and early intervention is at the heart of local health and social care services: we are bringing services together and engaging in communities to tackle inequalities and improve mental health and wellbeing.
**Spotlight on … Care at Home**

With over 700 trained and motivated staff, our Care at Home teams provide 24/7 support to people who live in their own home or in a homely setting, like a care home. We support people with:

- personal care
- community alarm and telecare (more info below)
- reablement such as occupational therapy support
- aids for use in the house
- medication assistance

We also have six local day centres, where people can go for friendly, professional support, to take part in activities and meet other older people. Two community hubs, Montgomery Court in Kilbirnie and Vennel Gardens in Irvine, are social centres where groups meet and local residents can access facilities and visiting services. For more information, please contact glencairnbusinessteam@north-ayrshire.gcsx.gov.uk / 01294 310222 or www.nahscp.org/adults/living-independently

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Are you worried about yourself or a family member? Do you want to maximise your independence? Telecare offers 24/7 monitoring and support – sending alerts to get help if you become ill or something is wrong. Anyone living in North Ayrshire can access this service. There is a small weekly charge.

For more information, please contact glencairnbusinessteam@north-ayrshire.gcsx.gov.uk / 01294 310222 or www.nahscp.org/adults/living-independently

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**Health and wellbeing support**

**… community link workers in medical practices in North Ayrshire …**

Community link workers listen, help and support people to take positive steps to improve their health and wellbeing. They provide friendly confidential information about community groups, carer’s rights, local activities, cancer services, money worries, mental health support and much more.

If you’d like to chat with a community link worker, please speak to the receptionist at your GP practice.

[www.carena.org.uk](http://www.carena.org.uk) is a great online resource about local care and support services and community activities.

By the end of 2018, every GP practice in North Ayrshire will have a community link worker.

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**Looking to volunteer?**

**Arran Community Voluntary Service (Arran CVS) and The Ayrshire Community Trust (TACT) are great places to start. Volunteering is at the heart of everything they do and they’d be delighted to hear from you! It’s great for your wellbeing!**

Arran CVS and TACT also support and develop local social enterprise, and work with people and other organisations to create vibrant communities in North Ayrshire.

For more information:

- carol.kane@arrancvs.org.uk / 01770 600611
- info@theayrshirecommunitytrust.co.uk / 01294 443044

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**New national service for young people**

A new state-of-the-art facility will be built alongside Woodland View, Irvine. This dedicated Scottish-based secure service will be for young people (aged 12–18) who have complex mental health issues.

There is a real need for this new national service: at the moment, Scottish young people (and their families) have to travel to England to receive care.

We’ve set up a group to discuss progress, this includes people who use mental health services and members of the public.

For more information: [www.nhsaaa.net/publications/?letter=N](http://www.nhsaaa.net/publications/?letter=N)
Are you a carer? Do you look after a family member or friend who needs your support due to illness, disability, mental health, addiction issues or needs extra help as they grow older?

There’s specialist support for adult and young carers in North Ayrshire.

- Information and support with carers rights, advocacy or respite from your carer role: North Ayrshire Carers Centre, 174 High Street, Irvine KA12 8AN (01294 311333)
- Information and support with welfare rights: Money Matters, North Ayrshire Health and Social Care Partnership (01294 310456)
- North Ayrshire Carers Appreciation Card entitles unpaid carers of all ages to a range of discounts and offers. The card can also be used to identify yourself as a carer, for example, at school, with your GP or when visiting the pharmacy. The Carers Centre can help with more information and applying for the card.

North Ayrshire Health and Social Care Partnership

Want to find out more about the ways we support people, how we spend our allocated budget or our plans for the future?

- Performance report
- Accounts
- Strategic plan

We publish these documents (and lots more information) at: www.nahscp.org/partnership-strategies-plans-reports

When you’re ill, know who to turn to

Self-care
For a speedy recovery, taking care of yourself is the best option when you have a minor illness or injury such as a hangover, grazed knee, sore throat, coughs and colds.

Pharmacist
For advice and information on minor illnesses including coughs and colds, indigestion, constipation, aches and pains.

Dentist
For regular check ups, planned routine treatment and emergency care. If you don’t have a dentist call Dental Services on 01292 616811 (8.30am - 4.30pm Monday to Friday).

Optometrist (Your local optician)
For eye problems such as blurred vision, difficulty seeing well or any discomfort such as red eyes, iritated eyes, itchy eyes, watery eyes or sticky eyes.

Family doctor (GP practice)
For conditions that just won’t go away such as vomiting, ear pain, sore belly and back ache.

NHS out-of-hours service
For immediate advice when your GP or dental surgery is not open, call NHS 24 on 111. This is how you get advice or an appointment with a doctor when your surgery is closed.

Minor injuries service
For urgent care of minor injuries such as cuts, minor burns and sprains go to: Girvan Community Hospital, University Hospital Ayr, Arran War Memorial Hospital or University Hospital Crosshouse.

Emergency Department (ED)
For serious illness or accidents like suspected stroke, heart attack, head injuries, fractures or wounds requiring stitches – call 999.

For further information visit www.nhsaaa.net or www.nhsinform.co.uk

NORTH AYRSHIRE Drug and Alcohol Recovery Service

- Drop-in for confidential support and information
- For people who wish to discuss their own or someone else’s drug or alcohol issues
- No appointment needed

Ardrossan (Central Avenue Surgery)
Last Wednesday of Month, 3–4 PM
Arrochar (Broomhill Medical Practice)
First Tuesday of Month, 3–4 PM
Arran (Brodick Health Centre)
First Wednesday of Month, 11–1 PM
Cumnor (Garrison House, Millport)
Last Wednesday of Month, 11–1 PM
Dailly (Dairy Health Centre)
First Thursday of Month, 2–3 PM
Kilbirnie (Kilbirnie Health Centre)
Last Thursday of Month, 11–12 Noon
Largs (Brookside Centre)
Last Tuesday of Month, 1–2 PM
Saltcoats (Salcoats Health Centre)
First Tuesday of Month, 2.45–3.45 PM

If you’d like more information, please call 01294 476000

www.nahscp.org

Recovery is happening in North Ayrshire

All our publications are available in other formats. Follow us on Twitter @NHSaaa #whos2turn2
A cuppa and a blether

Community cafés are welcoming spaces – meet old friends, make new friends. Pop in, have a cuppa and a blether.

**Café Solace** your café, oor café, everybody’s café

Established in June 2015, Café Solace is run by volunteers in recovery from drug/alcohol addiction. You can buy a three-course meal, tea, coffee or juice for less than £2!

- Every Tuesday, 5–8 pm, Fullarton Connexions, Irvine KA12 8PE
- Every Wednesday, 5–8 pm, Church of the Nazarene, Glasgow Street, Ardrossan KA22 8EU
- Every Friday, 5–7.30 pm, Bridgend Community Centre, Kilbirnie KA25 7DJ

**Parent and baby cafés**

Call Marion McDonald (07795 257872) or Sarah Edwards (07528 104976) for more information.

- Every Tuesday, 1–2.30 pm, Radio City, Kilbirnie KA25 7DF
- Every Wednesday, 12.30–2 pm, Argyle Centre, Campbell Avenue, Saltcoats KA21 5AG
- Every Thursday, 1–2.30 pm, Woodwynd Community Centre, Kilwinning KA13 7EF

**Memory cafés**

People come along to have a tea, cake and a chat with nursing staff about any worries, queries or concerns they may have about memory problems.

Or they come along and just have a blether and enjoy the company of other people in similar situations.

The café is free but a donation of £1.50 is hugely appreciated.

- 1st Tuesday of every month, 1.30–3.30 pm, hub at Montgomery Court, Kilbirnie KA25 7JE
- 1st Wednesday of every month, 1.30–3.30 pm, Brooksby Resource Centre, Largs KA30 8LH
- 1st Thursday of every month, 1.30–3.30 pm, hub at Vennel Gardens, Irvine KA12 0BQ

**North Ayrshire Health and Social Care Partnership** is responsible for all community-based health and social care services in North Ayrshire, including Woodland View.

Our community services are for people in North Ayrshire throughout their life; through childhood, teenage years and adulthood.

This newsletter can be explained or translated into other languages and provided in alternative formats such as large print or braille.

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**We’re on Twitter**

@NAHSCP

**Non-emergency calls**

You can call us (Monday-Friday, 9-5)

01294 317700

**Visit our website**

www.NAHSCP.org

You can email us:

whatmatterstoyou@north-ayrshire.gov.uk

**Delivering care together**

TSI North Ayrshire scottishcare North Ayrshire Council NHS Ayrshire & Arran