

Care Information Scotland offer improved service

If you are looking for quality-assured information about care then you are reminded that you can use the improved Care Information Scotland service.

Minister for Sport, Health Improvement and Mental Health Jamie Hepburn urged people to turn to the online and telephone resource for all their care information needs at Scottish Care's National Care at Home and Housing Support Conference in Glasgow last week

He said: "Back in 2010, when Care Information Scotland was first launched, it was the first site of its kind in Scotland, offering a single point of contact for care information for older people.

"The service has now expanded to provide accessible, quality information to not just older people but to all carers, those being cared for and care support services across Scotland.

"This re-designed service provides a central point to help guide people through the maze of resources and to ensure they have access to comprehensive, accurate and up to date information, either for themselves, a relative or a friend. I would encourage everyone to visit this website to find out more."

NHS 24 – which manages the service – has worked in partnership with the Scottish Government and a wide range of organisations including Age Scotland, the Carers Trust and Shared Care to ensure the re-designed website and telephone service meets the needs of carers and those being cared for.

NHS 24 Head of Health Information Services, Lynne Huckerby, said: "This fresh new service now offers features such as web

chat, direct links to social care across local councils and the ability to share content and information,

“The service is designed to complement service provision in local areas and provides advice and signposting information a range of topics, allowing people to make informed decisions. This service will be a useful resource for those finding themselves in a caring role for the first time.”

Carers Trust Scotland has been one of many organisations involved in the expansion of the service. Florence Burke, Carers Trust Director for Scotland, said:

“We were pleased to be involved in the development of Care Information Scotland, using our experience of supporting carers and carers’ services across the country.

“The website has a wealth of information for people who are starting out in a caring role, as well as being a good reference tool for people who have been caring for some time.

“For carers, having access to relevant information at a time that suits them can be valuable in helping them to navigate the demands of caring.”

The Care Information Scotland helpline is available on 0800 011 3200 between 8am and 10pm seven days a week. The online service is available at www.careinfoscotland.scot and includes video content, webchat and BrowseAloud, a speech and reading support tool which can also translate material into different languages.