

# What support can carers in Shetland expect during the COVID-19 pandemic?

## Are you a carer?

If you look after a relative, friend or neighbour who has a disability or long-term condition, you are considered to be a carer



## Where can carers go to get information, advice or support?



If you are providing care for a relative or friend, support is available for you from **Voluntary Action Shetland Carers Support Service**



Staff can still be contacted on:  
**01595 743 980**  
or email:  
[carers@shetland.org](mailto:carers@shetland.org)



Visit our website to find out more about our services and support for carers:  
[shetlandcarers.org](http://shetlandcarers.org)



You can keep up to date by following us on facebook:  
**@Shetland Carers**

## What advice or support is available for carers?



We can help you **create an emergency plan** in case you are unable to keep caring for any reason



SIC Citizens Advice Bureau can provide **advice and support on welfare benefits** and help you fill out benefit and grant applications



There are a number of **online groups, training sessions and meetings** for carers that you can attend



We can issue you with a **carers card** which can help you to confirm your ID as an unpaid carer

## What help is available for carers in a crisis?



**We do not provide an emergency service.** If you need urgent support contact the Social Work Team on:  
**01595 744420**



If you or the person you care for **experience a mental health crisis** contact your local Mental Health Team:  
**01595 743006**



For any **medical emergencies** phone:  
**999**



If you are at **risk of harm** phone the police:  
**999**

## Let us know how we can improve our services for carers

If you have any comments or suggestions on how we can improve or better support you at the moment then we would love to hear from you. Contact us on:

**Voluntary Action Shetland Carers Support Service**

Email: [carers@shetland.org](mailto:carers@shetland.org)

Tel: **01595 743 980**