



COMHAIRLE NAN EILEAN SIAR

**Cùm sàbhailte, cùm gu math sa
Gheamhradh seo!**

Keep Safe, Keep Well this Winter!

**SEVERE WEATHER GUIDANCE FOR THE WESTERN
ISLES COMMUNITY**

2024 - 2025

(Including Emergency Support Contact Details)



Cùm sàbhailte, cùm gu math sa Gheamhradh seo!

Keep Safe Keep Well this Winter!

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1. A warm welcome from Still Game's, Jane McCarry, (aka Isa Drennan.)

"Hello everyone, up there in the Western Isles – it's Isa here!"



I am delighted to promote the 2024-2025 Comhairle Winter safety awareness campaign *'Keep Safe – Keep Well!'*

This online resource tells you everything you need to know about looking after yourselves over the coming months and contains lots of handy tips and contact numbers.

'People huv tae know!'

So, make sure you spread the word - tell everybody about it, and remember, be like Isa and *'keep a sharp eye oot fur the neighbours this winter!'*

Best wishes,

Jane (Isa 😊)

2. Introduction

Comhairle nan Eilean Siar has developed this severe weather guidance to help you make informed choices on how to keep safe and keep well this winter.

Contained within these pages are handy tips on how to keep you safe at home and when venturing out: Healthy eating advice, nurturing your mental wellbeing whilst avoiding physical illness; and who to contact should you require additional information or emergency assistance.

Winter can be a particularly challenging time for our more vulnerable neighbours: not least, due to continuing economic austerity measures, the withdrawal of the Winter Fuel Allowance for Senior Citizens, and a further rise in household utility charges. (Unit prices for gas will increase by 14% in October 2024 and electricity by 10%. Typical household bills will be 30% higher than in winter 2021/22.) (1)

Over 80% of Western Isles homes spend more than 10% of their income on heating, with 50% of householders spending 20% of their income heating their homes. When compared to official definitions of fuel poverty, this means the Western Isles faces the highest levels of fuel poverty in Scotland. (2) As a result of this some vulnerable members of our community might be more inclined to 'make do' and not turn their heating on at all. This is of major concern.

Prolonged social isolation can also adversely affect one's physical and mental wellbeing; so, if you have not seen your elderly neighbours leave the house for a few days, please check that they are well; offer to lend a helping hand with shopping or other essential tasks. You may also consider the value of making your phone number available to someone you think may need assistance, (or even just a chat.)

The overarching message of this guidance is one of taking a few simple, planned steps now that will make things easier, and crucially a lot safer for you, your loved ones, and those within your wider community, throughout the coming winter months.

Finally, a special thanks to Jane McCarry for launching our 2024 – 2025 campaign!

Cllr Paul Steele, Leader of Comhairle nan Eilean Siar.



(1) Source: <https://commonslibrary.parliament.uk/research-briefings/cbp-9491/>)

(2) Source: <https://www.scottishhousingnews.com/articles/western-isles-faces-highest-level-of-fuel-poverty-in-scotland-report-suggests#:~:text=Findings%20show%20that%20over%2080,of%20fuel%20poverty%20in%20Scotland.>

Cùm sàbhailte, cùm gu math sa Gheamhradh seo!

Keep Safe Keep Well this Winter!

2.1 Reviews



"The winter months can be challenging so taking some time to prepare now can make this winter safer and easier for people and communities, including keeping important emergency contact details close to hand should you need them. In addition, offering to lend a hand to a neighbour or simply checking in can make such a difference as poor weather and dark nights can contribute to a feeling of isolation."

Angela Constance, Cabinet Secretary for Justice and Home Affairs, Scottish Government.



"As the COSLA spokesperson on community safety and wellbeing, I wholeheartedly support the "Keep Safe, Keep Well Winter Safety Campaign 2024-2025." This initiative is a testament to the power of local councils in addressing the unique needs of their communities. I encourage councillors to consider the approach of the Western Isles in deciding whether they produce their own campaign to best serve their residents, ensuring that everyone is prepared for the challenges of winter. By working together and looking out for one another, we can create safer, more resilient communities across Scotland. Let's embrace this campaign and make a positive impact this winter."

Cllr Maureen Chalmers, Community Wellbeing Spokesperson, COSLA



"If we follow the advice provided in this very useful resource it will help us all to keep safe both in, and out of our homes during the winter months. It doesn't take long to read, and information is easy to find. Good stuff is worth sharing and we will be sharing the resource with our tenants"

Dena Macleod, Chief Executive, Hebridean Housing Partnership



"RoSPA welcomes the Comhairle raising these important issues and providing this lifesaving information. When it comes to water safety, it is always important to be prepared whether you are going for a swim or just going for a walk near the water."

Carlene McAvoy, Senior Policy Manager at RoSPA



“My Skye grandmother used to say that “it’s always better to be prepared than to be too late” and this amazingly fact-full resource produced by the Comhairle will be very useful indeed in the coming weeks and months. Looking out for one another is at the heart of all island communities and this resource shows you how practically you can not only be prepared but how best to support all our neighbours.”

Dr Donald Macaskill, Chief Executive, Scottish Care



“The Scottish Community Safety Network (SCSN) applauds and supports this vital campaign. The winter season, particularly in our more rural places, exposes our most vulnerable neighbours to heightened physical and mental risks. Isolation, environmental hazards, illness, darker nights. Conditions like these highlight the need and value of civic minded, conscientious, and informed communities. By rallying together, supporting each other, and lifting the less able in our neighbourhoods, we can all help folk avoid unintentional harms and avoid injuries.”

Dave Shea, Head of National Development, Scottish Community Safety Network



“I thank CnES for putting together this helpful guide as we approach the colder months. Not only does it contain useful advice and contacts on a range of issues, but also serves as a reminder for all of us to be on the lookout to help our more vulnerable residents this winter.”

Dr Alasdair Allan, MSP for Na h-Eileanan an Iar



“Alzheimer Scotland is delighted to support this year’s winter campaign, and its focus on ways to look out for one another during the colder months. Support networks and community spirit are so important throughout the year but especially during winter when it can be harder to get out and about, particularly for those who are more vulnerable in our communities. We will continue to be here for anyone who needs our support, making sure that nobody faces dementia alone. And we’ll work hard to ensure that everyone has access to the right services to ‘Keep Safe, Keep Well’ this winter.”

Catriona MacRitchie, Commissioned Service Lead, Alzheimer Scotland



“Some really useful information, good to see the inclusion of ‘Be Bright Be Seen!’ ”

John M. MacLeod, Technician. Comhairle nan Eilean Siar & Outer Hebrides Operational Road Safety Group.



“As individuals and as a community, it is important that we get ready for winter, and do all we reasonably can, to keep ourselves and others well and safe. I encourage you now to look over this guide and think about your own plans.”

Gordon Jamieson, CEO of NHS Western Isles



The Winter Guidance for the Western Isles is packed with essential information for all households. Keeping warm and especially for and eating well is vital for our health and wellbeing. Being prepared for power cuts is also very important during the extended hours of darkness. We take great comfort from the fact that our communities always look out for each other at all times and especially our most vulnerable people.

Sheena Stewart, Chair, Third Sector Interface, Western Isles



“Highland Blindcraft Sensory Services are delighted with this initiative from the Western Isles Council, giving people useful hints and tips to keep warm and safe this winter. We would encourage people to look in on your friends and neighbours, especially those who might be more vulnerable. Hearing and Sight loss can be isolating for those who have them, and the long dark months can add to loneliness for a lot of people. A friendly face or call can help someone cope with a long day ahead of them, we say “Be Isa””

Deirdre Aitken, Chief Executive Officer, Highland Blindcraft Sensory Services

3. Be Prepared for Winter: Essential things you may need at home



- A list of your own emergency contact numbers
- A fully charged mobile phone.
- A three day 'Winter Store' including bottled water and food stuffs that won't go off.
- Spare glasses or contact lenses.
- Pencil, paper, a pen knife, and a whistle
- A battery powered radio – tuned in to your local station.
- Copies of important information, such as any medication you may currently be taking, situated beside the name of your G.P. and an emergency family/friend contact number.
- A sufficient supply of your current medications to ensure that you don't run out during any period that chemists may be closed.

For additional information please see, Scottish Government website: <https://ready.scot/>

3.1 Beware of Winter Scammers

Scammers can target you at any time of the year but around Christmas a lot of fraudsters are working overtime in an effort to take advantage of people looking to spend money. There are many ways to spot scammers but sometimes they can be difficult to recognise. Citizens Advice Scotland have a useful guide to help you spot scams and what to do about them.

Scams - Citizens Advice:

<https://www.citizensadvice.org.uk/scotland/consumer/scams/>

4. Keep Warm – Keep Well

Hypothermia is a physical condition that occurs when the body's core temperature falls below a normal 98.6° F (37° C) to 95° F (35° C) or cooler. Think of hypothermia as the opposite of heat stroke. Cold water dangerously accelerates the onset and progression of hypothermia since body heat can be lost 25 times faster in cold water than in cold air. Hypothermia affects the body's core – the brain, heart, lungs, and other vital organs. Even a mild case of hypothermia diminishes a victim's physical and mental abilities, thus increasing the risk of accidents. Severe hypothermia may result in unconsciousness and possibly death.

- Wear as many layers of thin clothing as comfortable as opposed to a few thick ones. Natural fibres such as wool and cotton are best.
- Maintaining a healthy diet is also extremely important in providing the necessary fuel to keep our bodies warm and healthy in the winter months.
- Try to maintain an even temperature of 18 - 21 degrees centigrade (65 – 70 degrees Fahrenheit) in all rooms in your home. If this is not possible, keep one room warm and use that during the cold weather.
- Use draft excluders and curtains at doors and windows, but don't block up air vents as heating appliances require fresh air in order to work correctly.
- Keep on the move— either through light chair exercise or just walking around the room. This will do wonders for your circulation as well as keeping you warm.
- Take hot food and drinks as often as you can. Keep your spirits up. If you find yourself stuck in the house for a few days pick up the phone and have a chat with your friends and family.
- And REMEMBER: if you feel unwell or are at all worried; seek help from your doctor, friends, and neighbours.

5. Be the Chief Executive Officer of your own health!

5.1 Eating Well

Many people worry about heating their home in winter, but diet is also extremely important in providing the necessary fuel to keep our bodies warm and healthy in winter months.

Top Tips:

- Try to eat a good variety of foods, including something from each of the 5 food groups each day.
- Eat regularly.
- Make the effort to have at least one hot meal a day. Soup is nutritious, warming, and inexpensive to make or buy as are tins of beans.
- Include high fibre foods e.g., wholemeal bread, fruit, vegetables, wholegrain cereals etc. to reduce the risk of constipation.
- Take hot drinks throughout the day, especially one before bedtime.
- Make sure you drink enough fluid. Aim for 6-8 cups per day of a variety of fluids e.g., tea, coffee, fruit juice, water, squash etc. If you live alone, it can be easy to fall into the habit of surviving on bread and butter as there is “no one to cook for.”

It is important to make food a priority and continue to eat well when cooking for one. Cooking a large meal and freezing in individual portions to reheat later helps. Another tip is to cook casseroles/one pot meals rather than cooking meat, potatoes, and vegetables separately, this means that you will have less washing up to do. It is also important to be prepared for the winter by making sure that you have a well-stocked supply of basic essentials to reduce the need to go outside in cold weather, or in case of extreme weather. Here are some suggestions:

Freezer:

- Bread/rolls
- Vegetables
- Fruit
- Meat
- Fish

It would also be handy to have some pre-prepared frozen meals (either homemade or shop bought) stored in the freezer for days you are not feeling well or in a rush for a meal.

Cupboard:

- Vegetables tinned in water.
- Fruit tinned in juice.
- Dried fruit
- Long-life fruit juice
- Tinned soup
- Pasta
- Rice
- Tinned or dried potatoes
- Crackers, crispbreads, oatcakes etc.
- Cereals/porridge oats
- UHT milk powdered milk
- Tinned milk puddings
- Tinned beans and pulses dried pulses – lentils, broth mix etc.
- Tinned meat e.g., ham, corned beef
- Tinned fish Nuts Tea, coffee, hot chocolate etc.
- Vitamin D and calcium supplement
- Throughout life, vitamin D is essential for keeping bones healthy. Vitamin D is found in some foods e.g., oily fish, salmon, mackerel, kippers, and sardines. It is recommended that you take a vitamin D supplement which contains between 7 and 10 micrograms every day. Please see the following advice links courtesy of the NHS Western Isles Department of Nutrition and Dietetics Tel. 01851 708279 Email: wi.dietetics@nhs.scot www.wihb.scot.nhs.uk

<https://www.wihb.scot.nhs.uk/wp-content/uploads/2024/04/Food-First.pdf>

[Batch cooking and freezing food - British Dietetic Association \(BDA\)](#)

[Cooking on a budget - British Dietetic Association \(BDA\)](#)

[Smart supermarket shopping - British Dietetic Association \(BDA\)](#)

Please also see:

“EAT WELL – SPEND LESS”

Produced by the British Association of Dietitians



BDAEatWellSpendLess.pdf

5.2 The adverse effects of alcohol

Medication and alcohol

if you take medication be aware that alcohol can seriously interfere with its effects. Sedatives, tranquilisers, sleeping pills, painkillers and cold cures can be dangerous when taken with alcohol. Always check with your doctor or pharmacist before drinking alcohol if you are taking medication.

Remember: Alcohol lowers your body temperature

Alcohol has a reputation for warming us up on cold days because it makes us feel warmer when we drink it. However, this is untrue; alcohol actually leads to heat loss in the body. Thanks to that dram, we are in fact getting colder, not warmer. Alcohol does nothing to warm us up and is a quick way to get hypothermia in a cold environment. Try having a warm drink, rather than an alcoholic one, to warm you up and help you sleep.

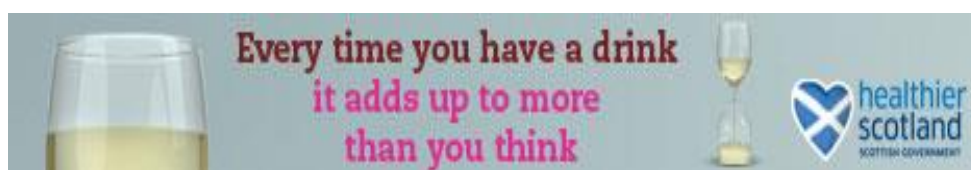
If you have difficulty with memory, balance, or co-ordination, they can become worse when you drink alcohol.

For alcohol information and support, please visit:

The Outer Hebrides Alcohol & Drug Partnership (ADP) <https://www.outerhebadp.com/>

The Outer Hebrides Alcohol and Drug Partnership (ADP) comprises a range of organisations and stakeholders from NHS Western Isles, Comhairle nan Eilean Siar, Police Scotland, Third Sector and community representatives. It is currently chaired by the Chief Executive of NHS Western Isles. Its aim is to prevent and reduce the harmful effects of alcohol and drugs in our community, to promote sustained recovery and deliver better outcomes for those affected.

Please also see: www.drinksmarter.org



6. Protecting your mental wellbeing during the winter months

The winter months can take a toll on your physical and mental well-being. You may find yourself feeling more irritable, having low energy, or even struggling to do day to day routines. Maintaining a positive frame of mind is important in supporting your health, happiness and personal safety.

Please see the following support organisations:

- **Scottish Action for Mental Health (SAMH)**

<https://www.samh.org.uk/about-mental-health/self-help-and-wellbeing/protecting-your-wellbeing-during-the-winter-months>



- **Breathing Space** 0800 83 85 87 (6pm - 2am):

<https://breathingspace.scot/>



- **Mind** – 0300 123 3393 <https://www.mind.org.uk/>



- **SANE** – 0845 767 8000 sanemail@sane.org.uk



- **Young Minds** (helpline for parents) – 0808 802 5544

<https://www.youngminds.org.uk/parent/>



- **Hebrides Alpha** - 01851 820 830



7. Venturing out? Be – Bright Be Seen!



7.1 Walk Safely

Pedestrians are particularly vulnerable road users. You need to make sure you can be seen clearly in dark conditions and bad weather. Clothes with reflective colours are a good choice, as are reflective materials that will warn any approaching vehicles of your presence. You can also improve visibility with clip-on reflectors, arm bands and stickers on clothes or bags. When using a bike make sure that it has lights fitted to the front and rear so other traffic can see you. Parents wanting to make sure their children are safer on the roads should make sure they can be seen especially at night and on dark bad weather days by wearing something bright and reflective.

7.2 Run Safely

Joggers too are vulnerable. It is particularly important that Running clubs and individual joggers' risk-assess their route and just how visible they are; fluorescent vests and head torches should be regarded as essential kit throughout the winter period.

7.3 Cycle Safely

Cyclists should make themselves visible to other vehicles on the road by wearing fluorescent and reflective clothing. Ensure the lights are working before every journey. It is an offence to cycle at night without a white front light, a red back light and red reflector at the back.

7.4 Swim Safely

As Incredible as it may seem, winter open water swimming is becoming an increasingly popular pastime in the Western Isles. Swimming in the sea during the winter can come with its own dangers. Colder temperatures, more dangerous waves and currents can all make open water swimming riskier in the winter.

Carlene McAvoy, Senior Policy Manager at RoSPA stresses the importance of following Water Safety Scotland's Water Safety Code :

- **Stop and Think, Spot the Dangers**
- **Stay Together, Stay Safe**
- **In an Emergency, Call "999"**

Following the necessary winter water safety advice is essential.

Please refer to: [Open Water Swimming | Water Safety Scotland](#)

For further information on Water Safety: Follow the Water Safety Code (or something to that effect?): [WSS Water Safety Code & Language translations \(watersafetyscotland.org.uk\)](https://watersafetyscotland.org.uk)

7.5 Drive Safely

Motorists should check their lights to ensure that they are correctly aligned clean and working. Lights that are not adjusted properly can dazzle other road users, and in turn this may cause an accident. Fog lights must only be used when visibility is seriously reduced.

Is your car winter – ready?

Remember “POWER” It’s a useful reminder....

P PETROL

O OIL

W WATER

E ELECTRICS

R RUBBER (TYRES AND WIPERS)

A cautionary note on Electric Vehicles.(EVs)

Please ensure you have enough power to take you to and from your destination. If your EV runs out of power please remember that you will need to have it towed by a wheel lift ‘dolly’ – as shown below. This is because all four wheels must be raised off the ground. EVs can be towed, just not with any tires on the ground. When an EV’s wheels spin, they continuously generate power to the battery. If that power is not being used it can damage the battery and motor. In order to safely tow an electric vehicle, you must use either a ‘dolly’ or a flatbed tow truck.



7.6 Lone Working



The winter months can present a number of additional hazards for the lone worker. Forward planning is key: Ensure you are suitably equipped for your intended journey; prepare for all eventualities; for example, do you have enough fuel? Is your telephone fully charged, does someone know precisely where you are going and your anticipated time of return? – don't take chances.



Safer Scotland have issued the following advice:

You might want to put these items in your car:

- A first aid kit
- Battery jump leads
- A torch and spare batteries
- A map for unplanned diversions
- A blanket
- A reflective warning sign.

In cold weather, you should also take:

- An ice scraper and de-icer
- A shovel for snow
- Warm clothes and boots
- Some food, and a warm drink in a flask

<https://ready.scot/prepare/emergency-kit>

For additional information please see, Scottish Government website: <https://ready.scot/>

8. Missing Persons

In the UK 100,000 adults go missing every year with up to 80% having mental health problems. They are at high risk of homelessness and harm even while away for a short period. Mental health problems worsen the longer someone is missing, and many people find it difficult to adjust back after returning.

Winter can be a challenging time for many people in our communities. Being able to support one another and check in with neighbours is key to preventing missing and harm coming to vulnerable people in your community. If you have concerns about a neighbour who you haven't seen, or think they have gone missing, first of all, try not to worry. Begin by calling the person, searching the places where you think they could be (if safe to do so), and speaking to people that might know where they are. Stay calm and stay safe. Do not try and search for them yourself in unfamiliar places or in the dark. As soon as you don't know where someone is and you are worried for their safety and welfare, you can report them missing to the police. This won't mean that the person will be in trouble with the police, and you do not have to wait 24 hours to report someone missing.

For more information on reporting someone as missing please see the following websites:

<https://www.missingpeople.org.uk/get-help/report-a-missing-person>

<https://www.missingpeople.org.uk/get-help/helpline/helpline-families-and-friends>

<https://www.missingpeople.org.uk/get-help/help-services/practical-help/searching-for-your-missing-person>

Missing People Services



We are here to ensure that anyone who is missing can find a safe way to reconnect with a loved one, to get a message home, or, to get to a place of safety, and that loved ones are supported whilst they live with not knowing what has happened to someone they love. Our free helpline 116 000 is available from 9am – 11pm, 7 days a week for people affected by missing. Calls, texts and emails are completely confidential, and the Helpline Team can provide emotional support, discuss options and provide practice advice.

For more information go to <https://www.missingpeople.org.uk/>

9. An Important message about Falls Prevention

A key message we would like to promote this year is one falls prevention. As the temperature drops over the winter months it is important for us all to stay active whilst avoiding trips and falls. Not all falls can be avoided but there are some simple steps that can be taken to reduce your risk.



Keep on Your Feet This Winter!

Comhairle nan Eilean Siar would like to share with you the following handy tips on staying on your feet:

General Advice:

- Eyesight – regular sight checks are vital. Always keep glasses clean.
- Hearing – balance can be affected by changes in hearing. Talk to your GP if you feel this is an issue for you.
- Exercise – regular appropriate exercise helps to maintain good balance and reduce the risk of falls.
- General health – if you're over 65, having an annual check of your health and medication is important. Some subtle changes can make a huge difference to your balance.
- Medication – ensure you are taking your medication correctly and at the right time. See your nurse or GP if you are unsure.
- Foot care and Footwear – all footwear should be checked regularly to ensure it remains supportive and well fitting. Velcro closures are often safer than slip on shoes. Slippers which enclose the foot are safer than slip-ons. Ask for a referral to a podiatrist if you have difficulty finding appropriate footwear.
- Exercise – regular appropriate exercise helps to maintain good balance and reduce the risk of falls.

Avoiding falls at home

- A well-lit, clutter free environment is a safer one
- Tidy away any trailing cables.
- Rugs need to be non-slip and free from curling edges!
- Floor coverings should be checked regularly for worn areas, especially on stairs.
- Always turn a light on at night when getting up.
- If in doubt about the safety of your home, the Home Safety Project offers a free home safety survey to anyone who is over 60 or registered disabled.
- Consider having a FAIRE alarm if you feel you may be at risk.

Avoiding falls outside

If you require a walking aid, ensure it is well maintained. The rubber stopper (ferrule) on the end of sticks, crutches or frames should be checked regularly for wear – there should be plenty of tread left. Ensure it is not clogged with stones or other debris! Carry a mobile phone to ensure you can get help if required.

Plan ahead: Hurrying can mean lower levels of concentration and less awareness of hazards. Try to take your time, especially in bad weather.

In the event of a fall... **STAY CALM!**

If you can't get up, try to stay warm and as comfortable as possible until help arrives.

Following any fall, try to work out what may have caused it and make any changes necessary to reduce the risk of it happening again. Please also see: - Up and about: Taking positive steps to avoid trips and falls.

[Up and about: Taking positive steps to avoid trips and falls - Publications - Public Health Scotland](#)



10. Power Cuts - Be Prepared – Top Tips

- Having a well-stocked emergency kit at home will help until things get back to normal. This includes things like a battery operated or wind-up torch and a battery powered or wind-up radio.
- Keep mobile phones, laptops or tablets fully charged - so you will have use of battery power for a short time at least if there is a power cut.
- A non-main powered landline telephone will help you stay in touch during any disruptions to your power supply. A cordless landline may not work because the base station needs power to operate and may not have a back-up battery.
- Have the telephone numbers you might need to hand. Download the Ready Scotland smartphone app to store all your emergency contacts in one place.
- Get your friends and family thinking ahead and learn the steps that can be taken to be prepared. Education Scotland's Ready for Emergencies website has information to help you do this. Special requirements
- The utility companies work closely with local authorities to make sure that vulnerable people get the support they need during any disruptions to normal service.
- You should let your supplier know if you have a disability or are chronically sick, or you depend on a continuous supply of power for medical equipment or mobility equipment such as stair lifts and hoists.
- You should also contact your supplier if you are visually impaired or have hearing difficulties, or you are of state pensionable age, or you have other specific requirements.
- If you have elderly relatives or neighbours who might need help during a power cut, please check up on them.

link for planned power outages – Planned power cuts in your area | UK Power Networks

[Planned power cuts in your area | UK Power Networks](#)

Please Note: If you have a prevailing health condition you may wish to sign up for priority services : National Grid - Benefits of being on our register.

[National Grid - Benefits of being on our register](#)

Please Note: Useful link to use during power cuts (it is an app also) Power Track (ssen.co.uk) Available on android and IOS.

<https://powertrack.ssen.co.uk/powertrack>

For additional information please see, Scottish Government website: <https://ready.scot/>

11. Fire Prevention

As people will undoubtedly seek alternative methods of heating their homes this winter. It is vital that all paraffin, gas, or electric heaters are well maintained; especially ones you may not have used for some time.

Check your heater before you plug it in. If the cable is frayed or you can see scorch marks on the casing, don't use it. If you turn it on and you can smell burning or see smoke, unplug it straight away.

Similarly, with dark evenings approaching, a few candles scattered around the room can add a warm glow to your home. But with candle fires resulting in hundreds of casualties each year.

If you choose to use candles, to prevent fires from starting in your home, you should make sure they are kept away from flammable materials like curtains. Place lit candles away from pets and children and always remember to put them out when you leave the room, even for a moment. Even with these precautions, accidents can still happen. So please be on your guard.

Remember: Always have an interlinked smoke alarm system in your home (i.e., if one goes off, they all go off)

Fire and smoke alarms: changes to the law Scottish Government

<https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>

The new law has come about because of the Grenfell fire in London in 2017, and it applies to all Scottish homes. Please Note: It is the property owner's responsibility for meeting the new standard. What each home needs Every home must have:

- one smoke alarm in the living room or the room you use most.
- one smoke alarm in every hallway and landing
- one heat alarm in the kitchen

All smoke and heat alarms should be mounted on the ceiling and be interlinked.

If you have a carbon-fuelled appliance – like a boiler, fire, heater, or flue – in any room, you must also have a carbon monoxide detector in that room, but this does not need to be linked to the fire alarms.

If an area is open plan, one alarm can cover the whole room provided it can be located where it is no more than 7.5 metres from any point in the room. If your space includes a kitchen area it should be a heat alarm rather than a smoke alarm.

Do I need to install the alarms?

The new law came into force on 1 February 2022, but it provides flexibility for people to fit the necessary alarms within a 'reasonable period' after this deadline.

No one will be criminalised if they need more time, and there are no penalties for non-compliance. However, we would encourage everyone to install these alarms, which can help save lives.

11.1. Fire safety at home: Advice from Scottish Fire & Rescue Service

[At home | Scottish Fire and Rescue Service \(firescotland.gov.uk\)](https://www.firescotland.gov.uk)

Using portable heaters

- Keep your heater away from animals and children.
- Don't plug your heater into an extension lead.
- Don't sit right next to your heater.
- Be careful where you place your heater.
- Don't leave your electric heater on unsupervised.
- Don't put things on top of your heater.
- Keep heaters away from curtains and furniture and never use them for drying clothes.
- Unplug or switch off portable heaters when you go out or go to bed.
- Secure portable heaters in position to avoid the risk of them being knocked over.
- Only use gas or paraffin heaters in well-ventilated areas. Heaters consume oxygen and in enclosed spaces can produce harmful gases and/or cause carbon monoxide poisoning.
- Fit a Carbon Monoxide detector in all rooms containing gas or paraffin heaters.
- Always change gas cylinders in the open air. Never change gas cylinders in an enclosed space.
- Make sure your heaters are well maintained.

Carbon Monoxide (CO) Poisoning

Heating and cooking appliances fuelled by coal, smokeless fuels, wood, oil, and gas can cause CO poisoning. You should have a carbon monoxide detector fitted in any room where there is a carbon-fuelled appliance (such as boilers, fires (including open fires), heaters and stoves) or a flue.

Being able to recognise the early symptoms of carbon monoxide poisoning will save your life

- These symptoms are similar to flu, with nausea, dizziness, tiredness, headaches, stomach, and chest pains all key indicators.
- Since October 2010, a carbon monoxide detector is mandatory with every new stove installation.
- Remember a carbon monoxide detector is NOT a substitute for regular maintenance and chimney sweeping.

Wood Burning/Solid Fuel Stoves

Every year, Scottish Fire & Rescues Service are called out to respond to a number of incidents involving these heating systems.

Chimneys and flues serving solid fuel appliances should be swept regularly. Check our chimney sweeping section for guidelines regarding the fuel used. Only use the fuel

recommended by the solid fuel appliance manufacturer. Approved fuel lists are available from HETAS, Tel: 0845 634 5626 or visit www.hetas.co.uk

Household refuse must not be burnt.

- Use well-seasoned, air-dried (preferably a minimum of 6-12 months) wood. Use a wood moisture meter to test your wood before burning. A recommended moisture level for firewood should be 20% or lower.
- Do not run the appliance at low output for extended periods such as overnight. Do not damp down to save relighting in the morning.
- If the wood burner has been used at a low output for an extended period, this should be followed by a controlled high burn for at least 30 minutes to dry out any creosote and to warm up the chimney again.
- Always ensure you follow the operating and maintenance instructions provided with the appliance.
- Do not stack logs or place any other combustible materials immediately adjacent to the stove, boiler, or heater. The Fire and Rescue Service have been called to fires caused as a result of logs being stored against the hot external surface of wood burners.
- Children should be educated about the dangers of fire and should not be permitted near hot surfaces.
- Use a protective fire guard that is suited to the design of the stove within your property.
- Empty and check the ash can every day.
- Always use a metal non-combustible ash can.
- Flue ways at the back of a boiler should be cleaned once a week, but always let the fire go out and allow ashes to cool before cleaning.
- Again, make sure you have a carbon monoxide detector.

Using electric blankets

- Never leave an electric blanket switched on when you are in bed unless it is marked 'suitable for all night use'.
- Ensure your electric blanket is tested and serviced in accordance with manufacturer's guidance, in particular after the guarantee runs out. Manufacturers often recommend testing blankets every 3 years.
- Check the blanket, plug and flex regularly for damage (e.g., fraying fabric, scorch marks, exposed wires). If you're in any doubt, don't use the blanket.
- Store electric blankets safely – roll them, don't fold them.

Candles

- Never leave lit candles unattended
- Put burning candles out when you leave the room, and make sure they're out completely at night.
- Place your candles carefully. Make sure they are on a flat surface, out of the reach of pets and children
- Keep them away from flammable objects like curtains, furniture, bedding, and books.

- Don't move candles once they are lit.
- Do not burn several candles close together as this might cause the flame to flare
- Burn candles in a well-ventilated room, out of drafts, vents. This will help prevent rapid or uneven burning, soot, and dripping.
- Always put candles in a heat-resistant holder
- Always have a working smoke alarm in your home
- Make sure that everyone in your home knows what to do in the event of a fire. Other home safety tips.
- Leaving cookers unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs. Make sure you have at least one heat alarm in the kitchen in your home.
- Most fatal fires are caused by smoker's materials. Don't smoke in your chair if you've been drinking or you're feeling tired. If you do feel tired smoke outside or stand up and smoke at a window or outside door.
- Check your smoke and heat alarms are working. Replace batteries if necessary.
- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed. Find out more festive safety tips.
- Extinguish all candles before you go to bed. Never leave a burning candle in a bedroom.
- Be especially careful with night lights and tea lights, which can get hot enough to melt plastic. Always put candles on a heat-resistant surface/holder.

Please see: <https://www.thirteengroup.co.uk/news/candle-fire-safety-week>

Electric bike and scooter safety

Scottish Fire & Rescue Service have reported an increase in house fires with regards to electrical charging products in the last year. People are storing these in their homes and may in the Winter be tempted to charge them indoors too.

Please see the following important guidance.

<https://www.firescotland.gov.uk/at-home/e-bike-and-e-scooters/#:~:text=Storage&text=Store%20e%2Dbikes%20and%20e,for%20extended%20periods%20of%20time.>

GET YOUR FREE HOME FIRE SAFETY VISIT:

We want to make sure your home is as safe from fire as it can be. During a Home Fire Safety Visit we will help you spot any possible fire hazards, sort out a fire escape plan and provide information about smoke, heat, and carbon monoxide alarms. The process only takes about 20 minutes, and their advice and help could save your life.

- call 0800 0731 999. • text 'FIRE' to 80800
- call your local fire station. • complete our online form.

Appendix 1: Infection Prevention and avoiding Winter bugs

Hand hygiene: washing your hands thoroughly is one of the most effective ways to avoid picking up or passing on Covid - 19 Norovirus, colds, and flu. Before delivering care, don't just do a quick wash, but take a couple of minutes to wash each finger, in between your fingers, around your nails, the palms, the wrist and back of your hands.



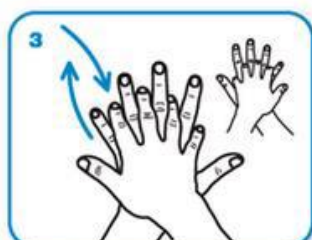
Wet hands with water



apply enough soap to cover all hand surfaces.



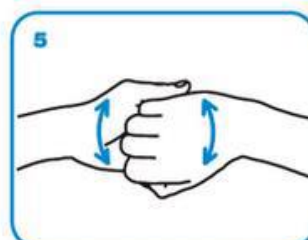
Rub hands palm to palm



right palm over left dorsum
with interlaced fingers
and vice versa



palm to palm with fingers
interlaced



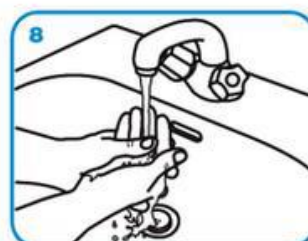
backs of fingers to opposing
palms with fingers interlocked



rotational rubbing of left thumb
clasped in right palm
and vice versa



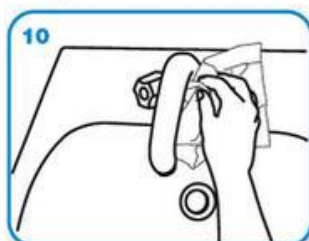
rotational rubbing, backwards
and forwards with clasped
fingers of right hand in left
palm and vice versa.



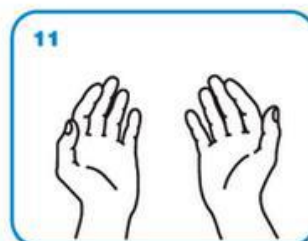
Rinse hands with water



dry thoroughly with a single
use towel



use towel to turn off faucet



...and your hands are safe.

Appendix 2: NHS Western Isles Winter Vaccine Programme.



NHS Scotland recommends you get your vaccines as soon as they are offered to you.

Eligibility for winter 2024, both COVID-19 and flu vaccination will be offered to the following groups in Scotland:

- Residents in care homes for older adults
- All adults aged 65 years and over
- Individuals aged 6 months and over who are in a clinical at-risk group including pregnant women
- Frontline Health & Social Care Workers
- Staff in care homes for older adults

Those eligible will be contacted by NHS Scotland via letter, email or text message, depending on their selected communication preference throughout the programme

For further information on the autumn/winter Flu, COVID-19, Pneumococcal and Shingles vaccinations, visit our Vaccination Services page:

<http://www.wihb.scot.nhs.uk/vaccination-services>

For those eligible, you can book an appointment, telephone by phoning 0808 196 8383 or emailing wi.vaccination@nhs.scot.

Vaccination Helpline

If you have an enquiry about accessing your vaccination (where eligible), or need to amend or cancel your appointment, or require transport support to attend your appointment, please contact the Western Isles Vaccination helpline on 0808 196 8383 or email:

wi.vaccination@nhs.scot (phoneline open Monday to Friday: 9am-5pm).

Appendix 3: Useful Contact Details

FAIRE (Comhairle nan Eilean Siar Out of hours Service)	01851701 702
Age Scotland Helpline	01851701 702
Citizens Advice Bureaux (CAB)	01851 705727
Trading Standards	01851 822694
British Red Cross (Western Isles)	01851 702897
Samaritans	08457909090
Western Isles Advocacy	01851 701 75
Western Isles Woman's Aid	01851 704 750

HEALTH

NHS 24	111
Western Isles Hospital – Stornoway	01851 704704
Uist and Barra Hospital – Benbecula	01870 603 603
St Brendan's Hospital – Barra	01871 812021
Alzheimer Scotland, Isle of Lewis	01851702123
Alzheimer Scotland Freephone 24/7 Dementia Helpline	0808 808 3000

HOUSING

Hebridean Housing Partnership	0300 123 0773.
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TRAVEL

Stornoway Bus Station	01851 704327
Scottish Citylink Coaches	08712663 333
CalMac (Reservations)	08705 650 000
ScotRail	08457 484 950
Loganair	03448002855

TWITTER LINKS



During severe weather, responders often issue updates live on **X** (formerly Twitter)
If you have an Account, you can access alerts at the following:

COMHAIRLE NAN EILEAN SIAR

https://x.com/cne_siar?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

NHS WESTERN ISLES <https://twitter.com/NHSWI>

POLICE SCOTLAND <https://twitter.com/PSOSWestIsles>

SCOTTISH FIRE & RESCUE SERVICE https://twitter.com/fire_scot

NHS 24 (Call 111) <https://twitter.com/NHS24>

SCOTTISH WATER https://twitter.com/scottish_water

CALMAC SERVICE INFORMATION https://twitter.com/CalMac_Updates

MET OFFICE WARNINGS <https://twitter.com/metofficeScot>

NHS INFORM <https://twitter.com/NHSinform>

SCOTTISH POWER <https://twitter.com/ScottishPower>

WESTERN ISLES WEATHER <https://twitter.com/IslesWeather>

TRANSPORT SCOTLAND <https://twitter.com/transcotland>

H M COASTGUARD <https://m.facebook.com/hmcoastguardwesternislesskyeandlochaber/>

READY SCOTLAND <https://twitter.com/readyscotland?lang=en>

SCOTTISH AND SOUTHERN ELECTRICITY NETWORKS <https://x.com/ssencommunity>

Appendix 4: Community Assets

Comhairle nan Eilean Siar is most grateful to **Paula Lema**, Student Dietitian, Robert Gordon University, for sharing the following local directory of Community Assets that she collated whilst on placement within the NHS Western Isles Department of Nutrition and Dietetics Department.

4.1 Isle of Lewis

Carer's Respite

CROSSROADS LEWIS

01851 705422, crossroads.lewis@btinternet.com

Monday - Friday 9-4pm

<https://www.crossroadslewis.co.uk>

Charity based organization which offers temporary care and support to individuals who require assistance, offering relief to primary caregivers. Mainly provide social company (e.g., jigsaw, read, puzzles, having a cup of tea, chat, take them out to appointments), although services provided vary and are flexible, can include taking people for necessary shopping.

Only takes referrals from GPs, community nurses and social care. When a service has been requested, the Manager will arrange a home visit to assess your needs. Once approved, charity will work on pairing a carer with the individual.

Dementia Care

ALZHEIMER SCOTLAND

Alzheimer Scotland is Scotland's Dementia Charity who supports people living with all diagnoses of dementia and their carers, families and loved one right across the whole of Scotland so that no one has to face dementia alone. In the Western Isles, Alzheimer Scotland has two Dementia Advisors who can offer free advice, information and emotional support in relation to dementia, dementia diagnosis, caring role, brain health and memory concerns in a 1-2-1 setting or group setting. They also offer dementia friendly social and therapeutic based activities and groups within local communities which are open to all to attend.

Alzheimer Scotland also delivers a Registered Day Care Service in Stornoway called SOLAS where people living with Dementia can attend for peer support, social opportunities and to benefit from therapeutic activities. To find out more, contact the team or visit the website above where the latest monthly what's on guide can be downloaded.

01851702123

westernisles@alzscot.org

<https://www.alzscot.org/western-isles-drc>

Dementia Resource Centre and Office - Taigh Shipoirt, Sinclair Avenue, Stornoway, Isle of Lewis. Open M-F 10am - 4pm.

Solas (Registered Daycare) - Taigh Shipoirt, Sinclair Avenue, Stornoway, Isle of Lewis. By referral only.

Food Banks

BARVAS & BRUE

Delivery only | Tuesdays and Wednesdays | Ivan (01851 710307)

The food bank offers an anonymized delivery service, exclusively covering routes from **Dalbeg to Butt of Ness** on **Tuesdays & Wednesdays**, completely free of charge. To arrange delivery, simply contact Ivan by phone. They will try to accommodate special requirements to ensure everyone receives the support they need.

CARLOWAY COMMUNITY SHOP

01851 643720, shop@ccatl.co.uk | **Monday – Saturday 9am- 7pm**

https://www.facebook.com/CarlowayCommunityShop/?locale=en_GB

No deliveries available. However, there is a 'food basket' (small) available at the shop for people to donate or to help themselves and take any items they need at no cost.

STORNOWAY COMMUNITY FRIDGE

Cearns Taigh Cèilidh Cultural and Community Café, HS1 2YN Stornoway

No need to book, walk-ins | Open on Fridays, 11am – 1pm

Kaleigh 07706656307, 01851 702 794, Kaleigh.cdw@outlook.com

<https://www.facebook.com/groups/>

365126472476701

Helps local people face the cost-of-living crisis by providing a stock of food and a hot meal on **Fridays (11am-1pm)**. The community fridge is a space where surplus food is shared for free, bringing people together to eat, connect, learn new skills (e.g., cookery demonstrations) and reduce food waste. With free Wi-Fi and laptop access along with free tea, coffee, soup and rolls.

6 items per household maximum -

Stocked by local businesses (e.g., Blockhouse bakery and Co-op stores), fresh produce by local gardeners and food gifted from households. Clothing and baby essentials are also available.

STORNOWAY EILEAN SIAR

15 Keith street, Stornoway

Collection only | Mondays, Wednesdays and Fridays, 11am – 2pm

01851 702296, 07437855920

https://www.facebook.com/EileanSiarFoodbank/?locale=en_GB

eileansiarfoodbank@gmail.com

The food bank opens on **Mondays, Wednesdays** and **Fridays** between **11am and 2pm**. It operates primarily on **referrals** from social workers, health visitors, homeless shelters, Action for Children, etc., but also welcomes **walk-ins**. Food, toiletries, baby supplies, and cleaning products are available. Referral bags can be collected by a social worker/health visitor, etc who will take the food parcels to the designated homes. The process ensures anonymity, with families identified by numbers (e.g., Family 13: 3 children, 1 adult).

STORNOWAY HIGH CHURCH

Matheson Road, Stornoway HS1 2NQ

Only phone calls, pick up from church | Available 7 days per week

Jann Skelly 07985710410 | Fiona Morrison 07484844485

No deliveries but may be able to drop off a food parcel in the vicinity if someone doesn't drive.

Help yourself pantries

STORNOWAY, THIRD SECTOR

30 Francis Street, Stornoway

Monday – Friday 9am – 5pm

01851 702632,

info@befriendinglewis.org.uk

Public Living room in Stornoway. Young people's pantry available at reception with a variety of snacks.

STORNOWAY, CAMERADOS

Third sector Hebrides, 30 Francis Street, Stornoway

Public living room | Thursdays & Fridays 9am – 4pm

Warm, comfortable space where anyone can pop in for a cup of tea or coffee and a chat. Has a selection of quick and easy hot bites at no cost. Help-yourself pantry is stocked up with hot bites (porridge, pasta, soup, noodles) as well as tea, coffee, biscuits.

STORNOWAY, LEARNING SHOP

7 James Street, HS1 2QN
Monday to Friday 9-5pm
07768463636 |

m.fletcher@cne-siar.gov.uk

Cabinet on ground floor with some dried food and snacks, help yourself when open.

Food Clubs

NESS, HISTORICAL SOCIETY

Comunn Eachdraidh Nis (Sgoil Chrois North Dell, Cross, Eilean Siar, HS2 0SN
01851 810377 | sales@cenonline.org

Day Club

Thursdays, 11:30am

Charge: £6, subsidized by Galson State Trust during the winter (sometimes) so £2.

The Day Club meet every Thursday at 11.30am, usually starting off with a short talk/workshop and finishing off with a delicious lunch (soup, sandwich, home baking) in the cafe. **All senior citizens (+60)** are welcome. During the winter, lunch can get delivered to them (areas covered: Port of Ness to Ballantrushal)

The event is advertised in local newspapers, general word of mouth.

STORNOWAY, FREE CHURCH

Kenneth St., HS1 2DR |

01851 7038600, 01851 705501

stornowayfreechurch@outlook.com

<https://stornowayfreechurch.com/contact-us/>

'Fridays at the Free' 'MA Hall, 12pm -3pm

A group of more than 50 volunteers combine their skills and give their time to provide free soup, sandwiches, tea and coffee on the first and third Friday of each month starting at midday until 3pm.

In addition to the food, they offer companionship, friendship, newspapers and books for people to read, games for children and adults to play with, as well as items free to uplift from Dove's

Corner Baby Bank which provides free baby clothes, nappies, baby and adult toiletries and so on.

Fundraising Lunches

The church also runs fundraising lunches from time to time where people can have a hot meal by donation. This is advertised on social media. The event is advertised in local newspapers, general word of mouth.

STORNOWAY, ISLANDERS

Volunteering Hebrides, 30 Francis Street, Stornoway | 01851 702632

hi-aye@islannders.org.uk

<https://www.facebook.com/islandersbefriendinglewis>

A range of social & group activities to battle loneliness, all offered for free and open to everyone. Need to **complete a registration form** which can be collected from Volunteering Hebrides or requested via email. Self-referrals are encouraged. Upon registration, someone will phone to get more details and enable the person to start joining the groups. Individuals can then join as soon and often as they wish.

They are offering 7 different groups but the following two include complementary hot meals. They happen once a month and dates may vary but will be confirmed upon registration to event.

Butty & a Blether

Tuesday, 12-2pm | Venue confirmed when people sign up for event

Get together to catch up over a cup of tea/coffee and some **hot food, at no cost**. Varied menu and can accommodate to dietary requirements (pre-booking is essential)

Supper in the Snug

Thursday & Saturday alternatively, 5pm- 7:30pm

Meet at Volunteering Hebrides, 30 Francis Street, Stornoway

Sociable evening of board games or movie night with delicious **take away**.

STORNOWAY, LEWIS RETIREMENT CENTRE

Bayhead, Stornoway, HS1 2DU | Donald McKee 01851 820657, 07747166758.

Membership required, phone to sign up (Free)

Lunch Club

Thursdays 12-2pm

For retired people only. The club offers members a chance to socialise and to have a **freshly prepared three course lunch** followed by refreshments for **£4 per head**. Some transport may be available for those that require it - furthest right now is Lochs/ Ballalan area.

STORNOWAY, SALVATION ARMY

59 Bayhead St HS1 2DZ

01851 703875, 07423692271 | Chris and Morag Sabiston | 01851 705676

<https://www.facebook.com/stornowaysalvationarmy>

STORNOWAY, SALVATION ARMY(Continued)

Welcome Wednesdays

(10-11am prayer) 11am-1pm

Free hot drinks, soup and toast as well as games, literature and conversation. Not a food bank but they can do **emergency parcels** and **delivery** if really struggling.

Frozen Meals Delivery

Cross Stores

7 Cross Skigersta Rd, Isle of Lewis HS2 0TD

01851 810241

Deliver Maclean Bakery meals at no cost from

Point to Shawbost Meals can be ordered directly from them (they have forms).

Allow a two-week period from order placement to delivery. Alternatively, individuals may opt to collect meals from the shop. For those wishing to purchase meals without prior ordering, kindly inform the shop of the desired quantity before collection, as they also need to cater to other customers.

MACLEAN'S BAKERY 01870 602659

orders@macleansbakery.co.uk

Soups (£1.40), mains including vegetables or rice (£4.95), warm desserts (1.50) and chilled desserts (£1.50).

Grocery Delivery

TESCO

Online booking up to 3 weeks in advance.

Fixed 2-hour slot - £4.50 | Flexi-saver slot (confirm 1 hour slot on delivery day) - £3

£5 charge if order is under £50

CO-OP

Online booking, 1 week open at a time

Delivery £3.99

Extra charges: 0.20p bag + 10% substitute product charge

Minimum spend £15

MOBILE SHOP: NESS, CARLOWAY, SHAWBOST, SOUTH LOCH**Stag Bakery****8 cannery Road, Stornoway, HS1 2SF****01851 702733 | Monday – Friday: 8am – 5pm / Saturday: 8am-1pm Stagbakeries.co.uk**

Mobile shop service going around the island 5 days a week with dried goods, cakes, meat, milk, household times, cans of soup, etc. No hot meals but have their own savoury pies, sausage rolls that people can heat up.

Monday, Wednesday and Friday: Ness**Tuesday:** West side – circular: Shawbost Carloway**Thursday:** South loch

Regular customers come out to the van to buy food. Phone to check location of van and timings. However, if unable to come out of the house the driver can take food in to their homes (phone to arrange).

POINT***Buth An Rhubha & Cafe Roo*****Monday – Saturday 9am-6pm****01851 870713 | https://www.facebook.com/buthanrubha/?locale=en_GB**

Deliveries are available exclusively for Point, not across the Braighe They do not offer deliveries for the café; however, they are available for the grocery shop. There is a £1 delivery charge applicable. You can place your order by phone either the day before or before 10 am for same-day delivery.

STORNOWAY***Campbell Angus Filling Station*****Cannery Rd, Stornoway HS1 2SF****01851 702127 | Monday to Saturday 7am – 11pm****Drops off shopping to people if they need it in Stornoway and outskirts at most.****Phone to organize.****TOLSTA*****Buth Tholastaidh*****North Tolsta, Isle of Lewis HS2 0NL****01851 890281 | buththolastaidhpo@gmail.com Web: www.buththolastaidh.co.uk Facebook: @buththolastaidh****Monday – Saturday: 10am - 5pm**

Provide delivery within the village for those unable to access shops themselves. Simply schedule a delivery via phone with no additional charges. Should they require items not readily available locally, the shop can purchase them from town and have them dropped off along with the other items..

Delivery days: Wednesday and Friday morning W-F morning.

UIG COMMUNITY SHOP

Timgearraidh, Isle of Lewis HS2 9JD

01851 672444 | Monday – Saturday, 9am-5pm

Deliveries are free of charge. Covering Uig west side areas from Scarliscro to Breini.

4.2 Isle of Harris

Carer's Respite

CROSSROADS HARRIS

The Old Primary School, West Tarbert, HS3 3BG

<https://www.crossroadsisleofharris.co.uk>

07305078815 | manager@crossroadsisleofharris.co.uk

Charity based organization which offers temporary care and support to individuals who require assistance, offering relief to primary caregivers. First point of call is social work to do a social care assessment and decide what the needs of the individual are. The services provided vary and are flexible but include taking people for necessary shopping.

Mainly provide social company (e.g., jigsaw, read, puzzles, having a cup of tea, chat, take them out to appointments).

Must be referred by GPs, community nurses or social care.

Food Bank

Delivery only / collection from agreed location

Available 7 days per week, will try to get parcels as fast as they can to people.

Kenny (07711828801) | Mairi (07979448632) | Agnes (07787587681)

Covering all of Harris. Part of FareShare scheme although also receive cash donations as well which can be used to buy fresh produce or specific things when requested. Can call anytime and food can be dropped off at home or in an agreed location (e.g., soft play in Tarbert or the HUB in Leverburgh). Parcel size will depend on size of the household.

Food Clubs

Community events happening in Harris can be found in the **community calendar** at <https://www.harrisvs.org.uk/community-calendar>

BREW & BLETHER

Old primary School, Tarbert

Every second Monday, 10am-12pm (see community calendar)

Come along for a cuppa and a chat at the HVS office, at the Tarbert old primary school. All welcome!

NORTH HARRIS FREE CHURCH

Scott Road, Tarbert HS3 3DL | 01859 502618

Community Lunch

Last Monday of every month, 12pm – 2pm. No booking needed.

Opportunity to socialize whilst enjoying a complementary meal (soup, sandwich, pudding, tea/coffee).

Frozen Meals

Ardasaigh, North Harris

018509 502066 | Monday to Friday 8am – 6pm / 8pm – 9pm | Saturday 9am-9pm

Frozen ready meals from **Maclean's Bakery** can be stored and **collected from the filling station** at no cost. However, they have limited freezer space so it is important someone collect within 1 hour of delivery (Thursdays, usually 9-10am but can change during the summer with the ferry's timetable). Staff will phone once delivery has arrived to be collected.

People need to place the order from Maclean's bakery themselves.

Harris Community Shop, South Harris

An Clachan, HS5 3TS | Mon-Thu: 9am-6pm / Fri-Sat: 9am - 7pm

01859 520370 | Email: sales@harriscommunityshop.co.uk

Web: www.harriscommunityshop.co.uk

Facebook: @harriscommunitycoop

People need to place the order from Maclean's bakery themselves, but the shop can deliver Maclean's frozen meals to people's homes in South Harris, if needed.

MACLEAN'S BAKERY | 01870 602659 | orders@macleansbakery.co.uk

Soups (£1.40), mains including vegetables or rice (£4.95), warm desserts (1.50) and chilled desserts (£1.50).

Groceries Delivery

TESCO

Online booking up to 3 weeks in advance.

Fixed 2-hour slot - £4.50 | Flexi-saver slot (confirm 1 hour slot on delivery day) - £3

£5 charge if order is under £50

CO-OP

Online booking, 1 week open at a time

Delivery £3.99

Extra charges: 0.20p bag + 10% substitute product charge

Minimum spend £15

AD MUNRO

Main street, HS3 3DB | 01859 502016 | Monday- Saturday, 7:30am – 6pm

Local delivery at no extra cost, phone to arrange.

Through the week, locals (~5-mile radius).

Thursday: Scalpay.

Saturday: Bhuna and Hushinish area.

BROWNIE'S

Main street, HS3 3DJ | 01859 502319 | Monday- Saturday, 8:30am – 6pm

phone to discuss.

GUS MACLEAN MOBILE SHOP

07786933149 | Tuesday to Saturdays

Mobile shop with a variety of items (e.g., milk, meat, fresh/dried food).

Can phone to arrange drop-off if unable to leave the house.

Tuesday – West side & Scalpay, Wednesday – Leverburgh, Rodel, East side, Thursday – Northton, a little of Leverburgh, Friday – West side and Rodel, Saturday – Leverburgh.

HARRIS COMMUNITY SHOP

An Clachan, HS5 3TS | Mon-Thu: 9am-6pm / Fri-Sat: 9am - 7pm

01859 520370 | Email: sales@harriscommunityshop.co.uk

Web: www.harriscommunityshop.co.uk

Facebook: [@harriscommunitycoop](https://www.facebook.com/harriscommunitycoop)

Home deliveries throughout South Harris. Works closely with **Macleans' Bakery**. Customers can order homemade ready meals through Macleans, and they can drop it off at people's homes.

Delivery covers from Golden road to Rodel, and it may have a charge: Monday, Wednesday, Friday: West side of Harris. Tuesday & Thursday: East side.

4.3 The Uists

Support Services Uist

Carer Support

As part of the Western Isles Community Care Forum, Carer Support provides services directly to carers and users that include provision of funding for respite, and the Carers' Trainers' Project.

Contact: Catherine MacDougall

Training and Assessment Officer (Uist and Barra) Western Isles Community Care Forum SCIO

Tel: 01859 502588 Tel: 07487 540173

carersupport@wiccf.co.uk

Tagsa Uibhist

Care at Home and Adult Support

The Tagsa Home Care Service provides support to meet both the individual needs of the clients and the needs of their family or informal carers.

The service allows people to live well in their own homes for as long as they want and can. As well as the traditional services such as preparing meals, personal and domestic support, they also provide companionship and social interaction that reduces the feeling of isolation and maintains their contacts with the community and improves the individual's overall wellbeing, whilst at the same time allowing carers respite and enabling them to continue in their caring role.

- **Individual Support:** Supporting individuals, regular visits at home, (stimulation, social contact, delaying decline, promoting wellbeing and activities).
- **Group Support:** Group work (social activities, specific activities to stimulate socialisation, memories and meaningful and fulfilling activities, promoting social inclusion and reducing isolation). For example, Tagsa's Gardening Club, Health Walks and Ceilidhs.
- **Carer and Family Support:** Supporting families – respite, information, resources for learning about dementia and other conditions.

Contact Sarah MacLachlan

Care Manager

sarah@tagsa.co.uk

Tel: 01870608903

Community Transport

The service operates throughout the Southern Isles - North Uist, Benbecula, South Uist as well as in Eriskay, Grimsay and Berneray to enable clients to attend medical appointments, day care, adult learning, and respite, as well as shopping and to access other appointments that they need to attend. This service is available for individuals with support needs and/or mobility difficulties, and who have may not have access to public transport services and who do not have a vehicle or a family member who can provide transport for them.

Service users who meet the eligibility criteria can also request Tagsa Uibhist to collect shopping for them if they provide a list and payment. Medication can also be collected in agreement with the local surgery or pharmacy.

Kirsty MacLeod
Transport Coordinator
kirsty.macleod@tagsa.co.uk
Tel: 018708907

Uist Bereavement Support: One to one counselling for anyone dealing with the loss of a loved one. Contact Chris 01870608908 - chris@tagsa.co.uk

Biadh Blasta Uibhist (Home Grown Meals on Wheels): nutritious ready-made meals delivered to individuals in their homes (by referral). Contact Sarah 01870602111 sarah@tagsa.co.uk

Art Therapy: Counselling and support through art psychotherapy. Contact Catriona - catriona.macinnes@tagsa.co.uk

Tagsa Community Gardens: Local Produce for sale Mondays, Wednesday, and Fridays 10-4. Contact Alex 01870602111 alex@tagsa.co.uk

Caraidean Uibhist

Caraidean Uibhist is a befriending organisation in place to tackle loneliness and social isolation across the communities of Berneray, North Uist, Benbecula, South Uist and Eriskay.

Service provided:

- One to one and group befriending
- Activity groups
- Drug and alcohol support

Contact: admin@caraideanuibhist.org 01870603233

Warm Community Hubs/Cidsin Ceilidhs

UCVO supports the Warm Community Hubs/ Cidsin Ceilidhs programme that local organisations can access to heat their building and provide food and a warm space where community members can attend for a morning or afternoon. Currently there are 9 organisations running this provision on a weekly basis across Uist.

For further information please contact Sorchá Monk at sorcha@ucvo.org.uk and look out for details in the local monthly newspaper Am Paipear and posters in local public spaces.

Uist and Barra Foodbank

The Uist and Barra Foodbank provides practical support to people who can't afford the essentials.

The Uist and Barra foodbank located in The Bunker, East Camp, Balivanich, Current opening times are Monday 10am-1pm and Friday 12pm-3pm. All donations gratefully received.

Contact:

uistandbarrafoodbank@gmail.com

Tel: tel: 01870602515

Food Delivery

Creagorry Co-op

Creagorry, Isle of Benbecula

www.shop.coop.co.uk

[Tel:01870602231](tel:01870602231)

Locally made Frozen meals

MACLEAN'S BAKERY

01870 602659

orders@macleansbakery.co.uk

Soups, mains including vegetables or rice, warm desserts and chilled desserts

Isle of Barra

Carers Respite:
Cobhair Bharraigh

Cobhair Bharraigh Centre
Castlebay
Isle of Barra
HS9 5XL
Tel: 01871 810 906
e-mail: cobhairbharraigh@btinternet.com

Primary focus is to ensure that every service user receives the support that is right for them.
We can support you with:

- Personal Care
- Getting up in the morning or going to bed at night.
- Respite
- Companionship
- Housework
- Support to work placements, college or club
- Leisure activities
- Going on holiday

Food Bank:
Uist & Barra Food Bank

Tel: 01870 603 819
e-mail: uistandbarrafoodbank@gmail.com

Community Larder / Help yourself pantry:

Barra Childrens Centre & Gàradh a' Bhàgh a' Tuath

Barra Childrens Centre
Castlebay
Isle of Barra
HS9 5XD
Tel: 01871 810 890
e-mail: info@barrachildrenscentre.org.uk

Open Wednesday and Thursday 9-4

Gàradh a' Bhàgh a' Tuath

Northbay
Isle of Barra
HS9 5YQ
e-mail: lisanne@garadh.org

Open Monday to Friday 9-1

Barra Childrens Centre and Gàradh a' Bhàgh a' Tuath are working together to reduce local food waste. The community larder will operate from Northbay and Castlebay, is volunteer led and free of charge.

There will be a wide variety of fresh and frozen items from which you can choose. We'll update the "Community Larder" Facebook page to show you what we have available each week.

Frozen Meal Deliveries:
MacLean's Bakery

Tel: 01870 602 659
e-mail: enquiries@macleansbakery.co.uk

[Home delivery of frozen meals.](#)

Bùth Bharraigh Ltd

Community Larder
Craft Classes at the Bùth on a Sunday
Foodbank
Bùth Refillery - just buy what you need.

Bùth Bharraigh is a community social enterprise providing a route to market for local produce and opportunities for local people. We are also Visitor Information and a Hebridean Way Pit Stop. We have Launderette, Bike Hire, Tea & Coffee area with free WiFi. It is also the home of Barra Bunting.

Follow us on @buthbharraigh (Facebook, Twitter, Instagram)

Or visit our webpage www.buthbharraigh.co.uk

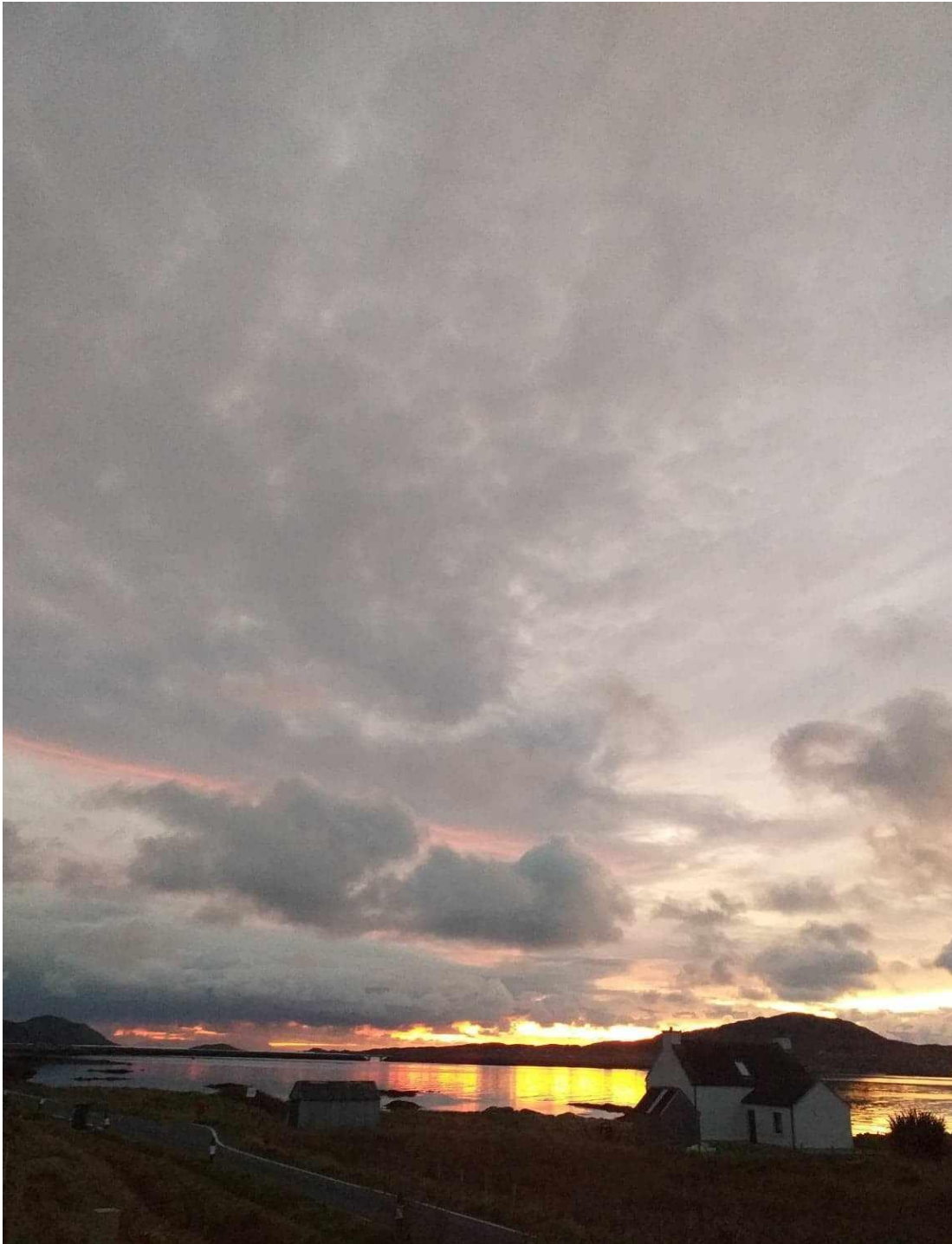
T: 01871 817 948

General Enquiries: info@buthbharraigh.co.uk

For Orders: order@buthbharraigh.co.uk

Cùm sàbhailte, cùm gu math sa Gheamhradh seo!

Keep Safe, Keep Well this Winter!



ENDS