

ADVICE Age Scotland Silver Line: 24 hour confidential information, friendship, advice and resources tailored for older people.	Freephone: 0800 470 8090
Borderline: Confidential, anonymous helpline for those with emotional distress. Open 365 days a year, 7pm-10pm.	Freephone: 0800 027 4466
Veterans First Point Borders: Assistance to any Veteran whatever their need, if you have served more than one day in any services.	01896 825 550
Samaritans: 24hr helpline to anyone feeling down or struggling to cope.	Freephone: 116 123
Alzheimers Scotland: 24hr helpline for Action on Dementia.	Freephone: 0808 808 3000
Addaction Borders: Confidential service, for all 16yrs+ affected by drugs and alcohol.	Freephone: 0800 028 6664
Borders Independent Advocacy Service: Advice, support and representation for people with community care needs and their carers.	01896 752 200
Ability Borders: Information & signposting service for people with physical disabilities and long term conditions.	0300 999 2273
Patient Advice and Support Service (PASS): PASS provides confidential advice to patients and supports people who wish to make comments, raise concerns or make a complaint about treatment or care provided by NHS in Scotland.	01721 721 722
Shelter: Housing Aid Centre: Provides confidential and independent advice on homelessness, rent and mortgage arrears, eviction, dampness and disrepair and representation in court and landlord/tenant disputes.	0844 800 2400

Citizens Advice Bureau: Confidential, friendly impartial advice service.	01896 753 889
Cruse Bereavement Care: Listening service when ready to talk about bereavement	0870 167 1677
Energy Savings Trust (Scotland): Advice to make your home warmer, save energy and money.	0808 808 2282
Pension Credit Line.	Freephone: 0800 991 234
Department of Work & Pensions.	Freephone: 0800 731 7898

Useful Personal Phone Numbers

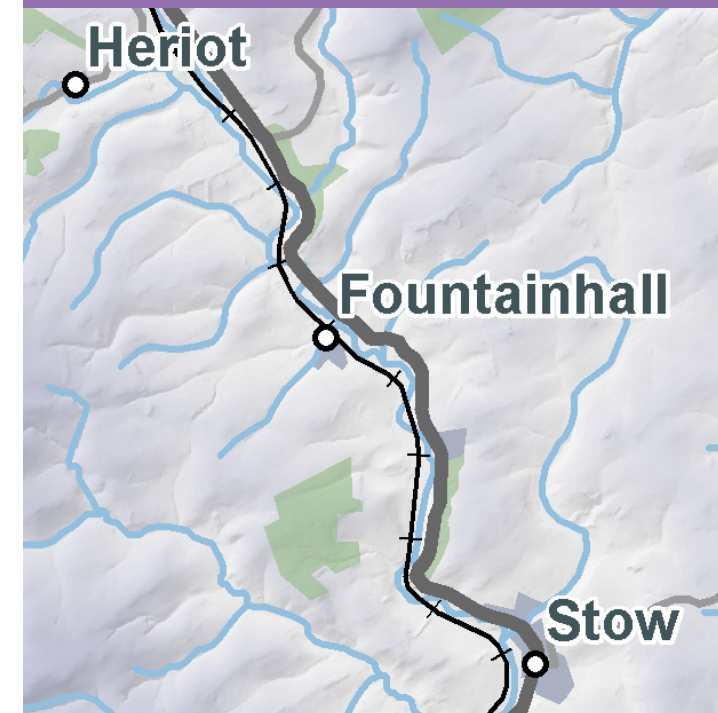
You can get this document on audio CD, in large print, and various other formats by contacting us at the numbers below. In addition, contact the numbers below for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.

For more information contact: Jessica Troughton on 01578 730305/07940 201562

Gala Water Directory

Heriot, Fountainhall and Stow

Useful contact numbers



HEALTH	Contact Number
Stow Health Centre: Family health, Minor illness and long term conditions. Also.... - Doing Well Adviser: confidential service offering support and advice on how to deal with your problems.	01896 661 440
- Lifestyle Adviser Support Service: Support and advice to people wishing to make a lifestyle change to improve their health.	
- Stow Health Centre Transport: Take patients to Health Centre for appointments. Patients must be registered with Health Centre.	
- No Food? Are you unable to feed yourself or your family? Ask your GP / Nurse / Health Professional about a foodbank. Food banks require a referral.	
NHS 24: Call if you are ill and can't wait until the Health Centre opens.	Freephone: 111
Borders General Hospital.	01896 826 000
New Horizons Borders: User-led mental health charity, aims to raise self-esteem and empower individuals.	01896 755 510
Dental enquiries.	0845 3000 930
Podiatry: Dan Broadhead (Private Practice).	01835 870 414
HELP IN THE HOME	
Borders Care and Repair: Home improvements, handyperson and adaptations service for older people.	01750 724 895
Borders Carers Centre: Support to carers aged 18+ assisting those who can't manage; frail, ill, has a disability or addiction.	01896 752 431
Border Care Community Alarm: 24hr alarm service - gives an immediate response in an emergency.	01896 758 717

Galashiels British Red Cross: Short-term loan of mobility aids, wheelchair hire and support at home.	01896 751 888
Royal Voluntary Service: Support to older people to get more out of life; Good neighbours, social centre and emergency response.	01896 754480
R&G Anderson: Deliveries of milk, fruit & veg to your door.	01578 750347
SOCIAL Stow and Heriot Church.	01578 730 237
Stow Lunch Club: Thursdays 12.30pm. All aged 60+ welcome. Volunteers always welcome.	01578 730305
Stow Post Office and Shop.	01578 730 225
Fountainhall Village Hall (Bookings)	0773 035 3916
LIVE Borders: Libraries, halls, museums & galleries, sports & leisure.	01896 661 166
Stow Pensioners Society: All aged 60+ welcome.	01875 730 378
Galawater Horticultural Society: Encourage local horticulture, annual show, meetings & trips.	01578 730 327
TRANSPORT Borders Community Transport Network: Available to all; older people, those with a disability or chronic illness and members of local community groups.	0300 456 1985
Traveline Scotland: 24hr One stop shop for all national bus, rail, coach, air and ferry information.	0871 200 2233
SAFETY IN ANY EMERGENCY: If someone is seriously ill, injured, at risk or a crime being committed.	999
Police Scotland.	101
Scottish Fire & Rescue: Home safety checks.	Freephone: 0800 169 0320

Scottish Power: Report a power cut.	Freephone: 105
Scottish Power Priority Service: For all aged 65+ with a disability or chronic illness.	Freephone: 0800 027 1122
Victim Support Borders: Confidential service to all victims of crime including domestic abuse.	01896 751 212
Fountainhall Resilience Plan: Community Emergency Plan for Fountainhall village.	01578 760 296
SCOTTISH BORDERS COUNCIL Customer Services - One call does it all. Open: Mon to Wed 8am to 5pm Thurs: 8am to 8pm Fri: 8am to 5pm Sat: 9am to 12noon	0300 100 1800
- Trading Standards - Payments; rents - Benefits and Grants - Social Work Department - Council Tax, Rates - Planning, Building - Roads, Bin collections, streetlights - Births, Marriages & Deaths - Blue Badge Scheme, concessionary travel and passenger transport - Shopping Service - referrals via Social Work	
- Homeless Services	Freephone: 0800 376 1138
- Emergency out of hours including Duty Social Worker	01896 752 111
DEMOCRACY Stow and Fountainhall Community Council: To ascertain, co-ordinate & represent the views of the local community to Local authority and other public bodies.	01578 760 297
Scottish Older People's Assembly: Offers a voice to older people about their concerns and issues of living in Scotland.	01835 823 374