



“Wee Treats” for carers

FREQUENTLY ASKED QUESTIONS (FAQs)

What is “Wee Treats” for carers?

This is a new promise to pay voucher scheme introduced to help eligible carers access a meaningful short break, of their choosing, from their caring role.

Is everyone eligible to receive this?

No. Carers eligible for this scheme, will be identified following the completion of a PKC Adult Carers Support Plan or a PKAVS Carers Assessment/Review.

How do I use the voucher?

Present your voucher at the time of booking, to ensure the business are happy to accept the voucher and for them to retain until payment is received. Once you have had your treatment/therapy, ask them to contact us (using the details on the voucher) so we can arrange swift payment.

Where can I use the voucher?

You can redeem your voucher at most local outlets including holistic and complementary therapists, hairdressers, beauticians and the like, providing they are happy to accept the voucher.

How long do I have to use my vouchers?

All vouchers are valid for 12 months from the date of issue.

The business I want to use hasn’t heard of this and isn’t keen to accept the voucher?

Ask them to visit the Wee Treats information page on our website, or to call Anne Wright at the Carers Centre on 01738 567076 or to email weetreats@pkavs.org.uk

How will you pay my business?

After the voucher has been redeemed, fill in our online payment form, using the QR code on the voucher. We will pay your business by bank transfer, within 10 working days. Keep hold of the voucher until payment has been received, when it can be destroyed.

I paid for the service myself, can I be reimbursed?

No. We will only reimburse the business. You must ensure the business will accept the promise to pay voucher at the time of booking to avoid this.

How much do you pay?

We will pay up to a maximum of £50 for each promise to pay voucher. Anything over and above this should be paid for by the carer.

I previously had vouchers through the Complementary Therapy Voucher Scheme but I am not eligible for “Wee Treats”. What can I do?

Contact the Short Breaks team and we will discuss the possibility to apply for other funding for complementary therapies.

My voucher has expired, can I extend it?

No. All vouchers should be used before their expiry date, it is not possible to extend them.

I’ve used my 4 vouchers, can I get more?

No. Eligible carers can access a maximum of 4 Wee Treats vouchers within a 12 month period.

I have misplaced my vouchers, what can I do?

Contact the Short Breaks Team at the Carers Centre, who can help you.

I’m unhappy with my treatment/therapy, what do I do?

The contract for your treatment is between you and the business, you should contact them directly to discuss any issues.

How do I find out if the Carer I support meets the criteria for this service?

You should enquire with their PKC Support worker, if they have had a support plan completed and what their criteria level was.



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Can I use more than one voucher at a time?

There is nothing to stop you using 2 or more vouchers towards your chosen treatment/service if you choose. Please be aware that if eligible, you will only receive one set of vouchers within a 12 month period.

I'd like to buy a body oil from my therapist, can I use a voucher towards it?

No. The vouchers cannot be used to pay for goods, only services.