



SOCIAL POLICY SERVICE GUIDE

**BURNSIDE RESIDENTIAL
RESPITE UNIT**



West Lothian
Community Health and Care Partnership





Burnside Residential Respite

Short breaks for adults with a learning disability

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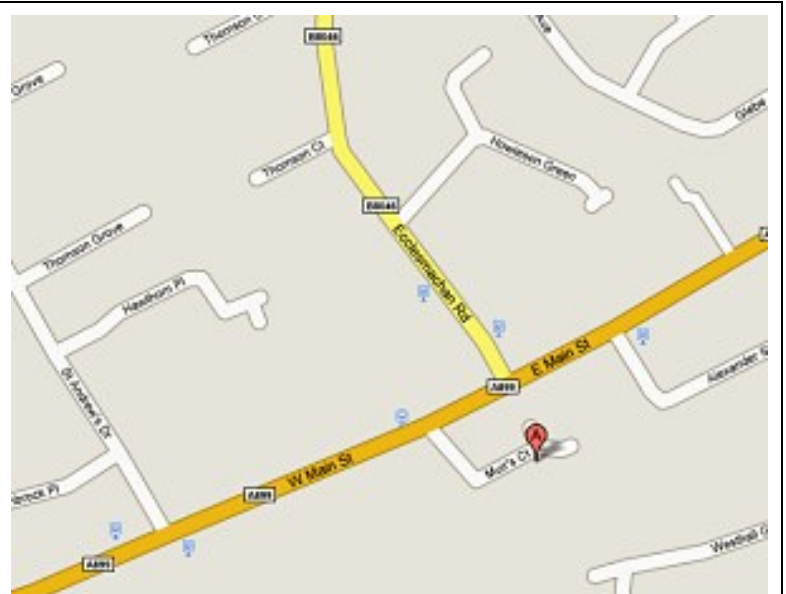
Our contact details and location:

Burnside,
9 Muirs Court,
Uphall,
West Lothian,
EH52 5JQ

Tel. 01506 853212
Fax. 01506 853212

Email:
rosie.fleming@westlothian.gov.uk

How to find us – please phone above
for directions



1. Do you need help to read this document?

If you cannot read or speak English, the council can provide this information in a variety of ways:

- ◆ Braille – for people who are blind
- ◆ British Sign Language – for people who are deaf
- ◆ Tape – for people who cannot see or read
- ◆ Other languages – such as Urdu or Cantonese

If you need help to read this, please contact us at the above address.

2. Our Service Aims

Burnside is located within two adjacent houses in Uphall. It provides short breaks (respite) for up to six individuals at any one time. The service provides respite support to carers as well as the chance for individuals to gain experience of living away from the family environment and learning a range of independence skills.

3. Who is the service for?

The service is for anyone living in West Lothian, aged from 16 and over who has a learning disability and needs regular respite breaks.

4. How do I apply?

If you want to find out more, you can apply by contacting the Adult Assessment Team and asking for an assessment.

Their address is:

Cheviot House, Owen Square, Livingston, EH54 6PW.

Tel. 01506 777777

The manager is also happy to help with any informal enquiries.

5. What does the service do?

Burnside offers:

- Staff cover at nights
- 6 private bedrooms
- evening and weekend social activities
- chance to make new friends
- fully accessible facilities
- Stays can be from 1 – 14 nights.

Your own suggestions for activities are most welcome.

6. How does it work?

Burnside is open all year round. The staff team consists of one assistant manager and a team of residential workers. Extra staff are drafted in as needed. Staff work on a shift rota and provide overnight cover. The house is not usually staffed during the day when people are out and about but this can be negotiated.

7. Our Care Standards

The delivery of all services within Burnside will be carried out within the stated aims of the West Lothian Learning Disability Service Statement, Partnership In Practice Report and National Care Standards. These include the following key themes;

- Enabling and sustaining independence
- Improving quality of life and promoting choice
- Promoting inclusion / service user involvement
- Meeting lifelong learning needs
- Safety and protection
- Meeting healthcare needs

The Care Commission inspects and regulates care services by taking account of the National Care Standards. There are standards for every care service. They are published and reviewed by the Commission. Copies of the standards can be downloaded from the Care Commission website.

The standards are very detailed and include the following quality themes;

- Care and Support
- Environment
- Staffing
- Management and Leadership

Copies of inspection reports can be obtained from the manager at Burnside or downloaded from the Care Commission website.

8. Comments and Complaints

Your views are very important to us. Please talk to a member of staff, or you can also write to:

- The manager at Burnside
- The Head of Social Policy, West Lothian Council, Civic Centre, Howden South Road, Livingston, EH54 6FF.
- The Care Commission – telephone 0845 60 30 890

If you need help, please telephone 01506 77 50 00.

9. Links to other helpful services

West Lothian Council Customer Services	01506 775000
Ace Advocacy	01506 444330
Adult Assessment Team (Learning Disabilities)	01506 777777
Adult Family Placement Service	01506 775963
Autism and Aspergers Syndrome - Lothian One-Stop Shop	0131 240 2370
Blackburn Support Services	01506 653081
Community Inclusion Team	01506 773665
Deans House Residential Service (for adults with learning disabilities)	01506 777978
Disability West Lothian	01506 774030
Eliburn Support Services	01506 774300
Local Area Co-ordination Team (Life Planning)	01506 777777

Text phones offer the opportunity for people with a hearing impairment to access the council.

**The Text Phone number is
18001 01506 464427**

A loop system is also available in all offices.

Information is available in Braille, on tape, in large print and community languages.
Please contact the Interpretation and Translation Service on **01506 775000**.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 01506 775000

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 01506 775000

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：01506 775000

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਠੇਕਰੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਪੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਸ਼ਿਖਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੈਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ : 01506 775000

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
برائو سرکاری اظہار پر پبلنگ ایڈیٹر اسٹیٹنگ سروس سے ٹیلیفون نمبر 01506 775000 پر رابطہ قائم کریں۔

Informacje te mogą być przekazane na język Braille'a, dostępne na taśmie magnetofonowej lub wydane dużym drukiem oraz przetłumaczone na języki mniejszości narodowych.
Prosimy o kontakt z Usługami Tłumaczeniowymi pod numerem 01506 775000.

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www.westlothian.gov.uk

If you have used the Council's complaints procedure, and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman,
4 Melville Street, Edinburgh EH3 7NS
Tel: 0800 377 7330

Email: ask@spsa.org.uk