



SOCIAL POLICY SERVICE GUIDE

**ELIBURN SUPPORT SERVICES
DAY SERVICES UNIT**



West Lothian
Community Health and Care Partnership





Eliburn Support Services

For adults who have a learning disability and complex levels of needs

Contents:

1. Do you need help to read this leaflet?
2. Our Service Aims.
3. Who is the service for?
4. How do I apply?
5. What does the service do?
6. How does it work?
7. Our care standards.
8. Any comments or complaints.
9. Links to other helpful services.

Our contact details and location:

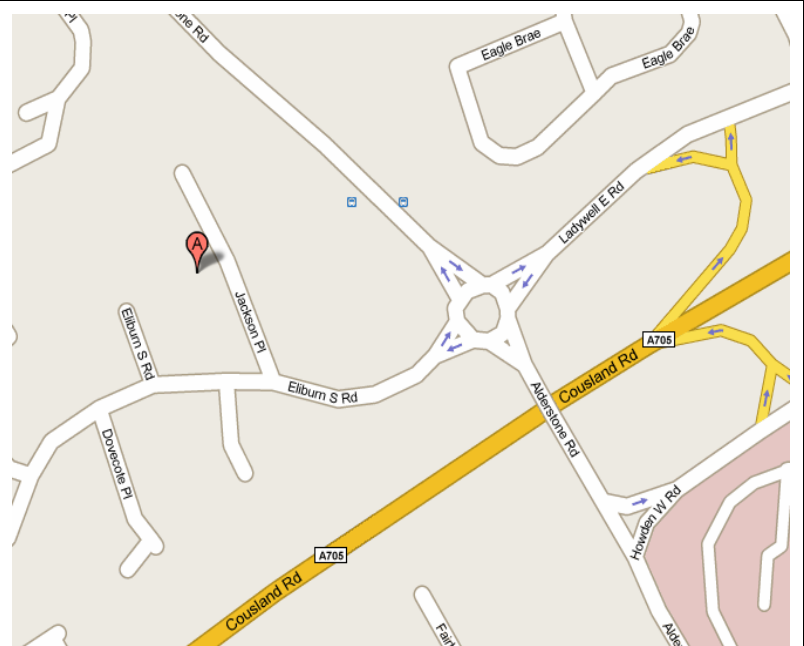
Eliburn Support Services
Jackson Place
Eliburn
Livingston
EH54 6RH

Tel. 01506 774300

Email:
margaret.duncan@westlothian.gov.uk

How to find us – please phone
above for directions

Travel information:
01506 777840



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 visually impaired
- ◆ British Sign Language – for people who are hearing impaired
- ◆ 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

Eliburn Support Services aims to provide a day service for adults who have a learning disability, associated physical disabilities and complex levels of needs including health care needs.

Staff working within Eliburn will assist and enable service users achieve their potential by remaining as independent as possible for as long as possible. This is done in a person centred way and involves parents/carers, family members and the professionals involved in supporting the service user within their day to day life.

3. Who is the service for?

The service is for anyone, aged between 16 and 65 years, living in West Lothian who meets the criteria for the Eliburn service. The service is for people seeking day respite for themselves and/or their families.

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:

New Cheviot House, Almondvale Boulevard, Livingston, EH54 6QN. Tel. 01506 282252.

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

5. What does the service do?

Staff working within Eliburn support and enable service users with:

- Personal care requirements
- Eating and drinking
- Mobility
- Communication
- Involvement with in-house activities
- Involvement with community based activities (dependent on resources)

- Access to physiotherapy (where appropriate – decision made by physiotherapists)
- Access to hydrotherapy (where appropriate – decision made by physiotherapists)
- Collaborative working with parents, carers, family members and other professionals
- Chance to make new friends
- Chance to access aromatherapy sessions (this is an arrangement between the service user and the aroma therapist)

Your own suggestions for activities are most welcome.

6. How does it work?

Eliburn is open Monday to Friday, 50 weeks per year. Eliburn is closed on seven public holidays and three days between Christmas and New Year. The staff team consists of one manager, one depute manager, two team leaders, ten key workers, eighteen support workers, two part-time administration workers, one caretaker, one cook, one domestic assistant and one laundry assistant. The service is also supported by a nurse employed by the NHS on a full time basis.

There is a charge to service users if they decide to purchase a lunch from Eliburn. Please check out the cost of this at the time of your application or visit. Service users are welcome to bring a packed lunch. Service users must pay the full cost of meals purchased whilst being supported to access community based activities.

Service users must pay a contribution towards any activity that incurs a cost. Please check out the cost of activities at the time of your application or visit.

7. Our Care Standards

The delivery of the service within Eliburn Support Services will be carried out within the stated aims of the West Lothian Learning Disabilities Service Statement, Partnership in Practice Report and National Care Standards for Support Services. These include the following 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 service offers support, which respects each service user's gender, cultural, race, religious and spiritual needs and complies with current equality/anti-discrimination legislation.

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 – <http://www.carecommission.com/>

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 Eliburn 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 Eliburn Support Services
- 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 282252
Letham Court Respite Unit (for adults who have complex needs)	01506 881164
Autism and Aspergers Syndrome - Lothian One-Stop Shop	0131 240 2370
Disability West Lothian	01506 774030
Blackburn Support Services	01506 653081
West Lothian Community Learning Disability Team	01506 433384
Liaison Nurse	01506 433386
West Lothian Fleet and Community Transport	01506 777840

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) ਠੇਕਰੀਠ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਖੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਖਾ 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۔
براہ مریابی انٹرنیٹ پر ینگ اینڈ ٹرانسلیٹنگ 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@spsso.org.uk