

How to contact us

Livingston Social Work Centre

Cheviot House
Owen Square
Livingston
Tel: 01506 777777

Broxburn Social Work Centre

Strathbrock Partnership Centre
Broxburn
Tel: 01506 775666

Bathgate Social Work Centre

69 Whitburn Road
Bathgate
Tel: 01506 776700

Social Work Department

St John's Hospital
Livingston
Tel: 01506 524088

Comments & Complaints

If you have any comments or suggestions which could help us improve our standards, please contact any of the centre offices.

Information is available in Braille, tape, large print and community languages.
Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط ويخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 0131 242 8181

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：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨੈਤੁਰੀਨ ਟੇਪ ਰਾਹੀਂ ਲਿਖੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਫਿਰ ਵੀ ਜੇਕਰ ਅਸੀਂ ਤੁਹਾਨੂੰ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਦੱਸਦੇ ਹਾਂ ਤਾਂ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (بھولے کے رسم الخط)، ٹیپ، بڑے حرف کی شریعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
اگر آپ کو مزید مدد کی ضرورت ہے تو براہ کرم 0131 242 8181 پر رابطہ قائم کریں۔

Informacje te mogą być przelozone na jezyk Braille'a, dostepne na tasmie magnetofonowej lub wydane duzym drukiem oraz przetlumaczone na jezyki mniejszosci narodowych.
Prosimy o kontakt z Uslugami Tlumaczeniowymi pod numerem 0131 242 8181.

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Assessment and Care Management Adults and Older People

Mission Statement & Service Standards

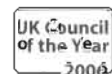
Mission Statement

We aim to support adults and older people who have a permanent physical, mental or learning disability, are frail or unable to cope by:

- Carrying out an assessment of need.
- On going co-ordination and care-management of appropriate services in order to meet that need such as day support and day care, employment and work experience, independent advocacy, personal care, respite care and short breaks for carers.
- Ensuring that customers income is maximised.
- Monitoring and reviewing the service provided to ensure that all involved are happy **with the service provided.**
- Providing a service of equal quality to all with no **discrimination** on the grounds of race, religious beliefs, disability, language, gender, age or sexual orientation.
- Respecting privacy, dignity, choice and independence.

West Lothian Council delivers

www.westlothian.gov.uk



Service Standards

We will do the following:

- Make sure there are no barriers to receiving the service, such as language. We will accept referrals to the service by people who need the service, or on their behalf with consent by a relative, carer or other agency. We can be contacted in person, by phone, in writing or by e-mail.
- Make a decision about the priority of the situation within 24 hours and inform the customer and referrer of this decision in writing within 3 working days.
- Carry out an assessment of need within 12 weeks of receiving a referral or 5 working days if the situation has been defined as high priority. In emergencies a duty worker will be available during working hours Monday to Friday. The emergency duty team are available out with working hours.
- Carry out this assessment of need in the individual's own home, permanent residence or day centre placement.
- Notify in writing or by phone who will be visiting and give a mutually acceptable appointment.
- Always show identification.
- Make sure that the assessment process including how and where information will be stored is explained fully to the customer and their representatives and that they understand this process.
- Provide a written record of the assessment within 7 days of the assessment, which will include particular areas that have been assessed and any advice provided. This is an ongoing process and we want to make sure that everyone involved is happy with what is written before it is signed by the individual or someone on their behalf.
- Welcome relatives, carers or any individual who may be involved throughout the assessment. We will make sure that if carers are involved they always get an opportunity for an assessment of their own needs to be carried out. This can be done without the person they are caring for being there. A different assessor can be identified if they wish.
- Once needs have been identified by the assessment process information will be given about the type of services available to meet that need or other choices that may be considered. For example provision of care at home to assist with dressing. This service will be made available as soon as possible.
- Make sure that if the needs identified during the assessment cannot be met for example due to lack of availability of care staff or respite beds, that this information is collated and managed centrally and reviewed monthly.
- In order to give the customer choice and control of the provision of some services they may be offered Direct Payments allowing them to purchase services independently.
- Make sure that any charges for the services provided are explained to the individual and their carer before it begins. The scale of charging depends on income and any savings the individual has and they have a choice whether to go ahead with this or not.
- Always respect confidentiality but with permission from the individual we will share information with other agencies and services such as Housing and Health to ensure all relevant services and benefits are accessible.
- In some circumstances a risk to the individual or others may be identified which the customer is not aware of or does not agree with. This may lead to our involvement without the individual's consent. Our staff are fully trained in adult protection and our guidelines for conduct are available on request.
- Review and monitor new Care Home Placements after 3 months to ensure that it continues to meet the needs of the customer. We will fully involve the customer and anyone involved in his or her care in this review process. A written copy of this review will be provided. Thereafter all parties will be contacted annually and offered a formal review if necessary.
- Review and monitor new Care at Home services at 6 weeks. We will confirm this in writing and include details of how to contact us if there are any concerns or if needs change.
- Acknowledge any complaint or suggestion within 5 days.
- We will measure our performance against these standards and publicise the results. For some standards we will measure by asking customers, partners and stakeholders how they think we perform by sending a questionnaire. The views of our customers are important to us as they help influence future service developments.