Older People Services

Whitdale Care Home

West Lothian Council

NHS Lothian

West Lothian
Community Health and Care Partnership

Our Contact Details and Location:

Whitdale Care Home 110 East Main Street Whitburn EH47 0RH Tel. 01501 744445 Email: whitdalehouse@westlothian.gov.uk Unit manager: Elaine Leghorn Link to our location on Google Maps	

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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 cannot see or read
- Other languages - such as Urdu or Cantonese
- If you need help to read this, please contact us using the details above

2. Our Service Aims

West Lothian Council is committed to working with people and communities in West Lothian. We aim to enhance the quality of life. We provide directly, and in partnership with others, a comprehensive range of quality and valued services. Our services aim to meet people's needs and aspirations on the basis of fairness and equality.
In line with our mission statement, our aims are to:

- Enhance the independence of residents
- Provide the highest possible standards of care to promote the ethos of our care facilities

3. Who is the service for?

Our primary purpose is to provide quality care home services for people aged over 65 who are no longer able to live in their own home due to physical or mental frailty.

4. How do I apply?

Whitdale provides a permanent home with care and admission is made by contacting your nearest social work team. Your doctor, district nurse, community psychiatric nurse or hospital ward staff may contact social work on your behalf.
The social work team will take all of your details and arrangements will be made for a care manager to visit you to carry out an assessment of your needs. Should we agree that you require care, you can visit our care homes and choose the one which you would prefer. If there is a vacancy there, an admission date can be arranged. If no vacancy is available your name will be placed on the waiting list for the care home of your choice. In this event, you may be offered a temporary place at another care home.

To apply for an assessment, please contact any of the following social work offices:

- Livingston Social Work Centre - Tel. 01506 282252
- Bathgate Social Work Centre - Tel. 01506 776700
- Broxburn Social Work Centre - Tel. 01506 775666
- St.John's Hospital Social Work Team - Tel. 01506 524088

5. What is an assessment?

We can visit you to discuss what your needs and wishes are and how we can help you with them The assessment may take just one visit or it may take some time to complete. In most cases, an assessment must be carried out before any services or support are recommended. Most people now receive a single shared assessment – with your agreement, health and council staff working in partnership can share information to make it easier for you and to improve communication. The purpose of the assessment is to look at the support you receive and to determine your needs. It takes into account your own situation – family, housing, social life, leisure activities, your age, health and any support already in place. We can also carry out a separate assessment of your carers on request.

6. What happens next?

IT'S YOUR HOME! If you move into Whitdale it becomes your home and you will be encouraged to have a say in the way it is run. Residents and staff have regular meetings giving you the opportunity to air your views about anything that affects your life. This could include meal menus, entertainment, outings etc. Friends and relatives are welcome to visit at any time and they are invited to offer views and comments about ways in which we can improve the services we offer. We can help or advise you if you wish to complain.

STAFFING – In Whitdale, care is provided 24 hours a day. You will have a named worker and staff to help when necessary with your needs. Your named worker will discuss your support needs with you to help draw up your Personal Plan.

ACTIVITIES – Whitdale has an activity leader who supports residents' activities., promoting mental, social and physical wellbeing. This includes in-house entertainment and arranged outings.

SMOKING POLICY – Whitdale offers a smoking room for those residents who wish to smoke.

SECURITY – Whitdale has its own arrangements regarding building security. Residents are free to come and go as they wish. There may be circumstances whereby vulnerable adults require to be protected for their own safety.

MEDICATION – Staff usually help you to take your prescribed medicine at the right times, however if you prefer (and you can manage) you can do this for yourself.

SPECIALISED EQUIPMENT – If you need aids or adaptations we can help you get these.

MEALS – Whitdale has qualified catering staff who provide a varied, nutritional daily menu and any special diets that you may need. Meal times can be flexible. We will discuss menus with you to find out your likes and dislikes.

LAUNDRY – We provide a laundry service in each of our care homes or you may choose to have laundry sent home. Dry cleaning services can be arranged. We ask relatives, if they are able, to clearly mark all items of clothing – please ask staff for advice on how to purchase labels.

SUPPORT SERVICES – You will be registered with our local GP, dentist, optician and chiropodist. Our hairdresser makes regular visits.

7. How much does it cost?

There are no charges for information and assessments. We can often help you claim extra welfare benefits to pay for the support you need.
The cost of living in a care home depends on your own financial circumstances. The care manager carries out a financial assessment before admission to determine the level of charge you will have to pay.

8. What are our service standards?

Our aim is to ensure the comfort and wellbeing of the residents in our care. We actively encourage relatives and friends to remain involved in your care. We will do our best to support your religious, ethnic and cultural needs.

Our service is regulated by the Care Inspectorate to meet the national care standards. Copies of inspection reports can be obtained from any of our care homes or online at www.careinspectorate.com

9. Any ideas or complaints?

Your views are very important to us. Please talk to a member of staff if you have any ideas, suggestions or complaints. If you are not happy with their reply you can contact their team manager. Alternatively you can pick up a 'Points of View' form at any council information point and which can be returned to us via Freepost. You can also contact our Customer Service Centre – Tel. 01506 775000 or email customer.services@westlothian.gov.uk

10. Links to other helpful services

If you are looking for further information there is plenty of help and advice available for you and your family:

Carers of West Lothian have a free, useful carer's information pack

West Lothian Council - Customer Service Centre - Tel. 01506 775000

West Lothian Council – Social Work Services for Older People

West Lothian Council Housing

West Lothian Council run care homes for older people:

- Limecroft Care Home, Dedridge, Livingston - Tel. 01506 460171
- Whitdale House Care Home, Whitburn - Tel. 01501 744445
- Burngrange Care Home, West Calder - Tel. 01506 872346
- Craigmair Interim Care Home, Livingston - Tel. 01506 777633

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 ইন্টারপ্রেটেশান 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) ਨੇਤ੍ਰਹੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਪੀ, ਟੇਪ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ 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۔
براہِ مہربانی انٹرپریٹنگ اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 01506 775000 پر رابطہ قائم کریں۔

Informacje te moga byc 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 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@spso.org.uk