

Older People Services

Whitdale Day Care Service



West Lothian
Community Health and Care Partnership



Our Contact Details and Location:

Whitdale Day Care Centre

110 East Main Street

Whitburn

EH47 0RH

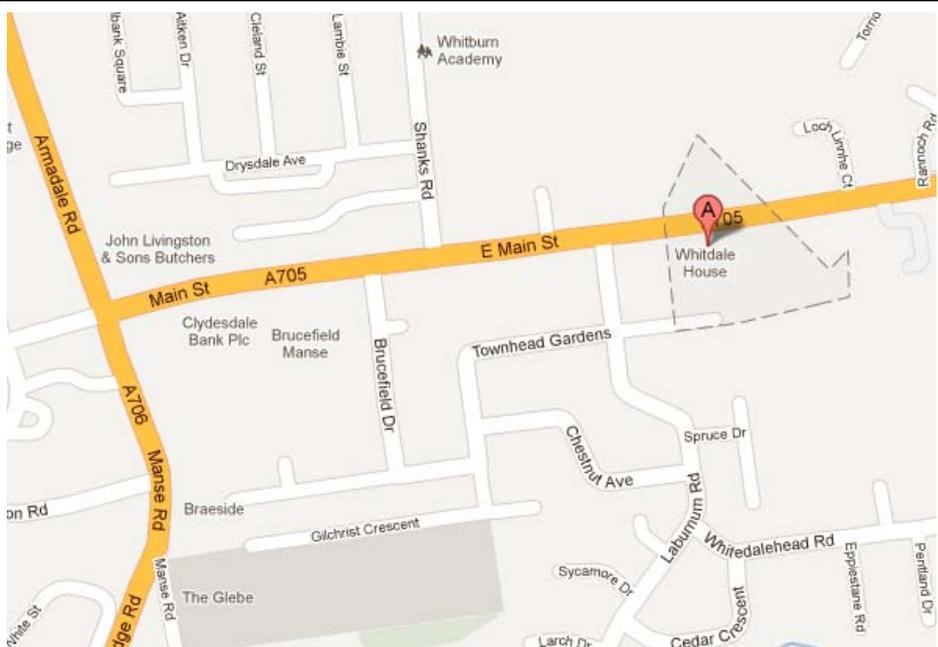
Tel. 01501 742924

Email:

whitdalehouse@westlothian.gov.uk

Unit manager: Louise Taylor

[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

The day care service is provided for older people who need additional help during the day and also to provide a break to carers. People who attend can make new friends, possibly meet old acquaintances, enjoy activities, outings and entertainment.

3. Who is the service for?

The service is for people over 65 years of age living in the west of West Lothian who need support during the day due to physical or mental frailty.

4. How do I apply?

Please contact your nearest social work team. Your GP, district nurse, community psychiatric nurse or ward staff may contact the social work team on your behalf. The social work team will take all 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 the centre.

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?

If this interests you, then Whitdale Day Care Centre may be the place for you.

- You or your family/carer should contact the social work department – referrals are also accepted from the district nursing service, CPN's or your GP.
- On receiving a referral, a member of staff will visit you in your own home to discuss what is on offer and to answer any questions you may have. You may visit the centre to see things for yourself if you wish.
- If you are offered a placement, you will attend one day a week. Transport and meals are provided. Trained staff will ensure you have a safe, secure environment in which you can relax and enjoy your day.

- Your family or carer can have a break from caring secure in the knowledge you are enjoying your experience.
- Staff usually help you to take your prescribed medicine at the correct times, however, if you prefer, you can do this for yourself.
- Whitdale Day Care centre 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.

7. How much does it cost?

There are no charges for information and assessments, however there is a small daily charge to help pay for meals and transport.

8. What are our service standards?

Our aim is to ensure the comfort and wellbeing of the people 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 the day centre 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](#)

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 ব্রইল, 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 ਲਿਖੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਫ਼ਿਰਮਾ 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 مہربانی انٹرپرائیٹنگ اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 01506 775000 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 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@spsos.org.uk