NHS Lothian

West Lothian Council

SCET

Out of Hours Emergency Social Work Service

Telephone: 01506 281028 / 281029 / 466261 / 466262

Fax: 01506 281045

E-mail: Scet_Mail@westlothian.gov.uk

*It is not advisable to use e-mail if you are a service user requiring an emergency response

View SCET webpage (see social work – out of hours support) at westlothian.gov.uk

WHAT SCET DOES

We provide an emergency social work service out of normal working hours.

Anyone can call at any time. All callers reach us directly, without going through a reception or contact centre. Our priorities are child and adult protection, statutory mental health assessments and family or care breakdowns.

We also provide an emergency Appropriate Adult Service and manage West Lothian Council Domiciliary Care Service out of hours.

Each shift has a Manager, a Social Worker, a Mental Health Officer and an Emergency Care Worker available.

We work closely with carers, our colleagues in the local teams and units and with our key police and health partners to offer a rapid professional service to those in crisis.

Service Standards

We will:

- Respond to referrals on the same day.
- Provide a high quality service as judged by our customers
- Provide the information you need in ways which are easy to understand and meet your needs and preferences.
- Ensure our staff behave professionally in all aspects of their dealings with you.
- Work to achieve the best outcomes for you and for children.

WE ARE OPEN

Monday – Thursday:
16.30 – 02.00

Friday:
15.45 – 01.00

Saturday:
08.00 –02.00

Sunday:
08.00 – 02.00

Public Holidays:
08.30 – 01.00 or 02.00

From the early hours each night till the next morning we provide an emergency standby service.

If you are unhappy with our service

Please contact the SCET Duty Manager out of hours or the Emergency Services Manager on **01506 281043** during office hours.
We will try to resolve the matter within five working days.
If you are still not happy you are welcome to complain formally using the West Lothian Council "*Points of View*" leaflet, or fill in the form online at: **westlothian.gov.uk.**

Annual Report

You can view a copy of our most recent annual report online at westlothian.gov.uk or phone the SCET office to request a copy.

During office hours, please contact your local office:

Bathgate:**01506 776700**
Broxburn:**01506 775666**
Livingston:**01506 282252**

Regarding Older People contact Bathgate

Regarding Adults under 65 contact Livingston

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

Text phone info: **18001 01506 651115**.

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 ਸਾਰਾ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਇਸ ਬਾਰੇ 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 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.