



*Social Policy Service Guide*

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**ELIBURN SUPPORT SERVICES  
(ADULT DAY SERVICES UNIT)**



## Eliburn Support Services

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

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#### Our contact details and location:

<p>Eliburn Support Services Jackson Place Eliburn Livingston EH54 6RH</p> <p>Tel. 01506 774300</p> <p>Email: <a href="mailto:Mark.Crosbie@westlothian.gov.uk">Mark.Crosbie@westlothian.gov.uk</a></p> <p><a href="#">Link to our location on Google Maps</a></p> <p>Travel information: 01506 777840</p>	A map showing the location of Eliburn Support Services. A red pin marks the location at Jackson Place. The map includes roads such as Eliburn S Rd, Jackson Pl, Dovecot Pl, Cousland Rd (A705), Adarnstone Rd, Lettywell E Rd, and Howgate W Rd. Other nearby roads like Eagle Brae and Falch are also visible.
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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 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 at Livingston Social Work Centre and asking for an assessment.

Their address is:

Arrocher 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 from 0830am to 4pm, closing at 3pm on a Friday. Eliburn is closed on seven public holidays and three days between Christmas and New Year. The staff team consists of one manager, two team leaders, eight key workers, seventeen support workers, two part-time administration workers, one caretaker, one cook, one kitchen assistant and one laundry assistant. The service is also supported Monday to Friday by two nursing staff employed by NHS Lothian.

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 Inspectorate 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 Inspectorate. Copies of the standards can be downloaded from the Care Inspectorate website – <http://www.careinspectorate.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 Inspectorate – Telephone 0845 600 9527

If you need help, please telephone 01506 280000.

## **9. Links to other helpful services**

West Lothian Council Customer Services	01506 280000
Ace Advocacy	01506 444330
Adult Assessment Team (Learning Disabilities)	01506 282252
Letham Court Respite Unit (for adults who have complex needs)	01506 881164
Autism Initiatives	0131 551 7260
Disability West Lothian	01506 774030
Pathways Support Services	01506 283030
West Lothian Community Learning Disability Team	01506 819900
Liaison Nurse	01506 819912
West Lothian Fleet and Community Transport	01506 777840

## **ELIBURN SUPPORT SERVICES**

### **STAFFING INFORMATION**

#### **The staff team**

The Eliburn staff team consists of the following:

- 1 full time Manager
- 2 full time Team Leaders
- 5 full time Key Workers
- 3 part time Key Worker
- 14 full time Support Workers
- 4 part time Support Workers
- 2 part time Administration Assistants
- 1 full time Caretaker
- 1 part time Cook
- 1 part time Kitchen Assistant
- 1 part time Laundry Assistant
- 1 full time Charge Nurse
- 1 part time Nurse (28.5hrs)

#### **Qualification**

All staff are fully qualified for their relevant roles and undertake additional refresher training in addition to service user specific training as required.

#### **Training**

Whilst employed at Eliburn members of staff must continue to undergo training and refresher training in relation to a number of opportunities including the following:

- Safer people handling
- Health Care Emergencies
- First Aid for registered First Aiders
- Epilepsy Awareness
- Administration of rectal diazepam and midazolam
- Protection of Vulnerable Adults
- Dysphagia
- Enteral Feeding
- Nutrition policy and procedures
- Nutrition for food handlers
- SVQ111
- Race relations awareness
- Hydro pool evacuation
- Community Health Care Partnership – induction for new members of staff
- Medication policy and procedures and Risk Assessments.
- Medication in house unit policy and procedures
- Food hygiene awareness for care staff
- Food hygiene intermediate for catering staff

- Infection control policy and procedures
- Information Security
- Bereavement and loss
- Physical management process
- Sensory room training
- Fire safety in house procedures
- Range of IT processes training
- Information Awareness
- Prevent Training
- Fire Evacuation

Most aspects of the training identified above require refresher training to be undertaken yearly, every two years or every three years.

In addition, there are a number of in house opportunities that will involve all members of staff i.e. dress code policy, oral health etc. The members of the management team or health colleagues deliver the in house training opportunities.

**Visiting Professionals:**

Eliburn Day Support Services are also fully supported by visiting professionals on a daily/weekly basis. This is to ensure our service users receive the best possible Social Care and Healthcare available. Some of our services are unique, being fully personalised to the individual service user.

Services include;

Senior Physiotherapist  
Physiotherapy Technician  
Speech and Language Therapist  
Dietician  
Aromatherapist  
Social Work Team Manager  
Group Manager Support

هذه المعلومات متوفرة بلغة بريل وعلى شريط ويخط كبير وبلغات الجالية.  
الرجاء الإتصال بخدمة الترجمة على الهاتف **01506 280000**

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ **01506 280000**

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 280000**

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨੈਤਰੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਖੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਸੁਝਾਵਾਂ ਵਾਲੇ ਇੰਟਰਪ੍ਰੈਟਰ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ : **01506 280000**

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔  
براہ مہربانی انٹرپرائزنگ اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر **01506 280000** 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 280000**

Information is available in Braille, tape, large print and community languages.  
Please contact the interpretation and translation service on **01506 280000**.

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. Published by West Lothian Council.