

GENERAL INFORMATION

- Following your assessment a package of care has been developed to help you maintain your independence and social relationships.
- Other than personal care, the cost of the service depends on your financial circumstances and the service you receive. More details of the Avenues charging policy is contained in a leaflet at the back of this folder.
- The service will reflect your assessed needs and can include assistance with washing, showering/bathing, dressing, continence care, catheter care, stoma, peg feeding, medication prompting, meal preparation/provision etc.
- If you have been assessed as having multiple and complex needs your care package may incorporate housework, shopping, laundry etc.
- You will be allocated either one or more care workers depending on the level and type of service required. Should your allocated worker be absent due to either sickness or annual leave we will provide an alternative worker, for essential duties only. Generally we do not provide a domestic service during short term absences unless you would be at significant risk without a service. You will be notified of any changes to your regular schedule, in advance, either in writing or by telephone.
- During peak holiday times and/or sickness your times may be altered slightly. This is to ensure that all service users receive adequate support.
- A risk assessment is undertaken to identify any potential problems in relation to your assessed need. Advice on solutions will be offered at this time, and recorded in your care plan.

- A clear procedure for recording accidents/incidents in accordance with corporate Health & Safety policy and procedures is contained in the service user's records.
- All relevant documentation will be made available to the Care Commission on request, in relation to registration of Home Care Services.
- In the event of your not being satisfied with any aspect of the service, Avenue Care do have an informal and formal complaints procedure. Please raise any concerns in the first instance with the Care Division Manager (*see below*). A copy of the complaints procedure is available in your handheld records, along with details on how to contact the Care Commission with whom Avenue Care Services are registered.

Contact Head Office at:

Avenue Care Services
18A Dickson Street
Elgin Industrial Estate
Dunfermline
Fife
KY12 7SL
Telephone: 01383 633322

or

You can contact any of the following:

Francis Davidson - Care Division Manager - 01383 628477 (direct dial)