

Contact Details

North Haven Care Services
Brae
Shetland ZE2 9TY
Telephone: 01595 743850
Fax: 01595 743839

Duty Social Work Team
Community Health & Social Care
Grantfield
Lerwick
Shetland ZE1 0NT
Telephone: 01595 744400
Email: dutysocialwork@shetland.gov.uk

*If you need assistance outwith office hours:
Telephone: 01595 695611*

Care Inspectorate
2nd Floor
Charlotte House
Commercial Road
Lerwick
Shetland ZE1 0HF
Telephone: 01595 745120
Fax: 01595 741529

NORTH HAVEN Care Services





Costs for Services

Costs for Services. Personal Care is currently free in Scotland. However, elements of the services being provided may incur a cost to the user. Any charges will be discussed with you when looking at what services would be appropriate.

When will Services start?

When will Services start? Once a service has been agreed as being appropriate we will try and provide a service in as short a period as possible.

Where a service is agreed but not available you will be informed of this and we will try and provide what we can. Any shortfall in service will be recorded as unmet need and reviewed regularly.

Further details on Timescales, unmet needs recording and reviewing and associated material is available on the "With YOU For YOU" website.

North Haven Care Services

North Haven Care Services include:

- a purpose-built Residential Care Centre, situated in Brae, providing respite and long-stay placements for up to 15 people on the upper level;
- a Day Centre for up to 12 people on the lower level; and,
- a base for the combined Social Care and Home Help services for the North Mainland of Shetland.

Home Help

Home Help is for people who need some support with domestic tasks around the home including heavier tasks such as laundry, making some meals and dealing with shopping on behalf of someone who cannot get out and do so for themselves.

It is not normally provided where the individual is living with family and is mostly provided Monday to Friday.

Care at Home

Care at Home is to help people stay in their own homes or with their family and is directly related to needs and risk. It may include physical support with getting in and out of bed, washing, dressing, making meals and can be an alternative to residential care.

Available seven days per week where needed, it can be a short or long term arrangement and is currently not provided overnight.

With YOU, For YOU

We are part of the "With YOU, For YOU" network and can help you sort out the support you need from a range of additional service providers across Shetland.

If you think we might be able to help, please give us a call on 01595 743850 and we'll look at the options with you.

Alternatively you can call the "With YOU, For YOU" Helpline on 01595 808080

More information on "With YOU, For YOU" can be found on the Shetland Islands Council website:

http://www.shetland.gov.uk/community_care/

And click on the 'With You For you' link.

Meals on Wheels

Meals on Wheels is a cooked meal to supplement people's diets and is provided on Mondays, Wednesdays and Fridays to a limited area around Brae.



Residential Care

Residential Care is for people who need assistance with care needs through the day and night and will tend to include the use of specialist equipment and staff to support people with advanced physical, emotional or psychological needs.

Residential Respite Care

Residential Respite Care is short breaks of a few days to a few weeks spread throughout the year to give family and carers a break from the caring role.

It can be arranged to cover the absence of the main carer due to holidays or similar events. Availability is limited so booking in advance is essential.

Permanent Residential Care

Permanent Residential Care is for people with complex needs who cannot be supported at home, the Care Centre then becoming a 'home from home'.

Application for residential care is made through the field work team and people with the greatest needs are prioritised.



Day Care

Day Care is for people who need a break from their own home and, as there is some specialist equipment available, may include assistance with physical care.

There is an emphasis on being physically and mentally active with access to simple therapeutic support.

Places can be arranged to run for a short period of four to six weeks to help with specific issues or tasks, and can be extended if needed.

It is currently available Monday to Thursday, though transport is limited.