

## Useful Addresses & Telephone Numbers

### Reception and Duty Social Worker

92 St Olaf Street

Lerwick

Shetland

ZE1 0ES

Tel: 01595 744400

Fax: 01595 744436

### Care Commission (SCRC) 2nd Floor Charlotte House

Commercial Road

Lerwick

Shetland

ZE1 0HF

Tel: 01595 696661

Fax: 01595 697231

### Montfield Support Services

Burgh Road

Lerwick

Shetland

ZE1 0LA

Tel: 01595 745252

## Montfield Support Services

### Residential Care for Adults



Montfield Support Services opened in August 2010 as a new Residential Care Facility, on Burgh Road, Lerwick. It has been fully renovated to create homely accommodation for the services required.

The care home is specifically designed to cater for respite, rehabilitation and re-ablement, for adults, and will be predominantly used for short stays.

## Services

Montfield Support Services consists of fifteen rooms, including two double rooms which are designed for family members. All bedrooms have en-suite facilities and are equipped to meet all needs.



*Memory Cabinets outside each room  
which can be personalised*

The home is modern with several communal areas including lounge, dining room, main kitchen, servery and smoking room. Independence of residents is encouraged, with the ability to use the servery and kitchen to aid rehabilitation and allow personal independence.

## Compliments and Complaints

In the first instance the Senior Social Care Worker or the Manager should be approached. If this is not possible or if a satisfactory conclusion is not reached, contact can be made with either the Chief Social Work Officer for Shetland Islands Council or the Care Commission. Full details are available in our complaints leaflet.

Chief Social Work Officer  
Education and Social Care Department  
Shetland Islands Council  
92 St Olaf Street  
Lerwick  
Shetland ZE1 0ES  
**Tel: (01595) 744400**

You can also contact the Care Commission.  
(address on back page)

## Access to the Service

All access is needs based and this is established through our “With You For You” process. Anyone requiring the service will have their needs established using our “Understanding You” form and then a request for services will come to the unit. Further information is available in the “With YOU For YOU” leaflet and on the Shetland Islands Council website:

<http://www.shetland.gov.uk/socialwork-health/>

and click on the ‘With YOU For YOU’ link on the menu.

Or you can contact the Customer Services Centre:

Tel: 01595 808080.

## Financial Aspects

Charges for residential care are subject to annual review by Shetland Islands Council and are in line with current Scottish Government regulations.

All costs are based on a full financial assessment which is carried out by an approved officer at Shetland Islands Council. Leaflets which contain details of current charges can be obtained from any Social Care establishment.

Decoration and furniture have been chosen to promote a non-clinical environment along with design details to help residents with dementia. Residents are also welcome to bring their own furniture and personal belongings to their room.



*The main lounge*

Each resident has their own personal care plan which reflects the individual’s needs and choices and is progressed in line with Care Commission

standards. This is available for Customers to access, as are any records kept about them.

Residents have access to three meals a day and snacks, as wanted, including lunch and dinner, prepared offsite at Taing House kitchen, Lerwick. They are provided with a choice of meals and dietary requirements are dealt with on an individual basis, including advice from the Dietician.



*Dining room with standard furniture and facilities*

## Staff

Montfield Support Services include a staff base of over forty staff including Manager, Senior Social Care Workers, Social Care Workers, Domestic, Administration Support and Handyman. All staff are trained to a high standard, which is in line with Care Commission Standards.

In addition, Montfield Support Services work closely with the local health care service including District Nurses, G.P.s, MacMillan Nurses, Dental Services, Dietician and Chiropody. Due to the re-ablement aspect of the service, we also work closely with community and hospital occupational therapy teams.

Residents are also supported to enable them to attend health centre appointments, whether they are based on or off site.



*Bedroom with standard furniture and facilities*

## Keyworkers

Each resident is allocated a member of staff to act as a Key Worker. This Social Care Worker will act as a point of contact between the resident, families and other bodies, for example social workers and occupational therapists.

Key Worker's responsibilities will include working with the resident to ensure their care plan is kept up to date.