

Complaints

If you are unhappy with the service provided you should complain to the Manager - Leog House.

If you are still unhappy you can make a formal complaint to the Executive Director, Education and Social Care Department, at the address shown on the back of this leaflet, who will respond within 28 days.

A departmental complaints leaflet is available at all Social Care offices and establishments, and assistance is available if you need help in completing the form.

You can also use the Care Commission Complaints Procedure to make a complaint about a care service. You can do this by contacting the local Care Commission office, at the address shown on the back of this leaflet.

Useful Telephone Numbers

Leog House

Telephone: (01595) 692740
Fax: (01595) 693706

Duty Social Worker

92 St Olaf Street
Lerwick
Shetland ZE1 0ES
Telephone: (01595) 744400
Fax: (01595) 744436
Should you require assistance outwith office hours, telephone **01595 695611**

Executive Director

Education and Social Care Department
Hayfield House
Hayfield Lane
Lerwick
Shetland ZE1 0QD
Telephone: (01595) 744000
Fax: (01595) 744010

Care Commission Office

2nd Floor
Charlotte House
Lerwick
Shetland ZE1 0HF
Telephone: (01595) 696661
Fax: (01595) 697231

Children & Young People's Rights Information & Support Service

Shetland Youth Information Service
62-64 Commercial Street
Lerwick
ZE1 0DL
Freephone: 0808 100 2353



Leog
House

Social Care
Education and Social Care Department
Shetland Islands Council



May 2007

Where is it?

2 Leog Lane, Lerwick, ZE1 0AP.

Who is it for?

Leog House provides:

- Residential care for children and young people up to the age of nineteen;
- Support to young people who are moving on to independent living;
- Outreach work supporting children, young people and their families in their own homes.

What is the building like?

Leog House is a large house in the centre of Lerwick. Up to four children and young people can stay there. On the ground floor there is an office and a meeting room. A small semi-independent flat is also situated on this floor for the use of young people preparing for independent living.

On the upper floors there are two bedrooms for staff to use when they sleep at Leog House, and three bedrooms for children and young people. Most of these rooms share toilet and shower facilities although there is one en-suite room that could be used by a wheelchair user.

There is a lift to the first floor where the kitchen, sitting room and games room are situated.

What happens at Leog House?

Sometimes children and young people face circumstances that make it difficult for them to continue to stay at home and they may need to spend some time at Leog House.

The staff who work at Leog House are qualified in caring for children and young people and they try to make sure Leog House is a safe and welcoming place to stay.

Each child/young person has their own care plan and everyone, including relevant professionals from other agencies, such as teachers, works together to help each individual reach their potential.

Usually before a child/young person begins their stay at Leog House they will have their needs assessed by a social worker. Sometimes the Children's Panel decides that it is best for a child or young person to spend time living at Leog House. All these people have to work hard to make sure that the welfare of the child/young person is the most important consideration in all the decisions that are made.

Do you need more information?

This leaflet provides only basic information about Leog House. For anyone using this service a statement of Leog House Functions and Objectives and a statement of Rights and Responsibilities is available as well as a copy of the National Care Standards.