

Useful Addresses & Telephone No's.

Newcraigielea

Seafield Road
Lerwick ZE1 0WZ
Telephone: 01595 744463

Duty Social Worker

Education and Social Care Department
92 St Olaf Street
Lerwick ZE1 0ES
Telephone: 01595 744400
Fax: 01595 744436

If you require assistance outwith office hours:

Telephone: 01595 695611

Financial Assessment Officer

Community Care Service
Education and Social Care Department
Quendale House
31 Commercial Street
Lerwick ZE1 0AN
Telephone: 01595 743826

Care Commission

2nd Floor
Charlotte House
Commercial Road
Lerwick ZE1 0HF
Telephone: 01595 696661
Fax: 01595 697231

Sep 2008

Newcraigielea

Short breaks for adults
with learning disabilities



Social Care
Education and Social Care Department
Shetland Islands Council



What is Newcraigielea?

Newcraigielea offers short break (respite care) accommodation to adults with learning disabilities living in Shetland.

Facilities

There are 9 bedrooms, each with their own en-suite shower room and toilet. One of the bedrooms is a bedsit with a kitchenette.

The building can operate as a whole or as two self-contained residential areas. This means that people with very different needs can be accommodated at the same time. The two wings of the building are decorated very differently to help people to find their way around.

In addition to the bedrooms there are 2 kitchens, two lounge / diners, 2 quiet rooms, 2 assisted bathrooms, a laundry room, staff facilities, lots of storage space and a garden and patio area. From some rooms there are sea views.

Comments on the service

If possible please direct any compliments or complaints to the Unit Manager in the first instance to allow the opportunity to respond.

If you feel you have not received a satisfactory response you can make a formal complaint to either the Executive Director, Education and Social Care Department, Hayfield House, Hayfield Lane, Lerwick ZE1 0QD (who will respond within 28 days) or to the Care Commission at the address on the back page of this leaflet.

A Departmental complaints leaflet is available at all Education and Social Care Offices and Establishments.



What to bring (cont)

also need to bring along any specialist mobility aids that are required.

Whenever possible please label everything with the service user's name. Every effort is



made to keep people's belongings safe, but, as in any large household, things can go astray.



Facilities (cont)

The whole building is wheelchair accessible and all bedrooms and bathrooms are fitted with hoists for those who need them. Safety is promoted by a number of alarm and sprinkler systems.

The service users chose the name of the building.

Where is Newcraigielea?

Newcraigielea is on the southern side of Lerwick, Shetland's capital. It is near to a local supermarket and opposite the playing fields at Seafield.

Quality Assurance

Staff work to the national care standards and Newcraigielea is registered with the Care Commission. This means it is regularly inspected by an external organisation against the care standards. Inspection reports are

Quality Assurance (cont)

available on the Care Commission's website or directly from Newcraigielea's management team.

Accessing the Service

A referral can be made either direct to the Manager or via a Social Worker. In both cases a 'Single Shared Assessment' (SSA) will be required. If the assessment shows that short breaks will be the best way to meet either the needs of the adult with learning disabilities or their carer, introductory visits will be offered.

The maximum number of overnight stays each year will be agreed, depending on whether the person's or carer's needs are assessed as high, medium or low. A separate leaflet is available to explain this in more detail.

Once a SSA has been completed there will be regular reviews to ensure the care plan is

Charges (cont)

Service users will be sent a monthly bill with instructions about how to pay it. The only cash that should be brought in to Newcraigielea on a visit is an appropriate amount of spending money.

What to bring

Service users should have enough clothes to see them through their stay, although laundry facilities are available for people who are staying for longer periods. Don't forget to pack a coat, hat and gloves, even if it is sunny when they set out.

They will also need a wash kit and towel, plus shaving and sanitary items if required. Some people like to bring family photos, hobbies, music or games.

If the service user takes medication this must be sent in with its original labelled packaging. Currently Newcraigielea is using the Boot's Monitored Dosage System. Service users may

Day Care (cont)

Other people will just come for tea, often to fill in the time between the end of their day activity and the start of a social activity. This service is available at the discretion of the management team and priority is given to those who live far from town.

Charges

Shetland Islands Council has set the following level of charges for the services listed in this leaflet (2008):

Short breaks (respite care):

Maximum charge of £187 per week
(daily rate 1/7 of weekly charge)

All charges are subject to an individual financial assessment (see Financial Assessment Officer contact details on page 12).

Day Care (if not combined with an overnight stay), meal charge:

Breakfast	£1.45	Main meal	£2.40
Tea	£1.15	Supper/snack	£1.15

Accessing the Service (cont)

appropriate to the person's needs. At each review the level of need will be checked and the number of overnight stays adjusted if necessary. If someone's circumstances change between reviews the Manager can agree to adjustments.

Please note that a person's overnight allocation may be adjusted either up or down, depending on their assessed level of need.

Due to pressures on the service the number of overnight stays allocated to each level of need may also vary from year to year.

Booking Overnight Stays

Once the level of need is established, service users or their carer will receive a booking form every four months to book overnight stays for the forthcoming period. The management team will do their best to slot people in for the dates requested, but this

Booking Overnight Stays (cont)

cannot be guaranteed at peak times.

No one has to use their full annual allocation if they do not want to, but it cannot be carried over into the following year.

In the event that someone needs to book a short break well in advance, e.g. to attend a special occasion, they should alert the management team so the dates can be pencilled in the diary. The booking can then be confirmed when bookings are taken for the period in question. We reserve the right to refuse advance bookings, but we will try our best to help out for a special occasion.

Cancellations

These may be made from time to time either by the management team or by service users and their families.

The management team will only cancel someone's stay if it would not be safe to have

Cancellations (cont)

them in the building, e.g. staffing ratio cannot be guaranteed, or if another service user's needs have to be prioritised, e.g. due to a carer's illness. If this happens the management team will try to 'share' the cancellations out, so the same person is not always affected.

Service users and their families can assist with the smooth running of the service by cancelling or adjusting their dates only if they are ill or if there is some other emergency.

Day Care

Day care will be provided alongside someone's overnight stays if they do not attend work or a day service.

Some people will come in especially for day care without staying overnight. Referrals for day care at Newcraigielea will be considered in the same way as those for short breaks.