

Comments and Complaints

If you are concerned about any aspect of the service you should contact a Team Leader on (01259 226800 or 220563) who will record and investigate your comment or complaint.

Clackmannanshire Council also employ a Complaints Officer who can be contacted on 01259 452367 or 452373.

You can also choose to speak directly to the Care Commission who inspect the service. You can contact them on 01382 207200.

Comments and complaints can also be made using the Clackmannanshire web site:
www.clacksweb.org.uk

Further details of Adult Day Services is available in the Service User Handbook.

Contact Details

Adult Day Services

Team Leader
Whins Resource Centre
Whins Road, Alloa FK10 3SA

Telephone : 01259 226800

Core Values of the Council

Commitment, Trust and Partnership
Openness and Accountability
Respect and Dignity
Equity, Fairness and Inclusion

یہ دستاویز کے بارے میں معلومات فراہم کرتا ہے۔ ایڈٹ یعنی بالغ افراد کے لئے کیئر سروس
اس دستاویز کو اپنی زبان میں سمجھنے کے واسطے اگر آپ کو مدد کی ضرورت ہے تو برائے مہربانی اسکو کونسل آفس
لے جائیں اور ریسپشن پر پوچھیں۔ کونسل کے دفاتر کے پتے نیچے درج ہیں۔

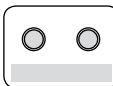
گرین فیلڈ ہاؤس	لائیم ٹری ہاؤس
ٹیل بڑی روڈ	کاسل سٹریٹ
آلوا	آلوا
FK10 2AD	FK10 1EX

這文件內容是有關 成人護理服務。
如你需要，我 可以用你的語言幫助你了解此文件的內容。請携同此文件到議局辦公室接待處查。辦公室地址如下：

Greenfield House 青田樓	Limetree House 檸檬樹樓
Tullibody Road	Castle Street
Alloa	Alloa
FK10 2AD	FK10 1EX

Niniejszy document udziela informacji na temat Opieki Społecznej dla Dorosłych.
Jeśli chcieliby Państwo skorzystać z pomocy w zrozumieniu tego dokumentu w swoim języku, proszę go ze sobą zabrać do Biura Rady Miejskiej (Council Office) i zapytać w recepcji. Mogą Państwo znaleźć Biura Rady Miejskiej pod poniższymi adresami:

Greenfield House	Limetree House
Tullibody Road	Castle Street
Alloa	Alloa
FK10 2AD	FK10 1EX



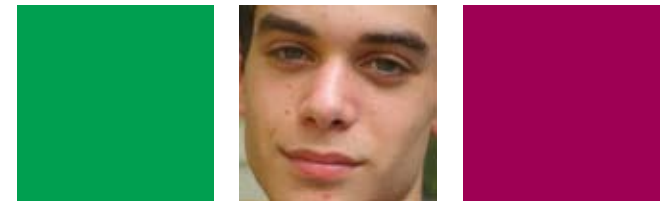
This leaflet can also be made available on audio tape or CD.
Contact the Research & Information Service on 01259 452519.

Further information can be obtained on the
Clackmannanshire Council website: www.clacksweb.org.uk.

Contact the Research & Information Service on 01259 452519 to obtain
further supplies of this leaflet or to request changes / amendments



Adult Day Services



Supporting people with disabilities, to
access social, recreational, education,
rehabilitation, training, employment
and respite care opportunities.



Introduction

We offer a range of services for adults aged 16+. These services are available for people with a range of disabilities and sensory impairments.

Services operate from The ALLOA centre and Whins Resource Centre. Supported Employment Services have offices based outwith the Resource Centres.

Support packages are flexible. They are developed in partnership with you and significant others to meet your needs.

We hope and encourage everybody using our services to bring their own ideas and experiences so that they may become active partners in shaping our services.

Supported Employment Services

Our team can support you to access education, training and employment opportunities.

You will have the support of a keyworker who will discuss your abilities, experience, likes and dislikes through Vocational Profiling and Career Development Planning.

What we can help you to do-

- Make action plans to reach your goals.
- Meet with other agencies including Welfare benefits, Employment services, Education and Training services, Voluntary agencies.

- Try a Jobtaster which is unpaid and gives you the chance to build on existing skills, learn new skills, build confidence, and make choices for your future career.
- Identify training, workskills training and support with accessing transport.
- Find a job that suits you.

Whins & ALLOA Resource Centres

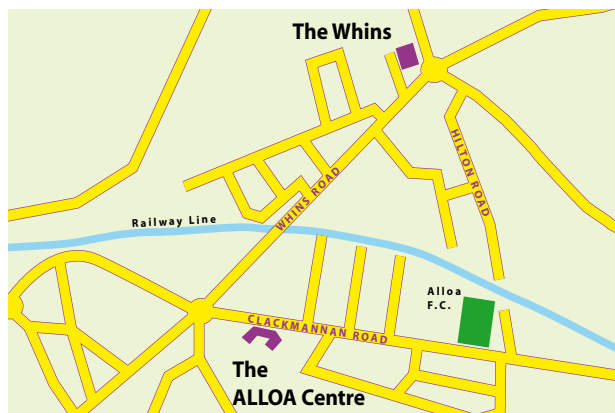
These services are flexible and are available Monday to Fridays (excluding public holidays.)

A wide range of activities are on offer to suit your needs. These will be based within the centre or out in the community.

Transport can be available to you if you require assistance in accessing the facilities. We have a range of vehicles including mini buses adapted for wheelchair users.

A midday meal with a choice of menu is also available at a subsidised cost. We can also cater for you if you have particular dietary needs.

Staff within the service have a varied skill mix. They have received specific training in



all aspects of personal care and promoting independent living. Staff are able to support individuals on a one to one and/or group basis.

There are kitchen facilities available for providing support to help to develop independent living skills. There is also a multi sensory facility.

Staff work closely with The AREA REHAB Team, Physiotherapists, Speech and Language Therapists, Dieticians, Community Learning Disabilities Team, District Nurses, colleges etc.

How much will the service cost?

You will not be charged for this service, but you will be required to pay for lunch and certain activities.

For further information about any of the services we offer contact:

The Team Leader on 01259 220563 or 01259 226800. You will also find more information on our website: www.clacksweb.org.uk

We can arrange an informal visit to give you more information about the services.

If you want to use any of our services a worker from the community care assessment team will meet with you to discuss your needs and help you to apply.