

## What do I do if I am unhappy with any part of the service?

If you are concerned about any aspect of the service, contact the senior on duty at Ludgate Resource Centre on 01259 222060 who will do their best to sort things out.

If you are still not satisfied, the Council has a Complaints Procedure leaflet which is available from all Council offices. Alternatively, you can also approach the Scottish Commission for the Regulation of Care, who also deal with complaints and can be contacted on 01786 406363.

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 رپورٹیشن پر پوچھیں۔ کونسل کے دفاتر کے پتے نیچے درج ہیں۔

گرین فیلڈ ہاؤس	لائیم ٹری ہاؤس
ٹیلی ہڈی روڈ	کاسل سٹریٹ
آلو	آلو
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 檸樹樓
Tullibody Road	Castle Street
Alloa	Alloa
FK10 2AD	FK10 1EX

Niniejszy dokument 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



[www.clacksweb.org.uk](http://www.clacksweb.org.uk)

# Mobile Emergency Care Service



## Service User Information

## What is MECS?

MECS is a mobile care service based within Ludgate Resource Centre. A staff member is on call 24 hours a day to provide care and support within your own home when it is required. MECS can only be used by people who have a live telephone line, if you do not have this you will require to purchase this. It will be your responsibility to keep your phone line active.

## Who provides the service?

Clackmannanshire Council, Services to People, Social Services Department

## How do I summon for assistance?

By pressing the pendant which is provided. It is vital that the pendant is worn/with you at all times, so you can summon help in an emergency.

## How will I recognise staff?

Wardens will always wear photographic identity badges, which also state Clackmannanshire Council details and telephone number.

There are also 2 Clackmannanshire Council vans that cover the area.

## How do I know the equipment is working properly?

You are visited approximately every 6 months to check your pendant, unit and keys. The staff will complete a client assessment form with you or a member of your family to ensure your details are correct.

Any deliberate damage to the equipment will be charged to yourself.

## How will you get access to my house if I call?

Before we install the equipment we ask that you provide us with 2 sets of keys to your home (one set for each van) so that we can gain entry should you call for assistance.



## How secure are my keys in the MECS van?

Your keys are placed within the locked cabinets in the van where they are coded and numbered in a way that only the staff will know whom they belong to. They do not have any identification to the general public indicating house numbers or addresses.



## What happens if the you cannot gain access using the keys?

Entry to your home by staff is very simple so long as people remember not to put on extra locks or chains. If you renew door locks, you must always give MECS new keys. If forced entry were required we would notify your next of kin or contact other services in an emergency, such as the police or joiners.

## Are the staff male or female?

We have both male and female staff who have the extensive experience in providing you with the care you require.



## What do I do if I am going on holiday, into hospital or away from home longer than 24 hours?

You can telephone the control centre on 01786 740500 who will pass this information onto the MECS staff or you can telephone Ludgate Resource Centre direct on 01259 222060.

## What if I no longer require the MECS service?

You would telephone your Social Worker who would then inform MECS to visit to uplift the equipment and return your house keys