Service Co-ordination Team

Service Standards

Contacting Us:

- You can contact us directly or someone else who has your permission, by telephone, letter, by email or in person.
- Your request for assistance will be screened by a duty manager on the following working day and a decision made.
- If your request for a needs assessment is defined as high priority the Service Co-ordination Team Leader will allocate your case and you will be seen within 5 working days.
- If you are placed on a waiting list we will assess you within 10 weeks, please note you are entitled to discuss your priority and review your waiting time at any point.

Your Assessment:

- Your service co-ordinator (worker) will contact you by phone or in writing to arrange a time to visit, you can contact us if the time or place are not suitable.
- You will be shown a valid ID card on the first and subsequent visits if needed.
- Your worker will explain the purpose of the assessment and keep you fully informed.
- You will be given an information pack, which will include our service standards, complaints procedure and other materials relevant to your needs.
- You can have a partner, family member, friend or carer present at any time.
- Information remains confidential and only shared with others with your consent, which will be sought in writing prior to the start of assessment. Confidentiality will only be overruled where there are considerable concerns for you (or others) safety or welfare.

During your contact:

- We aim to offer a non-discriminatory service, sensitive to disability, cultural or gender needs. We will respect your right to dignity, self-determination, choice and privacy.
- You will be given a copy of your Support and Care Plan and be advised when your support and care plan, will increase, decrease or is planned to stop.
- You will be involved in a 6 week review of your care plan.
- We will acknowledge any complaint in writing within 5 days, we will offer an informed, written response to complaints within 20 days of receipt.
- At the end of your contact with the service you will be asked to complete an evaluation questionnaire.This can be done anonymously or completed with the help of your worker.

Contact details:

Telephone **01506 777777,** Monday to Thursday 830am to 5pm, Friday 830am to 4pm and ask for the Duty Social Worker for Adults.

For more information on the Service Co-ordination Team please contact; Paul Nicolson, Team Leader at Strathbrock Partnership Centre, 189a West Main Street, Broxburn, West Lothian EH52 5LH or call **01506 775666**, or email **servicecoordinationteam@westlothian.gov.uk**