



Health and Social Care Partnership

26 Chalmers Road

**Respite  
Services**

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## Aims

- To provide a high quality, needs led, person centred respite service. The Service will be provided to adults with a Learning Disability living at home living in south ayrshire.

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## Objectives

- To provide you with accurate and comprehensive information in the form of a brochure, pre-admission visits and a service agreement. This will be given to you and your carers thereby ensuring that you are informed of all aspects of the service.
- To maintain and promote your independence and well being by ensuring personal plans and risk assessments are formulated in consultation with both you and your carers.
- To provide an enjoyable experience to you by giving you the opportunity to participate in a range of recreational activities of your choice.
- To maintain constantly high standards of service through the process of continuous monitoring, evaluation, development and participation with you and your carers.
- To meet your personally agreed outcomes.

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## Location

- The bungalow is situated in Chalmers Road, a quiet residential area of Ayr, within easy reach of the town centre and it's main shopping area. Ayr has easy access to a number of historical areas of interest, leisure and recreational resources.

## Introduction

We aim to provide a variety of flexible, and where possible, responsive respite periods (or short breaks) to you in order that you can have a break away from home and your carers may have a rest from caring responsibilities. Chalmers Road is provided by South Ayrshire Council's Health and Social Care Partnership as part of the council's commitment to providing residential respite for adults with a learning disability and higher support needs who live at home, within South Ayrshire.



Chalmers Road is a purpose built bungalow designed in consultation with people who access the service, carers and staff. It is furnished to a very high standard, with all areas accessible to people who have a physical disability, with kitchen work top, light switches and electrical sockets all at lowered levels.

## Accommodation - Chalmers Road



Each bedroom is designed for single occupancy. All bedrooms have en suite shower-rooms with a walk in shower. Rooms can be adapted to suit peoples needs and Hi-Lo beds are available. Bedrooms have a television for your enjoyment and a lockable box for the safekeeping of money, medication, valuables etc.



Full laundry facilities are available within the bungalow where you can be supported to launder your clothes individually if you choose.



You will be supported with preparing and making meals. All staff have been trained in food safety and hygiene practices. Your dietary requirements and/or religious cultures will be adhered to.

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## Personal Plans

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When you access the service you will be allocated a key worker who will be responsible for compiling a personal support plan and risk assessments in consultation with you, your carers and any other relevant people. This is used to ensure that you receive a level and continuity of support tailored to your individual needs.

We aim to provide a high standard of service within a homely environment with the emphasis on independence and self – determination to your maximum level. You will be encouraged and supported to participate in all areas of daily life whilst with us, including menu planning, purchase and preparation of meals, household chores, laundering of clothes etc.

We will also aim to provide support to enable you to continue ongoing appointments. E.g.. Hydrotherapy and music therapy etc

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## Recreation

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We aim to provide a range of experiences and opportunities in leisure and recreational activities. There are a number of activities such as board games, arts and crafts, DVD's, foot spa, and beauty therapies etc. offered within the house. Where possible you will be supported to participate in a range of leisure and social activities out with the house. Staff will endeavour to meet your recreational needs as much as possible.

The house is close to the local bus route and local taxis are used where it is not possible to walk to or use public transport to an activity.

Staff support expenses are covered in the expenses budget but given the many activities in the wider community incur expense, you should have a suitable amount of spending money at your disposal as the Chalmers Road budget does not allow for subsidisation of activities external to the house.

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## Staff Team

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**Management:**

Greig Stevenson—Unit Team leader  
Emmeline Wilson—Senior Social Care Worker

**Care Team (days)**

Diane Rafferty  
Janene Arthur  
Karen Richards  
Margaret Given  
Stephen Cochrane  
Leigh McClinton  
Leyann Maxwell  
Jackie Megraw  
Claire Frew  
Georgina Brown  
Yvonne Phillips-Ballarin

**Care Team (nights)**

Helen Gilmour  
Mairi Leiper  
Scott Gray  
Ruth Crate  
Helen Kennedy  
Claire Haw

**House Keeping**

Hazel McAnally

**Office Support**

Yvonne Ferguson

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## Complaints

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If you are unhappy at anytime with your care or the service you have received you should refer to the document “Listening to you” which you will have had a chance to read. Any complaints can be brought immediately to the attention of the management team. Similarly, if you do not wish to inform the management, it is your right to submit a complaint direct using the forms provided by us or by complaining in person at any of our offices, by phone, in writing or online through the Council’s website, which can be accessed at: [www.south-ayrshire.gov.uk/listeningtoyou](http://www.south-ayrshire.gov.uk/listeningtoyou)

The Care Inspectorate registers and inspects Chalmers Road, taking into account the National Care Standards. If you have a complaint about any aspect of the service provided by Chalmers Road, you can make your complaint directly to the Care Inspectorate. The Care Inspectorate will deal with your complaint quickly and sympathetically.

You can contact the Care Inspectorate at:

The Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee Dd1 4ny  
Tele: 01382 207100  
Website: [www.Careinspecturate.Com](http://www.Careinspecturate.Com)

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## Access to Chalmers Road Services

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Respite services can be accessed via your social worker, or duty worker within your local social work office or contact can be via [The Enquiry and Information Team, Tel no 0300 123 0900](#)

If the social worker assesses that this would appear to be an appropriate service for you, then when wishing to access the service for the first time are advised to pay a short visit to the house to meet with the manager and staff to discuss individual needs and how such needs might be met. If it is agreed that the your needs can be met by the service, the social worker will assess the frequency and duration of respite care needed, and formally request the date's on your and your carers behalf. The manager of the service will thereafter notify the social worker of available dates / dates offered. The social worker will then inform you and your carers of dates offered and, if acceptable, confirm the intended uptake of these to the manager at Chalmers Road. It is not always possible due to demand, or, where high support needs exist, for requested dates to be allocated, however where possible alternative dates are usually offered.

Approximately 2 to 3 weeks prior to the date of coming in for the break a number of forms for completion, regarding medication, consent for emergency medical treatment will be sent to the person's home address.

You will be advised before admission of the costs of using the service. If you wish to subsequently cancel or change the booking you should contact the service at the earliest opportunity.

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## Further Information

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Chalmers Road operates subject to South Ayrshire Council policies and procedures and is registered with the Care Inspectorate. Before admission you will receive a copy of our Individual Agreement which you will be asked to read, sign and return to Chalmers Road. A copy will be issued when you return it.

If you require further information please contact the manager at:

**26 Chalmers Rd,  
Ayr,  
KA7 2RQ,  
Telephone 01292 288242.**