

Social Work Offices

Social Work Headquarters
Dalrymple House
195 Dalrymple Street
Greenock
Tel: (01475) 714000

Central Office
Dalrymple House
195 Dalrymple Street
Greenock
Tel: (01475) 714100

Social Work Office
2nd Floor
99 Dalrymple Street
Greenock
Tel: (01475) 714500

Bow Farm Office
Nicol Street
Greenock
Tel: (01475) 714400

***Strone Office**
1 Aberfoyle Road
Greenock
(01475) 714600

Port Glasgow Office
Scarlow Street
Port Glasgow
Tel: (01475) 714900

***This is the main base for Care & Support
at Home Services**

Social Work Offices

Social Work Office
Ravensraig Hospital
Inverkip Road
Greenock
Tel: (01475) 633777

Social Work Office
Greenock Health Centre
Duncan Street
Tel: (01475) 501296

Social Work Office
Gourock Heath Centre
16 Shore Street
Gourock
Tel: (01475) 502469

Social Work Office
Port Glasgow
Health Centre
2 Bay Street
Port Glasgow
(01475) 506034

Social Work Office
Inverclyde Royal
Hospital
Larkfield Road
Greenock
Tel: (01475) 633777

For emergencies outwith office hours:
Tel. 0800 811505

Inverclyde
council

Care & Support at Home Services

Housing Support, Home Care, Meals on
Wheels, Community Alarms, Respite Services



SOCIAL WORK SERVICES

Care & Support at Home Services

Introduction

Care and Support at Home Services includes Home Support Services, Meals on Wheels, Community Alarms and Respite Care. Inverclyde Council charges for these services. Also included would be services provided by external agencies purchased throughout the Council.

Care at Home is available to people living in their own home in the community, whether alone or as a member of a family or in other supported accommodation.

Care and Support at Home Services are available to a wide range of people including frail older people, people with physical or sensory impairments, people with learning difficulties, people with mental health problems and other vulnerable groups. You can receive help whether you live alone or with others.

Your Needs

Each individual has different needs which the Home Support Manager or Care Manager will assess and discuss with you prior to allocating a Home Carer. Since needs are individual, the duties of the Home Carer and the hours of attendance will vary from one household to another.

A Home Support Manager or Care Manager will discuss with you the tasks which will be undertaken by the Home Carer in each individual situation.

Personal Care for those Living at Home

Personal care is available to people aged 65 years or more. Inverclyde Council will not charge for personal care but will charge for non personal care services which can be delivered independently from, or along with, personal care.

If you wish to find out if you are eligible to receive personal care, you will need to ask Inverclyde Council to carry out a care needs assessment. An appropriate care package will then be agreed to meet your care needs. Your Attendance Allowance and/or Disability Living Allowance remains unaffected.

Charges

The Care and Support at Home Charging Policy means that charges will be based on an individual's assessable income. Charges are set on a weekly basis and will only apply where your weekly income is above a certain level. (Contact your nearest Social Work office for information on current thresholds)

There will be no maximum ceiling charge, although, as a Council, we will not charge more than the actual cost of the service.

Complaints, Suggestions or Comments

Care and Support at Home is subject to regulation and inspection.

If any person is dissatisfied with the service for any reason, the matter can be raised through the service in an attempt to resolve the issue. If this is not satisfactory, the Council operates a formal complaints procedure. Complaints leaflets can be obtained from the service or any Social Work Office (addresses overleaf).

If at any time you (or your representative) wish to complain to an independent body, please contact:

**Scottish Commission for the
Regulation of Care
4th Floor, 1 Smithhills Street,
Paisley PA1 1EB**