

SHOPPING, HOUSEWORK,
LAUNDRY, COOKING,
GETTING IN AND OUT
OF BED, BATHING,
DRESSING,
COMPANIONSHIP.

WE CAN HELP WITH
YOUR DAILY TASKS.

Bield At Home



Our Vision

A Scotland where people of all ages are respected, can make their own choices, and are able to live independent and fulfilling lives

Our Mission

To improve the quality of life of older people by offering a diverse range of housing, care and other services

Our Values

Caring

We have a passion for supporting and caring for each other

Honesty

We are open, fair and just and act with integrity

Equality & Diversity

We advance equality and celebrate diversity

Dignity

We treat individuals with respect

Inclusion

We involve our people in what we do because their opinions matter

Ambition

We want to be the best at what we do and we want our people to realise their potential

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1. Who Are We

Bield at Home is a Care at Home service which aims to help older people continue to live in their own homes.

We offer a range of domestic, personal care and social support to tenants living within West Port and Brae Court and to people who live within a half mile radius of these retirement housing developments.

We are registered with and inspected by the Care Inspectorate as a Care at Home service and the support we provide is tailored around individual choices, preferences and needs.

2. Outcomes

We want to:

- enable customer to live independently, in their own home or tenancy.
- provide person centred, flexible services which fit with people's lives.
- work with our customers, their families, other main carers and relevant professionals to provide the best service possible.
- give people a choice about the services they receive and purchase.

3. Menu of Services

Bield at Home have a menu of services:

Personal Care Tasks – getting in and out of bed, showering/ bathing, getting dressed, support with managing your medication, support to prepare meals.

Social Support – to attend appointments, social events and clubs, to go shopping.

Domestic Assistance – support to clean your home and/or do your laundry.

You can select the tasks that you would like support with either on a temporary or long term basis and tailor your support to suit your needs.

If there is something that is not on the list please ask and where possible we will support you with this or direct you to someone who can.

4. Initial Meeting

At the initial meeting the Deputy Manager will discuss with you what support you require and how it will be provided.

If you wish to go ahead with Bield at Home, we will ask for information from you to enable us to develop your personal support plan.

5. Support Plan

Your support plan details the support you have agreed and how this support will be provided.

The support plan will be reviewed at least 6 monthly or sooner if your needs change or if you want more or less support. You will be given a copy of your support plan.

6. Team

You will always know the member of staff who will be attending and the time they will be arriving. If there are any changes to the member of staff supporting you or changes to your support time we will let you know.

All staff wear an ID badge, they are subject to, and meet all current legal requirements for working with older people and receive training where required.

Staff are also required to register with Scottish Social Services Council (SSSC) and follow their Codes of Practice.

7. Costs

Charges are based on an hourly rate and support can be purchased in units of 15 minutes. Payment can be made by cheque, online or by phoning Bield's telephone payment line, you will be invoiced on a monthly basis. Cost of outings, including transport and refreshments will be covered by you. Please note our staff cannot use their own cars to provide transport.

8. Smoking

We ask that you refrain from smoking within your property for one hour before the Bield at Home worker is due to arrive and also during their visit. We would also ask that you do not smoke in any transport used whilst with your Bield at Home worker.

9. Starting the Service

When you have your initial meeting a start date will be agreed with you and a written agreement outlining days, times and cost of your support will be sent to you.

10. Stopping Service for a short time

If you need to stop the service due to holidays, or a planned/unplanned hospital stay just let us know your plans so we can amend your service accordingly.

11. Increasing the Service

If you wish to increase the amount of support you receive or you wish to purchase another service, please contact Bield at Home's Deputy Manager to discuss.

12. Leaving the Service

If you wish to end the Service we request that you give 2 weeks notice in writing.

13. Complaints

If you are unhappy with any aspect of the service you receive, please speak to a member of staff or the Deputy Manager. In the first instance we will try to resolve the problem as quickly as possible.

You will be given a copy of Bield's complaints procedure when you start the service, which details the formal process to raise a complaint. If you are still unhappy once you have followed Bield's process, you can complain to the Care Inspectorate or The Scottish Public Services Ombudsman.

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 0345 600 9527

Scottish Public Services Ombudsman
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS
Tel: 0800 377 7330

For enquiries about the service please contact:

West Port Resource Centre
1 St Ninian's Road
Linlithgow
EH49 4BY

01506 844899

07772 292500
(Answer machine)



Bield provide a range of housing and support services
for older people throughout Scotland.

www.bield.co.uk

Bield Housing & Care

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