



THE GLENURQUHART CENTRE

INFORMATION BOOKLET

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This information booklet can be provided in larger print, audio or Braille.



THE GLENURQUHART CENTRE

The Glenurquhart Centre is a community owned business run by the Glenurquhart Care Project.

The Glenurquhart Centre provides a support service of Day Care to Drumnadrochit, Glenurquhart, Strathglass, Kiltarlity and Beauly. The Centre opened in April 2000 and is situated in Coiltie Crescent, Drumnadrochit. Within the building there is a large open plan lounge and dining area where people can meet and get together. There are also two smaller rooms that can be used as a place to read or meet with visiting professionals. The Centre is open Monday to Friday, 9am to 5pm.

We have our own kitchen and provide a home cooked three course lunch every day as well as home baking. Other Centre facilities include a greenhouse, minibus, Centre car, laundry, shower room and room for visiting service such as Optician, Community Nurses and GPs. The Centre can assist people to access services such as Advocacy, Care at Home, Occupational Therapy, Telecare, Housing and advice or assistance to claim benefits such as Attendance Allowance, Pension Credit and Carer Allowance.

The Glenurquhart Care Project

The Glenurquhart Care Project has a Board of Directors who oversees the project. Currently involved in the Care Project are:

Dr Joanne Sutherland	: Patron
Nigel Fraser	: Convener
Neil MacInnes	: Company Secretary
Carolyn Wilson	: Company Treasurer
Susan Fink	: Director
Elizabeth Owen	: Director
Erik Trelfer	: Director
Bruce Nelson	: Director
Jack Meredith	: Director

The Care Project Directors can be contacted via the Centre on 01456 459077.

Glenurquhart Centre Aims and Objectives

The Glenurquhart Centre currently provides:

- Block funded places through NHS Highland for 22 service users visiting the centre weekdays.
- Private places for 8 service users visiting the centre weekdays
- Drop In lunchtime meals. Those visiting the centre can enjoy a 2 or 3 course freshly cooked meal, weekdays between 12.30pm and 2pm.
- Half Day places
- Laundry Service available to all service users. This can be regular or 'As and When'. The service is especially useful for those who feel certain household activities may be challenging if frail, unwell or recovering from ill health. The Laundry Service is available weekdays.

Other GCP Projects

- Domestic Service - providing support with light tasks including hoovering, dusting, cleaning, bed making and other light duties as directed by the service user, weekdays.
- Helpcall Buddies – Providing volunteers as a first response when the emergency help call is pressed
- Men's shed – Meet on a weekly basis for talks and practical tasks.
- Beauly and Glen's Befriender Project – In Partnership with Highland Hospice, Beauly Cares and Soirbheas. The service provides volunteers to visit people in their homes and provide companionship.
- Housing Support – This new service is getting started but will provide a service to allow people to live independently. Staff will be able to assist with tasks such as making GP appointments, paying bills, ordering shopping, taking bins out.
- Handyperson Service – Providing practical support with tasks such as putting up curtain rails and grass cutting.
- To develop and promote continuity of care by providing local respite within individuals' own homes. This can be weekdays, weekends or overnight. The service is person centred to include Homecare elements such as getting someone up, personal care, preparing meals and helping them to bed.

Description of the Service:

The Glenurquhart Centre is a Day centre offering support to anyone aged 60 years and over. The centre is open 9am to 5pm. Each day we provide an array of assorted activities including crafts, gardening, hobbies, live entertainment, lending library, classes and excursions.

We offer 1:1 support (should anyone require this) or group involvement. The centre has three smaller rooms allowing quieter time or smaller groups to have their own space. It also accommodates showering facilities, for personal care and designated rooms for visiting services i.e. podiatry, nurse visits.

We can provide transport to and from the centre. The centre is on one level and has available wheelchairs and mobile hoist should these be required.

Objectives:

The Glenurquhart Care Centre is committed to the principles of the Health and Social Care Standards, My Support, My Life, My Care. Care which is compassionate, responsive and supportive.

The cornerstone of our objectives is the creation of Individualised Care Plans for all our service users. This Care Plan is compiled as far as possible in conjunction with the service user and reflects not only the service users referred needs but also as much detail as is possible of the service users preferences in terms of all aspects of their life. If appropriate close relatives will also contribute to this. This Care Plan will be reviewed on a regular basis in conjunction with the service user and may be adjusted accordingly. This document will indicate key contact people in the user's life and also who has overall responsibility for their care within the centre.

Standard 1: I experience high quality care and support that is right for me.

The Centre offers a range of activities throughout the day for service users to choose from according to their preferences and abilities. Each day there is a co-ordinated range of activities including crafts and games. These activities are organised on a group basis with assistance or one to one involvement if required. The Centre provides daily newspapers and a variety of reading material is available within the library. Social outings and trips arranged. The Centre encourages integration with local and voluntary community

groups. Volunteers are engaged with residents in poetry and storytelling groups. The centre engages with both Primary and Secondary Schools. The secondary school uses the Centre for job experience and has also been involved in activity projects. The Primary School have entertained the residents and spent time in activities. Local Churches have regular input to the Centre and will provide further support if required. A centre Newsletter is produced regularly with updates on local talks and community events. Nutritional snacks are provided during the morning and afternoon and home cooked meals and fresh fruit and refreshments are available throughout the day. The kitchen caters for dietary requirements and *can offer 1:1 support if required.*

For those who wish privacy or a quiet place there are three smaller rooms which can be used for reading , listening to music, use of lap top or to receive visitors. Where appropriate Centre staff can assist to facilitate service users to undertake independent activities.

We place a high emphasis on user participation and consult them to ensure they have choice in their activities and reflective of their personal preferences as reflected in their Care Plan.

The Centre is committed to continuously adapting to the changing needs of our service users. It also offers open days to the public to participate in talks, craft groups, live music and Tai Chi held at the centre.

Standard 2: I am fully involved in all decisions about my care and support.

Service users are treated with dignity and respect through the support of staff who adhere to the SSSC standards of care. The centre promotes this by supporting users to take control of their own care according to their needs and ability. A range of information and guidance as well as practical support to accommodate each person's needs. The Centre can provide an alternative venue for residents to meet visiting clinicians such as Social Work, Occupational therapy, GP, Pharmacy, Podiatry, and Physiotherapy. Arrangements can also be made for home visits from Department of Work and Pension and other benefit agencies or Advisory Groups.

Standard 3: I have confidence in the people who support and care for me.

The Centre has an employment policy which ensures all staff are PVG checked and follow a comprehensive induction programme supervised by a

senior member of staff. Training is tailored to the specific area of work but the Centre adopts the standards of care produced by the SSSC for employees. Staff will undergo mandatory training as required including First Aid and Moving and Handling. All staff adhere to the highest levels of confidentiality. The Centre actively encourages staff to undergo further training.

All staff participate in a Development Programme which includes Staff Appraisal and personal supervision. All staff are issued with SSSC code of Conduct.

Each Service User is allocated a Key Worker who is responsible in ensuring Care Plans and information are updated. The Key worker is responsible for ensuring that reviews are carried out and that any necessary information is added when required.

Standard 4: I have confidence in the organisation providing my care and support.

The previous Reports from the Care Inspectorate are available and information leaflets on the current services provided by the service is available. Initial queries will be dealt with by the Centre Manager who will provide as much information as is required. A visit by the potential user and their family or friends may be arranged to match suitability and allow familiarisation with the centre. Staff will be available to answer any queries about any aspect of care provided. Attendance at the centre will be agreed with the user dependent on frequency required, whether or not transport is required and availability of places.

On confirmation of a place the user will be issued with the Health and Social Care Standards and steps to be taken if these Standards are not met. This includes informing users of the complaints system.

The Centre holds regular Service Users meetings usually every three months and also carries out surveys regularly or when it is felt necessary. Participation of Users in decisions about changes to service delivery is encouraged.

Centre Staff will be sympathetic to changing needs of Service Users and will involve the Service User and their relatives or Advocates in any review caused by the Centre no longer being able to meet the required needs.

Standard 5: I experience a high quality environment if the organisation provides the premises.

A Regular Environmental Audit is carried out and a schedule of maintenance which meets statutory and regulatory standards is kept. Health and Safety factors are considered including meeting statutory Fire Regulations. The Centre is a No Smoking facility.

The Centre is open plan which makes itself amenable to a variety of uses. Homely furnishing create a homely atmosphere with adjustable chairs available.

There are facilities within the Centre for personal care. The building has full wheelchair access and adapted toilets are situated close to the communal area. *The toilets have alert systems*

The Centre aims to maintain a bright and airy feeling. The building is on one level with access to outside areas and workshop. The outside areas are fully utilised in the summer with BBQs and other activities.

AIMS AND PHILOSOPHY OF THE SUPPORT SERVICE

- **Rights:** The maintenance of all entitlements associated with citizenship
- **Choice:** The opportunity to select independently from a range of sustainable options
- **Independence:** Opportunities to act without reference to another person, including opportunities to incur a degree of risk to self
- **Fulfilment:** The realisation of achievable personal aspirations and abilities in all aspects of daily life
- **Privacy:** The right of individuals to be left alone undisturbed and free from intrusion or public attention into their affairs
- **Dignity:** Recognition of the intrinsic value of people regardless of circumstances by recognising their uniqueness and their personal needs; treating with respect

ADVOCACY

The Glenurquhart Centre recognises that people can require independent support to enable them to express their views. Advocacy Highland is a group who can assist people with this. They are based in Inverness and can be contacted at :-

Advocacy Highland
Third Floor
33 Academy Street
Inverness
Tel: 01463 233460 / email info@advocacy-highland.org.uk

The Centre Manager or any other member of staff can assist you to contact them on your behalf.

THE GLENURQUHART CARE PROJECT PARTICIPATION STRATEGY

The Glenurquhart Care Project continually strives to provide a quality service to people who use and are involved with the service. It recognises the importance of encouraging Service Users, Carers/ Relatives/ Friends, Staff, Volunteers and other Professionals to participate in the ongoing development and quality analysis of the service. The Glenurquhart Care Project aims to achieve this through the following:

Service Users Questionnaires

- Questionnaires will be sent out 2 x annually.
- Questionnaires are formulated taking into account the National Care Standards relevant to the day care service.
- Service Users will be encouraged and supported, if appropriate, to complete these.
- Emphasis will be on how Service Users' comments, suggestions and opinions are important to the continuing development and improvement of the day care service provision.
- On receipt of completed questionnaires, the services will action any requirements where possible or respond appropriately to the contents.

Service User & Carer Meetings

- These meetings will provide an opportunity for a two-way flow of communication for anything that is brought forward for discussion. They will be held quarterly and all are welcome to attend. The meetings will be minuted and any requirements actioned where possible.

Service User Support Plan and Reviews

- All Service Users will have a review of their support plan on a 6 monthly basis. The support plan is designed using the Health and Social Care Standards and provides a format for Service Users to let the service know what their needs, wishes and choices are and how they will be met by the service.
- The review process will also provide an opportunity for one-to-one open discussion with regard to all aspects of the service provision.
- Carers, Relatives, Advocates or others who wish to attend Service User reviews will also be encouraged to provide feedback of the service.

Carer/Relative Questionnaire

- Carer/ Relative Questionnaires will be sent out 6 monthly.
- Questionnaires will be as per the Health and Social Care Standards.
- Carer/Relatives will be encouraged to complete the questionnaires and emphasis will be on how their comments, suggestions and opinions are important to the continuing development of the service.
- On receipt of completed questionnaires, the service will action any requirements or respond appropriately to the contents.

Volunteers

- Volunteers follow an Induction and Training programme.
- Each volunteer is subject to PVG checks and regular supervision
- Volunteers will be asked to complete questionnaires on an annual basis and the service will action any requirements and will respond appropriately to the contents.

Staff Meetings

- All staff are subject to PVG checks
- Staff who are on duty meet twice daily to discuss day to day service provision and all staff are encouraged to provide feedback on a daily basis.
- Full staff meetings are held once per month and all staff are invited to attend.

- An agenda will be available before the meeting and all staff are encouraged to contribute to it or put forward any items at the meetings.
- Format of the meetings is one of open discussion and information sharing.
- Minute of meetings are taken and records kept.
- All requirements are actioned where possible.
- Staff will be given training on participation and how we encourage this within the service.

Staff Questionnaires

- Staff will be encouraged to complete questionnaires on an annual basis in an open and honest way providing valuable feedback to GCP.
- Any requirements from the questionnaires will be actioned where possible.

Joint working with other Professionals

- Regular integrated meetings are held with other professionals to review community support for Service Users.
- GCP arrange formal Stakeholder meetings via current ongoing changes in local community and services. This enable other professionals to contribute to the development of the service.

All of the above will form part of our quality audit system and encourage participation from all involved in the service provision.

GLENURQUHART CENTRE STAFF

The General Manager is registered with the Scottish Social Services Council and works Monday to Friday 9am to 5pm. The Manager reports directly to the Glenurquhart Care Project.

The Centre Team consist:-

Centre Manager: Eileen Wield

General Manager: Pamela Poston

Staff: 20 full/part time and relief staff

All staff report directly to the General Manager.

The Glenurquhart Centre has a robust recruitment policy in place. This includes a selection process, references, PVG checks, cross referencing with registers of Scottish Social Services Council (SSSC), United Kingdom Central Council for Nurses (UKCC) or other professional organisations where appropriate. There is also a staff development and effective yearly training plan in place for all staff.

COMING TO THE GLENUQUHART CENTRE

The Centre is registered with the Care Inspectorate to provide a support service of up to 30 Older Adult places of day care (Mon – Fri) to people age 60+. We can consider referrals from adults below the age of 60 if a person has a particular need we can assist with. Anyone who wishes to come to the Centre must be assessed as requiring a Day Care Service by Social Work.

When a referral has been received the Day Care Manager will arrange to meet the person, usually at their home or another venue if this is preferred. Information will be provided about the Centre and an assessment form will be completed. This assessment form provides the Service with necessary information about a person's health, date of birth, next of kin and day to day needs. A copy of the National Care Standards is also provided.

Places at the Centre are funded by NHS Highland. Priority of places is given to people with higher or supported needs.

The number of days offered will be dependent on a person's (or their carer's) needs and availability of places. The Centre is unable to guarantee an offer of a day of your choice due to transport and availability of places.

INTRODUCTION/VISIT TO THE CENTRE

Following the outcome of the assessment an introductory visit to the Centre may be arranged. This gives the opportunity to see round the Centre, meet the people who attend and the staff. On a first visit, a member of care staff will, if wished, assist you through the day. If you wish please bring along a person of your choice to support you on an introductory visit. If after your introductory visit(s) you would like to start attending, this will be discussed with you and the day and times will be agreed.

PERSONAL SUPPORT PLAN/KEY WORKERS

After attending for an introductory period and a joint decision is reached with you and the service that you wish to use the support service, you will be allocated a member of care staff to undertake a “Key worker” role. The Key worker will complete a personal support plan with you.

The personal support plan is to agree with you the kind of support you require whilst attending the service. It can also help to identify any other support/information advice you may require at home. Once you have a completed personal support plan you will be given a copy of it. Every 6 months the Key worker will review your personal plan with you. This can be done more often if required. If you wish, your carer/representative/advocate will be involved in the support plan.

ACTIVITIES/EVENTS

The Glenurquhart Centre aims to provide a stimulating environment. There are a wide range of activities on offer. These include various crafts, board games, card games, indoor bowls, exercises to music, quizzes, discussions, videos, music etc. If you are interested in poetry and stories we have a Merry Makars poetry and story group who meet once per month. The Centre also has a greenhouse for anyone who wishes to grow their favourite flowers or vegetables.

There are different events/talks/slideshows and we keep everyone informed of the dates through newsletters and posters in the centre. It is also appreciated that not everyone wishes to participate in activities and we have two smaller rooms for people who wish to read, listen to music, use the computer or sit and chat.

The staff at the Centre assist to facilitate some of the activities but also encourage Service Users to undertake interests in smaller independent groups.

Your allocated Key worker will discuss anything you wish to pursue or achieve during your time with us at the Centre.

CARER SUPPORT

Part of our work at the Glenurquhart Centre is to provide support to Carers. We do this by providing respite for Carers by giving the person who cares for you a break. The Centre manager and staff are available for carers to phone for advice and support.

Carers can also access support via The Princess Royal Trust for Carers Project. They can be contacted on 01463 723561 or email: carers@hccf.org.uk

TRANSPORT

At present we have a minibus and car which provides transport to the Centre. We try as much as we can to meet Service Users assessed needs with regard to transport to and from the Centre. However, due to travel distances to outlying areas we are, unfortunately, restricted with days and times.

MEALS/CHARGES

A three course meal is available on the premises every day. There is always an alternative choice and we can cater for individual dietary needs. Healthy snacks and drinks are available at any time. There is a charge for the meal depending on the number of courses. This includes all teas, home baking, snacks etc.

Daily charge to attend the centre

Anyone can access the centre either through a Social work referral or privately. Please contact us for the daily rate. Charges are reviewed each year. An account will be set up for you, all charges are made a month in arrears and due to be paid within 28 days.

DIETICIAN

If a Service User requires support with nutritional needs we can assist them to be referred to a dietician via their GP or Practice Nurse. If a dietician has provided a Service User with an assessment and diet plan we can assist in implementing and monitoring this if required.

ACCESS TO INFORMATION

It will be necessary to ask you for information about your health, personal details, next of kin etc. and also record details of any relevant issues or problems that may arise during your time at the Centre. Any information recorded will be only that which is essential and relevant and will be kept confidential and safe. The Centre has a Confidentiality policy in place and meets all GDPR guidelines. A personal support plan will be used to identify, record and reflect your support and care needs, choices, preferences and how these will be met whilst you attend the Centre. You will also have a copy of this. You can request a copy of any information about you from the Manager provided this does not breach third party or legislative guidelines.

MEDICAL CARE

GP

There is a Health Centre in Drumnadrochit that we work closely with. If you require a GP in an emergency whilst you are at the Centre, we can arrange an appointment or visit at the local Health Centre and assist you to register as a temporary patient if required.

Medical Practice Nurses

To access the Medical Practice nurses please contact the Medical Centre on 01456 450577.

Community Nurses

The community nurses who work in the areas the Glenurquhart Centre serves cover the Drumnadrochit and Beauly GP practices. Part of their role is to provide, for example, assistance with dressings, continence assessment and support, palliative care, management of chronic conditions and any other nursing needs. To access please contact the Medical Centre.

Physiotherapy

You can refer yourself to Physiotherapy by completing the appropriate form at the Medical Centre.

Podiatrist

To contact the Podiatrist, contact Highland Primary Care NHS Trust on 01463723250

OPTICIAN

Calum Fraser of Fraser Opticians visits the Centre on a regular basis. If you wish to use this service, appointments can be made by contacting them on 01463 782323.

SOCIAL WORKER

If you require any advice/assistance from Social Work please contact them on 08456014813

BENEFITS

Benefits including Housing and Council tax advice is available on request. Please ask for the relevant numbers.

HOUSING

Housing Applications can be obtained from Highland Council, telephone 01349 886602 or Albyn Housing, telephone 01349 852987. We can also provide assistance to access Care and Repair. This service can assist with adaptations, showers, heating or insulation if you own your own home or are a private tenant.

MEDICATION

We encourage Service Users to self-administer any personal medication where possible. If a person does require assistance, we will make arrangements with you as per the Glenurquhart Centre medication administration procedures. Please let us know if you require this help.

LAUNDRY FACILITIES

The Glenurquhart Centre provides a laundry service of washing and drying. Washing powder is included. Staff will make arrangements with you if you require this service. Charges are reviewed each year. Please ask a member of staff for the current charges.

LIBRARY

The Centre have a small library of books available. The books are renewed on a regular basis by the librarian from the Glenurquhart High School library. We also have a variety of talking books if anyone wishes to borrow them.

OTHER COMMUNITY GROUPS

There are a number of community groups within the area. We encourage local groups and speakers to visit the centre.

There are Community Council groups in Glenurquhart, Strathglass and Kiltarlity. These groups meet to discuss local matters such as planning and community issues. Minutes are available on line and can be accessed via the Centre lap top.

NEWSPAPERS

A range of newspapers are provided in the main sitting area for people to read on a daily basis.

SMOKING

The Glenurquhart Centre is a no smoking building. If you wish to smoke then the staff will discuss arrangements with you.

ALARM CALL

In the toilets, bathing area and sitting rooms there are red cords. In an emergency these can be pulled and a member of staff will speak to you over the intercom unit to find out what assistance you require or alternatively staff will come immediately to your aid.

SHOWERING FACILITIES

There are 2 toilets situated to the right of the main doorway and one in the middle area of the centre. They are fully accessible for all. We have showering facilities in a wheelchair accessible area. If you are assessed as requiring assistance with personal care we will discuss your individual needs with you. In line with Health and Safety requirements, we have hot water regulators fitted at all hot water outlets and testing is carried out once per week.

CULTURE

Opportunities will be made available for religious, cultural and political expression. We will be actively involved in supporting you to observe particular dietary and dress requirements and facilitate practices such as prayer and contemplation in a private environment if you require this.

FIRE AWARENESS/HEALTH & SAFETY

We ensure we adhere to Fire Regulations and Health & Safety rules. On a weekly basis we undertake a fire test and have regular evacuation practise. Staff will inform you of the fire procedure when you come to the Centre.

HEALTH & SAFETY

The support service is a work place in terms of The Health and Safety at Work Act 1974 and associated regulations. The Glenurquhart Centre ensures that its health and safety policies are fully implemented. The process of risk assessment will be used to identify hazards and eliminate or reduce the likelihood of harm occurring. It is essential that all people attending the Centre comply with appropriate measures identified through this process to ensure their own health and safety is not compromised in any way. Any accidents or incidents which may occur whilst you are in our care will be recorded. Please ask staff for further details of this procedure.

ENVIRONMENTAL HEALTH

All staff who are involved in food handling complete REIHS Environmental health course. The Centre has food handling and infection control policies in place and all staff are trained to ensure it is fully implemented.

FEELING SAFE AND SECURE

Whilst attending the Glenurquhart Centre we aim to ensure that a sensible balance is offered to you in everyday events and activities, between the reasonable risks you want to take and the safety and well being of the staff and other people using the support service. Any concerns of risk will be discussed with you and you will be involved in your own risk assessment.

POSSESSIONS, VALUABLES AND MONEY

The Glenurquhart Centre has Public Liability Insurance and a copy of this is displayed on the wall outside the 2 main offices. If you wish to see a full copy of the document please ask the Centre Manager. We are unable to provide safe storage for any valuables or money and we would therefore advise that no valuable items or large amounts of money are brought to the Centre.

ALCOHOL AND DRUGS

Occasionally, we celebrate special events such as Burns Supper, Christmas Party, etc. Service Users will be offered the opportunity to take a social alcoholic drink to celebrate these events. Service Users are discouraged from bringing in a supply of alcohol for their own consumption during their time at the Centre. If a Service User arrives at the Centre in a state of intoxication that is likely to affect other people or the delivery of the service, staff reserve the right to refuse admission to the Centre and return the person to their home. The use of recreational drugs is not permitted within the Centre.

GIFTS

It is the Policy of the Glenurquhart Centre that no employee is permitted to accept gifts from Service Users. Understandably some Service Users wish to show their appreciation for the care and support they receive and we are quite happy for people to express their thanks verbally instead.

COMPLAINTS

If you wish to make a complaint this can be done by speaking to the Centre manager and will be responded to by our internal complaints policy. A copy of this is situated by the notice board at the main door, or we can provide a copy for you. Alternatively you may wish to notify the Care Inspectorate of any complaints and this can be done by contacting the Care Inspectorate at 1st Floor Castle House, Fairways Business Park Inverness. Tel: 01463 227630

CARE INSPECTORATE

The Care Inspectorate (previously known as The Care Commission) are set up by the Regulation of Care (Scotland) Act 2001 in order to regulate and inspect Scottish Care Services.

The Care Inspectorate has been set up to improve the quality of care services in Scotland and they believe an important way of achieving this is by listening to the views and concerns of Service Users. All registered care and support providers are inspected by the Care Inspectorate.

The Care Inspectorate carries out an inspection in line with Health and Social Care Standards

Each standard is graded against the following scale:

- 6: Excellent
- 5: Very Good
- 4: Good
- 3: Adequate
- 2: Weak
- 1: Unsatisfactory

The benefit of the grading system is to enable people to have a clearer idea of the quality of the services available.

A copy of the inspection report is displayed on the centre notice board, a copy can be provided for you or you can view on line at www.careinspectorate.com

LEAVING THE SUPPORT SERVICE

If a Service User's needs change and the support service can no longer meet their needs, the Service User and carer/representative/advocate will be fully involved in review discussions. The situation will be properly explained to you and your carer/representative/advocate and you will be told about any action you may take to appeal against the decision. Full support will be provided for a Service User to move to a new support service if this is appropriate and where possible the opportunity to keep up friendships.

POLICIES AND PROCEDURES

The Glenurquhart Centre has policies and procedures in place and these are available to any Service User/Carer/Relative who wishes to see them. Please ask a member of staff.

SOCIAL MEDIA

The Glenurquhart Centre has a website at www.glenurquhartcareproject.org.uk and can be found on Facebook under The Glenurquhart Centre.

We hope that you will enjoy your time with us at The Glenurquhart Centre