



Service Statement

HEALTH AND COMMUNITY CARE



Document Information

Title	Health and Social Care Partnership Addiction Services Service Statement
Author	Beth Culshaw
Description	This document summarises the Services provided , objectives, commitments and contacts.

Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 th Feb 2017	B Culshaw	NA
1.1	Final	13 th Feb 2017	B McDonald	Inclusion of document control

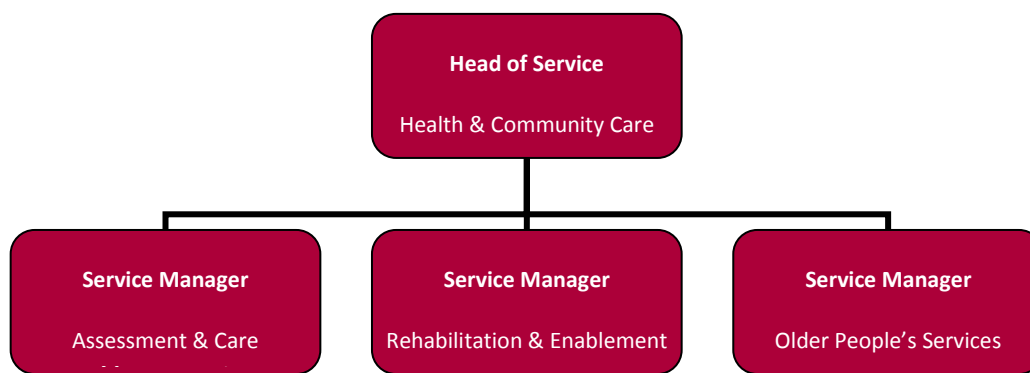
Adult Health and Social Care Services

HEALTH AND COMMUNITY CARE



1. Statement Overview of Service

1.2 Service Management Structure



2. Service Description

“The aim of community care is to enable people to live for as long and as independently as possible in their own home, or in the community.” Community Care in Scotland, (2007), Scottish Parliament Information Centre (SPICE)

The CHCP’s principal responsibilities in the field of Adult Health and Social Care Services include:

- To assess community care needs of individuals.
- To provide services and arrange for these to be delivered from a range of providers.
- To provide packages of care and co-ordinate, review and monitor these.
- To protect vulnerable adults from abuse and maintain an adult protection register.
- To meet National Standards for all service provision.
- To respond to the requirements for the introduction of new legislation.

1.3 Services and User Groups

The services and user groups provided for by Adult Health and Social Care include:

- Older People’s Services
- Care at Home

Adult Health and Social Care Services

HEALTH AND COMMUNITY CARE



- Assessment & Care Management
- Carers Services
- Learning Disability Services
- Physical Disability Services

1.4 Incorporating the following remits:

- assessment of need
- income maximisation
- care and support at home (including nursing care at home)
- protection of vulnerable children and adults
- day care and day services
- equipment and adaptations
- rehabilitation and reablement
- supported living
- support to carers and young carers
- respite and short break services
- counselling
- palliative and end of life care
- telecare
- district nursing

2. Statement of Service Objectives

- To deliver excellent personalised care, treatment and support which anticipate and prevent the development of illness
- To receive care in local community settings where possible.

3. Customer Commitments

- We will ensure our services are delivered in such a way that the dignity and respect of service users is preserved.
- We will respect and value uniqueness and diversity whilst recognising, and building on, the strengths of the individual.
- We will promote people's right to choice, privacy, confidentiality and protection.
- We will assist people to improve the quality of, and increase their control over their lives.
- We will operate in a manner that does not stigmatise or disadvantage individuals, groups or communities.

Adult Health and Social Care Services

HEALTH AND COMMUNITY CARE



- We will promote equality of opportunity and access to services and not discriminate people or groups on grounds of age, race, religion or sexual orientation.
- We will work in partnership with users, carers and other providers of services, to ensure continuous improvement in the provision of services.

4. Service Standards

As a CHCP, while there are common fundamental standards around respect; gaining trust and confidence and being accountable that we expect of all our staff, we also recognise the unique professional roles and expect staff to adhere to their respective professional bodies standards as outlined below.

The Scottish Social Services Council (SSSC) agreed a *Code of Practice (2002)* for social service workers and employers can be found on:

<http://www.sssc.uk.com/Codes-of-Practice/sssc-codes-of-practice-for-social-service-workers-and-employers.html>

The General Medical Council (GMC) agreed Good Medical Practice (2013) can be found on http://www.gmc-uk.org/guidance/news_consultation/20477.asp

The Nursing & Midwifery Council (NMC) agreed The Code: Standards of Conduct, Performance and Ethics for Nurses and Midwives (2008) can be found on

<http://www.nmc-uk.org/Nurses-and-midwives/Standards-and-guidance1/The-code/>

The Health and Care Professions Council agreed the Standards of Conduct, Performance and Ethics (2008) can be found on:

<http://www.hcpc.org.uk/publications/standards/index.asp?id=38>

5. How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality service, you can help us by:

- Giving us feedback on the service you have received, including informally and on a formal basis via surveys and review processes. The link below provides details on how to contact us.

<http://www.chps.org.uk/content/default.asp?page=s464>

- Informing us of any changes in your circumstances.

Adult Health and Social Care Services

HEALTH AND COMMUNITY CARE



- Treating us with courtesy and politeness.
- Letting us know if you have an adult or child protection concern.

Child Protection	Adult Protection
01475 714100 or 714900	01475 714001

6. If You Make a Complaint to us

For advice on how to make a complaint please use the contact methods below:

Social Care	NHS Greater Glasgow & Clyde
<p>Write to:</p> <p>The Complaints Officer</p> <p>Inverclyde CHCP Kirn House Ravensraig Hospital Inverkip Road Greenock Inverclyde PA16 9HA</p> <p>Phone: 01475 7155380 or 7155381</p>	<p>Phone: 0141 201 4500</p> <p>Email: complaints@ggc.scot.nhs.uk</p> <p>See our website at www.nhsggc.org.uk where you can find information under “Get in Touch / Get Involved”.</p>

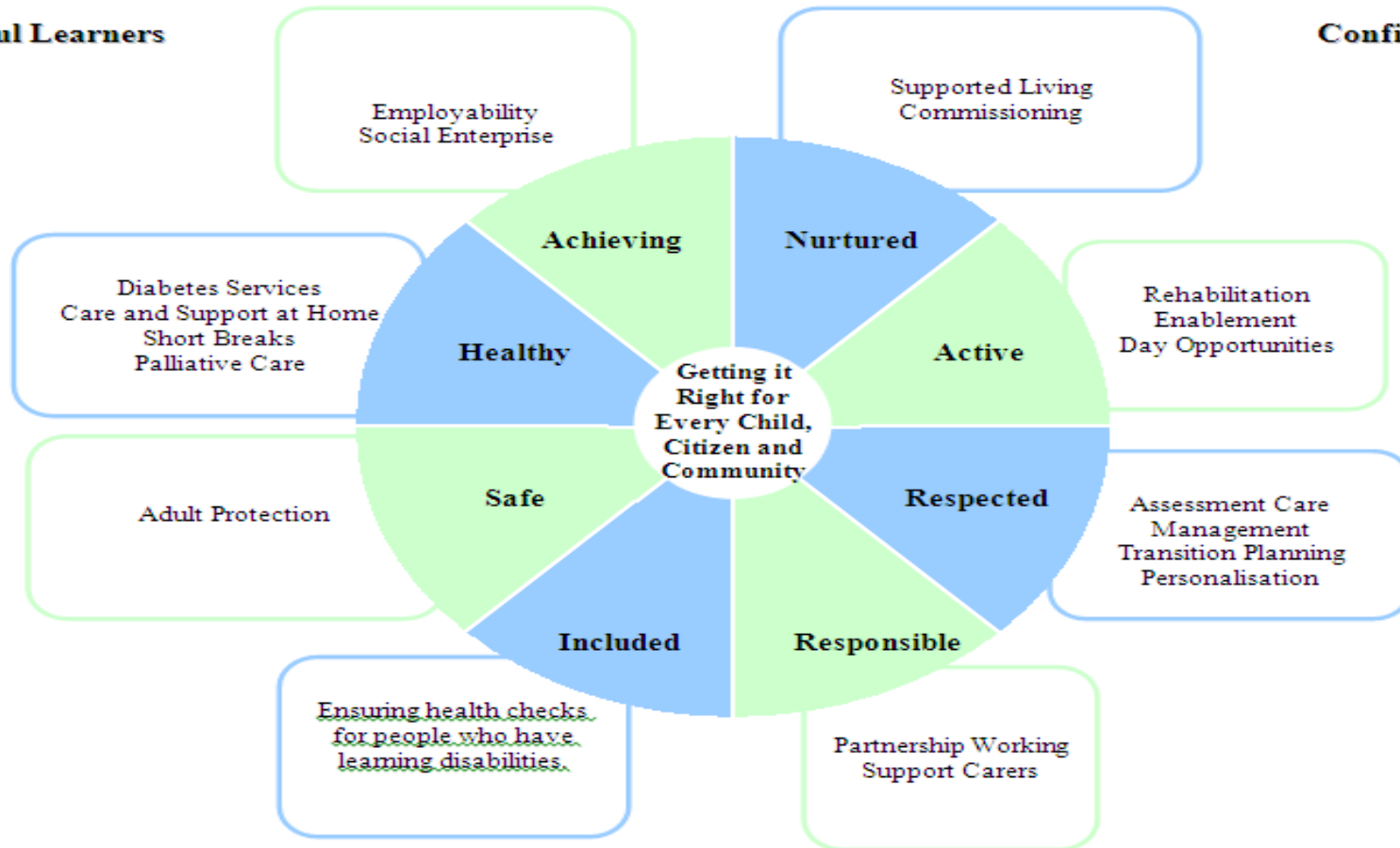
Alternatively, request a complaints form in all Inverclyde CHCP premises.

HEALTH AND COMMUNITY CARE

Health & Community Care
Service Statement

Successful Learners

Confident Individuals



Effective Contributors

Responsible Citizens

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